



**CITY OF
MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
REGULAR MEETING**

**Ald. Ashanti Hamilton, President
Gretchen Schuldt, Vice-President
Sup. Theo Lipscomb, Financial Secretary
Paula Kiely, Secretary
Ald. Milele Coggs, Sharon Cook, John Gurda, Arthur Harrington, Ald. Nik Kovac,
Joan Prince, David Riemer, Martin Schreiber, Dir. Bruce Thompson
Secretary's Assistant: Crystal Sura (414) 286-3021**

**Thursday October 21, 2010
8:15 a.m.
University of Wisconsin Milwaukee
Golda Meir Library
Fourth Floor Conference Center Room 490
2311 East Hartford Avenue
Milwaukee, WI 53211**

AGENDA

PUBLIC COMMENT

APPROVAL OF MINUTES of September 23, 2010 Regular Meeting.

Attachment A, page 3

COMMITTEE REPORTS

1. **Finance and Personnel Committee.** The committee will report out from the October 21, 2010 meeting regarding the review of the performance of the MPL Trust Fund investments, and internal accounting.
2. **Building & Development Committee.** The committee will report out from the October 15, 2010 meeting regarding a possible partnership with the Housing Authority of the City of Milwaukee at Westlawn, the new Villard Avenue Library budget, the current Villard Avenue Library and an update on the Drive-up project.

3. **Innovation & Strategy Committee.** The committee will report out from the October 18, 2010 meeting regarding a MPL facilities communications plan and the Milwaukee County Federated Library System Member Agreement.

The Library Board of Trustees may vote to convene in Executive Session, pursuant to Wisconsin Statutes 19.85(1)(e) for the purpose of deliberating or negotiating the purchasing of public properties, the investing of public funds, or conducting other specified public business, whenever competitive or bargaining reasons require a closed session. The Board may then vote to reconvene in open session.

OLD BUSINESS

4. **Library Budget Hearing Report.** Director Kiely will report on the library's budget hearing and the City's joint public hearing on the 2011 budget.

NEW BUSINESS

5. **Trustees 2011 Meeting Schedule.** The Trustees will be asked to approve the 2011 meeting schedule with a new meeting time.

Attachment B, page 11

6. **Summer Reading Results.** Youth and Community Outreach Services Manager David Sikora will present a report on the 2010 Summer Reading Programs.

Attachment C, page 15

7. **Foundation Report.** MPL Foundation Executive Director Meg Diaz will report on Foundation activities.

ADMINISTRATIVE REPORTS

8. **Personnel Actions.** Library administration reports the personnel activity for September.

Attachment D, page 17

9. **Financial Report.** The financial report for September 2010 is presented.

Library administration reports the financial activity for the month:

U. S. Bancorp Commercial Paper #266062750 (rated A1/P1/F1+) dated 09/03/10 and maturing 10/04/10 at a rate of 0.17%.....\$315,000.

Attachment E, page 18

10. **Library Director's Reports.**

Attachment F, page 19

REMINDER: Next scheduled meetings are:

November 18 – Central Library – 8:15 a.m.

December – Recess

ADJOURNMENT

Persons engaged in lobbying as defined in s. 305-43-4 of the Milwaukee Code of Ordinances are required to register with the City Clerk's Office License Division. More information is available at www.milwaukee.gov/lobby or by calling (414) 286-2238.

PLEASE NOTE: Upon reasonable notice, efforts will be made to accommodate the needs of individuals with disabilities. Make requests to the Library Director's Office at (414)286-3021, 286-2794 (FAX), 286-3062 (TDD), or Central Library, 814 W. Wisconsin Ave., Milwaukee, WI 53233 Attn: Accommodation Request.

**MILWAUKEE PUBLIC LIBRARY
BOARD OF TRUSTEES
REGULAR MEETING
MINUTES
Thursday September 23, 2010
Central Library Meeting Room 1
814 W. Wisconsin Ave.**

PRESENT: Ald. Milele Coggs, Ald. Ashanti Hamilton, Art Harrington, Ald. Nik Kovac, Sup. Theo Lipscomb, Joan Prince, Dir. Bruce Thompson, Paula Kiely

EXCUSED: Sharon Cook, John Gurda, David Riemer, Marty Schreiber, Gretchen Schuldt

STAFF: Chris Arkenberg, Meg Diaz, Bruce Gay, Joan Johnson, Dawn Lauber, Kathryn Mlsna, Sandy Rusch Walton, Taj Schoening, Crystal Sura, Toni Vanderboom

OTHERS Amy Hefter, Legislative Reference Bureau

PRESENT: Eric Pearson, Budget Division
Bill Robison, Engberg Anderson
Sarah Ponto, Engberg Anderson

President Ashanti Hamilton called the meeting of the Milwaukee Public Library Board of Trustees to order at 2:05 p.m. on September 23, 2010 with a quorum attained at 2:15 p.m. Trustee Harrington left the meeting at 2:25 p.m. at which time a quorum was lost. All action items were voted on with a quorum present. Trustee Kovac left at 3:00 p.m. and Trustee Coggs left at 3:30 p.m.

Agenda items were taken out of order; however, these minutes are presented in numerical sequence.

PUBLIC COMMENT None.

APPROVAL OF MINUTES Trustee Lipscomb moved and Trustee Prince seconded a motion to approve the July 22, 2010 minutes.

