

highlights

sharing resources with ohio libraries

volunteers

Our volunteers are indispensable! They generously contributed 5,841 hours of their time this year, an increase of 25.5%. Teen helpers were critical to the huge success of the children's summer reading program, and, in Media, volunteers shelved multitudes of returned movies and music. New this year, retired educators made a Volunteer Homework Help Center possible for all ages of students.



homework help center

Users have access to more than 40 million items thanks to our membership in the OhioLINK and SearchOhio consortiums of public and university libraries across Ohio.



OhioLINK		SearchOhio	
items borrowed	9,103	items borrowed	17,011 ^35%
items loaned	9,261	items loaned	22,441 ^13.6%

financials

revenue		expenses	
State Funds	43% \$2,595,472	Personnel	\$3,008,782
Local Operating	33% \$1,989,848	Supplies	\$130,631
Fines, Interest & Miscellaneous	24% \$1,460,438	Materials	\$601,971
		Capital Outlay	\$1,156,513
		Contract Services	\$791,686
		Other Expenses	\$36,791
total	\$6,045,758	total	\$5,726,374

board members

Michael Fultz	Karen Scholl
Kay Hedges	Jack Shinnock
John Robbins	Jennie Smith-Pariola
Terrence Thompson	

"I use the Library to help my clients succeed in life. They learn to locate information on the computer and to search for books and other items. They love the Library and have come a long way. Thank you!"

"I really enjoy this library! You have the current movies and books we want. The staff members recognize us and always say hello, even when they're busy. It is a great place to spend the day."



Westerville Public Library



annual report

2009

"Thank you for being so customer responsive and for making our library a place to be proud of."

126 South State Street
Westerville, OH 43081
614.882.7277
www.westervillelibrary.org

thank you

for your support and understanding

The Library weathered a storm of budget cuts in 2009. Thanks to you, a planned 52% cut in state funding for Ohio public libraries was stopped. In one 24-hour period, more than 36,000 of our customers contacted our legislator and the governor's office to protest. As a result of your support, 20% of those cuts were restored.

To meet the challenges of the overall 32% cut -- a loss of nearly \$900,000 in revenue -- the Library had to close on Sundays. We are committed to reopening on Sundays as soon as the budget permits.

We're proud to say that in 2009 the Library grew in unprecedented fashion, as you will see in this report. Westerville Public Library continued to be the fourth busiest library facility in Ohio as we welcomed increased numbers of residents to our building and our web site. All of this was accomplished with 13 fewer Library staff due to a hiring freeze.

Check us out in 2010! With gratitude for your support, we're embracing the challenges of a new year and looking forward to serving you as we fulfill our motto of "Delivering the Future."

Don W. Barlow
Executive Director

"WPL is the best community library that I have ever accessed. The environment & staff are terrific. Thanks for providing enrichment activities and service to our community. Your tech services are far ahead of many local/community libraries. Bravo!"

Comments in this report are quotes from the 2009 Customer Survey



national library week proclamation

statistics

customers

visitors to the library & web site

577,554
in the library
1.19 million
electronic visits

Freshly brewed coffee and baked cookies, Wifi and a re-designed Web site beckoned visitors on foot and online.

"This is not my mother's library. Whenever I have out-of-town visitors, the library is one of their stops. They are always impressed!"

"The Westerville Library is very well stocked and organized. It is more therapeutic than shopping!"

cardholders

registered library card users

94,450
library
cardholders

The Library serves a district population of 86,000. A WPL library card is a valuable asset!

circulation

checking out library materials

2,199,919
items circulated

As the 4th busiest public library facility in Ohio, your Library circulates more than 160,000 items each month.

resources

books, movies, music, magazines & more

322,577
materials owned

More than 20,000 electronic periodicals hold the key to news, history, research and even shopping.

programs

library events & community meetings

1,492
library programs
1,252
community meetings

The place to meet in 2009 was the Library as 59,365 people attended programs and meetings here.

library link

daily delivery to westerville schools

14,931
items delivered
to schools

Every school day, Library Link transports requested materials to each Westerville school building.

outreach

delivery to senior facilities, homebound & preschools

59,899
items circulated
by Outreach
Services

Outreach circulation jumped by 28%. Homebound residents received a record 497 deliveries.

Reserve Room business increased by 15% with more than 200,000 items moving through. A total of 357,745 items were placed on reserve.



drive-up reserve room