MEMORANDUM

TO: DOVER PUBLIC LIBRARY ADVISORY COMMISSION

FROM: MARGIE CYR

SUBJECT: UPCOMING MEETING

DATE: 11/13/2013

Our next Library Advisory Commission meeting is scheduled for Tuesday, November 19, 2013 at 5PM in the Conference Room at the library.

If you will be unable to attend, please contact Karen at 302-736-5025 or karen.demarco@lib.de.us.

Agenda

Dover Public Library Advisory Commission
November 19, 2013
5:00 PM
Conference Room

I. Call to order

II. Old business

A. Minutes of September 17, 2013
B. September and October statistics
C. Building Construction status
D. Staffing status
E. Council on Libraries report
F. Friends of Library report
G. Dover Library Foundation Report

III. New Business: Stepping Stool Art Competition

IV. Other

Next meeting: January 21, 2014

MINUTES

Dover Public Library Advisory Commission
September 17, 2013
5:00 PM
Conference Room

IN ATTENDANCE: Zach Carter, Margie Cyr, Gertrude Jackson, Scott Koenig, Dorothy Snyder, Bob Wetherall

Meeting called to order by Dorothy at 5:05PM.

MINUTES OF JULY 16, 2013

Zach made a motion to accept the minutes as written; Gertrude seconded the motion. All were in favor.

JULY AND AUGUST STATISTICS

Margie referred to the statistical charts. All statistics are continuing to be higher than in previous years. Zach commented that the programming statistic has really gone up this year. New library card registrations are averaging 600 per month.

BUILDING CONSTRUCTION STATUS

We are almost at the end of the building's one year warranty. Some warranties go beyond a year. EDiS has created a list of different warranty related issues and has provided that to the contractors. The communication between the building's burglar alarm and Delaware Electric Signal was not working very well. It was running through the internet; and it has now been changed to go through the telephone line instead at a cost of $330. We've also had an HDMI cable run downstairs so that when we display a film in the theater, we can also have the same film displayed on the flat screen TV over the fireplace. The cost for that was $973. City maintenance has started bringing over some of the shelving from the old building. A contractor will be coming to look at the dip in the pavement at the entry way in the front of the building where water pools. The whirling box in the meeting room will be removed soon; the noise is related to the heating system. Some of the drain spouts will be relocated. There is still an issue with the grey water tank in the children's department restroom. There are some issues with the commissioning report; adjustments need to be made to the system settings so that we are in energy efficiency parameters.

STAFFING STATUS

Two new part-time positions are in the budget for this fiscal year. Both are in the Adult Services department and are Library Assistant positions. One will focus on technology and the other on public relations and social networking. The only remaining vacant position is the Library Clerk I position, vacated last spring. Margie has been talking to Scott about upgrading that position to the Library Assistant level.

COUNCIL ON LIBRARIES REPORT

The Council met recently about construction funding recommendations. Lewes is the number one priority; Delmar second followed by Harrington and Garfield Park. Smyrna's funding was moved out a year.

FRIENDS OF THE LIBRARY REPORT
Book Shop sales are earning $1,200- $1,300 per month. The Friends purchased a new cash register to replace the old library cash register they had been using. Margie said that we may need to close the shelving on the nights we have the "In Harmony" concerts. The seating capacity in the meeting rooms is 150 and we had 160 in attendance at the last concert.

DOVER LIBRARY FOUNDATION REPORT
The Foundation has opened up bank accounts at M & T Bank. We just received an anonymous donation of $15,000. The Foundation is considering creating an endowment and pending the decision of their Board, will use that $15,000 as seed money for the Endowment. An annual appeal will soon be mailed.

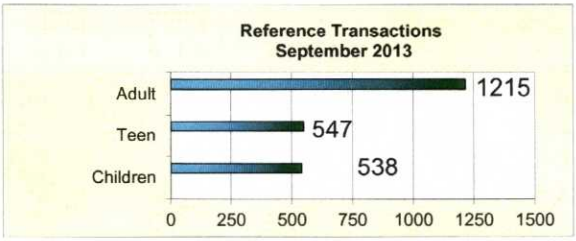
NEW BUSINESS
Margie invited everyone to join us as we celebrate the Library's one year anniversary on Friday, September 20 at 10AM. We'll be having cake and coffee available in the lobby for staff and patrons. Dorothy will be on hand to say a few words. Margie will be presenting the publication about the library that Jim Flood wrote and published.

