

The **Adult Literacy** program continues to serve as the only library program in Hamilton County offering one-on-one tutoring. In 2003, there were 49 active tutor-learner teams enrolled in the program. To support the purchase of classroom materials, cover instruction costs and subsidize informational mailings, the Literacy program received a \$1000 monetary grant from the Wal-Mart/Sam's Club Foundation as well as donations from Tri-Kappa Sorority, the Hamilton County Leadership Academy and various individuals.

Directly addressing the growing diversity of our area, the **Literacy** program sponsored courses in specific language skills. Seven hundred fourteen (714) people were served through ESL ("English as a Second Language") classes. Another 388 individuals participated in the "Let's Talk" informal English conversation sessions and 264 in "Work Words" classes.

In an effort to serve the public in an efficient manner, the library's Circulation Department set and successfully met a goal of a **twenty-four (24) hour turn around**. This included responding to all customer service requests for information, returning discharged library materials to the shelf and processing all registrations, lost-item and price request information – all within 24 hours.

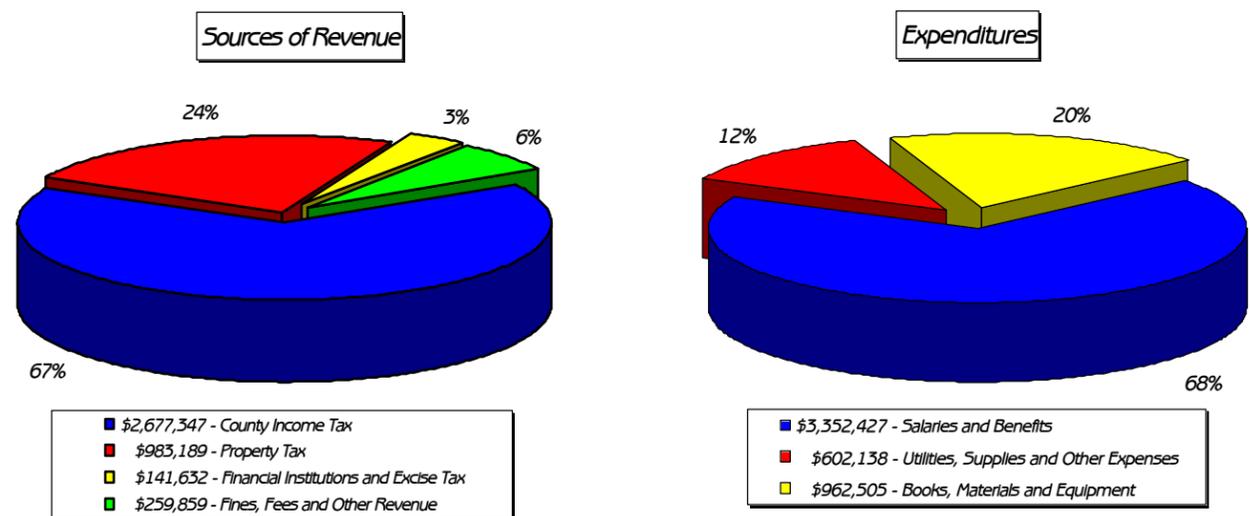
Community Connections

The Hamilton East Public **Library Board of Trustees** welcomed two new members in 2003. Steve Sharp of Fishers was appointed by the Hamilton County Council and Marianne Jacobi by the Noblesville School Board. Greg Murray retired from the Board after 16 years of service to the library.

The Hamilton East Public Library partnered with the **Autism Advocates of Indiana**, the Autism Society of Indiana and the Indiana Resource Center to disseminate five different publications on detection, care and coping with autism to each of Indiana's public libraries and their branches, a total of 437 locations.

In celebration of **National Library Week** in April and to thank patrons for their support, a "Customer Appreciation" event was held at both libraries. Over 400 people stopped by to enjoy fresh popcorn, balloons, seed packets and bookmarks.

