

Rapides Parish Library

2010 Annual Report

DIRECTOR'S OVERVIEW

2010 was a year of growth in many areas. Overall usage of the Library rose 11%, with a lot of that in high tech areas. Our RPL.org website saw a 25% increase in usage as people searched for what they needed and found out about our many services and programs. Internet usage was up 69% while the number of items checked out dropped 3.4%. We began making reading available online (Overdrive) and in self-contained recorded books (Playaway).

I'm very proud of the Library staff, who met the many needs of our customers with enthusiasm, skill and creativity. I am referring not only to the public service staff, but to the essential people in IT, ILS, Maintenance, Technical Services, Loans, Acquisitions and Administration that served indirectly. They did their best even when the customers being served were demanding or worse. I am grateful to our cadre of volunteers, whose efforts supplemented the staff's work in many important ways. Special thanks to our Friends groups, large and small, who have again proven themselves to be invaluable. And last, but certainly not least, I'd like to toss a bouquet to our Board of Control for their genuine interest in doing what they could to help the Library succeed.

Steve Rogge

ADMINISTRATIVE STAFF

Steve Rogge, MLS, MA	Director
Laura-Ellen Ayres, MLS	Assistant Director, Direct Services
Wesley Saunders, MLS	Assistant Director, Support Services
Kelly Kingrey-Edwards, Ph. D	Assistant Director, Outreach Services
Jimmy Holsomback, BS	Business Manager
Beverlee Lueder, BS	Human Resources Manager
Janie Primeaux, BS	Systems Librarian
Tammy DiBartolo, AA	Youth Services Manager
Jana Fryday, BA	Administrative Assistant, Public Relations, and Friends
Stacy Dubrock, Assoc. Applied Technology	Payroll Specialist
Carolyn Colwell	Human Resources Assistant

HUMAN RESOURCES

The administrative staff and the board took some important steps to control the cost of future retiree health benefits. In doing so, one family actually dropped the retiree health benefit altogether. We were fortunate this year that our Standard Plan for health insurance had no increase in premium, while the Managed Care Option had a minimal 2% increase.

We are taking advantage of attrition to control the library's headcount. We have combined positions where possible and have left some positions unfilled when we could.

Beverlee Lueder

FRIENDS OF RAPIDES LIBRARY

Friends started the year with a bang. Bud Johnson, author of *The Perfect Season*, was the speaker at the annual Soiree on January 30th. The 2009 Soiree was scheduled then because it was more appropriate to listen to the author of a book on LSU football during football season. The Johnson Branch Friends hosted Curt Iles as he discussed his most recent book, *The Wayfaring Stranger*, both at their branch and at Carter C. Raymond Elementary School, on October 28. Mr. Iles also entertained at a meet-the-author luncheon in his honor. In lieu of an author talk, Friends hosted the City Park Players' dinner theater production of *All the King's Men* at Westside Regional Library. This production was Friends' 2010 Soiree and supported the "Rapides Reads: *All the King's Men*" community-wide reading initiative spearheaded by RPL Outreach Services. Friends also pledged \$2,000 in support of the Readings in Literature and Culture Program. This program was co-sponsored with the Louisiana Endowment for the Humanities and featured Dr. Ginger Jones, and LSU-A Humanities Professor, as she discussed "Where Is North Louisiana?"

Book sales around the parish continue to do well. BookEnds at the Martin Branch continues to bring in funds, and Friends made \$3,600 at the Annual Book Sale. This year the Annual Book Sale was moved from the Alexandria Mall to the Westside Regional Library. This move served two purposes: it brought new customers to Westside, and no rental fee was required as it had been at the mall. We have decided to hold future Annual Book Sales at Westside Regional because things went so well.

The Johnson and McDonald Friends groups continue their good works on the Library's behalf. Johnson received \$1,000 in memory of Ed Burns to purchase a memorial bench in his honor. The remainder of the donation will go toward the Branch's new circulation desk, which will be built once they have accumulated the necessary funds. The Glenmora Friends were busy holding various fundraisers for their privacy fence project for the McDonald Branch. They began construction on the fence and continue to add to it as they have the money to do so. We are excited about three new Friends groups that were established in 2010. Margie Mealer began a group at the Boyce Branch, and Jeannie Frazier is the president. They have already held a couple of book sales to help with Branch programming. Trina Kirk started a Friends group at the King Branch, and they have had a book sale as well. Jody Musco-White, a former RPL employee, spearheaded an effort to begin a Friends group at the

Robertson Branch. They have a book club and several new members which have donated funds and time to the Library.

In administrative items, Jana Fryday took over Sharin McMonagle's position as Friends Liaison in July. She updated the Friends membership information on the RPL website and added an online version of the membership form. She also suggested the membership records, which were mainly kept on Rolodex cards, be updated to an electronic format to make mailings easier; this project will continue into 2011.

Jana Fryday

Public Relations

Jana also took over Sharin's PR responsibilities in July. Her duties in this area include sending out press releases for Friends and for non-programming events. She wrote a press release titled "More Than Books: Libraries Give Taxpayers the Biggest Bang for Their Bucks," and it was printed in its entirety on the front page of the *Alexandria Town Talk's* Education Section on September 27. Also, reporter Alex Hinckley interviewed Steve Rogge and Jana for a feature with substance similar to the *Town Talk* article. We also secured a one-hour spot on KAYT radio, FM 88.1, to discuss the various services offered by RPL. This spot occurred on a weekly program that focuses on helping former inmates reintegrate into society. The show was broadcast to 4/5 of Louisiana and is available online. Chester Mealer, Karla Kirby, and Jana answered the hosts' questions about what the Library could do for these former inmates and their families.