The Digital Bookmobile will be visiting the library on Thursday, September 26 from noon to 6PM. It's an opportunity for citizens to look at different electronic devices and learn about eBooks. Bob said that Dover has circulated approximately 20,000 eBooks since the program started. EBooks are not a part of the reciprocal borrowing agreement.

OTHER
Margie was invited by the Manager of Community Services at DAFB to tour their library facilities along with Hilary Welliver. The Base library is full of mold and is going to be torn down. They are taking a small percentage of their children's collection to a recreational facility in the base housing area; the teen collection is going to another recreational facility. They're taking some of the adult collection and creating a library and media center in the old NCO Club. The Manager is asking what should be done with the rest of the library materials. It has been suggested he donate it to State Library to be added to the state-wide floating collections. The DAFB will be hiring a new librarian soon.

Next meeting: Tuesday, November 19, 2013

DOVER PUBLIC LIBRARY



Circulation	Sept. '13	FYTD '14	Sept. '12	FYTD '13
Dover Residents	21,202	67,228	9,264	43,565
E-Books	1,376	3,975	725	2,327
Kent Residents Total -	14,910	51,243	7,752	35,629
~Harrington	256		70	
~Milford	186		55	
~Smyrna	885		492	
~Unincorporated Kent Co.	13,583		7,135	
Non-County Residents	2,563	8,059	769	5,254
New Registrations				
Dover Residents	475	1,301	279	682
Kent Residents Total -	117	428	72	196
~Harrington	2		2	
~Milford	2		0	
~Smyrna	9		7	
~Unincorporated Kent Co.	104		63	
Non-County Residents	10	37	6	18

Registered Library Users as of 9/30/13		Registered Library Users as of 9/30/12	
City of Dover Residents	21,507	City of Dover Residents	18,546
Kent County Residents	13,011	Kent Co. Residents	12,995
Sussex County Residents	377	Sussex Co. Residents	337
New Castle Co. Residents	539	New Castle Co. Residents	680
Out of State	60	Other	70
TOTAL	35,494		32,628

Other				
*Visiting Patrons	28,796	86,105	10,750	70,612
Meeting Room Usage	2,130	6,066	300	320
Photocopier Usage	1,806	4,658	310	2,971
Computer Printing Usage	3,268	8,573	537	2,891
Computer Users	5,107	15,350	1,317	8,227
**Wireless Computer Users	1,378	3,892		
Inter/Intralibrary - Loaned	55		25	
Inter/Intralibrary - Borrowed	47		42	
Holds Sent	4,211		1,198	
Holds Received	3,883		626	
TOTAL	8,196	23,004	1,891	14,756
Tech Services/Items Added	1,322		866	
Tech Services/Items Deleted	833		151	

Monthly Highlights

- ▶400 attended 55 program for adults.
- ▶241 attended 23 programs for teens.
- ▶342 attended 13 programs for children.
- ▶36 volunteers completed 361 hours of service.

* Estimated Figure

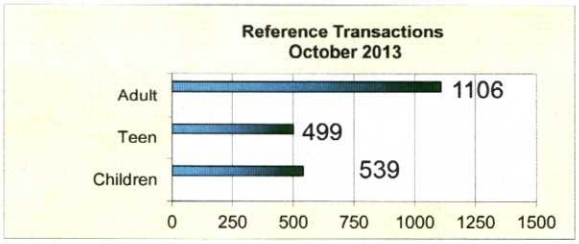
**State began tracking wireless usage in January 2013.

Job Center Statistics

	September 2013	September 2012
Number of Walk-in Hours Open	40	19.5
Number of Walk-in Participants	151	40
Resumes and Cover Letters (Created/Edited/Critiqued)	11	12
Mock Interviews Conducted	0	0
Job Center Volunteers	17	12
Number of Volunteer Hours	60	37

126 attended 46 programs/classes coordinated through the Job Center.

DOVER PUBLIC LIBRARY



Circulation	Oct. '13	FYTD '14	Oct. '12	FYTD '13
Dover Residents	22,905	90,133	21,073	64,638
E-Books	1,369	5,344	867	3,194
Kent Residents Total -	15,790	67,033	16,112	51,741
~Harrington	413		165	
~Milford	119		119	
~Smyrna	1,052		1,371	
~Unincorporated Kent Co.	14,206		14,457	
Non-County Residents	2,249	10,308	2,139	7,393
New Registrations				
Dover Residents	435	1,736	673	1,355
Kent Residents Total -	38	466	154	350
~Harrington	0		4	
~Milford	0		2	
~Smyrna	5		17	
~Unincorporated Kent Co.	33		131	
Non-County Residents	6	43	22	40

