



ANNUAL REPORT 2008-2009

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October 2009

To Our Community –

Cromaine District Library has served the Hartland area since 1927. We plan to continue serving another 80 years and more as your public library in whatever form that may take. As one of the first institutions conceived and created through the beneficence of J. Robert Crouse, this library will continue to offer enriched cultural, arts, and literary experiences to all of this area. We are grateful for the diversity that is reflected in a community that crosses the Township borders of Brighton, Deerfield, Genoa, Hartland, Oceola, and Tyrone, and that encompasses the new, “green” Wal-Mart and Meijer to the registered historic sites of the Hartland Music Hall, St. Augustine’s Catholic Church, and Tom Walker’s Grist Mill in Parshallville and more.

Certainly in 1927, the plethora of technology from desktop computers to handheld personal assistants was not yet anticipated. No one likely envisioned a public library that wasn’t stacks and stacks of books with little concern for people space, other than a read-aloud chair for the librarian’s once a week story time.

People have evolved to require much more information for personal pursuits of individual passions, not all of which can be found now in books or even print. Public libraries have evolved right along with you to offer as much as possible that supports and encourages your passionate journeys of the mind in print, electronic, human, and experiential formats.

You’ll find in the following pages some of the accomplishments in service that Cromaine has brought to the community in 2008-2009, as well as what we recognize as some of our challenges going forward. There are statistics that tell you how much we are used and a financial picture that shows your much-appreciated support.

Today more than ever before, your journey begins here.

Cecilia Ann Marlow
Library Director

ACCOMPLISHMENTS OF 2008-2009

- Circulation increased by renewing items checked out to three renewals, seven-day hold period shortened to four days, creating “Hot New DVDs” that go out for only four days if still in demand, browsing shelves in the public area for items waiting to be shelved, and pre-due date e-mails for timely returns
- Ended fee-based rental books and created “Books on Demand” collection of bestsellers with no fees to borrow and no holds permitted so that you will find something recent to read
- Extended School of Choice cards to a full calendar year instead of only the school year because learning isn’t just for nine months
- Online library card applications now make it possible to complete your application online and have your card mailed to you in order to use databases and MeLCat from home, school, and work
- New “Stump the Librarian” and many other outreach programs, including deposit collection at Village Manor Retirement, technology programs at Hartland Senior Center, and Livingston County events
- Added services for job seekers, including four months of early opening on Saturdays during Michigan Works crisis of access, free faxing of resumes and applications, budget stretching program series
- Successful second year of \$12,000 grant for The Big Read of *To Kill a Mockingbird* reaching many teens and their families in Hartland, Brighton, and Howell
- Local one-book program of Livingston Reads and many authors throughout the year
- Participated with other county libraries in Livingston Reads focusing on baseball with programs, bibs and book discussion
- Paint and carpet transformation of the Village location, including a thorough de-cluttering, meant room for wheelchairs, strollers, and people gathering, restoring the role of community center
- Replacement of Avon Road sidewalk facilitates walkers from the Day Care and our four within-walking-distance schools