Jana Fryday

STATISTICS

Statistical Summary

	2009		2010		% OF CHANGE
Total Circulation	836,197		810,307		-3.10%
Total Transactions *	1,457,672		1,478,818		1.45%
Items Added	29,980		32,411		8.11%
Items Withdrawn	21,573		18,430		-14.57%
Total Holdings	338,155		349,281		3.29%
Turnover rate	2.46		2.35		-4.47%
Reference questions	198,859		59,942		-69.86%
Registration	49,233		49,621		0.79%

* Total transactions include circulation, reference, Internet use, local (non-Internet) programs, intralibrary loans, directional questions, RPL website and Microsoft Office Suite (Word, excel, PowerPoint, and Publisher).

Transactions By Branch

	2009	2010	% Change
Bookmobile	19,516	20,419	4.6%
Boyce	58,845	58,276	-1.0%
Gunter	154,732	156,586	1.2%
Hineston	67,195	69,127	2.9%
Johnson	43,915	47,186	7.4%
King	61,671	67,189	8.9%
Main	355,196	350,718	-1.3%
McDonald	82,545	69,740	-15.5%
Martin	101,595	110,105	8.4%
Preschool Outreach	86,714	89,693	3.4%
Red Carpet	17,210	15,658	-9.0%
Robertson	162,045	162,044	0.0%
Westside Regional	246,493	262,077	6.3%
TOTALS	1,457,672	1,478,818	1.5%

Turnover Rate

	2010 Holdings	2010 Circulation	2009 Turnover	2010 Turnover
Bookmobile	9,369	17,306	1.88	1.85
Boyce*	16,569	24,831	1.77	1.50
Gunter	31,215	112,043	3.17	3.59
Hineston	19,692	38,239	2.39	1.94
Johnson	14,189	25,667	1.8	1.81
King	12,604	18,758	1.56	1.49
Main	84,518	126,142	1.59	1.49
McDonald	20,086	33,288	2.03	1.66
Martin	25,270	59,069	2.48	2.34
Preschool Outreach	23,275	93,807	3.97	4.03
Red Carpet	4,466	12,634	2.22	2.83
Robertson	38,005	94,770	2.74	2.49
Westside Regional**	39,296	141,331	3.84	3.60
Headquarters	1,906	n/a	n/a	n/a
TOTALS	340,460	797,885	2.42	2.35

*Boyce Branch increased its hours of operation in October 2010.

**Fuhrer Branch was replaced by Westside Regional, April 2009.

Annual Circulation 2001-2010

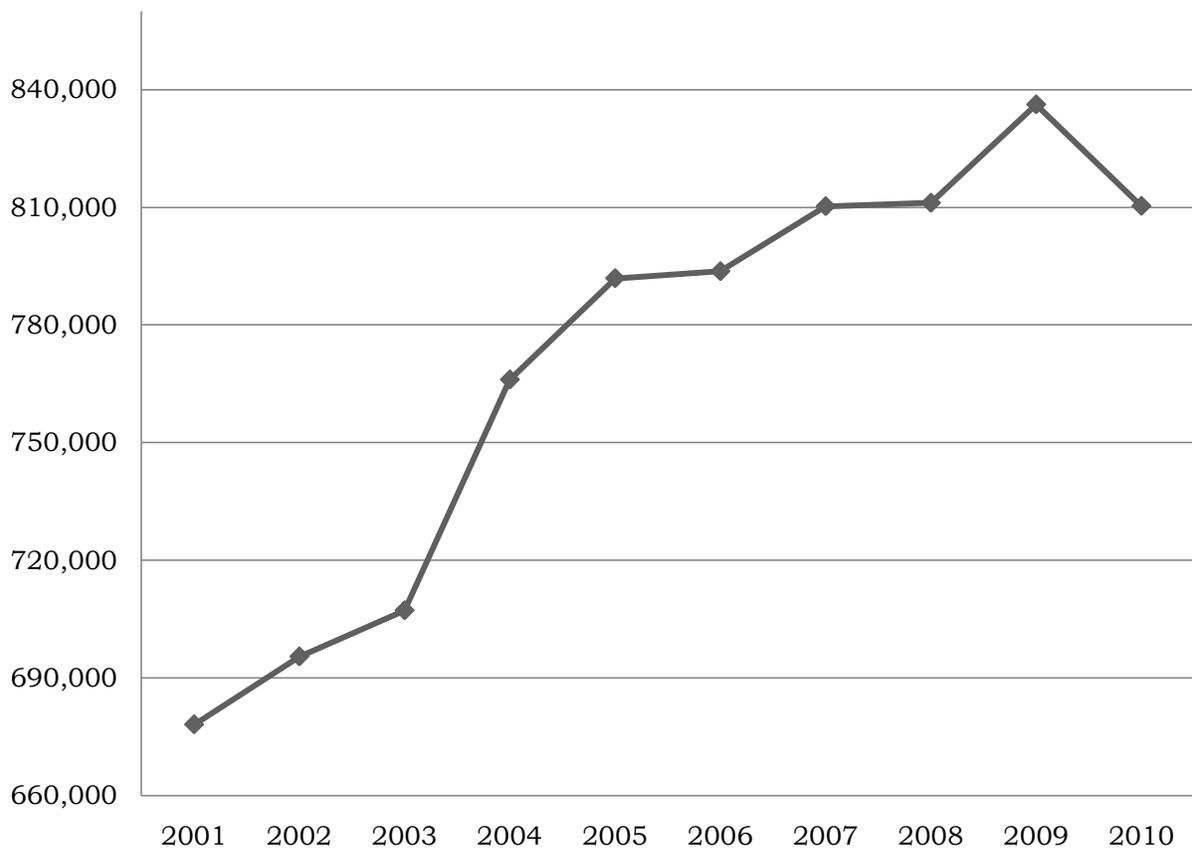
	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
Bookmobile	13,362	10,713	11,767	13,780	12,262	13,072	15,715	15,833	17,572	17,306
Boyce	17,127	21,566	25,718	24,699	38,246	37,613	41,237	32,163	27,196	24,831
Gunter	87,892	93,739	98,122	109,297	114,428	114,219	111,706	111,815	108,327	112,043
Hineston	28,257	35,277	38,190	39,437	39,842	39,370	39,425	45,725	44,178	38,239
Johnson	17,144	19,607	19,576	22,186	19,661	19,841	21,522	22,561	24,052	25,667
King	11,476	8,362	12,834	16,304	14,978	16,631	17,028	17,805	18,972	18,758
Main	182,923	177,280	154,874	160,870	156,616	146,998	145,786	143,751	137,127	126,142
McDonald	20,129	24,154	21,621	25,370	30,308	30,885	32,600	35,654	39,048	33,288
Martin	61,253	56,629	58,952	64,161	60,835	62,890	65,462	63,282	62,108	59,069
Preschool Outreach	42,061	42,762	50,950	55,740	65,786	73,225	78,104	82,998	86,714	93,807
Red Carpet	10,605	9,742	10,267	13,045	15,609	13,146	12,612	12,757	13,941	12,634
Robertson	88,382	91,468	100,943	104,377	98,606	99,683	98,979	97,681	106,833	94,770
Westside Regional	97,467	104,100	103,344	116,763	124,692	126,077	130,063	127,638	145,013	141,331
Online Books*								1,434	5,116	12,422
TOTALS	678,078	695,399	707,158	766,029	791,869	793,650	810,239	811,097	836,197	810,307