Registered Library Users as of 10/31/13		Registered Library Users as of 10/31/12	
City of Dover Residents	21,779	City of Dover Residents	19,075
Kent County Residents	12,930	Kent Co. Residents	13,031
Sussex County Residents	370	Sussex Co. Residents	341
New Castle Co. Residents	533	New Castle Co. Residents	684
Out of State	57	Other	76
TOTAL	35,669		33,207

Other				
*Visiting Patrons	48,515	134,620	30,744	70,612
Meeting Room Usage	2,824	8,890	1,287	320
Photocopier Usage	1,215	5,873	1,179	2,971
Computer Printing Usage	3,091	11,664	2,319	2,891
Computer Users	5,126	20,476	4,542	8,227
**Wireless Computer Users	1,196	5,088		
Inter/Intralibrary - Loaned	58		75	
Inter/Intralibrary - Borrowed	37		41	
Holds Sent	3,502		3,588	
Holds Received	3,101		2,260	
TOTAL	6,698	29,702	5,964	20,720
Tech Services/Items Added	2,094		1,759	
Tech Services/Items Deleted	637		4,716	

Monthly Highlights

- ►326 attended 66 program for adults.
- ►412 attended 30 programs for teens.
- ►1,026 attended 36 programs for children.
- ►35 volunteers completed 356 hours of service.

* Estimated Figure

**State began tracking wireless usage in January 2013.

Job Center Statistics

	October 2013	October 2012
Number of Walk-in Hours Open	40	42
Number of Walk-in Participants	164	153
Resumes and Cover Letters (Created/Edited/Critiqued)	18	16
Mock Interviews Conducted	2	0
Job Center Volunteers	9	37
Number of Volunteer Hours	41	120

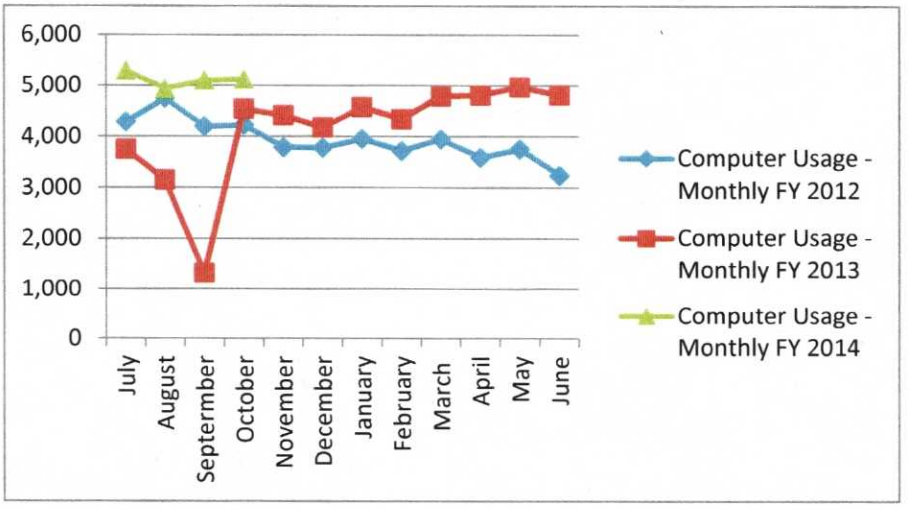
113 attended 49 programs/classes coordinated through the Job Center.