COMMITTEE REPORTS

1. **MPL Building & Development Committee.** In the absence of Committee Chair Gurda, Trustee Lipscomb reported out from the September 1, 2010 meeting. Trustee Lipscomb referred to the meeting minutes, attachment B, page 16 of the agenda, highlighting the discussion on the possible purchase of a book vending machine for the new Villard Avenue Library.

Trustee Lipscomb stated that the Committee approved, for recommendation to the full Board, a partnership with the Milwaukee Public Library Foundation Board to raise up to \$200,000 for enhancements to the new Villard Avenue Library that would otherwise not be covered by City funds. Director Kiely added that donors would be recognized with a centralized display or at a specific area if a significant donation was made. She added that it is the Library Board's responsibility to approve how donor acknowledgment will be presented in the library buildings. Trustee Lipscomb moved and Trustee Harrington

1. **MPL Building & Development Committee.** (continued)

seconded a motion to approve donor recognition as recommended by the Committee. Motion passed.

Central Library painting bids came in at half the expected expense and the Committee ratified the contract award to the low bidder, Thomas A. Mason Co., Inc., for a total of \$228,550.

Bid proposals have been received for the Central Library Air Handling Unit #11 replacement. Library administration recommends awarding the contract to the low bidder Arteaga Construction, Inc. for a total of \$87,750 as listed in the memo dated September 9, 2010, attachment B, page 27 of the agenda. Trustee Lipscomb moved approval to award the contract to Arteaga Construction, Inc. Trustee Harrington seconded the motion. Motion passed.

Trustee Harrington asked about the disposition of the current Villard Avenue Library site and suggested that the discussion should take place at the next Board meeting. Director Kiely responded that the Department of City Development has received calls of interest for the building. Trustee Harrington suggested that an educational component at that site may be beneficial to the community and support the library's mission. President Hamilton asked the Building and Development Committee to discuss this topic before it comes to the full Board.

OLD BUSINESS

2. **Villard Avenue Library Project.** Mr. Bill Robison, from Engberg Anderson, Inc., presented an updated design of the new Villard Avenue Library. He explained that design changes to the canopy extend it past the entrance to the parking lot and around the building providing complete protection from rain or snow. The primary signage for the building will be on Villard Avenue. The library will be named the Milwaukee Public Library @ Villard Square which will brand the Milwaukee Public Library as one library with multiple locations. Ms. Sarah Ponto, interior designer for the project, presented samples of fabrics and finishes that will be used throughout the library. Trustee Harrington asked if there were any high-energy efficiency features in the design of the building. Mr. Robison responded that the envelope of the building is constructed by Gorman and Company using high performance low E coated glass and sun shades on the south face. Within the space itself, Engberg Anderson is specifying recycled content and other green materials, radiant in-floor heating system, efficient HVAC equipment and high efficiency lighting with controls that adjust output, based on actual light levels. Focus on Energy grants are being pursued. Trustee Harrington suggested signage to acknowledge the City's attempt for green efficiency. Director Kiely thanked Engberg Anderson for their cooperation with Library Administration throughout the design phase of the Villard Square project. Informational item.

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3. **Milwaukee County Genealogical Society Communication.** A letter of thanks for the Board approved resolution, listed as attachment C, page 29 of the agenda, was shared. Informational item.
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NEW BUSINESS

4. **2011 Budget.** Director Kiely distributed the MPL Year 2011 Proposed Budget Overview, attached at the end of these minutes. The total proposed library budget of \$22,265,743 for 2011 is an increase of 11% over 2010, including fringe benefits. If passed, an additional four librarians will allow for four libraries to be open an additional ten hours. The materials budget will increase by approximately \$58,000. The proposed library capital budget is less than requested due to new estimates on the cost of an area library. The estimates were significantly higher than first projected and a new cost benefit analysis will be completed by the budget office in order to move forward with the library's facility plan. Director Kiely added that the library's 2011 proposed budget does meet the statutory requirement, Maintenance of Effort. Director Kiely distributed City Budget Materials Allocation - Percent of Budget (1994 to 2011 Proposed) and 2010 MPL Circulation by Week, attached at the end of these minutes. The documents were reviewed. After a brief discussion, the Board agreed that the 2011 proposed budget is positive but the goal remains to have increased hours at all library locations. Director Kiely stated that the joint public hearing on the budget will be held on October 11, 2010 at 6:30 p.m. in the Common Council chambers. Informational item.

5. **Community Meeting at East Library.** Discussions continue regarding the East Library. In spring, the Board decided that a request for proposal would be the best process to identify interested developers to rebuild the East Library within a larger mixed-use building. Trustee Kovac, Alderman of East's district, has scheduled a Community Meeting on October 13, 2010 at East Library, at 5:30 p.m. The meeting will allow patrons to hear about possible plans for the library and provide the opportunity to express their concerns. Board members will be available to answer questions. Informational item.

6. **Stimulus Funding for Computer Centers.** Director Kiely referred to the memo dated September 14, 2010 Public Laptop Program/Stimulus Funding, attachment D, page 29 of the agenda. The memo was reviewed. Milwaukee Public Library will receive \$1.4 million to add 240 laptops, six full-time equivalent staff for three years to provide computer training at six libraries, and an upgraded wireless infrastructure throughout the library system. Informational item.

7. **Urban Libraries Council (ULC).** Trustee Prince stated that she sits on the Urban Libraries Council Board and also serves on their Executive Committee. The ULC is a member association of North America's leading public libraries. Trustee Prince is co-chair of the Trustees Engagement Task Force which is recognizing ways that Library Trustees can be advocates and innovators for their libraries. Trustee Prince will share the ULC newsletters with the Board. Informational item.