Focus on Financials



Administration

David L. Cooper, Director
 Gail Winsmore, Assistant Director
 Robyn Neal, Business Manager
 Mike Bickel, Facilities Manager
 Cheryl Jurgens, Marketing Manager
 Marcie Stafford, Bookkeeper
 Anita Hicks, Secretary/Receptionist

Department Heads

Rob Brown, Systems Administration
 Holly Kennerly, Technical Services
 Mary Patterson, Circulation
 Linda Shaw, Reference
 Anne Marie Short, Youth Services
 Melissa Stewart, Outreach/Audiovisual

HEPL Board of Directors

Robert James, Jr., President
 Steve Sharp, Vice President
 David Wallace, Secretary
 Lyneen Burrow, Asst. Sec./Treasurer
 Jane Gasch
 Lucille Noblitt
 Marianne Jacobi

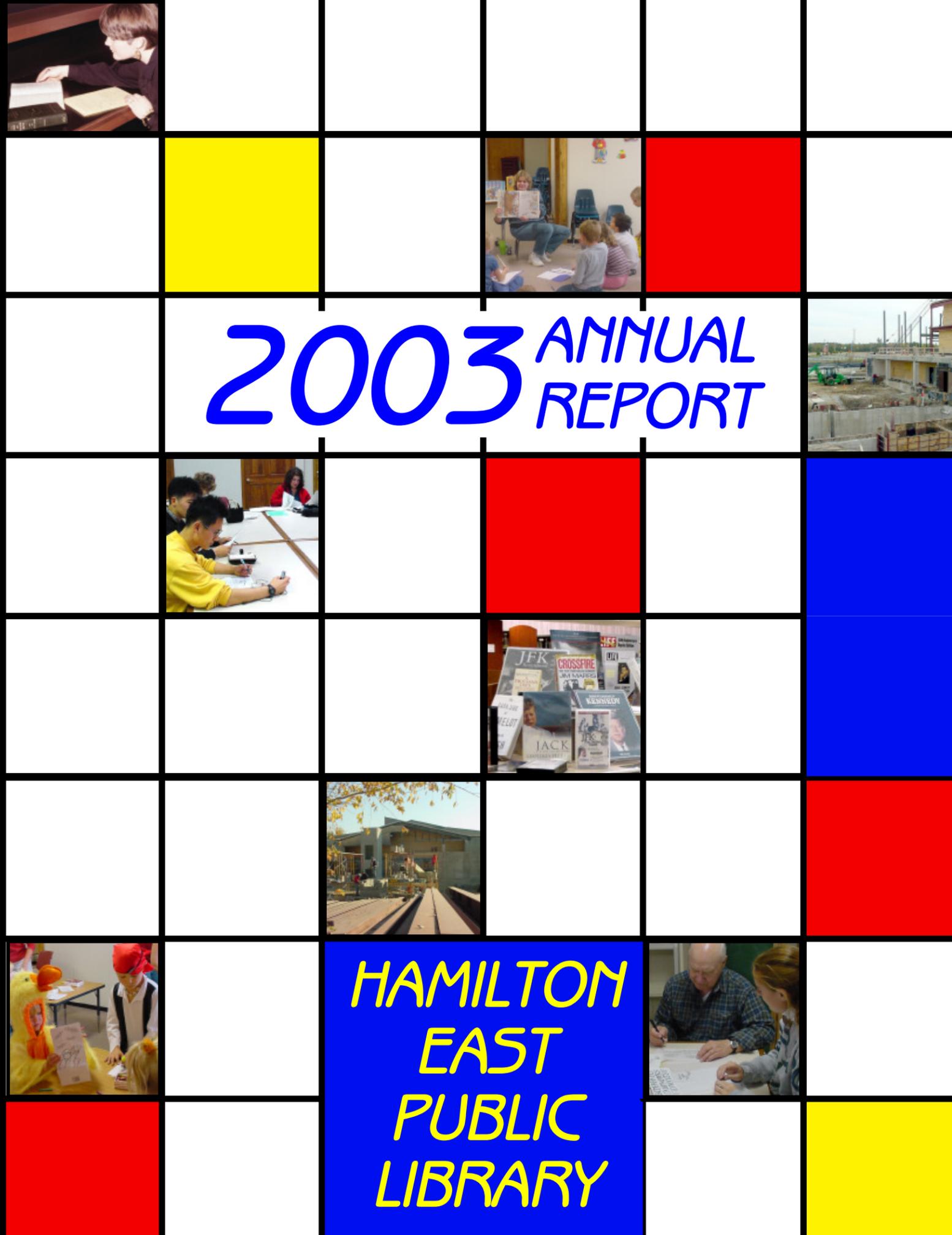
Noblesville Library
 One Library Plaza
 Noblesville, IN 46060
 (317) 773-1384