Dover Public Library
Usage Statistics

11/13/13

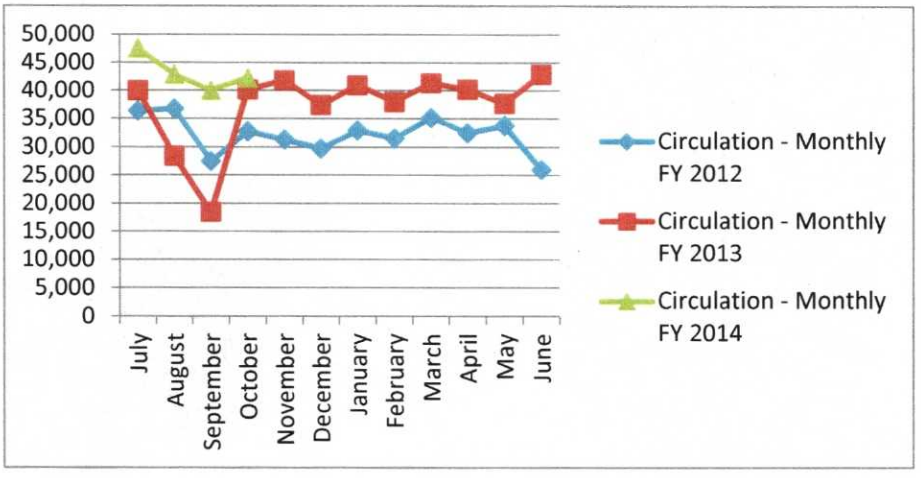
Computer Usage - Monthly

	FY 2012	FY 2013	FY 2014
July	4,288	3,753	5,302
August	4,753	3,157	4,941
Septermber	4,193	1,317	5,107
October	4,226	4,542	5,126
November	3,787	4,418	
December	3,780	4,181	
January	3,951	4,579	
February	3,720	4,346	
March	3,949	4,795	
April	3,590	4,810	
May	3,755	4,973	
June	3,244	4,813	



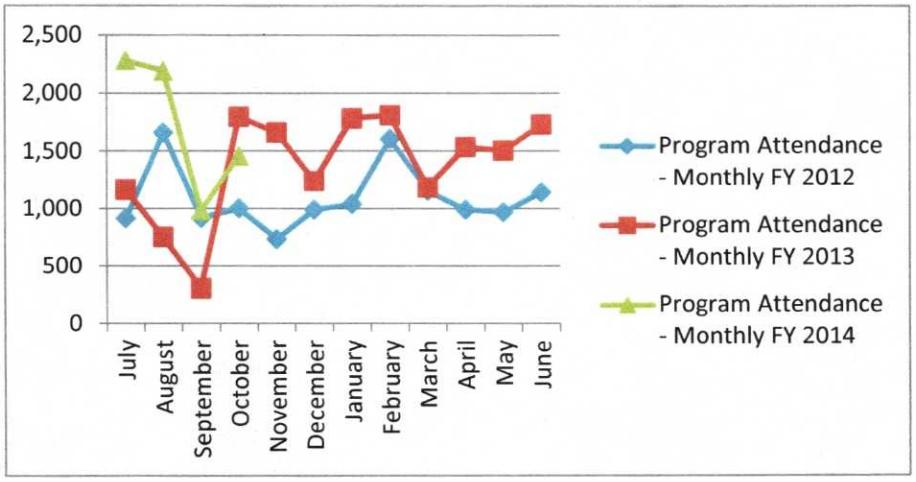
Circulation - Monthly

	FY 2012	FY 2013	FY 2014
July	36,314	40,038	47,561
August	36,714	28,447	42,893
September	27,482	18,510	40,051
October	32,729	40,191	42,313
November	31,291	41,846	
December	29,719	37,441	
January	32,921	40,995	
February	31,543	38,026	
March	35,152	41,365	
April	32,503	40,240	
May	33,777	37,710	
June	25,982	42,978	



Program Attendance - Monthly

	FY 2012	FY 2013	FY 2014
July	915	1,164	2,283
August	1,661	755	2,194
September	919	308	983
October	1,002	1,799	1,459
November	735	1,663	
December	991	1,239	
January	1,041	1,785	
February	1,606	1,813	
March	1,154	1,185	
April	993	1,537	
May	969	1,507	
June	1,141	1,731	