8. **Foundation Report.** MPL Foundation Executive Director Meg Diaz reminded the Board that the 2010 Benjamin Franklin Awards Celebration is scheduled for October 28, 2010. The Foundation is very excited to be honoring the Richard and Ethel Herzfeld Foundation

8. **Foundation Report.** (continued)

and Mr. Gale Klappa, CEO of Wisconsin Energy Corporation. Both have been champions of the library's early childhood literacy and summer reading programs. Ms. Diaz distributed a document titled Villard Avenue Library Potential Areas for Private Support, attached to the end of these minutes. The list of suggested enhancements to the original library design was presented to the MPL Foundation Board on September 22, 2010. The Foundation Board issued a challenge to the Foundation to raise \$100,000 for Villard Avenue Library enhancements. With that, the Foundation Board will release matching Foundation funds totaling \$100,000. Ms. Diaz noted that the Foundation Board was energized by a presentation from Director Kiely as well as comments from Trustee Harrington regarding the project. Informational item.

ADMINISTRATIVE REPORTS

9. **Personnel Actions.** Library administration reports the personnel activity for July and August. Director Kiely noted that a librarian recruitment plan is being established to hire four new librarians by the start of the increased hours in 2011. Informational item

10. **Financial Report.** The financial report for July and August 2010 are presented.

Library administration reports the financial activity for the month:

U. S. Bancorp Commercial Paper #362078105 (rated A1/P1/F1+) dated 07/06/10 and maturing 08/05/10 at a rate of 0.20%..... \$310,000.

U. S. Bancorp Commercial Paper #552006946 (rated A1/P1/F1+) dated 08/06/10 and maturing 09/03/10 at a rate of 0.13%..... \$315,000.

11. **Library Director's Reports.** Director Kiely highlighted the library's participation in the City's annual Combined Giving Campaign as noted in the Director's Reports, attachment G, page 35 of the agenda. Director Kiely thanked this year's co-chairs Mandy Tuthill and Christine Murphy. Thanks were also given to Danielle and Thomas Rodriguez for their planning the scavenger hunt which also raises funds for Combined Giving.

The statistical reports were July and August were reviewed and summarized. The drop in circulation of items and patron count reflects the reduction in open hours. Hours were not reduced at the Center Street Library and the reports show an increase in both circulation and patron visits.

With no further business, the Milwaukee Public Library Board of Trustees meeting of September 23, 2010 was adjourned at 3:15 p.m.

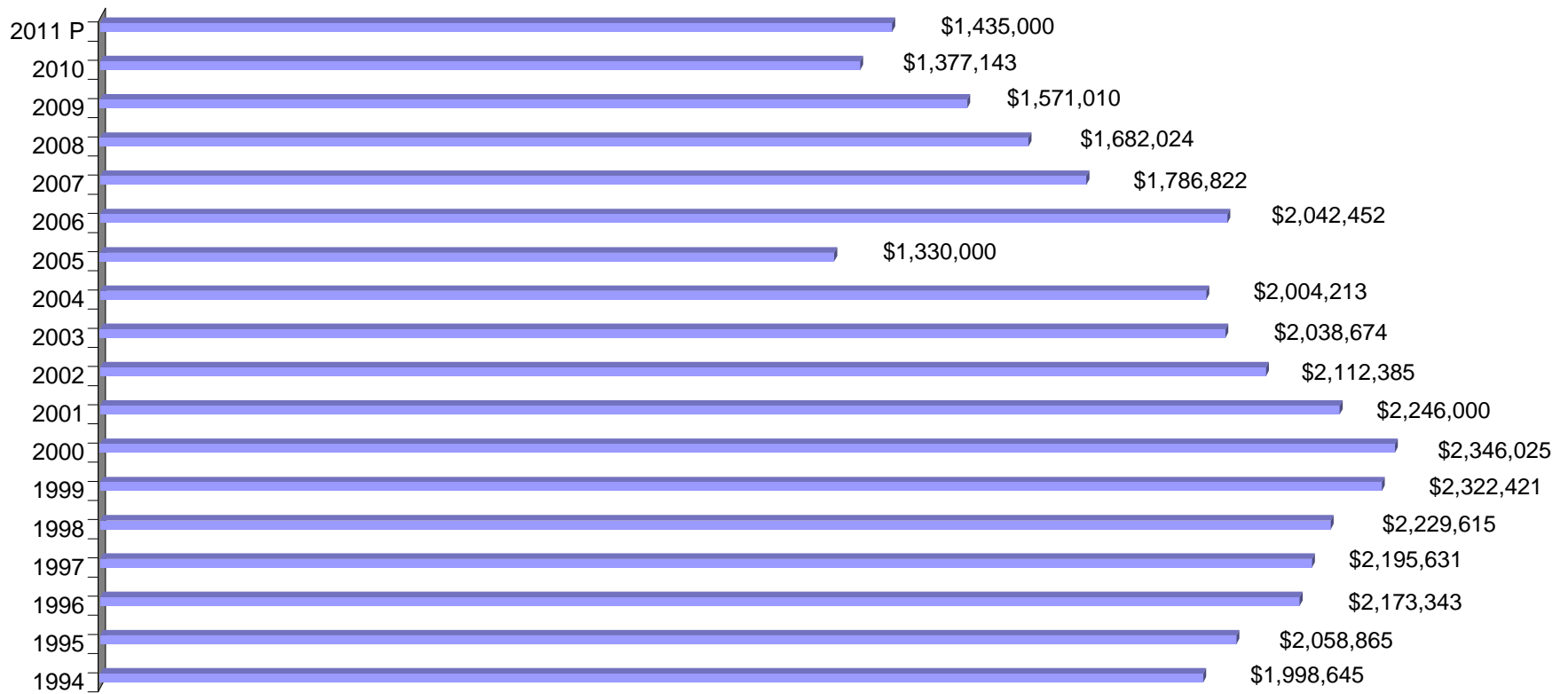
MILWAUKEE PUBLIC LIBRARY
Year 2011 Proposed Budget Overview