Fishers Library
 Five Municipal Drive
 Fishers, IN 46038
 (317) 579-0300

www.hepl.lib.in.us

2003 ANNUAL REPORT

HAMILTON EAST PUBLIC LIBRARY



Building for the Future

The year 2003 launched a very exciting period of growth for the Hamilton East Public Library. On April 24th, groundbreaking ceremonies were held at both library buildings to mark the official kick-off of a nearly two-year long **building construction and renovation** project. Construction equipment soon speckled the landscape as crews began excavating, laying foundations and erecting walls. Inside temporary walls were constructed to separate public areas from the construction work. Open areas, such as programming rooms and atrium areas, were converted to stack areas to accommodate rows of book shelving or converted to space for material storage or offices.



Public excitement and support continues to grow as the buildings experience daily changes in shape and size. The expansion at the Fishers Library, approximately tripling the size of the facility, is taking place most noticeably on the east and west ends of the existing building. In Noblesville, the building will more than double in size and transform on all levels of the facility as it expands to the north and east.

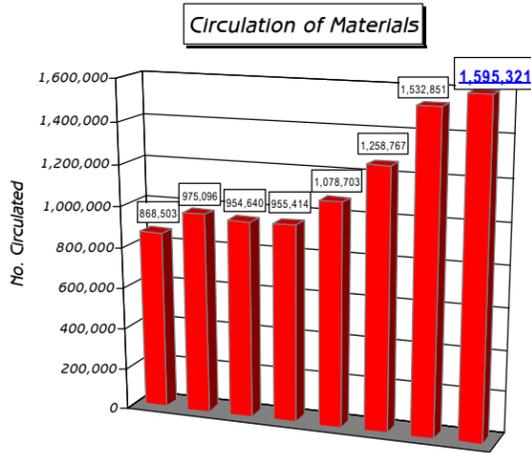
The much anticipated new space promises areas specially designed for teens, more and larger meeting rooms, private areas for literacy training and tutoring, larger computer labs and classrooms, space for significantly larger library collections, and a greatly expanded Indiana Room to house state, local and family history records.

During the building process, library staff continues to work diligently to assure that patrons continue to receive a high level of service, access to materials, and vital programming and services. To address the public's excitement and curiosity, we continue to provide the local media with details and information and encourage area residents to visit the library's website for updates and pictures of the progress.

Facts and Figures

While most libraries involved in construction or renovation projects face a decrease in circulation of materials, the Hamilton East Public Library defied the trend. The **circulation** rate in 2003 continued to climb and reached an all-time high of 1,595,321.

This figure reflects a 4.1% increase over last year's rate. The Interlibrary Loan program loaned 473 materials to other libraries and schools and brought in 914 for our patrons.



As area residents continue to regard the library as an excellent resource for family entertainment, there was a marked increase in circulation of **videos and DVDs** of more than 52,000 materials over 2002. Trends in **audiovisual circulation** show substantial increases (71%) in the circulation of DVDs with video circulation holding steady. While the circulation of books on CD nearly doubled in the past year, circulation of books on tape remained consistent while still accounting for two-thirds of the circulation of AV books.