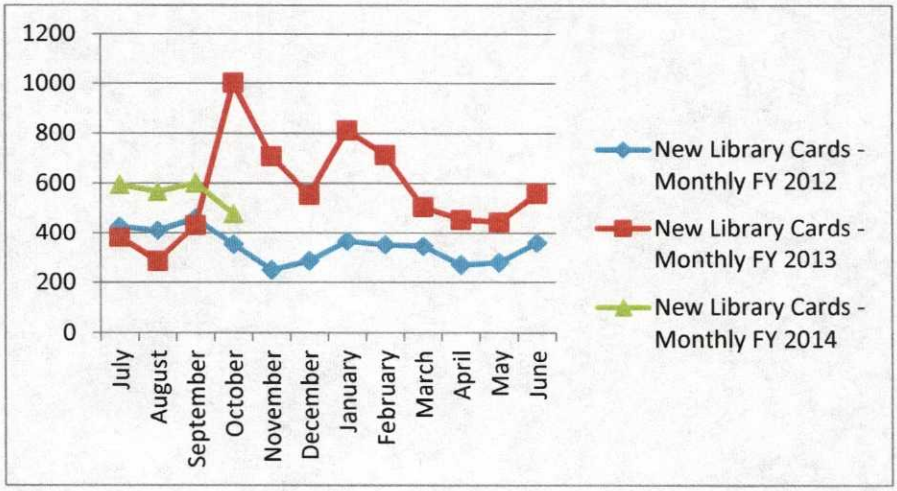


Dover Public Library
Usage Statistics

11/13/13

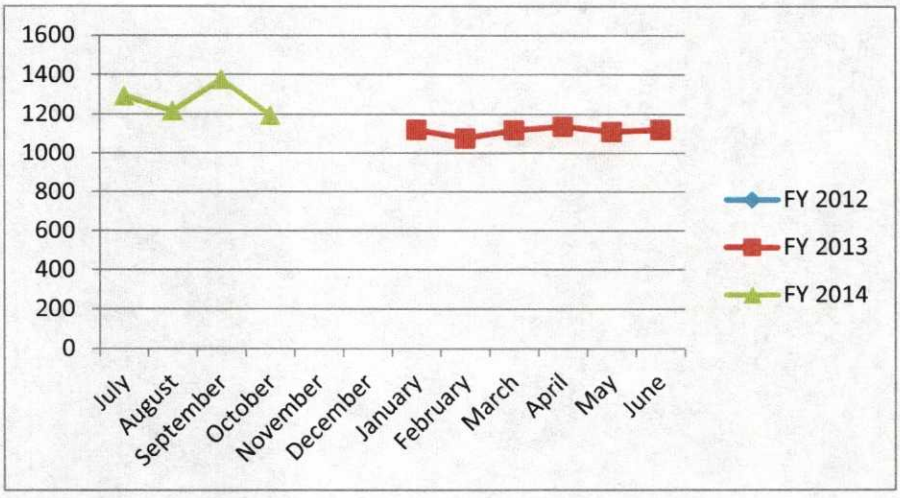
New Library Cards - Monthly

	FY 2012	FY 2013	FY 2014
July	425	380	596
August	410	283	568
September	459	429	602
October	351	1003	479
November	248	708	
December	284	554	
January	365	813	
February	350	713	
March	344	505	
April	269	454	
May	278	443	
June	358	560	



Wireless Usage - Monthly

	FY 2012	FY 2013	FY 2014
July			1,295
August			1,219
September			1,378
October			1,196
November			
December			
January		1122	
February		1078	
March		1119	
April		1138	
May		1112	
June		1122	



Toliver headlines at Hogs and Hops



BEST BETS, PAGE 23

Suspect held in Dover shooting

POLICE, PAGE 4

Smyrna downs IR in field hockey

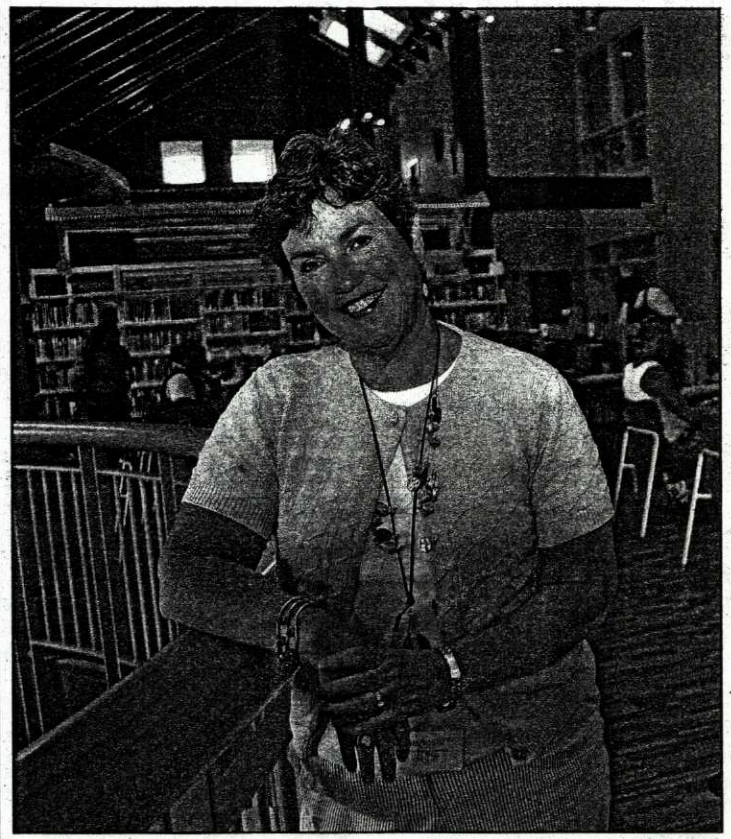


SPORTS, PAGE 23

75 cents

Delaware State News

Vol. 114, No. 46 — The State Capital Daily — Friday, September 20, 2013



Delaware State News/**Dave Chambers**

Happy anniversary

Today is the first anniversary of the opening of the Dover Public Library and it has proven to be a big success, says Director Margery Cyr. "This is the busiest public library in the state," she said. Library visitors are up 53 percent from the former location and library cardholders have increased 85 percent. See story, Page 12.