* Electronic circulation added July 2008

*Boyce Branch increased its hours of operation in October 2010.

**Fuhrer Branch was replaced by Westside Regional, April 2009.

Annual Circulation Figures 2000-2010



BRANCHES

MAIN LIBRARY

Brenda Harvey, Co-Manager
Linda Green, Co-Manager
411 Washington Street
Alexandria, LA 71301
Phone: 445-2411
Monday – Saturday 9:00 – 6:00
Sunday 1:00 – 4:00

WESTSIDE REGIONAL LIBRARY

Karen Gipson, Co-Manager
Tammy DiBartolo, Co-Manager
Shannon Gibson, Asst. Manager
5416 Provine Place
Alexandria, LA 71303
Phone: 442-2483
Fax: 442-7678
Monday – Saturday 9:00 – 6:00

ROBERTSON BRANCH

Mariann Strange, Manager
809 Tioga High School Road
Ball, LA 71405
Phone: 640-3098
Fax: 640-8713
Monday-Saturday 9:00-6:00

GUNTER BRANCH

Pam Martin, Manager
Steve Ledet, Asst. Manager
5630 Holloway Road (Hwy 28 East)
Pineville, LA 71360
Phone: 443-7259
Fax: 443-1293
Monday-Saturday 9:00-6:00

MARTIN BRANCH

Donna LeBlanc, Manager
801 Shamrock Street
Pineville, LA 71360
Phone: 442-7575
Fax: 449-4946
Monday-Saturday 9:00-6:00

MCDONALD BRANCH

Gail Goldberg, Manager
1075 Highway 497
Glenmora, LA 71433
Phone: 748-4848
Fax: 748-4851
Monday-Wednesday, Friday 1-5
Thursday, Saturday 9:00-1:00

BOYCE BRANCH

Margie Mealer, Manager
PO Box 792
500A Ulster
Boyce, LA 71409
Phone/Fax: 793-2182
Tuesday 9:00 – 12 noon; 1:00 – 6:00
Wednesday, Friday 1:00 – 6:00
Thursday, Saturday 9:00 – 1:00

HINESTON BRANCH

Donna Crawford, Manager
PO Box 63
1810 Hwy 121
Hineston, LA 1438
Phone: 793-8461
Fax: 793-0691
Monday & Saturday 9:00-1:00
Tuesday 1:30-5:00
Wednesday & Friday 9-1, 2:00-6:00

KING BRANCH

Starla Jones, Manager
Trina Kirk, Asst. Manager
3311 Third Street
Alexandria, LA 71302
Phone/Fax: 445-3912
Monday-Thursday 1:30-7:00
Friday 1:30-6:00
Saturday 9:00-2:00

DIRECT SERVICES

2010 saw the beginning of a serious training program for Assistant Branch Managers. The first step was to hire assistants at Robertson, Gunter and Westside. In March, when Robertson Branch Bobbie Thompson retired, we named Steve Ledet, as assistant manager for that branch, and appointed Mariann Strange as the new branch manager. After Brenda Manning at the Gunter Branch retired during the summer, her assistant manager, Pam Martin stepped up and we hired Gunter clerk Shannon Gipson as the assistant. Also during the summer, when a clerk resigned from Westside Regional Library, we hired longtime clerk, Saconda Baty as the assistant manager. Branch manager training was provided to all.