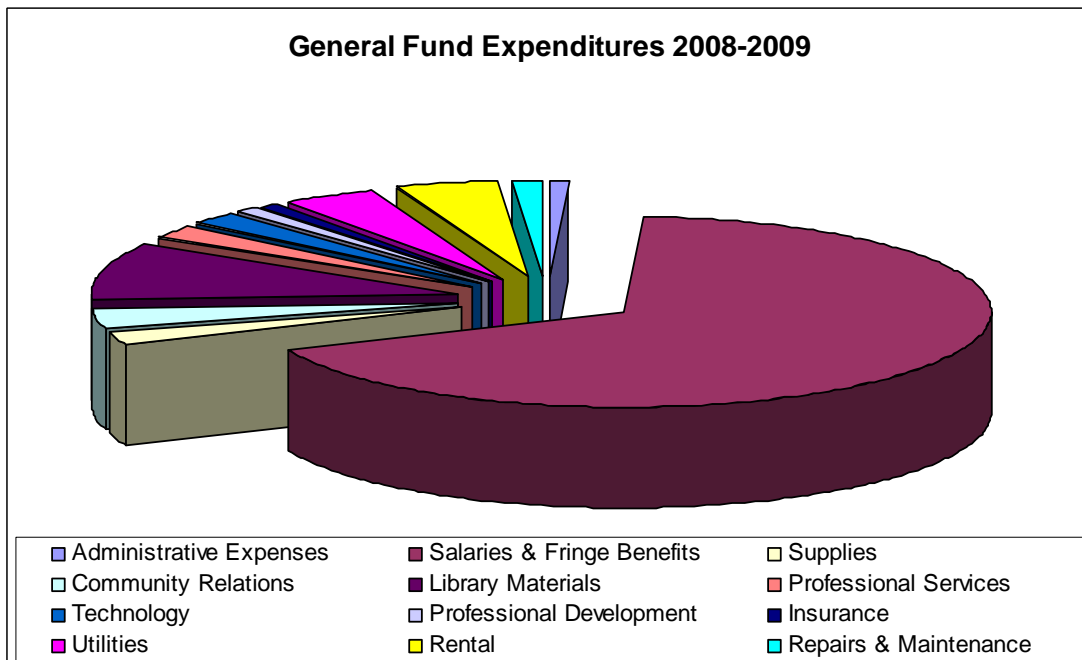
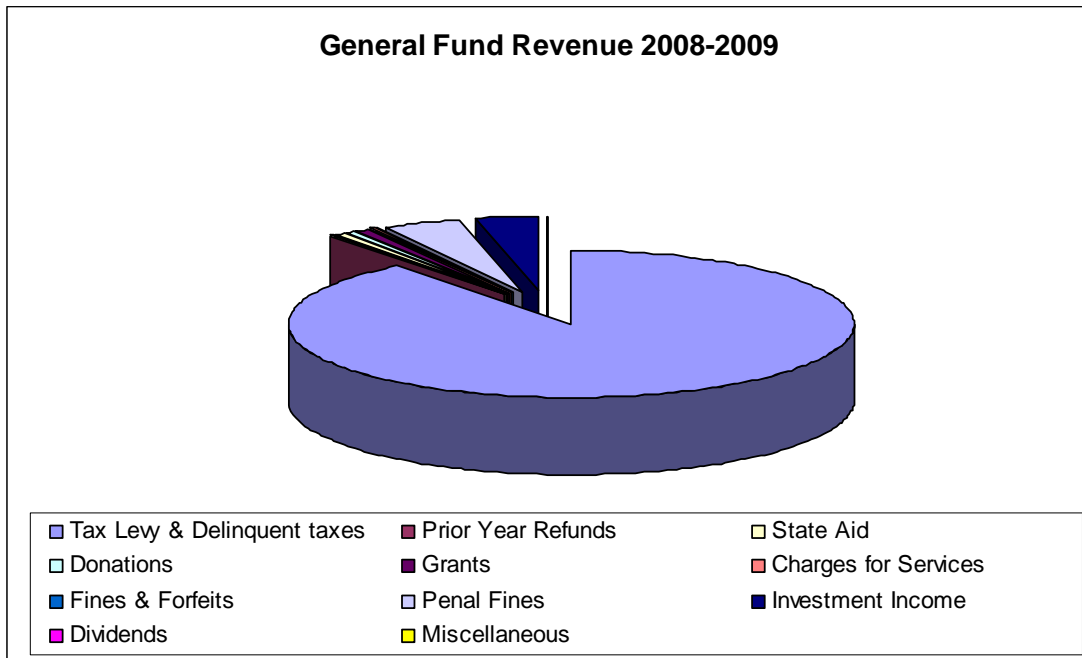
- Corner sign installed coupled with banner placement on south exterior bring increased awareness of the library and its location to the intersection of Avon and School Streets
- More technology acquired to increase patron satisfaction and self-sufficiency, including online program registration and a new “google-esque” catalog search tool, along with the launch of the redesigned, revamped web site
- Implemented a new Internet delivery system for Crossroads technology-savvy patrons who expect consistently faster service
- Implemented social media to reach new patrons – Find Cromaine on Twitter, Facebook, Yahoo events, and other popular social media
- Implemented e-mail blast to inform patrons of upcoming programs and to permit specific, targeted marketing
- Held first July Wednesday evening music series on the south lawn as well as harp music in the Village for a celebration of giving and Saturday afternoon music series at Crossroads
- New programs for young people included Playdate on Friday mornings and Reading to Rover that strengthens read-aloud skills by reading to specially trained, nonjudgmental, non-correcting dogs; Encore Players in costume and the Ford Astronomy Club offered exceptional experiences at the library
- Reinstated teen volunteer program which provided opportunities for teens during the summer and help with summer programming
- Implemented first library science student internship as Teen Services Librarian which then resulted in dramatic increase in teen programming and teen participation at Cromaine District Library
- Actively welcomed new adult volunteers for on-going and short-term projects which proved especially helpful in the very busy summer program season
- A new monthly calendar style handout shows what’s happening when and where in one easy format
- Existing page positions were reduced in hours to encourage teens to apply; one page position was assigned to Crossroads in recognition of the increased usage
- Significant cost-cutting in behind-the-scenes areas