Health care rates set for Delaware

Marketplace offers options for Delawareans

By Jen Rini
Delaware State News

DOVER — The state's Department of Insurance unveiled pricing for 19 individual health plans and 11 small business group plans for the Delaware Health Insurance Marketplace Thursday.

Open enrollment for small businesses and individual consumers on the state's health insurance marketplace, Choose Health Delaware, begins on Oct. 1.

The marketplace comes as a component of major health care reform with the 2010 Affordable Care Act — sometimes called Obamacare.

"From my perspective, Delaware has a robust choice of plans," said Linda Nemes, assistant director of market regulation for the Delaware Department of Insurance.

"I think we have a competitive market."

Delaware facilitates a state-federal partnership exchange, meaning the state maintains control of plan management as well as in-state consumer assistance while the federal government will set up the marketplace's online portal.

Prior to the Oct. 1 date, people can peruse the website, www.chooseehealthde.com, to view information about the exchange for individuals and families, small businesses and partners.

On Oct. 1, people will be able to

See **Marketplace** — Page 8

Delaware rates

Under the new federally facilitated Delaware Qualified Health Plans, average monthly premium base rates for individuals:

	Premium (non-tobacco)	Premium (tobacco)
Bronze 60 percent of expenses covered	$201.31	$233.07
Silver 70 percent covered	$242.12	$270.85
Gold 80 percent covered	$285.98	$306.72
Platinum 90 percent covered	$329.97	$338.22
Catastrophic	$147.72	$162.87
Average	$241.42	$262.35

Additional factors for age, family determine actual rates. Federal tax subsidies, available through the Individual Marketplace, may also impact a consumer's monthly rate.

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DSN DAILY 75 CENTS 16510 00001 6

New Dover Library celebrates first anniversary

Usage of computers, circulation and program attendance on the rise

By Chris Flood
Delaware State News

DOVER — When Dover Public Library director Margie Cyr began her career in 1984, VHS tapes were just beginning to be circulated at libraries.

"It was controversial to have the cassettes because they cost so much," she recalls with a smile from behind her desk that overlooks the parking lot at the new Dover Public Library.

But times have changed and so have the services that libraries offer.

Built in 1961, the city's old library's size and style was reminiscent of the way libraries were once built — structures that focused providing users a place for reading.

The new library is an example of how the institutions have changed themselves to fit what society expects from them, said Ms. Cyr.

"Libraries have gotten really, really good at changing themselves to fit the cultural norms. Libraries aren't just warehouses for books. They're community centers," she said. "The addition of new formats is expected."

Today marks the one-year anniversary of the grand opening of the new $20.8 million library and statistics show the building, and its services, are being used more often by more people in more ways.

"This is the busiest public library in the state," said Ms. Cyr.

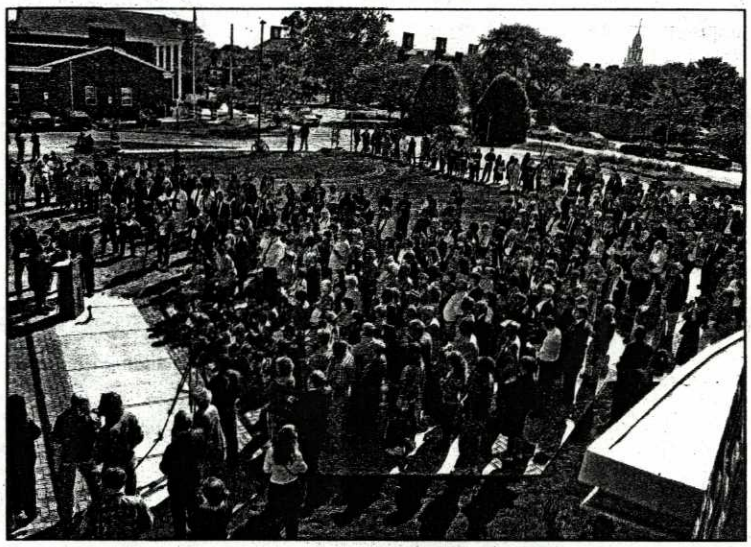
Any way they're looked at — circulation, number of new library cards, program attendance, or computer usage — the usage numbers have increased.

