

# Hamilton East Public Library

• achieve • change • connect • create • discover • educate •



learn • listen • partner • reach • read • relax • serve • value  
encourage • enhance • enjoy • enlighten • enrich • entertain  
inspire • innovate • inform • improve • grow • explore

## Annual Report 2010

**2,191,176**

Number of library materials checked out.

**92,517**

Number of HEPL cardholders.

**583,591**

Number of items in the library collection including  
455,946 books • 770 subscriptions  
57,353 DVDs and videos • 49,051 CDs and audios  
Over 3,000 titles of downloadable e-books and audiobooks  
46,450 new materials added (70 memorial/honorarium books)

**127,722**

Number of reference questions answered.  
2,618 in Indiana Room • 79,514 in Adult Reference  
37,847 in Youth Services • 7,743 in TeenZones

**102,508**

Number of hours public computers used.  
Includes 32,168 hours of wireless usage.

**673,771**

Number of HEPL website pages viewed.  
Features events calendar, library catalog, and 87 free informational databases (including 58 through INSPIRE).

**2,193**

Number of times library meeting rooms used by outside groups - both non-profit and for-profit.  
1,171 at Fishers • 1,022 at Noblesville

**10,944**

Number of e-books and audiobooks downloaded.

**407,741**

Number of notices sent electronically.  
405,339 through e-mail • 2,402 through text messaging  
Saving \$179,406 in postage versus traditional mail.

**6,101**

Number of volunteer hours logged.  
227 volunteers • Estimated value to the library - \$127,206\*  
(\*based on value of volunteer hours data from www.independentsector.org)

**1,656**

Number of youth and teen programs offered.

**62,646**

Number of youth and teens attending programs.

**1,768**

Number of adult and family programs offered.

**20,470**

Number of adult or family members attending programs.  
Including 481 computer classes with 2,812 attendees,  
273 ESL classes with 2,562 attendees, and  
43 programs to outside groups with 2,487 attendees.

**23,900**

Number of items delivered through Mobile Outreach service.  
Served 91 homebound patrons, 7 senior facilities,  
and 24 daycares/preschools.  
724 storytimes at daycares/preschools • 6,948 attendees

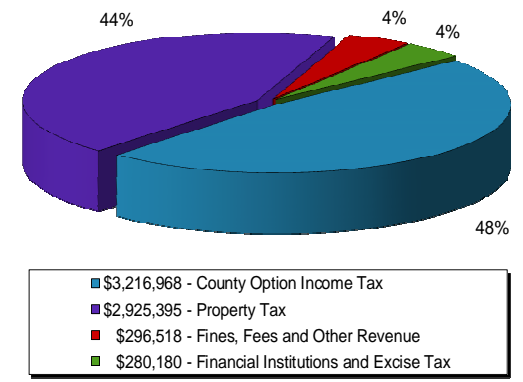
### Highlights

- Hamilton County's five library systems introduced a countywide reciprocal borrowing program. Using his/her "home" library card, any Hamilton County resident who lives in a library district may now borrow materials from any library in the county. Cardholders may also attend programs and utilize many of the services other libraries offer. Countywide programming included a one book-one community program for youth and adults.
- HEPL introduced a new website showcasing a new look, new features and improved functions including a new online catalog system.
- As part of the strategic planning process, HEPL's Board of Trustees approved a new mission statement for the library. The statement now reads: *The mission of the Hamilton East Public Library is to enrich our diverse communities by providing the best educational, informational and recreational resources possible.*
- In support of its new "1,000 Books before Kindergarten" reading initiative, HEPL received a \$2000 grant from Target®.
- HEPL cardholders can now receive reminder notices via cell phone text message as well as e-mail.
- The 2010 Summer Reading Program drew a record-breaking total of 18,825 registrants, marking a 1.53% increase in the number of registrants and an 8.9% increase in the rate of completion over last year's program.
- In an independent survey conducted on behalf of the City of Noblesville, 75% of respondents reported using the library in the past year and 94% rated the library services as excellent or good.

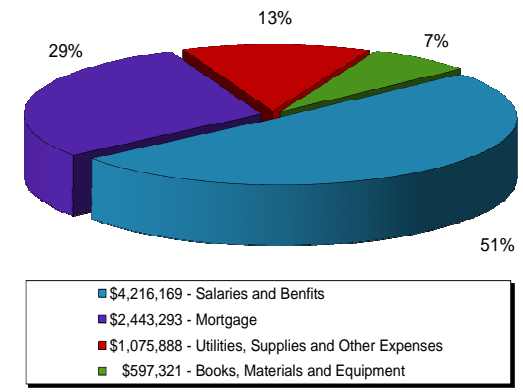
Growth Statistics	2009	2010	% Change
Circulation rate of materials	2,120,699	2,191,176	3.32
Materials available in library collections	567,429	583,591	2.85
Library cardholders	88,735	92,517	4.26
Adult reference/Indiana Room questions answered	74,696	82,132	9.96
Youth/teen reference questions answered	39,380	45,590	15.77
Youth and teen program sessions offered	1,595	1,656	3.82
Attendance at youth and teen programs	47,102	62,646	33.00
Adult and family program sessions offered	1,574	1,768	12.33
Attendance at adult and family programs	19,467	20,470	5.15
Library users receiving e-mail/text notifications *	55,447	61,581	11.06
Notices sent through e-mail/text messaging *	363,552	407,741	12.15
Times public computers used	99,486	118,808	19.42
Hours public computers used	83,855	102,508	22.24
Number of pages viewed on Library website	628,065	673,771	7.28

\* Text message notifications initiated March 2010

### Revenue



### Expenditures



### Administration

David L. Cooper, Director  
Paris Head, Assistant Director  
Robyn Neal, Business Manager  
Cheryl Jurgens, Marketing Manager  
Tim Myers, Facilities Manager

### Department Heads

Rob Brown, Systems  
Holly Kennerly, Technical Services  
Mary Patterson, Circulation  
Linda Shaw, Reference  
Anne Marie Short, Youth Services  
Melissa Stewart, Outreach

### HEPL Board of Directors

Bill Crandall, President  
Robert James, Jr., Vice President  
Brian Meyer, Secretary  
Melissa Brisco, Asst. Sec./Treasurer  
Renee Dillinger  
Marianne Jacobi  
Steve Sharp

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One Library Plaza  
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(317) 773-1384



Fishers Library  
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Fishers, IN 46038  
(317) 579-0300