In October, I rotated the assistant managers to different branch locations, so that they could learn under a manager that was new to them, and could expand their knowledge of the Library. In December, I provided them with evaluation training, along with existing King Branch Assistant Manager Trina Kirk, in advance of their beginning to be the primary evaluators for our sub pool. Over the next few years, we plan to continue rotating them, as well as providing other training opportunities so that they may grow in their duties and knowledge of the Library.

I deeply appreciate the work of the various library locations throughout the parish. Each is distinct, and their staffs work very hard to serve their unique communities. I am honored to get to hear all their stories.

Integrated Library System (ILS) Department

The ILS Department had a fairly quiet year in terms of issues or problems. We had one change in staff as Jana Fryday left her ILS Clerk position mid-year to become the Administrative Assistant and the Acquisitions Specialist. Substitute Tina Verrier became our new ILS Clerk.

MAIN CIRCULATION

We are still enjoying our beautiful surroundings following the updating Main Library's interior in mid-2009. The new furniture, blinds, flower arrangements and thorough cleaning make a pretty picture. We are still receiving

compliments. The Main Library's roof was completely repaired in 2010, which also contributes to the great look of our facility.

We received a self-contained fax machine in September. Staff is no longer needed for this service. The customers just pick up the receiver and follow the instructions, using their debit/credit card to pay for the service. We saw that we were losing some customers because of the debit/credit card only status. We now sell the prepaid fax cards for their use.

The entire staff attended a very enjoyable workshop on customer service skills. The speaker was very informative and comical, which kept your attention.

I am receiving more and more calls from the schools to attend their programs to issue library cards. Plus, if I am passing a school and see on their marquee that they will be have an event, I will call the school and offer my services. Through a grant, I will be receiving a laptop computer for these off-site visits, such as Family Reading Night, Parent/Teacher Conferences, Open Houses, Literacy Nights and other activity nights. I will be able to register children for library cards and not have to put the information in the system when I return back to the library.

Brenda Harvey

MAIN REFERENCE

Reference has had an extremely busy and successful year. The Reference Department continues to serve the public to our highest ability. We take pride in being able to handle the task of answering basic to advanced questions to our customer's satisfaction. During 2010, we continued some of our old projects and added a few additional projects to assist in enhancing library services for the community. A few of the projects are listed below:

- First Time Homebuyer Seminar
- Tween Mystery Party
- Digital Photo Workshop for Tweens
- Spelling Bee Team Display
- Social Security Disability Workshop
- Monthly thematic displays
- Literary Brochures

- Regular Reference tours
- Regular Tween Advisory Group meetings
- Storytime every Wednesday
- Rapides Library Carnival hosted by the Tween Advisory Group

The Reference Department looks forward to the coming year and all it has to offer.

Linda Green

WESTSIDE REGIONAL LIBRARY

Westside Regional Library went through 2010 with a few changes. Circulation Clerk, Jessica Parker left and was replaced by Latressa Barton-Petty. Saconda Baty accepted the position of Assistant Manager and then moved to the Robertson Branch as part of the assistant manager training rotation. Gunter's Assistant Manager, Shannon Gibson, replaced Saconda at Westside Regional. We always want to thank our regular volunteers, who help so much at circulation: Gail Byrd, Irene Perkins, Linda Butler, Karen and Charles Smith. One of the highlights at Westside Regional in 2010 was the expansion of the parking lot. An additional forty-one spaces were added, along with space for transport vans and buses to drop off and turn around. This addition makes it easier for groups with handicapped members and school groups to visit the library safely.

A local vendor opened a coffee shop in our coffee area. Called "Coffee in the Stacks", it was open from February – May, but was unable to sustain a profit. Following its departure, vending machines were installed in the area. Use of both the large and small meeting rooms continued to increase in 2010. Many groups, including local community and civic groups, held meetings at Westside Regional. The meeting rooms continue to be very popular and fill a need in the community.

The number of Library programs held at Westside Regional increased in 2010. In addition to Children's Programs, there was a growing interest in Adult Programs such as RELIC, Rapides Reads, Soiree in the Stacks and Crafty Thursday. In 2010, the Friends of the Library Book Sale, moved from the Alexandria Mall to Westside Regional and was very successful. Plans are

underway to hold the Book Sale at Westside again in 2011. Training for Head Start teachers and daycare providers, held quarterly at Westside Regional, continued to be well-attended and fills a need in the community.

Karen Gipson

ROBERTSON BRANCH

Robertson Branch had several changes made in the staff in 2010. Bobbie Thompson, the manager, retired in March. Steve Ledet, a circulation/reference clerk was named assistant manager in March and Mariann Strange, who had been the Bookmobile manager, became the new manager in May. Geneva Roper, a circulation/reference clerk resigned in October. Jennifer Earnest-King increased her hours from 20 to 32 as a circulation/reference clerk. Deborah Boerboom was hired in November to fill the vacant 20 hour position. Deborah had been the branch manager at Boyce for 11 years. Robertson has been fortunate to have two volunteers who shelve and help out in other ways.