Over the course of the year, 52,000 **new materials** were added to the library's collection, totaling nearly \$930,594.96 in purchases. An additional 31 books were added through the Memorial Book program.

At the end of the year, library **collections** totaled 391,632 items, including 320,138 books, 252 bound serials, 38,248 video cassettes and DVDs, 31,502 audio cassettes and CDs, 1492 in electronic format (CD-ROMs, disks) plus 655 subscriptions.

In 2003, the libraries registered 5873 **new borrowers** bringing the total number of borrowers up to 62,592 or 76% of the residents in our service area of Delaware, Fall Creek, Noblesville and Wayne Townships (population numbers based on 2002 Census data).

A total of 103,902 **reference questions** were answered in 2003, an average of 1998 each week. This number reflects an

increase of 16.6% over the past year. Thirty-two professional librarians and 128 additional staff members make up the library team.

Purposeful Programming

As result of the construction/renovation project, **meeting room space** at both library buildings was transformed into office and shelving space. Library staff worked creatively throughout the year scheduling programs in unique locations such as the Library Annex, local parks, clubhouses, the 4-H Fairgrounds, and even grassy areas outside the library buildings.

Approximately 25,000 individuals of all ages participated in **programs** through the Hamilton East Public Library in 2003.

Serving adults and families, the **Outreach** Department offered 724 programs with a total attendance of 8310 persons. These figures marked an increase of 16% in the number of programs offered over 2002. The number of programs presented by library staff outside of the traditional library setting nearly quadrupled this year. These totaled 100 programs reaching 2619 persons.



The **Youth Services** Department regularly offers educational programs to area children and families. In 2003, 489 different programs were presented reaching 14,477 individuals. The Summer Reading Program was once again a great success with 5334 persons, ages 0 to adult, participating. This marks an increase of nearly 22% over the previous year's numbers.

Youth Services Librarians began writing a quarterly newsletter specifically for **homeschoolers** in the library district. The newsletter includes educational resources, pertinent programming and other helpful information designed to meet the needs of those involved in homeschooling. The newsletter is being distributed in hard copy, e-mail format and posted on the library's website.

The **Indiana Room** continues to be a popular destination point for both local residents and those throughout the United States. To address the growing interest in tracking family histories, 9 workshops were held on various genealogy topics including using specific software programs and searching for military records.

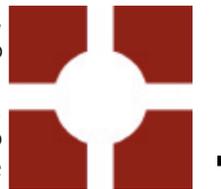
Technologically Speaking

In 2003, there were over 1,237,612 requests for **HEPL website** pages. With the new library name and web address, the main page of the website also received a new look featuring the new logo (see below).

The Hamilton East Public Library has found **e-mail** to be a very efficient and effective tool in sending informational notices to patrons. In 2003, 169,772 notices were sent electronically saving the taxpayers \$62,816 in postage costs. Currently there are 28,349 patrons with e-mail addresses in the library's system, an increase of 22% over 2002's numbers.

Growing In Service

In an effort to more accurately represent the library's service area, on July 1st the Noblesville-Southeastern Public Library introduced a **new name, logo and web address**. Now known as the Hamilton East Public Library, our web address was changed to www.hepl.lib.in.us to reflect the name change as well. The new library logo is a square, divided into four sections with a large circle in the middle. The four sections represent the four townships currently served by the library system. Two white lines, representing the two library locations in Fishers and Noblesville, cross to meet at a center circle representing the one library system. The color of the logo is a deep, vibrant red tone.



The **Mobile Outreach Services** program continues to expand its reach in the community. Throughout the year, Mobile Outreach delivered more than 24,000 books and conducted storytimes in local pre-schools and daycares enriching the lives of more than 1250 children.



Our unique delivery service to **homebound patrons** allowed Mobile Outreach staff the opportunity to serve and touch the lives of 74 individuals on a regular and personal basis. This enrollment number marks an increase of 85% over last year's figure.