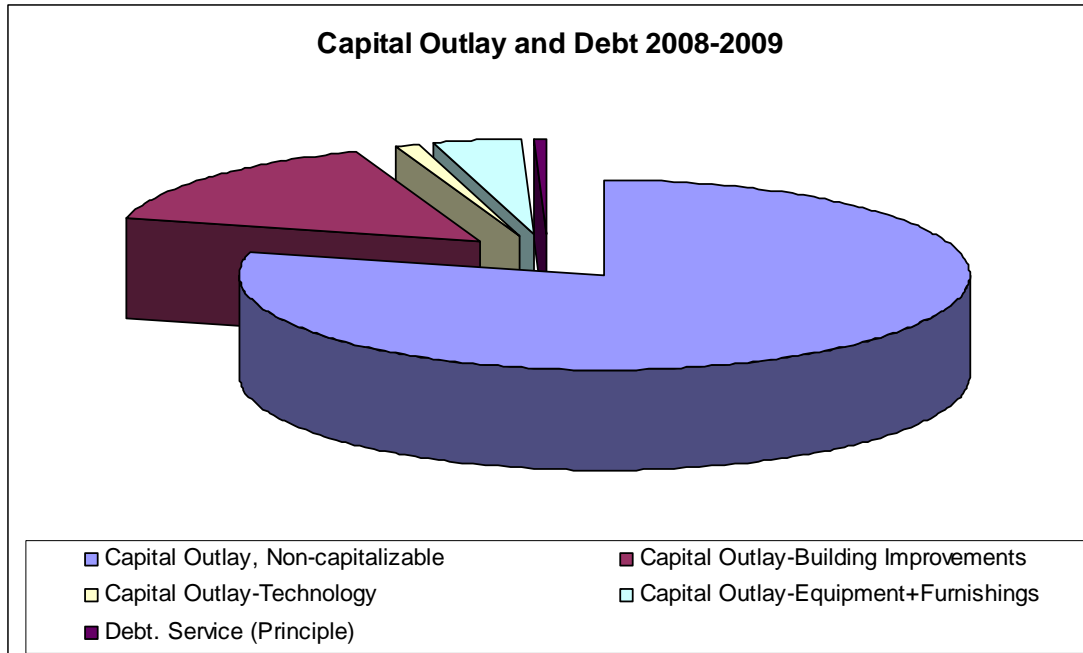
CHALLENGES TO CONSIDER GOING FORWARD

- Staffing reduced through attrition requires changing processes for greater efficiency
- Increased use of interlibrary lending through MeLCat means larger deliveries in a still-small space
- Continuing to increase the use of technology by staff to increase efficiency long-term, like BIBZII online ordering system, means more time needed for training staff in new procedures and creates a more dynamic work environment
- Even as staffing becomes more efficient and wages are held to zero increase, utility costs skyrocket, particularly in the very inefficient Village library
- Keeping up with the demand for faster, better, more efficient technology within the same or even reduced operating budget
- Increased fundraising is needed to maintain quality of programming, including music programs and The Big Read
- Insecure state funding may result in increased costs for databases, new costs for deliveries among libraries, and even a loss of statewide services requiring even greater local support to maintain current levels of service
- As Crossroads popularity has increased so has dissatisfaction with not enough computers, books for young people's homework on Sundays, and study space in the evening. Similar concerns are repeatedly expressed at the Village library which does not have enough seating, power outlets, or lighting
- Increased demand on library resources by students as schools' funding challenges increase and school budgets focus on their primary service--educators

FINANCIAL CROMAINE

The audit of the Cromaine District Library was presented and accepted September 17, 2009. It is filed with the Michigan Department of Treasury. A snapshot of the Cromaine District Library financial status is shown below in the charts.





Beginning fiscal year 2009-2010, Cromaine District Library will separate its operating revenue and expenditures in a General Fund from the planned savings for facility emergencies and improvements in an Improvement Fund, and gifts, grants, and similar donations in a Gift Fund. This is intended to provide a clearer picture of the library's actual operating costs as well as demonstrate the commitment the Library has to both planning for the future needs of the facility and community and honoring the intent of the gifts of its community.

STATISTICAL CROMAINE

In order to evaluate Cromaine's success in achieving its strategic plan goals, we collect statistics, particularly on usage.

The chart below provides the annual summary of usage of Cromaine.