"We knew it would be busy, just not exactly how busy," said Margie Cyr, library director. "What's happened here is really nothing short of amazing."

All four of the statistics show a double-digit increase, with program attendance (12,470 to 19,044 for a 53 percent increase) and new library cards issued (3,969 to 7,346 for an 85 percent increase) showing people were waiting for a new library to come to town. Circulation had a 23 percent increase and computer usage increased 18 percent.

Library staff expected a certain level of increase, but these numbers are far beyond what even they expected, say Ms. Cyr.

"You can't really anticipate that large of an increase," said Ms. Cyr. "It shows the old library wasn't serving the community well and hadn't been for a long time."



Delaware State News file photo/**Dave Chambers**

A crowd gathers along Loockerman Plaza outside the new Dover Public Library last year for the grand opening and ribbon cutting ceremony. The library will celebrate its one-year anniversary today at 10 a.m. with a small gathering.

Dover Public Library by the numbers

By all accounts the new Dover Public Library is getting used more often in more ways than ever before. Below are just a few examples. The September 2012 numbers are skewed because the public library system in the city was closed from Aug. 24 to Sept. 20 to make the transition from the old library to the new one.

	Sept. '11 to Aug. '12	Sept. '12 to Aug. '13
Computer usage:	45,105	53,017 (18 % increase)
Circulation:	381,584	469,756 (23 % increase)
Program attendance:	12,470	19,044 (53 % increase)
New library cards:	3,969	7,346 (85 % increase)

While there have been no major issues to report, there have been some minor problems pop up in year number one, said Ms. Cyr.

The heating, ventilation and air conditioning unit isn't always consistent, and the audio-visual equipment hasn't always worked as planned.

"It's stuff that's pretty typical for new construction," she said.

One issue Ms. Cyr has been working on is getting the large empty walls covered. This has led to partnerships with local art groups (a women's art organization called the National League of American Pen Women, Holly Branch is on the first floor) and state agencies (Historical and Cultural Affairs and the Delaware Department of Natural Resources and Environmental Control).

"We decided early on to not purchase artwork. We want this to serve as a venue to display local artists," said Ms. Cyr. "It's booked all the way through the next two years."

While looking forward to the time when she can focus her attention on program development, her true love. Ms. Cyr enjoys working on these growing pains.

"This is just the end of the first year. We're still dealing with what works in what place, but we're seeing less and less of that. This is a 50-year building. To get it all finished in the first couple of months would be pretty boring," she said.

Public comments

A quick walk through of the library on Monday afternoon shows a wide range of people doing many different things.

Brandon Clark, 26, from Florida, is a graduate student at Delaware State University who recently moved off campus and has begun using the library because it's closer. He admits to only having used the building a few times, but thinks it's quiet and clean.

It offers all the services he needs, he said.

The one area he would improve upon are the homeless people who hang out at the library.

Ms. Cyr recognizes that there are homeless individuals who use the library during the day. But the library is a community building, she said, and as long as those individuals follow the same rules and respect others their welcome.

"The community we serve is very diverse," she said.

Ellie Merritt, 25 from, Maryland, is a graduate student at Wesley College. She's not a huge fan of the library on campus, preferring to come to the Dover library instead.

"It's newer. It has more resources," she said. "I get more work done here for some reason."

Ms. Merritt attended Gilford College in North Carolina and said the Dover library is comparable to any other she's ever used.

"It's had everything I've needed so far," she said.

Shirley Zec, 67, of Magnolia, uses the library one to two days a week.

"This place is much bigger and has much better parking," she said.

Ms. Zec would like to see more books offered as part of the library's collection and more computers.

"Every time I come here, almost every computer is taken," she said.

Carl Bratcher, 14, of Dover, uses the Teen Loft nearly every day after school. He's a fan of the programs the library offers to the teens — especially the drawing ones.

"It's awesome. I like it," he said.

He can recall going to the old library one time.

"Once. That's it. This is a lot better," he said. "It's a real big improvement."

Miana Marshall, 12, of Wilmington, seconded Carl's feelings about the Teen Loft.

"They have cool activities and stuff to do," she said. "I like scary movie nights."