OPERATING BUDGET	2010 Adopted Budget	2011 Proposed Budget	Change from 2010 to 2011
Salaries and Wages	\$11,584,227	\$12,094,690	\$510,463 4%
Fringe Benefits	4,749,532	6,168,292	1,418,760 30%
Supplies and Materials	507,000	553,956	46,956 9%
Rental and Services	1,002,000	1,160,486	158,486 16%
Energy	728,000	701,040	(26,960) -4%
Equipment	185,600	152,279	(33,321) -18%
Books and Materials	1,377,143	1,435,000	57,857 4%
TOTAL	\$20,133,502	\$22,265,743	\$2,132,241 11%
TOTAL less Fringe Benefits	\$15,383,970	\$16,097,451	\$713,481 5%

SUMMARY

1. Salaries budgeted with no step or cost of living increases. Four furlough days scheduled for 2011.
2. Addition of 4 positions at neighborhood libraries.
3. Four neighborhood libraries will increase hours from 35 to 45 per week, which will add one more day.
4. Materials budget is increased \$57,857 from the 2010 budget but \$136,010 less than the 2009 budget.
5. Center Street Library will be funded with CDBG, except fringe benefits will be paid by city funds.
6. The 2011 proposed budget includes \$2,526,000 for capital projects.
 - \$2,000,000 for replacement of the East Library.
 - \$526,000 for Central Library building repairs and upgrades.

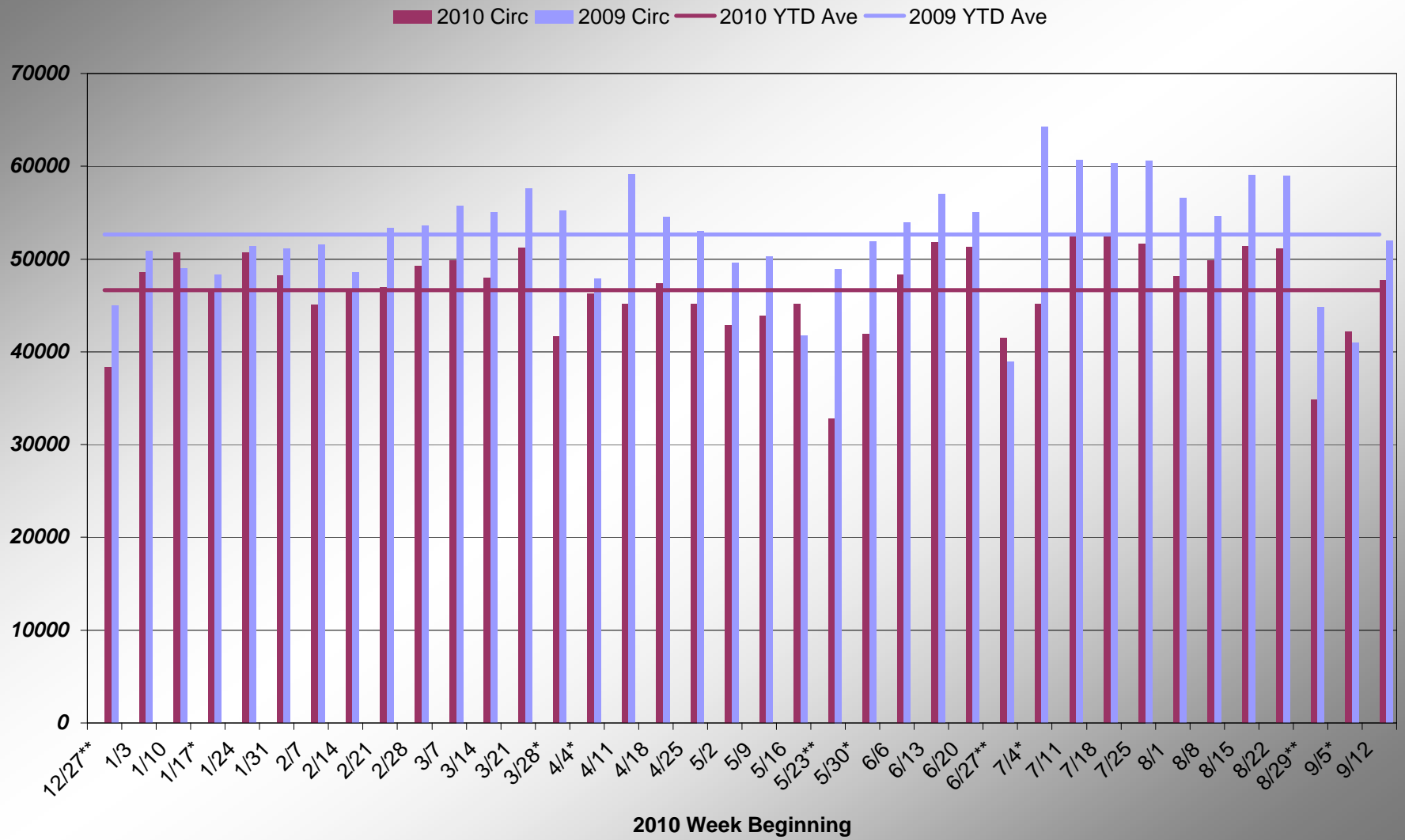
City Budget Materials Allocation and Percent of Budget (1994 to 2011 Proposed)