Cromaine Library 2008-2009			
Year-End Statistics			
	Current Year	Previous Year	% Change
CIRCULATION			
Adult books	63,117	62,605	0.82%
Children's books	69,139	68,299	1.23%
Young Adult books	10,325	10,421	-0.92%
Magazines	10,283	10,052	2.30%
Non-Print	84,270	79,856	5.53%
Misc. ****	2,374	1,461	62.49%
MELCAT Received	7,341	3,635	101.95%
In-House Use	130,989	n/a	
Total Circulation	377,838	236,329	59.88%
Collection			
Added	15,179	14,604	3.94%
Withdrawals	15,085	19,661	-23.27%
Owned	98,038	98,210	-0.18%
Cardholders			
Resident	13,833	13,249	4.41%
Non-resident	1,764	1,570	12.36%
Total	15,597	14,819	5.25%
resident cardholders added	584		
Cardholders added	1,970	1,801	9.38%
Visits/Village (July - June)	126,315	144,348	-12.49%
Visits/Crossroads (July - June)	84,325	59,327	42.14%
Programs			
Adult	90	52	73.08%
Youth	395	261	51.34%
Total	485	313	54.95%
Attendance			
Adult	3,126	1,968	58.84%
Youth	11,792	6,023	95.78%
Total	14,918	7,991	86.69%
Reference Transactions			
Adult	10,109	4,151	143.53%
Youth	9,048	4,155	117.76%
Crossroads	3,027	2,310	31.04%
Total	22,184	10,616	108.97%
Technology			
Internet Use	39,750	37892	4.90%
Youth LAN	3,903	4,902	-20.38%
Web Page Visits	116,261	48,470	139.86%
Database Use	13,364	3,778	253.73%
Total population	24,895	24,895	0.00%
Circulation per capita	15.18	0.59	2487.22%
Program atten. per capita	0.60	0.32	86.69%
Visits per capita	8.46	8.18	3.42%
Ref. trans per capita	0.89	0.43	108.97%
Patrons as % of population	63%	60%	5.25%
Circ per volume	3.85	2.41	60.16%
**** Includes:Fast adds, Kits, Ref, DAB, ILL, MAP)			

This information is available at www.cromaine.org in charts which measure the success of Cromaine in achieving its specific strategic

plan objectives which are an increase of 1500 of new resident cardholders, an increase of 10% in circulation per capita, an increase of 15% in program attendance per capita, and attainment of 62% of residents to cardholders.

In order to best understand the accomplishments and challenges of Cromaine District Library it is helpful to compare this library with others of similar size and priorities locally, as well as of similar size nationally. The chart below offers this information. Class IV and Class V refer to the population size; Cromaine is on the cusp of becoming a Class V library which begins at 26,000 in population.

Two years of Cromaine's statistics are shown in this chart to better compare across all of our local libraries. We are particularly gratified that we have dramatically increased our circulation which has greatly improved our circulation per capita and significantly reduced our cost per circulated item. Many efforts were made to increase circulation, some of which are listed in "Accomplishments." Our greatest effort to increase circulation has been made in the day-to-day focus of staff at both the Village and Crossroads locations. Every day we aim to provide an exceptional level of customer service, tuned in to what our community wants from its public library, and backed up by our commitment to deliver.

CROMAINE COMPARATIVE STATISTICS

2008-2009

LIBRARY	Brighton	Chelsea	Cromaine	Cromaine	Highland	Howell	Milford	Salem-S Lyon	Michigan	Michigan	National	National
	2006-2007	2007-2008	2007-2008	2008-2009	2007-2008	2006-2007	2006-2007	2007-2008	Class IV	Class V	Class IV	Class V
	average	average	average	average	average	average	average	average	average	average	average	average
Population	39,594	14,400	24,895	24,895	19,169	41,916	15,271	15,464	16,335	35,268	16,788	36,103
Hours open/week	62	57	64	64	54	58	57	62	na	na	64.3	79.6
Total Revenue	\$1,693,668	\$1,424,724	\$2,052,979	\$2,081,684	\$1,118,463	\$2,376,820	\$1,155,649	\$1,260,505	\$664,737	\$1,525,762	\$749,188	\$1,916,723
Total Expenditures	\$1,693,668	\$1,424,724	\$1,733,392	\$1,860,060	\$1,118,463	\$2,376,820	\$1,155,649	\$1,423,054	\$577,902	\$1,362,693	\$703,332	\$1,775,953
total cost per circd item	\$3.65	\$5.10	\$7.28	\$4.92	\$6.37	\$5.04	\$5.20	\$4.02	\$4.76	\$5.10	\$4.99	\$4.83
Salaries as %	55.82%	49.91%	52.12%	46.16%	42.61%	37.38%	47.25%	38.65%	41.77%	43.14%	52.03%	51.68%
salaries per circd item	\$2.04	\$2.47	\$3.54	\$2.39	\$2.77	\$1.88	\$2.46	\$1.40	\$1.99	\$2.20	\$2.99	\$2.44
Materials as %	10.79%	12.02%	10.01%	8.71%	10.44%	11.30%	7.78%	7.76%	11.28%	12.49%	12.98%	13.48%
authorized millage	.75/.66	1.75/1.63	1.6/1.5212	1.6/1.5212	1.6/1.26	1/69	1.4/1.14	1.25/1.11	na	na	na	na
FTE staff	na	14	23	22,375	14	25	16	8	8.99	19.14	11.5	26.4
Circulation	463,768	279,622	238,047	377,838	175,609	471,385	222,062	353,747	121,528	267,383	140,873	367,559
Circulation per capita	11.71	19.42	9.56	15.18	9.16	11.25	14.54	22.88	7.44	7.58	8.36	10.17
Collection	115,226	61,947	98,210	98,038	84,191	125,332	69,800	72,466	62,358	120,446	68,636	151,010
Collection per capita	2.91	4.3	3.94	3.94	4.39	2.99	4.57	4.69	3.82	3.42	4.09	4.18
Online database use	11,665	4,362	3,778	13,364	na	5,859	na	na	17,809	46,717	na	na
Program attendance	11,669	17,868	7,991	14,918	3,460	14,438	5,347	12,420	4,744	8,553	6,555	13,245
Reference transactions	50,607	16,630	10,616	22,184	22,144	53,976	30,241	22,371	11,249	29,306	na	na
Visits	256,504	215,817	203,675	210,640	na	244,140	180,603	174,980	87,486	174,337	107,786	246,224
Cardholders	29,369	8,474	14,819	15,597	10,349	13,738	8,632	13,223	8,367	19,032	9,722	23,213
Cardholders % of pop	74.18%	58.85%	59.53%	62.65%	53.99%	32.78%	57.84%	85.51%	51.22%	53.96%	57.91%	64.30%
Note: Not all local libraries participated in 2007-2008 reporting to Detroit & Suburban Libraries Round Table Report. Year of report is shown below name.												
Note: Michigan Class V and IV average from State Aid reporting, 2007-2008.												
Note: National Class V and IV average from Public Library Data Statistical Report, 2007												

