

Due to budget reductions again in 2006, the library filled only key positions that became vacant. **Library staff** continued to strive to offer excellent customer service despite the decrease in staff members and the increase in library usage.

Connect

Each library location offers three **meeting room spaces** available for library programming as well as group meetings. Throughout the year, area clubs and organizations used the public meeting rooms 868 times. Fishers Library hosted 564 meetings and Noblesville Library hosted 304. Beginning in September, the Library

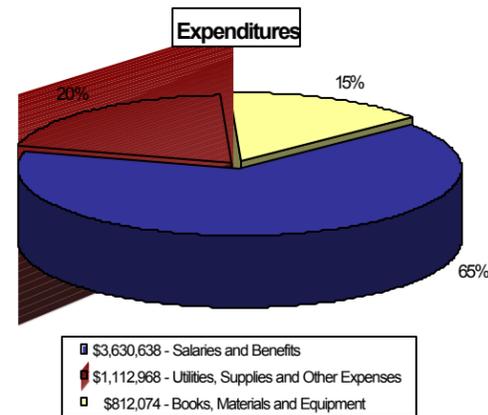
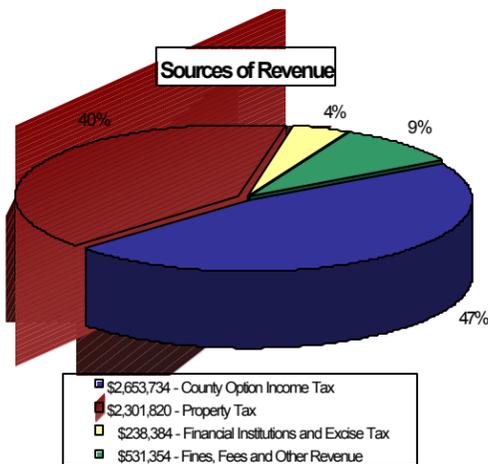
expanded its policy to open the meeting rooms to both for-profit groups as well as non-profit organizations. Usage by for-profit groups is restricted to staff development and training programs.

The Hamilton East Public Library is open 69 hours each week. The library's website is available 24 hours a day and offers 58 different **informational databases**. Simply visit www.hepl.lib.in.us and click on "Online Resources". Providing links to various newspapers, magazines, encyclopedias, and informational sources, these databases help library users research genealogical records, corporate financial histories, antique values, current events, scientific data, health issues, notable people, favorite hobbies, and much more – all from their computers at school, home, or office.

Library staff members regularly serve as **resources and speakers** to area agencies, organizations and school groups. This year 42 programs were presented to 1,611 individuals throughout the community.

In cooperation with Noblesville Schools, City of Noblesville, and Barnes & Noble Booksellers, the Hamilton East Public Library launched a "**One Book, One Community**" program. This program was offered two times in 2006 and the books that were chosen were "A Walk in the Woods" by Bill Bryson and "Once Upon a Town" by Bob Greene. Hundreds of area residents enjoyed reading the chosen books as well as participating in various book discussion groups, essay contests and special celebrations.

HAMILTON EAST PUBLIC LIBRARY



Administration	Department Heads	HEPL Board of Directors
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		Steve Sharp

Noblesville Library
One Library Plaza
Noblesville, IN 46060



Fishers Library
Five Municipal Drive
Fishers, IN 46038

www.hepl.lib.in.us

2006 ANNUAL REPORT

Learn

In 2006, the **Adult Literacy/ESL program** served people from more than 40 different countries, offered 335 classes with a total attendance of 3,016, and provided quality trained tutors for dozens of basic adult education students working on reading, math, life skills and GED competencies. Two program participants passed the TOEFL (Test of English as a Foreign Language), one passed standardized testing toward admittance to IUPUI and eight students enrolled in Ivy Tech Community College. Quantified survey results indicate a very high level of satisfaction with the Literacy services among participants. Many indicate having had needs met on a socio-linguistic level, as they were able to establish peer networks in adapting to American culture. Others reported increased confidence in using English Literacy skills outside their homes and several reported admissions in local colleges, improved employment, higher rates of involvement in their children's education, and raised self-esteem.



The **circulation rate** in 2006 climbed to 1,911,935 - an increase of 3.5% over 2005.

The Library regularly offers free **computer classes** to the public. Ranging from basic to advanced skill levels, the classes cover various computer programs, Internet and e-mail usage, and job-related and technical subjects. In 2006, there were 351 computer classes offered with a total attendance of 3,088. Special computer classes were also developed and offered on a regular basis to home schooling groups. These students received in-depth training on computer programs such as Word and Excel, customized training for specific academic topics, and hardware assembly instruction.

The Youth Services Department designed a unique set of programs especially for first, second and third graders who want to improve their reading skills. **Reading at the Black Lagoon** strives to help participants learn to enjoy reading while improving their comprehension, confidence and speed.

