

individuals on a regular and personal basis. The number served by homebound delivery is up 53% over last year's figure.

The **Adult Literacy** program continues to offer one-on-one tutoring. In 2004, there were 33 active tutor-learner teams enrolled in the program. In response to the diverse cultural composition of our area, the Literacy program also sponsored 297 classes in specific language skills. Programs such as "Understanding the American Accent," "English as a Second Language" (ESL), "Let's Talk" (informal English conversation), and "Work Words" classes helped to meet the needs of 1922 individuals. Participants, representing 17 different countries, attended these programs for various reasons ranging from applying to an American University, securing employment, improving current job skills to becoming first time homeowners.

In 2004, the Hamilton East Public Library began offering an **Online Book Club** for those busy people who love to read but can't find the time. Each day, Monday through Friday, subscribers receive a portion of a book electronically through their e-mail. After reading approximately 5 minutes a day, two to three chapters in a week, participants can decide if they wish to check out the book from the library. There are 11 different book clubs to choose from and each week new books are featured.

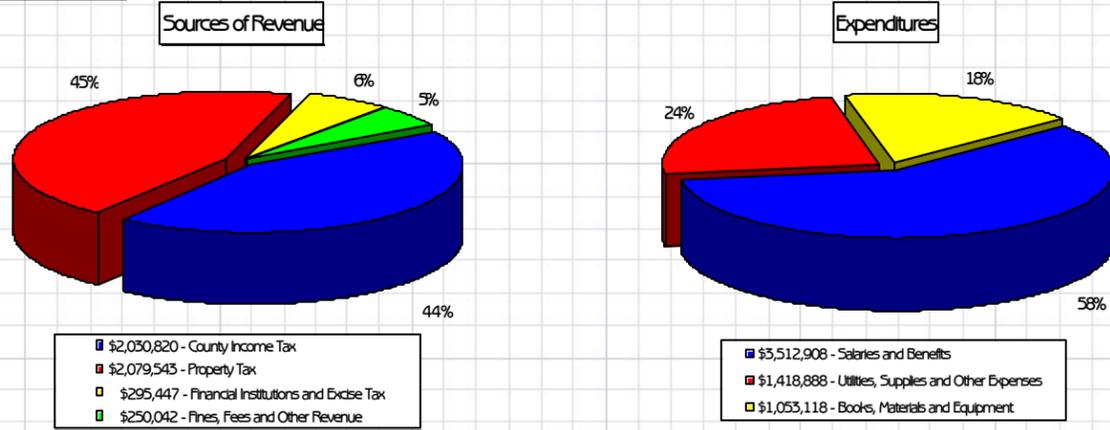
Community Connections

"**Originals**" Art Gallery in Noblesville featured several of the library's collection of treasured pictures by local artists George and Worth Brehm. Raised in Noblesville, the Brehm brothers were both renowned illustrators in the early 20th century and their works were featured in popular books and magazines of the time. Library staff provided assistance with history and information about the exhibited artwork.

The **Hamilton County Law Library**, formerly housed in the county's Judicial Center, can now be found as part of the Hamilton East Public Library's reference materials. Materials available include such items as the Supreme Court Reporter, Indiana Law Encyclopedia and the Federal Register.

Lynnen Burrow and Steve Sharp were reappointed to the **Library Board of Trustees**. Burrow was appointed by the Hamilton County Commissioners and Sharp by the Hamilton County Council.

Focus on Financials



Administration	Department Heads	HEPL Board of Directors
David L. Cooper, Director	Rob Brown, Systems Administration	Robert James, Jr., President
Gail Winsmore, Assistant Director	Holly Kennerly, Technical Services	Steve Sharp, Vice President
Robyn Neal, Business Manager	Mary Patterson, Circulation	Marianne Jacobi, Secretary
Cheryl Jurgens, Marketing Manager	Linda Shaw, Reference	Lynnen Burrow, Asst. Sec./Treasurer
Tim Myers, Facilities Manager	Anne Marie Short, Youth Services	Jane Gasch
Marcie Stafford, Bookkeeper	Melissa Stewart, Outreach/Audiovisual	Lucille Noblitt
		David Wallace