In September, three of RPL's assistant managers were transferred to other branches for cross training. Steve Ledet transferred from Robertson Branch to the Gunter Branch, Shannon Gibson transferred from the Gunter Branch to Westside Regional and Saconda Baty transferred from Westside Regional to Robertson Branch.

Robertson Branch has an active outreach program. One staff member, Jo Ellen Barton, goes to four different Day Care Centers to read to their children once a month. Various staff members have attended open houses, family nights and community days held at the local schools. We have held several workshops after library hours for the people in the community; one was on "how to make your own soap and washing powder."

Robertson Book Club was established in October; it meets the last Tuesday of every month. We usually have 7 to 8 members attend each session.

A children's PC with touch screen computer (the first in our system) was purchased, giving us a total of 9 public computers. Plans were finalized to begin public computer classes to be taught starting in January, 2011.

Robertson's Friends of the Library was established in December to work with the community and with the parish wide Friends of the Library organization.

Two bulletin boards were installed in the children's area, both measuring 12.5' in length and 4.5' in width. Another smaller bulletin board was installed over the copy machine. A regular size refrigerator was purchased to replace the small efficiency refrigerator.

Mariann Strange

GUNTER BRANCH

In 2010, there were a lot of changes for the Gunter Branch. Clerk Samantha Wagley resigned in April. An Assistant Manager, Pam Martin, was then hired. Clerk Janet Sincavage resigned in May. Longtime substitute Darlene Paul replaced her. Branch Manager Brenda Manning retired in August. Pam Martin was promoted to manager. Longtime employee, Shannon Gibson, then moved up to Assistant Manager. Caroline Randall was hired to fill the vacant position. About a month later, Shannon started the first part of the assistant manager training rotation, moving to Westside Regional Library. Stephen Ledet, the Assistant Manager from Robertson, began his rotation at Gunter.

Gunter continues promote donations for the homeless children enrolled in Rapides Parish Schools throughout the library. Donations of gently used clothing, school supplies, school uniforms, and coats can be dropped off at any library branch, and are funneled to Gunter to be the delivered to the schools. Gunter staff and volunteers also provide goodie bags for the children at Christmas.

Storytime continues to bring in new faces to replace the ones that started school. Crafts are still the favorite for all kids. The summer reading program was enjoyed by all. We had fifty four children read a hundred books or more. Teen numbers seemed to be down from the year before, but the second year of the Adult program showed an increase.

Gunter Branch continues to have the Adult and Classic book groups once a month.

In March we added quarterly adult programs. We hosted the Rapides Parish Sheriff's department's K-9 unit, the Society for Creative Anachronism, and Michaels Arts and Crafts demonstrated how to make wreaths in December.

Gunter is still bulging at the seams. We weeded, rearranged, and were able to get biography back inside, as well as removing a few bookcases to make the branch feel larger. In September, a self-checkout machine was installed, to enable our customers to check out their own items.

Pam Martin

MARTIN LIBRARY

2010 was an interesting and exciting year for the library. Our summer reading statistics were very good. For the first time we had adult participation in this program and all who were part of this summer event thoroughly enjoyed themselves.

We again entertained two schools, Lessie Moore and Ball Elementary, for story time and introduction to the library. I especially enjoy sharing my love of and knowledge of the library with these children. We always have gift bags for them to take home and encourage their participation by coming back to visit us.

Home school storytime continues on Thursday afternoons. I presented information to the Board about how we started this adventure and how well received this program has been for Martin. We also continue to offer library instruction for the home school children on the first Thursday of each month.

Several managers have participated in our Branch Swap by visiting Martin. We discuss how their libraries are run and what we can do to help each other with problems or goals. I have visited Hineston, Gunter, Robertson, Boyce, and Westside Regional.

Our Wednesday storytime is well attended by the three and four year olds from First Baptist Day Care. The highlight of our year with them is Santa's visit in December.

Deep appreciation goes to staff members Pam and JoAnne and to our subs for all their help during the year. We also appreciate the support from Administration throughout the year.

Donna LeBlanc

McDONALD BRANCH

This past year has been interesting and challenging for McDonald Branch. Cathy Hendrixson and Mary Ellen Kenyon have been involved in different types of programming this past year. They definitely set their standards high and have achieved the projects I have requested of them.

Cathy Hendrixson was responsible for bringing Smokey the Bear into the library for the children and parents to enjoy. She also enlisted the help of the Glenmora Volunteer Fire Department. Chief Monty Billings allowed the children to look at the fire engine and climb on it. He demonstrated the basic practice of stop, drop and roll. The visit of Smokey the Bear and the Glenmora Fire Department is one the children will not soon forget.

In December, Mary Ellen Kenyon was pictured in *The Town Talk* with Jenna Bush Hager, daughter of former President George W. Bush. She got a copy of Mrs. Hager's book *Ana's Story* signed for the Rapides Parish Library.

Another program that Mary Ellen spearheaded was a senior's safe driving course. It was given by AARP and was free to our customers. This program saved our customers approximately \$100.00 on their insurance for three years. Lunch was donated by a local restaurant, Fuzzie's.