Small gathering

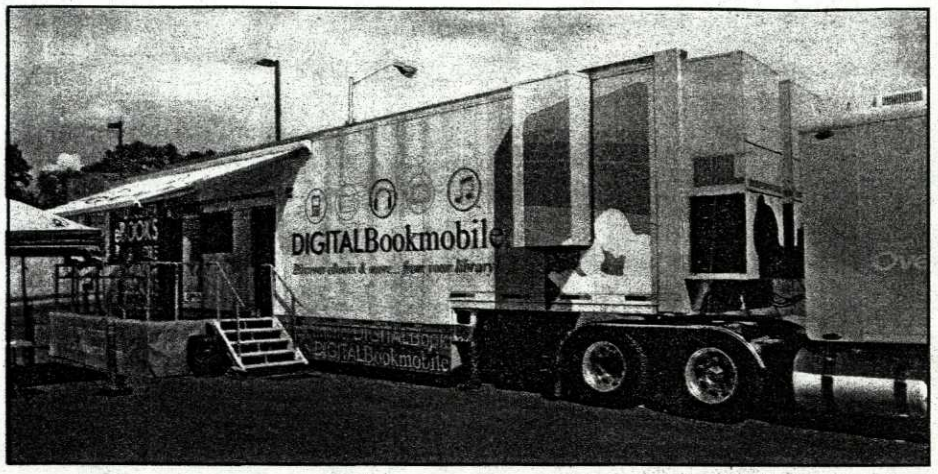
There will be a small gathering at 10 a.m. today in the library to celebrate the one-year anniversary, said Ms. Cyr.

"I can't believe it's been a year," said Ms. Cyr.

The library is located at 35 E. Loockerman Street.

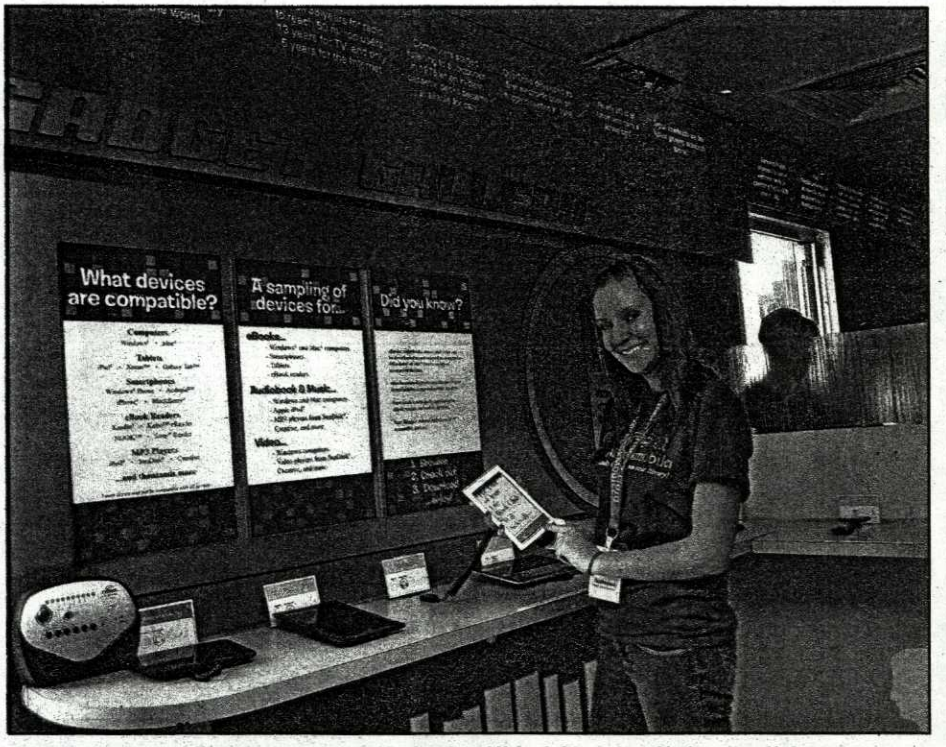
Staff writer Chris Flood can be reached at

HIGH-TECH BOOKMOBILE



Delaware State News/**Dave Chambers**

The OverDrive Digital Bookmobile was parked outside the Dover Public Library Thursday afternoon as part of its national tour. The 74-foot tractor trailer is a high-tech update of the traditional bookmobile equipped with internet-connected PCs, high-definition monitors, premium sound systems and portable media players.



OverDrive digital library specialist Katherine Uhl of Cleveland, shows off the many portable media players found in the Gadget Gallery inside the OverDrive Digital Bookmobile parked in back of the Dover Public Library.