Material as a % of Budget:	<u>1994</u>	<u>1995</u>	<u>1996</u>	<u>1997</u>	<u>1998</u>	<u>1999</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011 P</u>
Less Rec. Borrowing only	12.0%	12.0%	12.6%	12.0%	12.0%	11.7%	12.0%	12.1%	10.2%	9.9%	9.8%	6.6%	8.7%	7.9%	7.5%	7.2%	6.9%	6.4%
Less Fringes only	15.1%	14.8%	15.6%	13.9%	13.8%	13.6%	13.7%	13.9%	11.9%	11.7%	11.9%	8.2%	11.1%	10.2%	9.8%	9.4%	9.1%	8.9%
Expenditures Per Capita	\$3.17	\$3.27	\$3.45	\$3.52	\$3.59	\$3.79	\$3.84	\$3.69	\$3.54	\$3.42	\$3.36	\$2.23	\$3.44	\$3.01	\$2.85	\$2.61	\$2.28	\$2.36
Change in Per Cap Expenditure		3.0%	5.6%	2.0%	2.0%	5.5%	1.4%	-3.9%	-4.2%	-3.3%	-1.8%	-33.6%	-53.9%	-12.3%	-5.5%	-8.5%	-12.6%	3.5%

Note: Reciprocal borrowing payments were discontinued in 2008.

2010 MPL Circulation by Week



*Closed one day. ** Closed two days. *** Closed three days.



**Villard Avenue Library
Potential Areas for Private Support**

The intention of the suggested enhancements to the original library design is to encourage and influence library patrons, particularly young people to see the library as a welcoming place for positive activity. Further, to create a living library; one that is far more than a space for books but a response to the changing needs of the neighborhood and its residents.

Public Meeting Room **\$75,000**
Meeting space that is multi purpose – can be easily converted to a reading / study area when not scheduled for meetings. The room will have a moveable wall to open the space to the rest of the library. It will also be outfitted with tables, chairs and a 46” digital monitor for presentations.

Two Sided Fireplace **\$15,000**
The fireplace will be a feature in the public meeting room as well as the library proper. It will provide patrons with an inviting space to gather and /or read. This feature would be unique to Milwaukee libraries but is not uncommon in other cities.

Teen Area **\$40,000**
The designated teen area would include comfortable moveable seating, special collection materials, a monitor for viewing digital material and collaborative work.

Children’s Area and Window Seat Story Time Area **\$70,000**
Special area for school age children which would include books, materials, computers and appropriate furniture. The area would also be outfitted with play materials specific to literacy development – puppet displays and storage, etc. The space would also include a distinctive window seat area which would provide casual seating for children and also double as a story time spot with a screen for movies as well. A projection system would likely be needed that would serve this space specially.

Total **\$200,000**

For additional discussion:

Donor recognition is a crucial component of fundraising. Through proper recognition, the Milwaukee Public Library Foundation can acknowledge financial support in a consistent and meaningful way, steward existing donors, and cultivate new relationships. Visible and tangible recognition for gifts allows the MPL Foundation to recognize its most generous donors and provides examples of generosity for others.

It is suggested that Milwaukee Public Library provide physical donor recognition for contributions upon receipt of a gift or appropriate gift documentation. Gifts of the level required for physical recognition or to name spaces (determined by Milwaukee Public Library Policy), may be recognized in appropriate site-specific locations in addition to a centralized benefactor recognition display.



MILWAUKEE
PUBLIC LIBRARY

Paula A. Kiely
Director

Milwaukee Public Library Board of Trustees
2011 Schedule of Meetings

REGULAR MEETING OF THE BOARD

- ▶ January 25, Tuesday ▪ 4:30 p.m. ▪ Central Library Meeting Room 1
- ▶ March 22, Tuesday ▪ 4:30 p.m. ▪ Central Library Meeting Room 1
- ▶ April 26, Tuesday ▪ 4:30 p.m. ▪ Central Library Meeting Room 1
- ▶ May 24, Tuesday ▪ 4:30 p.m. ▪ Central Library Meeting Room 1
- ▶ June 28, Tuesday ▪ 4:30 p.m. ▪ Central Library Meeting Room 1
- ▶ July 26, Tuesday ▪ 4:30 p.m. ▪ Central Library Meeting Room 1
- ▶ September 27, Tuesday ▪ 4:30 p.m. ▪ MPL @ Villard Square Meeting Room
- ▶ October 25, Tuesday ▪ 4:30 p.m. ▪ Central Library Meeting Room 1
- ▶ November 22, Tuesday ▪ 4:30 p.m. ▪ Central Library Meeting Room 1

RECESS: February, August, December

FINANCE & PERSONNEL COMMITTEE

- ▶ January 25, Tuesday ▪ 4:15 p.m. ▪ Central Library Meeting Room 1
- ▶ April 26, Tuesday ▪ 4:15 p.m. ▪ Central Library Meeting Room 1
- ▶ July 26, Tuesday ▪ 4:15 p.m. ▪ Central Library Meeting Room 1
- ▶ October 25, Tuesday ▪ 4:15 p.m. ▪ Central Library Meeting Room 1