I promoted a car seat program with the Hispanic Committee of the South. The program was taught by Dr. Claudia Glascock. It warned of the dangers of incorrectly installed car seats. Everyone that attended received a free car seat for each child in the family. Dr. Glascock and an assistant came back to the library on a Saturday and installed the new car seats for our customers. Also, I was able to acquire grants from Wal-Mart and Paragon Casino. The money was used to further the construction of the privacy fence at the back of the yard, which will be done in the near future.

Gail Goldberg

JOHNSON BRANCH

To start the year, we held a Winter Wonderland Reading Contest for our adult customers. The Johnson teens and preteens also had a contest with a prize drawing.

Valentine's Day story time was marked by Mabel Foster, our volunteer storyteller, who surprised the children of Mother Goose and Tick Tock Day Cares with delicious Valentine sweets. We celebrated Mardi Gras by parading down the hall to my favorite "Mardi Gras Mambo" tune.

For Easter, we held an Easter Egg Hunt on the front lawn of the library. Mrs. Webster's Kindergarteners of Carter C. Raymond Elementary came for a field trip. The ladies of the "Y'all Come" Book Club cut out pink and white construction paper bunny ears and headbands. I brought cupcakes decorated with jelly beans. After their Easter story, we hopped down the hall to the tune of "Doing the Bunny Hop!"

Clerk Margaret Bonial retired on April 30th, after 11 years of service. The Johnson Friends and numerous customers came to wish her well. Teri Augustine became our new clerk in June. For Father's Day, we were featured in the *Alexandria Daily Town Talk*.

In June, Maria Burns gave a generous donation to the Johnson Friends in memory of her late father, Edmond Burns. The Friends decided to purchase a beautiful memorial bench for the Learning Garden with this gift. In August, the Friends moved the Cloak and Book Room Bookstore to the entrance hall of the library, improving sales.

To promote the Summer Reading Program, I visited local schools and delivered flyers around the community. The theme was "Make a Splash Read!" July sailed by with the "Rain Gutter Regatta" Workshop as our teens raced their cork and toothpick sailboats down rain gutters filled with water. The younger children enjoyed Mexican dancer Javier Juarez. The biggest hit of the summer was the Candy Sushi Workshop. Children came from all over to make delicious treats. At the end of the summer, fifteen Gold Medal Winners had read 100 books or more.

In September, I had to be on leave from work. The silver lining was our visit from Louisiana author, Curt Iles. He charmed us with his Creek Bank Stories. I was happy to return to work in mid-October.

November brought the Big Read to the Johnson Branch. The ladies of the “Ya’ll Come” Book Club enjoyed this year’s selection as they viewed the vintage film, “All the Kings Men”. We held a wonderful Thanksgiving Feast with apples, oranges, bananas and cupcakes for twenty-seven excited children, who gathered together to celebrate the Pilgrim’s First Thanksgiving and remember the many things they are thankful for.

The year ended with the big move of all the main area’s furnishings in order to re-stretch the carpet. Christmas came early when Facilities built us four new computer desks to house the former catalog-only computer and three new public computers.

Mary Mahoney Murry

BOYCE BRANCH

Boyce Branch underwent many exciting changes this year. By visiting the school and putting flyers about our activities around the community, we have been able to increase branch recognition and usage by all ages in the community.

Our Friends of the Boyce Library grew and became very active. They held two used book sales and were able to raise over \$500.00 for our branch. Some of this money was used to do extra workshops and programs for the children during the summer. One such workshop involved them designing their own t-shirt. The Friends purchased the T-shirts and iron-on paper. The children learned about copyright, searching images, copying, pasting, saving, how to print reverse images on the computer, ironing safety, and laundering special items all from this one workshop.

We got word that our worn carpet would be getting replaced after the summer reading program ended. Samples of what was available were brought to us and many of our customers enjoyed giving their opinion of which one they would like. Knowing the shelves would have to be moved to put the carpet in, we designed a new layout for our library that better utilizes the space we have. As the new carpet was coming in, our old air conditioner was giving out. It was determined that we needed a whole new unit. Between replacing the carpet, the shelf re-arranging and the air-conditioner going out, our branch was only

open 49 hours during the month of August, but it was definitely well worth the sacrifice.

The month of September brought more good news for us. Because public computer usage had increased so much we were the recipients of three more public computers. This now brought our total to ten and drastically decreased waiting time.

In October, we went before the Rapides Parish Library Board of Control and asked permission to extend our evening hours. We were given permission to stay open 'til 6:00 p.m. on Tuesday, Wednesday and Friday evenings on a three month trial basis. (Later, this was made permanent.) This allows our customers who work in Alexandria to stop by on their way home, and they are thrilled with it. It has been a great year, and Clara and I look forward to seeing what 2011 holds in store for us.

Margie Mealer

HINESTON BRANCH

Facility:

- Custom shelving was added in our meeting room storage closet.
- A purchased shelving unit was added to utilize the wasted space in our electrical closet.
- Computer keyboard pullout drawers have decreased back and shoulder stress.
- Our facility has maintained its new look thanks to the building being power washed, flower bed maintenance, regular lawn service, and regular cleaning by a professional cleaning service.

Technology:

- The addition of a second children's PC with an age appropriate furniture enhanced the children's area. The educational benefits of this will probably never be known as many children in our area don't have home computers.
- A self-check station with the appropriate furniture was asked for, purchased and installed as a result of astronomical circulations figures on certain days during our summer reading program. Customers are

deeply grateful for this feature. As of now, we are the only small branch with this technology.