THE TRUE MEASURE OF CROMAINE'S YEAR

It may be that the truest measure of Cromaine District Library's year is in the comments of its patrons. Below you'll find some of the stories we've collected this year from our guests. And, attached you'll find a very brief outline of the written and e-mailed comments we've received. As the Management Team of Cromaine reviewed the list of comments, we were particularly pleased to note how many were quickly addressed or for which we have solutions to be implemented in 2009-2010. Some, especially in the Building and Equipment section, must wait until the Village location is able to be renovated and expanded.

We welcome your comments, your inquiries, and the opportunity to serve you. You're the reason we've been here for 80 years and the reason we're committed to being in service as your public library for the next 80 years with your support.

June 18, 2009

Mary Antonian was in today. She enjoys the display of the Staff Picks, and hopes that we will continue displaying them!

June 13, 2009

A patron was in to check out books. After, she told me she was glad to be back at Cromaine Library again. She originally is from Hartland, then moved to Florida for awhile and returned here and is living in the Howell Library District. She will continue to come here instead of Howell, we are friendly and more helpful and she has been to many Libraries in Florida and still enjoys Cromaine. She said she didn't realize how much she missed us until she came back.

June 15, 2009

During the program we had on tattoos, two of the women mentioned how great it was that we would present a program on this subject. Both wanted to have a tattoo but were too nervous to go to a tattoo parlor. But after they talked to the presenter felt comfortable about going. They learned enough that it was no longer "scary". Neither had even been to any of our programs before.

June 10, 2009

A woman requested we send a fax for her. After the transmission, I informed her there would be no charge inasmuch as it was a job application. She began to cry and explained with the \$2.00 she would have spent on the fax,

she could now buy a gallon of milk. At this point, I began to cry right along with her. She has been invited to send as many applications as needed and we will help her in anyway we can.

May 27, 2009

A woman stopped by the children's desk to tell us thank you for the Bus-eum on Memorial Day. Her ten year old was very interested in it especially the cartoons as he likes to draw. That opened up a discussion on the point of view and meaning of the comics.

May 26, 2009

As I was walking into the library this morning I overheard some patrons who were waiting for us to open. One lady told the other that she loved this library because it had things that other libraries in the city didn't have.

May 14, 2009

Sara Pietila was in and mentioned that she has lived in several neighboring communities and used their libraries. She thinks of all the libraries she has used, Cromaine is the best. She and her family love the staff and she mentioned "Miss Pat" is a family favorite!

May 13, 2009

Amy, who works at the White Lake Library, just stopped by. She had nothing but nice things to say about our website. She was at the Sirsi/Dynix confrence and saw our page there. She came home and self registered online and showed our newsletter and website to all her friends.

April 23, 2009

*This morning I helped a little girl find an audio cassette about dinosaurs. As I was handing her the kit, her mother came over and was very excited that we found what her daughter wanted. "**We love our librarians!**" she said. "How did you find that?" The mother then told me that when she looked on the catalog she couldn't find anything. I explained to her how I narrowed down the search by format. She was impressed.*

April 18, 2009

Re: Book bags. "These are great. You can just hang them on a hook and fill them."

"I always find the help I need here. That's why I like to come here." (Village)."