A new **Writers Workshop** was introduced and quickly became such a success that participants requested it be offered on a weekly basis. The workshops discuss various writing skills, how to critique writing and how to get published.

Explore

The **Indiana Room**, located in the Noblesville Library, continues to be a popular destination that offers a unique collection dedicated to preserving and providing local and state history, genealogy and family history, and general information pertaining to the state of Indiana. In 2006, Indiana Room staff assisted with 1,798 inquiries, an increase of 11.9% over the previous year.

The **public computer labs** continue to be centers of activity as library users work on their latest projects, research information about their favorite hobbies and interests, e-mail family and friends, and play on-line games. There are currently 107 computers available to the public, 71 of which have connections to the Internet. These computers were used 14% more times than in the previous year and for 18% more hours.

Enjoy

Each year in June and July, the **Summer Reading Program** is offered to encourage people of all ages - infants, youth, teens and adults - to continue to enjoy reading throughout the summer months. This year's Summer Reading Program drew a record-breaking

number of readers. The total number of registrants climbed to 13,236, including 10,850 youth, 750 teens and 1,636 adults. These figures represent a 105% increase over 2005's totals.

The Friends of the Hamilton East Public Library obtained licensing rights to show **feature films** to library users. The Youth Services Department regularly sponsored a family movie night as well as many teen-themed movie nights in the TeenZone.

In December, the Library responded to a request from the Indiana Transportation Museum and gladly supplied readers for the popular **"Polar Bear Express"** programs. Over 4,400 participants enjoyed these 20 programs held at the Fishers Train Station.

Serve

The **Mobile Outreach** program continues to offer its unique services to the community. This year, nearly 23,000 library materials were delivered to 12 area preschools and daycares and six senior facilities. Volunteer storyteller, Linda Kaser also presented 278 storytimes to 4,964 eager young listeners. The homebound delivery service offered through Mobile Outreach increased its enrollment to 177 people. This service is available to anyone who is unable to visit the library due to age, illness, or injury, whether permanent or temporary.

New **electronic signage** was installed in integral locations in both library buildings. Library visitors can now refer to these signs for information on the latest programs, services, closings and other important announcements. These ever-changing signs make up-to-date information available to library users in a timely and colorful manner.

Self check-out stations available at the Circulation desks in both libraries, offer a quick and easy option for checking out library materials. The stations were used throughout the year to check out 189,944 items.

The library's **website** now offers a comprehensive easy-to-read calendar of events highlighting upcoming programs - youth, teen, family, adult, literacy, computer and genealogy. A simple click of the mouse allows library users to view the details of the programs as well as register themselves online for an event.

To better accommodate payment of outstanding fines or fees, the Library began accepting **payments by telephone**. Beginning in October 2006, these payments can be made through the library users Visa, MasterCard or bank debit card.

The Library continues to offer the **Interlibrary Loan** service whereby users may obtain books, not currently in Hamilton East Public Library's system, on loan from other libraries. This year, 968 items were loaned to HEPL users and 479 items were loaned out to libraries throughout the United States.

E-mail notifications have proved invaluable in helping to remind library users to return materials on a timely basis, and of the availability of items on hold. In 2006, 346,649 notices were sent electronically, a 45% increase over the previous year's numbers. Sending these notices via e-mail saved taxpayers over \$135,193 in postage. There are currently 46,862 or 63% of registered borrowers with e-mail addresses in the library's system.

Growth Statistic	2006	2005	% Change
Circulation rate of materials	1,911,935	1,847,178	3.5
Materials available in library collections	495,700	466,008	6.4
Library cardholders	76,302	66,480	14.8
Adult reference questions asked	74,488	67,885	9.7
Youth/teen reference questions asked	30,256	27,702	9.2
Patrons served by homebound delivery	177	156	13.5
Youth and teen programs offered	1286	877	46.6
Attendance at youth and teen programs	33,450	12,241	173.3
Adult and family programs offered	1284	1083	18.6
Attendance at adult and family programs	21,540	11,906	80.9
Library users receiving e-mail notifications	46,862	39,493	18.7
Notices sent to patrons through e-mail	346,649	239,485	44.7
Times public computers used	81,240	71,348	13.9
Hours public computers used	42,711	36,208	18.0
Request for pages on Library website *	3,598,010	4,009,584	-10.3

* Due to budget cuts, several online databases were not renewed in 2006. This contributed, in part, to a reduction in the number of HEPL webpage requests.

Grow

46,862 or 63% of registered borrowers with e-mail addresses in the library's system.

At the end of 2006, the library's collection totaled 495,700 items including:

- ... 377,569 books
- ... 50,239 DVDs and videocassettes
- ... 38,285 CDs and audiocassettes
- ... 1,372 CD-Roms
- ... 796 bound serials
- ... plus 756 subscriptions

44,210 new materials were added throughout the year, totaling approximately \$725,000 in purchases.