Staff skill enhancements:

- The manager attended ten computer classes presented during 2010.
- The clerk studied each hand-out received from each class.
- Collectively , staff attended seven workshop type training sessions.

Community Outreach:

- Adult summer reading program reached 135 adults
- Our teen summer reading program reached 34 teens who registered
- Our children's summer reading program reached 70 children, who ALL completed the program by reading 10 books each; 42 were medal winners, reading 100 books or more.
- Offsite storytimes: fifteen sessions with 401 children reached, and 56 adults
- Free computer classes: eleven sessions were held here on site, with a total of 43 adults attending
- As a subset of this community outreach division, the following involve our meeting room and comprise 36 separate bookings:
 1. 10 free tax session reaching 69 adults
 2. 19 work/training classes serving as a training site for 160 adults

Donna Crawford

KING BRANCH

The circulation and transactions at King that soared to new highs during 2009, leveled off during 2010. However, King maintained high computer numbers and stayed above the branch's average in books and other items checked out. The request for the urban fiction books continued to grow and the acquisition of new authors in that genre can be directly credited for helping to maintain our circulation numbers. Another area where we saw continued increase was books on CDs, after acquiring more CDs in the urban genre. King continued to strive to be relevant to the community in which we are located and serve. 2010 saw a new addition to our volunteer staff in the person of Ms. Cherry Collins. Ms. Collins proved to be a diligent and hard worker for our Library. She quickly endeared herself to our patrons through her kindness and helpfulness.

We once again welcomed neighborhood groups using our meeting room, such as the Little League and several class reunion committees of Peabody High School Alumni. Page Turners, the book club that had in years past met here at the library, took a hiatus for a few months, but returned to take advantage of our meeting room.

The downside of the year for us came near the end of the year when King experienced its first break-in. Although the intruder did not take anything of much value, the physical damage done to the Branch was somewhat costly. It also cost us the peace of mind and security we have had at King for many years. Through efforts of our Director, Assistant Director, the Maintenance and Security departments, King was returned to normal and never had to be closed during business hours.

The King Branch staff continued to make excellent service our goal and our customers' comfort our priority. Our goal was to make every visit pleasant and to offer help at all levels of need. Our customers rewarded our efforts with their continued support.

Starla Jones

SUPPORT SERVICES

Technical Services Department

The Technical Services Department took on the ordering of all office supplies in 2010. Significant savings were realized as compared to 2009. We are taking a more just-in-time approach and it seems to be working well. The department assisted in some re-carpeting projects at the Johnson and Boyce branches. The Boyce Branch project was a little more involved and took the better part of a week, whereas the Johnson project took a day. The Friends annual book sale was held at Westside Regional and was very well attended. Charlotte Morris is still working in her same position in Acquisitions but is now supervised by the Technical Services Manager.

Lisa Salard

Acquisitions Department

Jana Fryday took over the reins in the Acquisitions Department upon Betty Brimer's retirement in July. During 2010, many standing orders were cut. Not all, but many of these, were reference resources. In October, we began purchasing ebooks and downloadable audiobooks through Overdrive. Jana and I were able to close the books on 2010 and open the 2011 books in relatively short order and with little fuss. EBSCO was the winner of the serials bid for 2011.

Lagniappe

The exact numbers are no longer available but approximately 90 exams were proctored in 2010. Lisa and I also were judges, along with other staff, at social studies and science fairs at Tioga Junior High and Pineville Junior High.

Wesley Saunders

INFORMATION TECHNOLOGY

Janie Primeaux	Department head, planning, budgeting, staff training public training
Bill Huffman	Network systems administrator
Chester Mealer	Web master and trainer
John Thomas	Hardware and software installation, troubleshooting
Trina Kirk	Trainer

Education:

Bill, John and Chester attended the I Love Technology Workshop in Lafayette. Chester attended IUG. Janie attended an advanced Excel Workshop.

Problems and Installations:

We replaced all of the servers in the server room with brand new servers. We upgraded most of the staff computers to Windows 7. We also replaced our firewall. A Kid's PC was installed at Robertson. Display monitors at King and Johnson were installed. We replaced all of the staff's older laptops with new ones.

Web Enhancements:

Chester added a new online meeting room calendar to the website. Chester also did an audio recording for YouTube to promote the PlayAway contest. Several programs throughout the year were recorded and streamed live on the website.

Telecommunications:

Bill finished installing wireless at all of the branches including a wireless access point on the bookmobile.

Projects completed:

As part of the long range plan, John installed self checkout stations at Gunter and Hineston.

Training:

We created several new computer classes. These included an Introduction to Facebook, how to use Overdrive our online Digital Library and also a Files and Folders class. Chester was also able to create and teach a workshop for the TAG group called Fun with Digital Pictures.

Below is a breakdown of computer classes we taught throughout the year.