April 17, 2009

I'm reproducing here what Frieda Piper wrote and shared with Belle, which will be shared as anecdotal evidence with our state and federal legislators:

"The Benefits of MelCat by Freida Piper

*My family and I love to read, listen to music, and watch movies, but not always together. We all have our own interests, as I learned when I tried to encourage my teenage boys to watch *The Sound of Music* with their sister and me. Reading tastes in the family run from Shakespeare to comic books, and music tastes from classical to alternative.*

This is the reason that the library, and to a greater extent, MelCat has been so wonderful for our family, specifically my oldest son, Will. I was thrilled when I learned about MelCat because it meant that I could find and read the remaining books in a series that my library did not have. And I was even more thrilled when I was able to show Will how to use MelCat for his music and movie searches.

Will, 18, is a senior in high school and designated Learning Disabled. He always wished for gift cards on his birthday or other holidays so that he could buy CDs or DVDs. I told him about MelCat and showed him how to use it. He had difficulty at first with the idea of having to wait for something instead of getting the instant gratification of going to the store and buying it. When he first started receiving items I asked him to calculate how much money he saved by requesting through MelCat. Even a learning disabled child quickly figured out the financial benefit of using MelCat.

Will is also able to manage his account easily and has discovered a sense of independence and responsibility. He requests items from MelCat several times a week and he knows that he has to return the items by a certain date so he plans accordingly, without a reminder from me. He also practices his social skills every time he goes to the library to pick up his items. He has had to go and ask questions and discuss problems that have come up with his requests, and I have been told by the library staff that he is very polite when he speaks with them.

MelCat has been a wonderful tool for our family and especially for Will. It has taught him to save money, practice his social skills, be responsible and patient, and to be independent. MelCat has opened a new world for Will. So much so, that he actually ordered a book last week in addition to CDs and DVDs!

March 2009

Brandy Archer talked to me at church about the “wonderful” Youth staff, and especially Miss Pat. Brandy loves that her son, Josh?, is encouraged to ask for materials and that Miss Pat searches for them. One week he’ll walk up to the desk and talk with the staff, and perhaps the item he wants won’t be in our collection, but the next week he comes and Miss Pat or another Youth staff member has found just what he wanted! She loves us.

January 24, 2009

Patron Theresa Stinnett commented that she was showing off Cromaine to her sister who said our library has “more stuff” than in Ann Arbor – especially for kids.

January 24, 2009

Carol S. and I presented a program on basic e-mail at the senior center on Friday, Jan 23. When we were leaving, Alice Andrews told us that everyone loved the program and were asking when we would be doing another class there.

January 24, 2009

I was at the senior center on Wednesday evening for a social evening and sat at a table with two of our patrons Tony & Judy Kniaz. Both went on and on about how great the library is. They especially complimented the staff. Everyone is so friendly and willing to go the extra mile.

January 19, 2009

The day the new website went live, I spoke to a longtime patron from Fenton who brings her daughters here often. She had checked the website to see if we were open & was thrilled with the new look "Wow! It's great!" She liked the new colors, ease of navigation & especially felt the text was easier to read.

January 22, 2009

David Conklin, former Sunday librarian, likes the new website's ease of use.

January 22, 2009

Patron complimented us on the new website. Said it was easy to use.

January 22, 2009

Patron complimented "Miss Pat" for the wonderful programs she presents to the Wednesday 1:30 preschool story time group.

January 22, 2009

I was speaking with Judy Igo on the phone this evening. She was talking about Crossroads and commented, "They are very helpful over there. They go above and beyond."

December 23, 2008

A man came in and wanted to use the public computers. I found out that his home computer had literally gone up in smoke and flames. All his business files were on the computer but he had backed up most on a flash drive. I was able to bring up his files and he printed them off. He said it saved him days of work trying to recreate them. He couldn't have been more appreciative that we had the technology to read his files.

December 11, 2008

I talked with a mother and father who were attending the Santa program. Both mentioned how pleased they were with the program and how great the youth

staff has been in presenting such a wonderful variety of programs for the whole family.

November 25, 2008

On November 22nd (day of gingerbread program) a patron told me that he never has seen our library so busy. He was glad to see it being so well used.

October 31, 2008,

Janet Monarch stopped by the desk to tell us what a wonderful, warm, welcoming staff we have. She LOVES coming here. She loves our reference people and says they are so helpful and so much fun to work with.

October 10, 2008

An older patron told me that he remembers the original library (3rd floor), and as a boy he enjoyed sitting near the fireplace.

October 10, 2008

*Play Date 2 was successful. We added more toys and the kids loved the baby dolls. Our new mother to town wants everyone to know how wonderful Cromaine is and that we have **all** made her transition to Hartland easier than she ever expected. I asked her how she found us and she replied it was on account of Harvest Day. Someone (Sallie?) asked her if she would like to get a library card and of course she said yes and LOVES it here!*

October 9, 2008

A patron with a wheelchair-bound daughter had come in months before complaining about how her daughter couldn't get a round and that they would have to just use the Branch, etc. etc. etc. Well, she came in this week, took one look at the Youth Department and crowed with delight. She loved the new, clean and uncluttered 2nd floor!!!