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

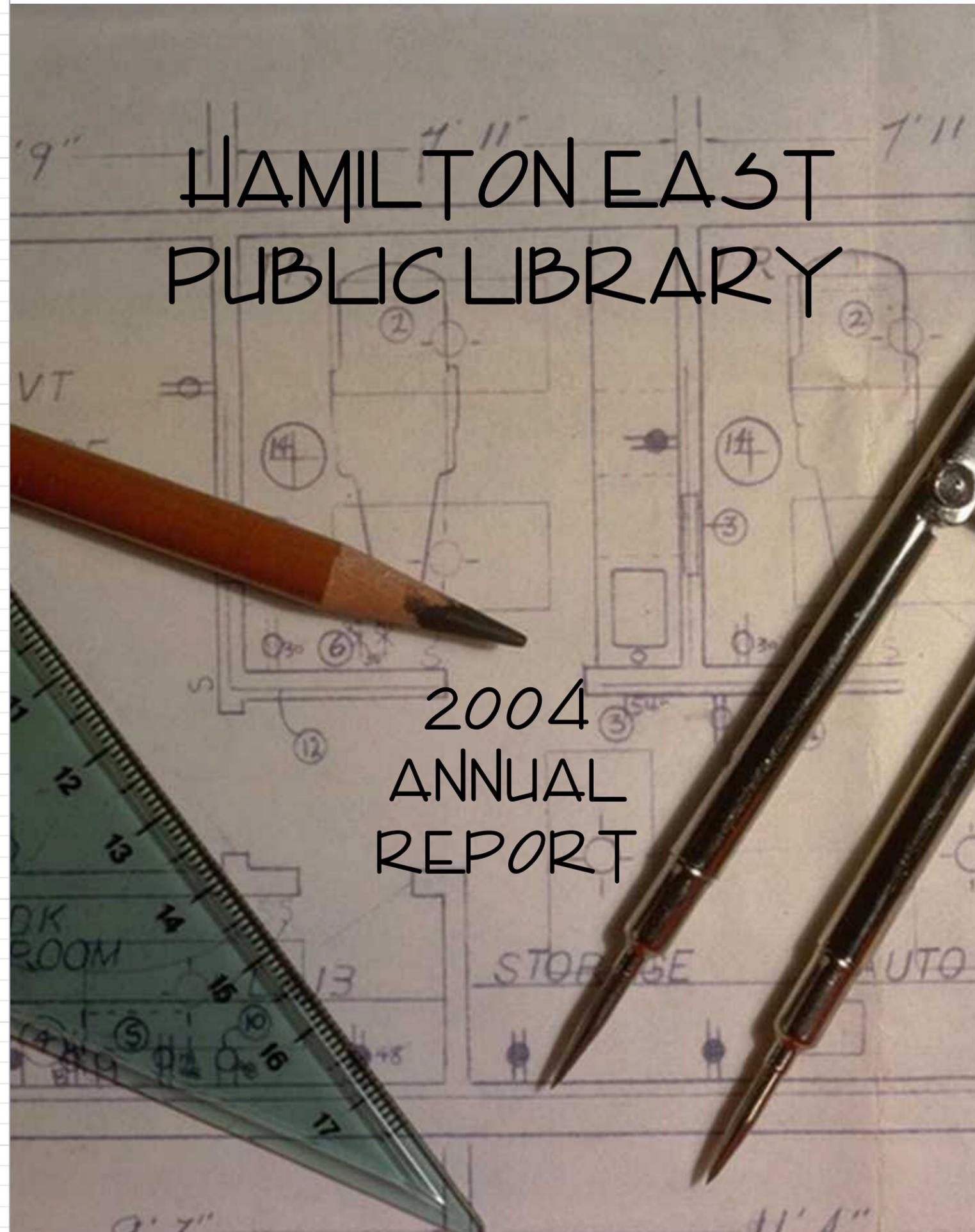


Fishers Library
Five Municipal Drive
Fishers, IN 46038
(317) 579-0300

Hamilton East Public Library

HAMILTON EAST PUBLIC LIBRARY

2004 ANNUAL REPORT





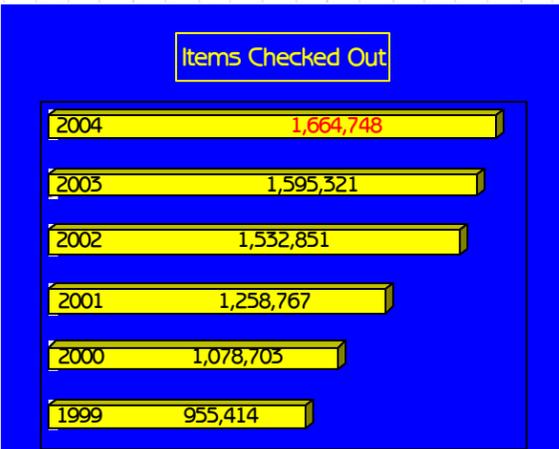
Renovation, Rejuvenation and Revitalization

Throughout a majority of 2003 and all of 2004, the Noblesville and Fishers libraries have been undergoing major changes, inside and out. Phase 1, the new construction phase, occurred between May 2003 and August 2004 and added 118,000 square feet of new space to the buildings, new facades and additional parking outside.