Staff Training	Number of Sessions	Number of Attendees						
Introduction to RPL	2	10						
RPL Basic Computer	2	8						
Circulation Training	2	8						
Sub Totals	6	26						
Public Training		MN	MC	HN	WR	BC	KG	JN
Beginning Microsoft Windows	14	72	5	6	6	2		3

Beginning Microsoft Excel	14	41	7	3	11	2		6
Beginning Internet Searching	19	66	7	9	8	5	4	3
Beginning Microsoft Word	14	60		2	9		5	1
Intermediate Microsoft Word	6	9	7	2	10			
Intermediate Microsoft Excel	3	10			4			
Beginning Microsoft Publisher	4	10		4		4		
Beginning Microsoft PowerPoint	8	14	11	2			1	6
How to use Email	1	6						
Using the Online Catalog	2	4						
Uploading Digital Pictures	8	14	8	5	8	5	2	4
Files and Folders	4	4	9		2		2	
Fun with Digital Pictures	2	19						
Using the Online Databases	5		4	4	4		6	
Into to Facebook					8			
Into to Overdrive	2				11			
Sub-Totals	112	355	58	37	81	18	20	23
Total number of sessions	112							
Total number attending	592							

Janie Primeaux

LOANS

I continue to train new employees on Loanshark. This will enable us to continue serving our patrons well.

We still have Amanda Lester and Richard Moriarty as our mail clerk. McKenzie Skluzacek was our student worker from Louisiana College.

I went out on maternity leave in August. We had three subs that replaced me while I was out. We started off with Tricia Smith. After a couple of weeks, she was injured off job hours, and she was replaced by Jenny Yost. Jenny left after one week to pursue another career opportunity. She was replaced by Samantha Dusza who was a great asset to our department.

Our work flow as slowed down due to the decrease of requests that we borrow. Upon returning from maternity leave, I didn't see a need to keep Richard Moriarty as our mail clerk. He will only be used on an as needed basis.

We lost McKenzie Skluzacek due to the funding at Louisiana College. She will be missed.

Angela Lee

OUTREACH SERVICES

Accomplishments

We consolidated Red Carpet and Bookmobile Routes in December of 2010 in an effort to increase the efficiency of our patron service and expand service to homebound clients.

- Outreach Manager for Red Carpet, Londa Price, initiated regular monthly programming in area senior citizen care facilities.
- The Bookmobile was fitted with wi-fi capabilities and now functions as a wi-fi hot spot in rural communities.
- We began visiting area community festivals with the bookmobile in an effort to increase the bookmobile's visibility and community awareness of outreach delivery services.
- Tammy Valenzuela joined Rapides Parish Library staff as the Outreach Manager for Bookmobile. Thus far, Tammy has proven a valuable asset to the library's delivery service.
- Outreach Division coordinated Rapides Parish's 2nd annual community wide reading initiative – Rapides Reads *All the King's Men*. Over 1000 people attended community events celebrating the classic novel by Robert Penn Warren and 200 free copies of the novel were distributed to the community.
- The annual Readings in Literature and Culture (ReLiC) series was held at Westside Regional Library in September and October of 2010. This year's series was entitled "Where Is North Louisiana?" and Dr.

Ginger Jones served as the scholar. We had 25 enrolled attendees for the program and the reviews from participants were overwhelmingly positive.

- Jane Thurmond, outreach clerk for Bookmobile and Red Carpet service, passed the test to obtain her chauffeur's license. Jane's accomplishment provides the bookmobile with a permanent back-up driver on staff.
- Youth Services continues to offer regular continuing education for area preschool educators and child care providers.
- Youth Services hosted a PrimeTime Family Reading Time at Main Library in February 2010. This innovative and very successful program sponsored by the Louisiana Endowment for the Humanities combines storytelling, discussion, a healthy and nourishing meal, and fun activities for the whole family in an effort to encourage and support family literacy.

General Information and New Programs for 2010

- Crafty Thursdays @ Westside – New Adult Program Held monthly at Westside Library
- Senior Road Show Programs @ Area Nursing Care Facilities – Begun in May 2010, average of four programs monthly for 7 months of 2010
- 2010 saw the consolidation of the Bookmobile and Red Carpet Routes into a single delivery route system under the title of Outreach Delivery. Since this merger occurred in December, comprehensive analysis of this move will not be available until next year.

Total Programs for 2010

Children's Programs: # - 641, Attendance – 16,289

Young Adult Programs: # - 49, Attendance – 853

Adult Programming – Comparative Analysis by Branch

	<u>Programs</u>	<u>Attendance</u>
Boyce	18	176
Gunter	25	269
Hineston	11	79
Johnson	23	117
King	11	49
Main	61	397
McDonald	23	142
Robertson	6	31

Westside	35	606
<u>Outreach</u>	<u>64</u>	<u>8745</u>
TOTAL --	277	10611

Outreach is responsible for 82% of all adult programming attendance for the Rapides Parish Library, and 23% of the total adult programs.

Kelly Kingrey-Edwards

BUILDING AND GROUNDS REPORT

In addition to the usual cleaning, light carpentry and painting, and the maintenance of vehicles, HVAC systems, etc., our maintenance crew, under the leadership of Bob Orris, took on several important jobs for the Library.

One of the less pleasant tasks was dealing with break-ins at the old Fuhrer building as well as the Martin Luther King, Jr. Branch Library. Maintenance replaced windows and repaired woodwork. Working with outside contractors, we replaced the lower roof at the King Branch and did torch-down repairs on significant areas of Main Library's roof, to buy us time. Bob was also involved in the planning for the full replacement of Main's roof.

Via outside contractors, we replaced one air conditioning unit at Main Library and one at the Maintenance shop.

When we suffered an auto accident involving the water-filled barriers at the King Branch, Maintenance dealt with reporting the incident and replacing the damaged barriers. The good news is that the barriers performed as hoped, completely protecting the building that otherwise would have been struck. There were no new vehicles purchases in 2010.

Steve Rogge