October 7, 2008

One of my Babygarten moms says, "I need a t-shirt that says I [heart] Cromaine!"

October 2, 2008 written note

"Thank you for working with me. My hearing with my cochlear implant is improving constantly. Reading these books while listening to the audiobooks has been a great help. Hope to see you again next summer." Carol Cole

October 2, 2008

Lisa White, one of the teens active in TAB, has just started college. She reported to her mom, who reported to Carol at the desk tonight, that Cromaine is why Lisa plans to major in history, followed by an MLS. Go Lisa! Go TAB!

October 1, 2008

Kay called to let me know a mom and four young 'uns wanted a tour of the third floor. I caught them and took them on up. They just started homeschooling, had never been on the third floor, and were fascinated by the old books on display, the Bible that was "that big, Mom!" and the cool room.

The family you took "on tour" of the library Wednesday evening was so very appreciative. They thanked us for the special treatment they received from you. You have made a positive and lasting impression on them.

September 30, 2008

Susanne Bianchette, one of the representatives of the new retirement center, Village Manor, came to look at and take the Mathews collection of watercolors to possibly hang at Village Manor in their library. Suzanne also picked up a book for her daughter which was on hold. She said that since they first owned property here in 1981 and started using this library on the weekends (instead of home library Royal Oak) she and her kids have been thrilled. They have always found the staff to be the most pleasant, going the extra mile to call and make sure they had found everything they wanted. When they built their home here and lived here all the time, Cromaine was instrumental in supporting the kids through school—all grown now and in college.

September 26, 2008

Our first ever Play Date went well. One mother new to the area said "I'm excited! How long have you been doing this?" She is thrilled to be able to meet other mothers this way. We had 5 families and a total of 10 kids who all had fun. Great Moms too as they pitched in and helped me clean up.

September 25, 2008

Took one patron and two guests on a mini tour of the library. All three raved about the third floor. The patron especially liked the newly uncovered book cases. All three admired the carpeting on the third and second floors.

September 16, 2008

Last night one patron commented that the renovated 3rd floor is a real treasure. She loves the improvements.

September 15, 2008

More responses from the second floor:

"I like the small stools at the end of the ranges; makes it easier for me to browse."

"Love the new look for 2nd and 3rd floors. Am glad to see the pegboard gone, but have a concern about little kids hitting the glass cabinet fronts." [Ceci's note: glass cabinets seem to be surviving fine after two weeks of story times and including the first playdate!]

September 12, 2008

In response to an e-mailed hold notice..

"thanks! You guys are awesome!"

Tina

September 4, 2008

Mr. Dryden was in and commented, "It is so nice to see all the staff back"

September 5, 2008

Many patrons have offered positive comments about our new look on the second floor; some examples: "Boy, this looks so nice up here." "What a warm atmosphere." "Wow, there's so much space now." "I like the carpet!"

September 6, 2008

Patron MaryAnn Krafchak complimented the new look of the library, saying "Its beautiful, fresh and I like the way the upstairs (community room) was restored. The colors are outstanding!" Several other patrons have also commented favorably on the new carpet and paint.

September 4, 1008

I have had patrons come in JUST to see the new paint. They were so excited about all of the paint, etc. And one lady mentioned how clean everything looked.

September 4, 2008

More than one person has made mention that the library "smells like a new car!" They like it!

September 4, 2008

I found a note in our drop box this morning from patron Kathy Lemerz. "Thank you! P. Gulley is such an uplifting author! Blessings, Kathy Lemerz" It's nice to hear that our staff made her day!

September 3, 2008

At the Senior Center day, many people commented on seeing the photo of our renovations in our newsletter and how excited they are to see the carpet/paint now that it is complete. One lady commented on the Sunday hours at Crossroads, and how they are a smart idea – "it must be less expensive to have the branch open on Sunday, compared to the cost of having the village open for just a few hours".

August 1, 2008

This week several patrons have complimented Croumaine on the new chairs at the Adult Services Internet workstations. I got responses such as "quite comfortable", "very sturdy" and "much appreciated".

August 1, 2008

Kelly Helms, friend of Marilyn, who frequently travels between Calhoun and Oakland County, says that she really enjoys stopping at Cromaine (Village and Crossroads) to read, relax and use the computers. She also likes the friendly staff.

July 25, 2008

Matt Moltane loves this place but says we “need coffee in the library!”

July 24, 2008

Laura Germaine was in and going on about the DVD Series How Things Work. We own the whole set. Her “kids love them” and “I even learned how to fix something!”

July 17, 2008

A grandfather attended our Spoons Summer Reading Program with his grandchildren and ended up participating in the program. Carol S. took some wonderful photos of him during the program. He had asked the youth staff if we would post the photos on our website so that he could see them. We didn't have his name, so I couldn't tell him his photos wouldn't be on the web. He came in a few weeks later asking Carol S. about his photos. I printed them for him, but they looked terrible. So I burned him a disk of all of the photos and told him how to have prints made at CVS. He and his wife were so happy, they couldn't stop thanking smiling and saying thank you – they want to bring in a new CD for us. They left here very happy – for a very small effort on our part.