At the completion of the building phase, each library was closed for a short time to make the major move of furniture, materials and staff to the new portions so that the renovation of the existing structures could begin. When everyone and everything was completely shifted, the renovation and remodeling of the original buildings (Phase 2) began. The much-needed facelifts promise a new look

and layout, complete with new lighting, carpeting, shelving, furniture, and meeting spaces. When finished, the old and the new sections of the buildings will completely blend together.

The interim phase has already allowed the public to experience many of the new features and spaces that the newly built sections of the buildings have to offer. At the Fishers Library, the Youth Services area explodes with bright colors and lighting as it reflects the rich heritage of its neighboring train station, complete with railroad tracks in the carpeting, a water tower and a roundhouse facade. Beautiful new meeting rooms are also available for public meetings and library programs. The Noblesville Library sports a new genealogy classroom, spacious Indiana Room and a beautiful open area for quiet reading and reflection. Library users can also find many small rooms designed just for individual and small group study throughout this library as well.



Despite the challenges of new construction and renovation, the number of items checked out from the library totaled 1,664,748, an increase of 4.4% over 2003.

The number of **new borrowers** registered this year totaled 4194 people. This elevates the total number of borrowers to 66,786 or 71.3% of the residents in our service area of Delaware, Fall Creek, Noblesville and Wayne Townships (population numbers based on 2003 Census estimates and Fishers Special Census data).



An average of 2020 **reference questions** were answered each week in 2004. The yearly total of 105,037 questions marks an increase of 2% over the past year. Two thousand nine hundred forty four (2944) of those questions were fielded in the Indiana Room. Thirty-two degreed librarians and 132 additional staff members make up the library team.

Purposeful Programming

For the first 8 months of the year, **programming spaces** were not available within either of the library buildings. The staff was challenged to schedule programs in unique locations such as the library annex, local parks, neighborhood clubhouses, and the 4-H Fairgrounds. When the new portions of the buildings

were opened to the public in August and September, staff was able to make use of new youth programming rooms in both buildings, public meeting rooms in Fishers and the genealogy classroom in Noblesville.

Approximately 22,000 individuals of all ages participated in programs through the Hamilton East Public Library in 2004. The **Outreach** Department served adults and families through its 856 programs with a total attendance of 9082 persons. These numbers reflect an 18% increase in the number of programs offered and a 9.3% increase in the number of persons attending those programs over 2003's figures. The number of programs presented by library staff outside of the traditional library totaled 110 programs and reached 2439 persons.



The **Youth Services** Department regularly offers educational programs to area children and families. In 2004, 473 different programs were presented reaching 13,052 individuals. Another successful Summer Reading Program encouraged 5219 persons, ages 0 to adult, to read throughout the warmer months. Over 1200 readers enrolled on the first day of registration, a 47% increase from the opening day 2003.

Always a popular destination point for both local residents and those throughout the United States, the **Indiana Room** houses a special collection of local and state history, genealogy and family history and general information about Indiana. With the ever-growing interest in tracing family roots, 13 workshops were held on various genealogy topics including beginning genealogy, using specific software programs and tracking elusive ancestors.



Technologically Speaking

In 2004, there were over 2,927,462 requests for **HEPL website** pages. This figure reflects a 137% increase over last year's numbers. Statistics also show that website users are not only visiting the library's website more often but utilizing more parts of the website while they are logged in.

The Hamilton East Public Library continues to use **e-mail** as an efficient and effective way of communicating with its users. In 2004, 195,836 notices were sent electronically saving the taxpayers \$72,459 in postage costs. Currently there are 34,362 or 51% of all registered borrowers with e-mail addresses in the library's system, an increase of 21% over 2003's numbers.

Additional computers were added in both the Noblesville and Fishers **public computer labs** making 15 computers available in each. In 2004, lab users logged in 25,966 different sessions with a total of 14,138 hours of usage.

In March 2004, the library introduced a new software program to improve the way library users access the public computers in the labs. **SAM (Smart Access Manager)** allows customers to self-check the computers, prepay for any printing costs and manage usage time, assuring fairer and more equitable access to the computers. As an added bonus, after each session, SAM cleans up any user information (bookmarks, history, etc.) so no other user will be able to view another's work after they log off.



Growing in Service

Hamilton East Public Library **borrower cards** were redesigned to incorporate the library's new name and logo. When library users renew their current card or apply for a new card, they can choose from a standard credit card size or a new key chain size library card.

The **Mobile Outreach Services** program continues to reach the community through its unique services. Throughout the year, Mobile Outreach made 1226 deliveries, totaling 26,651 library materials to 26 area preschools and daycares and 7 senior facilities. They also conducted 110 programs enriching the lives of more than 1668 children. Our special delivery service especially for **home-bound patrons** allowed Mobile Outreach staff to serve and touch the lives of 113