LIBRARY BUILDING & DEVELOPMENT COMMITTEE

- ▶ January 6, Thursday ▪ 8:00 a.m. ▪ Central Library Old Board Room
- ▶ April 7, Thursday ▪ 8:00 a.m. ▪ Central Library Old Board Room
- ▶ July 7, Thursday ▪ 8:00 a.m. ▪ Central Library Old Board Room
- ▶ October 6, Thursday ▪ 8:00 a.m. ▪ Central Library Old Board Room

LIBRARY SERVICES & PROGRAMS COMMITTEE

- ▶ February 7, Monday ▪ 5:30 p.m. ▪ Central Library Old Board Room
- ▶ May 2, Monday ▪ 5:30 p.m. ▪ Central Library Old Board Room
- ▶ August 1, Monday ▪ 5:30 p.m. ▪ Central Library Old Board Room
- ▶ November 1, Monday ▪ 5:30 p.m. ▪ Central Library Old Board Room

INNOVATION & STRATEGY COMMITTEE

Meets at the call of the Chair.

EXECUTIVE COMMITTEE

- ▶ May 11, Wednesday ▪ 4:00 p.m. ▪ Central Library Old Board Room
- ▶ December 14, Wednesday ▪ 4:00 p.m. ▪ Central Library Old Board Room

MPL BOARD OF TRUSTEES

Name and Expiration of Term

Alderman Ashanti Hamilton

President, May 2012

April 2012

Aldermanic Member (Mayor)

Gretchen Schuldt

Vice-President, May 2012

Designee of Superintendent, MPS

Ex Officio

Paula A. Kiely

Secretary, Library Director

Ex Officio Non-Voting Member

Supervisor Theodore Lipscomb

Financial Secretary, May 2012

May 2012

Milwaukee County Board Representative (County Executive)

David Riemer

April 2013

Citizen Member (Mayor)

John Gurda

April 2014

Citizen Member (Mayor)

Joan M. Prince, Ph.D.

April 2012

Designee of Common Council President

Arthur J. Harrington

April 2013

Citizen Member (Mayor)

Martin J. Schreiber

April 2012

Citizen Member (Mayor)

Sharon Cook

April 2011

Citizen Member (Mayor)

Director Bruce Thompson

Designee of President, Milwaukee School Board

Ex Officio

Alderwoman Milele Coggs

April 2012

Aldermanic Member (Mayor)

Alderman Nik Kovac

April 2012

Aldermanic Member (Mayor)

MPL BOARD OF TRUSTEES COMMITTEES 2010-2011

FINANCE & PERSONNEL COMMITTEE

Sup. Theo Lipscomb, Chairperson
Gretchen Schuldt, Vice-Chair
Ald. Nik Kovac
Joan Prince
David Riemer

LIBRARY BUILDING & DEVELOPMENT COMMITTEE

John Gurda, Chairperson
Ald. Milele Coggs, Vice-Chair
Sharon Cook
Sup. Theo Lipscomb
Dir. Bruce Thompson

LIBRARY SERVICES & PROGRAMS COMMITTEE

Sharon Cook, Chairperson
Dir. Bruce Thompson, Vice-Chair
Ald. Milele Coggs
Art Harrington
Marty Schreiber

INNOVATION & STRATEGY COMMITTEE

David Riemer, Chairperson
Ald. Nik Kovac, Vice-Chair
John Gurda
Joan Prince
Gretchen Schuldt

EXECUTIVE COMMITTEE

President Ald. Ashanti Hamilton, Chairperson
Vice Pres. Gretchen Schuldt
Financial Sec. Sup. Theo Lipscomb
Past Pres. David Riemer

Milwaukee Public Library
2010 Summer Reading Programming Report
May 17 – September 2

Be a Super Reader for children ages 0 – 12 years old
and
Read Stuff – Win Stuff for teens 13 – 18 years old

The summer reading programs at the Milwaukee Public Library maintained the significant growth in participation that was reached in 2009, even with hour reductions in 2010. The overall goals of the program remain: 1) increase the number of children participating in each program, 2) increase recognition of the reading program and library services, and 3) increase the time children spend reading or are read to over the summer.

Significant accomplishments:

- Overall registration increased by 13% to 21,679 children and teens with an overall completion rate of 48%.
- Outreach saw the most dramatic increase in participation. With the support of two new grants the library was able to reach out even more to the community, specifically children that are 'at risk' in their reading skills.
 - The library partnered with MPS through their PROPEL project and reached 1,004 children at selected MPS summer school sites. These children were signed up at their school and their families were encouraged to continue the program at their neighborhood library. These children were not library users prior to the program and 23% of the children visited a library throughout the summer.
 - Over 2,500 preschool children were served through the outreach unit. This number was achieved through a combination of the children served in the 24 Ready to Read sites, the children served in the 32 child care centers the unit delivers to year round, and with additional money provided by a CDBG grant to serve an additional 80 child care class rooms reaching over 1,000 children. All of these children received three story times that modeled the Six Skills of early literacy over the summer.
 - The CDBG grant also supplied funds for the library to partner with a summer initiative that provided intensive service to 5 summer school sites serving children in 3rd and 4th grade that are reading below their grade level. Five library educators worked with a total of 83 children for 30 minutes each day to develop a love of reading and knowledge of the library.
- The library hosted the first Family Night celebration at all locations on July 19th with approximately 1,000 people attending. Family Night was designed as a library open house with entertainment, fire trucks, face painting, mascots, etc. to draw families into a library. The outreach sites provided art work at some locations to encourage those families to attend the program. Families were encouraged to sign up, or report on their reading and collect prizes.