July 24, 2008

Met a mom and two school-age children going down the stairs. All three were laden down with posters and items from the Youth's FREE table. Mom is student teaching this fall and was so excited to find so many wonderful posters, handouts, and classroom aids for her new career. What were they taking? “Cast-offs” from our too-crowded files and drawers that had to find new homes due to our renovation. Our “treasures” get out of the drawers and into use for a new life—way to go.

PATRON COMMENTS RECEIVED
JULY 1, 2008-JUNE 30, 2009

BUILDING & EQUIPMENT

More bean bag chairs
More computers!
Ferris wheel
Café (2)
Make two parking spaces 5 minutes only
Need outlets for laptops next to tables
Put clock at Circulation Desk again (3)
Youth Department needs love seat or parent-child seating (3)
Buy at least ten acres of property. Lack of land = lack of opportunity
Add quiet place for study, silent reading (3)
Add group study rooms (2)
Add lower-lit space for laptop users
Too hot
Need more parking
Bring back the Train for little kids
Corner sign needs an arrow—didn't know which building was library
Self check-out would be very helpful especially with young children
Please do not use highly scented cleaning materials+
Want a public coffeemaker at Crossroads+

MATERIALS

I would like to see more complete series instead of just a few books in the series
More books for teens (2)
More biographies
More magazines
More music
More books! (3)
Antique Magazine
More comic books
The books I am looking for
Add more American Girl movies
Please order Chocolate Snowman Murders by Joanna Carl
Order more medieval mysteries
Add Frog Princess, Dragon's Breath, Once upon a Curse by Ed Baker
Complaint about DVD Squid and the Whale
Order Magical Parent Magical Child and Biology of Transcendence
Need more art books, especially modern art
Order Young Frankenstein, Blast from the Past, History of the World, The Big Lebowski, Breakfast Club
Order When the Soul Mends

Please return used magazines box (2)
Order No Complaining Rule, Positive Ways to Deal with Negativity at Work
Order Beauty and Beast DVD
There are not enough new books! The hold lines are too long!+ (4)
Want the collection of downloadable audiobooks that works on IPODs* (2)
Want Playaways+ (2)

PERSONNEL

Staff disrespectful even before opening, family told as staff went in, that they'd just have to wait+
Compliment to Sallie Brodie—always polite, knowledgeable, a model of reference*
Parents holding toddler without shoes told by staff she needed to have shoes on+
Staff need to be kinder, polite—even greeting hello and goodbye+
Thank you for working with me (hearing-impaired patron)
Staff at Crossroads are very helpful—go above and beyond +
Family appreciated Ceci's "Director Tour" of the library+
Compliments to Miss Pat for story times+
"We love our Librarians!" from young girl seeking dinosaurs+
Compliment to Maria Wolff*

SERVICES

More computer time (3)
More programs like this one on To Kill a Mockingbird, great combination of program activities! (10)
I like as is, a great library
Magic
Cooking demo – decorating classes
Already a great library!
Emily Dickinson presentation (2)
A play (2)
Activities
Music concerts (3)
Sunday hours at Village branch!
All the same-wonderful place- You all rock!
You are doing a wonderful job
Famous persons
Doing good job
More people reading books
More play dates for children under 5
Online registration
Want Junior Friends sale carts back on second floor (3)
Thanks for help!
Need alphabetical listing of available videos posted near video shelf

Want CDs for sale in Friends corner (3)
Rotate videos for browsing between Crossroads and Village
Provide Reader Reviews in catalog
Catalog records are confusing—two entries for same item, with only difference being widescreen vs. full screen
Need to increase hours—at least 5 pm on weekends and open at both locations on Sundays*
Children exposed to porn on Internet on first floor+
Want us to participate in TLN's joint catalog showing all materials in participating libraries in one place*
Pre due date notice on Hot New DVD was offensive. Just got the DVD and got a notice+
Please post board minutes on the web prior to approval*
Love the new e-mail blast information—perfect for me* (2)
Add overdue fines, especially on DVDs+
Please do not cover the UPC code on the books—works with my software to record what I read*
Good-looking and easy-to-use web site + (3)
Signage to not re-shelve books during in-house stats collection is confusing+
Add our phone numbers to check out receipts+
Cannot tell difference in catalog between Book on CD and Book on Tape*
Hot Books sometimes too long to read in shorter time frame* (2)
Big Read kick-off too crowded, couldn't stay*
Add wireless printing, especially at Crossroads+ (2)
Thank you for sharing copies of Community Life from 1930s and 1940s+

*sent by e-mail
+verbal