Detailed statistical chart on reverse side.

2010 Summer Reading Program Comparison Chart			
	Total 2010	Total 2009	Total 2008
Super Readers registered in libraries:	10,190	10,776	7,903
Super Readers registered through outreach:	10,689 (includes child care centers (3,600) and school age groups (7,089))	7,375 (includes child care centers (1,295) and school age groups (6,080))	6,196 (includes only outreach to school age children)
All Super Readers:	20,879	18,151	14,099
Teens registered:	800	1,007	934
Total in all summer reading programs:	21,679	19,158	15,033

The Milwaukee Public Library is grateful for the many private sponsors who help bring the Summer Reading program to the citizens of Milwaukee. Without support from these generous donors, the library would not be able to provide the depth and variety of free programs to children and families across the city: Faye McBeath Foundation, Brewers Community Foundation, Inc., and Wisconsin Energy Foundation.

And we are also grateful to our media sponsors, and many coupon and grand prize sponsors: Betty Brinn Children’s Museum, Bristol Renaissance Faire, Burger King, Cousins Subs, Daniel M. Soref Planetarium, Discovery World, First Stage Theater, Journal Sentinel, JOnline, The Learning Shop, MetroParent, Milwaukee Ballet, Milwaukee Brewers, Milwaukee Bucks, Milwaukee County Parks, Milwaukee County Zoo, MilwaukeeMoms.com, Milwaukee Public Museum, Milwaukee’s Festival City Symphony, Pettit National Ice Center, Pizza Hut, and Wisconsin State Fair.

**MILWAUKEE PUBLIC LIBRARY SYSTEM
PERSONNEL ACTIONS**

COVERING PERIOD: September 5, 2010 through October 2, 2010

The Secretary reports the following personnel actions:

APPOINTMENT

Matthew Baiocchi - Library Reference Assistant - East 9/7/2010
Marlene Royalty - Library Reference Assistant - Villard Ave 9/7/2020

EMERGENCY APPOINTMENT

Susan Schwartz - Librarian III - Capitol 9/7/2010

TEMPORARY APPOINTMENT

Julie Markowski - Personnel Analyst Sr - Personnel 9/7/2010
Mary Klecha - Librarian I - Subject Services 9/13/2010
Toni Vanderboom - Personnel Analyst Sr. to Personnel Officer - Personnel 9/19/2010

TEMPORARY APPOINTMENT MADE REGULAR

Mary Klecha - Librarian I - Washington Park 9/19/2010

PROMOTION

Jessica Jackson - Library Circulation Aide to Library Circulation Assistant I - Circulation 9/19/2010
Karli Pederson - Librarian I to Librarian II - YCOS 9/19/2010
Daniel Kentowski - Librarian II to Librarian III - Subject Services 9/19/2010
Hermoine Bell-Henderson - Librarian II to Librarian III - Center Street 9/19/2010
Heather Smith - Librarian II to Librarian III - Subject Services 9/19/2010
Melissa Shriver - Librarian II to Librarian III - Technical Services 9/19/2010

TRANSFER

Zarina Mohd Shah - Librarian II - WTBBL to Cataloging 9/19/2010
Jamal Tisdale - Library Circulation Assistant I - Floater to Circulation 9/19/2010

TRANSFER/PROMOTION

Sarah Albers -Library Circulation Aide - Zablocki to Library Circulation Assistant I - Circulation 9/19/2010

LEAVE OF ABSENCE 24.0 or more hours

Charmari Canady - Library Circulation Assistant I - TBBL - 37.1 hrs 9/6/2010
Charmari Canady - Library Circulation Assistant I - TBBL - 32.5 hrs 9/22/2010
Stacy Keppler - Library Circulation Assistant I - Bay View - 28.0 hrs 9/7/2010
Zitelka Parr - Library Circulation Assistant I - Circulation - 28.0 hrs 9/7/2010
Joseph Seipel - Custodial Worker II - C L - Maintenance - 40.6 hrs 9/20/2010

EXPIRATION OF EMERGENCY APPOINTMENT

Susan Schwartz - Librarian III - Capitol 9/10/2010

EXPIRATION OF TEMPORARY APPOINTMENT

William Kerbs - Custodial Worker II - Maintenance 9/27/2010

TRANSFER TO ANOTHER CITY DEPARTMENT

Kelly Nieves - Personnel Payroll Assistant III - Personnel 9/17/2010

RETIREMENT

Kenneth Sharlein - Custodial Worker II - Maintenance 9/11/2010
30 years of service

Willie Griffin - Custodial Worker II - Maintenance 9/26/2010
27 years of service

**MILWAUKEE PUBLIC LIBRARY
FINANCIAL REPORT
As of September 30, 2010**

REVENUES	2010			2009		
	Total Budget	% of Total	YTD Actual	Total Budget	% of Total	YTD Actual
CITY						
Fines	\$390,000		\$260,786	\$340,000		\$288,939
Lost Materials, etc.	147,000		89,274	133,000		90,319
MCFLS Contracts	970,000		617,082	940,900		713,846
Additional City Appropriation	18,721,619		15,400,566	20,575,288		15,582,264
Total City Revenue	<u>\$20,228,619</u>	89%	<u>\$16,367,708</u>	<u>\$21,989,188</u>	91%	<u>\$16,675,368</u>
CONTRACT GRANTS						
Center Street	\$520,883		\$376,349	\$520,883		\$329,408
Teacher in the Library	208,000		30,402	0		0
WTBBL	968,700		242,623	961,300		171,194
ILS	94,100		23,874	93,500		16,819
Total Contract Grant Revenue	<u>\$1,791,683</u>	8%	<u>\$673,248</u>	<u>\$1,575,683</u>	6%	<u>\$517,421</u>
FOUNDATION FUNDS	\$676,702	3%	\$348,165	\$562,909	2%	\$319,476
TRUST FUND	\$95,000	0%	\$48,952	\$144,000	1%	\$131,325
TOTAL REVENUES	<u><u>\$22,792,004</u></u>	100%	<u><u>\$17,438,073</u></u>	<u><u>\$24,271,780</u></u>	100%	<u><u>\$17,643,590</u></u>

EXPENSES	2010			2009		
	Total Budget	% of Total	YTD Actual	Total Budget	% of Total	YTD Actual
CITY						
Salaries	\$11,564,227		\$9,123,872	\$12,566,216		\$9,297,689
Fringe Benefits	4,749,532		4,611,881	5,152,148		4,380,736
Supplies and Services	2,286,424		1,391,443	2,428,090		1,587,766
Equipment (Computers, etc.)	251,293		132,376	271,724		121,546
Materials (Books, media, etc.)	1,377,143		1,108,136	1,571,010		1,287,631
Total City Expenses	<u>\$20,228,619</u>	89%	<u>\$16,367,708</u>	<u>\$21,989,188</u>	91%	<u>\$16,675,368</u>
CONTRACT GRANTS						
Center Street	\$520,883		\$376,349	\$520,883		\$329,408
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ILS	94,100		23,874	93,500		16,819
Total Contract Grant Expenses	<u>\$1,791,683</u>	8%	<u>\$673,248</u>	<u>\$1,575,683</u>	6%	<u>\$517,421</u>
FOUNDATION FUNDS						
Materials	\$506,944		\$198,538	\$408,990		\$169,863
Programming	169,758		149,627	153,919		149,613
Total Foundation Expenses	<u>\$676,702</u>	3%	<u>\$348,165</u>	<u>\$562,909</u>	2%	<u>\$319,476</u>
TRUST FUND						
Materials	\$49,500		\$19,587	\$100,000		\$98,788
Programming	19,500		11,054	19,500		11,640
Training	5,000		1,400	5,000		3,452
Marketing	19,000		15,024	19,000		15,802
Contingency	2,000		1,887	500		1,643
Total Trust Fund Expenses	<u>\$95,000</u>	0%	<u>\$48,952</u>	<u>\$144,000</u>	1%	<u>\$131,325</u>
TOTAL EXPENSES	<u><u>\$22,792,004</u></u>	100%	<u><u>\$17,438,073</u></u>	<u><u>\$24,271,780</u></u>	100%	<u><u>\$17,643,590</u></u>

Director's Report September 2010

The month was spent preparing for the Library Budget Hearing before the Common Council's Finance and Personnel Committee, held on October 7. Prior to the hearing, meetings were held with ten of the fifteen Council Members, briefing them on the budget and the impact on services to their communities. The response has generally been positive. Additional meetings will be held prior to the conclusion of the budget process.

Alderman Jim Bohl invited the library to participate in a Town Hall meeting he held on September 22. The citizens who attended use either the Mill Road or the Capitol Drive branches. Information about the budget and the approved facilities plan was shared. There was interest in the Area Library concept.

Author Visits

Milwaukee's Early Architecture. Megan Daniels, author of newly published *Milwaukee's Early Architecture*, spoke to an enthusiastic crowd of 60 in the Richard E. and Lucile Krug Rare Books Room on September 7. Ms. Daniels' presentation featured 30 images of Milwaukee architecture ranging in time from the 1840s to the 1930s and commentary on the various architectural styles represented.

Exhibits

Benjamin Franklin. The Central Library opened the traveling exhibit "Benjamin Franklin: In Search of a Better World" on September 13, with a reception for an audience of 81. The American Library Association Public Programs Office, in collaboration with the National Endowment for the Humanities and the Benjamin Franklin Tercentenary, is sponsoring the traveling exhibition, which will be on view through October 22. Former state representative and current Professor Mordecai Lee explained Franklin's views on government and politics. The exhibit includes an interactive computer to learn more about the "first American."

Events

US Patent and Trademark. On September 8, the Business and Technology Department welcomed staff from the US Patent and Trademark Office in Washington D.C. The USPTO staff gave a full-day seminar on patent and trademark searching to 32 attendees and also offered a half day seminar for MPL librarians and several downtown law librarians.

MCFLS Adult and Reference Services Committee. MPL Security Manager Michael Weber gave a presentation on security-related topics for the MCFLS Adult and Reference Services Committee Meeting at the Greendale Library. He provided tips on dealing with difficult patrons, documenting repeat offenders and preparing guidelines for imposing sanctions. Attendees expressed appreciation for the good ideas and enlightening them about key issues and strategies

Frank Lloyd Wright in the Rare Books Room. Fifty-nine library patrons attended *Frank Lloyd Wright in the Rare Books Room*, a lecture by Milwaukee Institute of Art & Design professor Chris Szczesny-Adams on Saturday, September 11. During the lecture, part of the Krug Rare Books Room Educational Series, Dr. Szczesny-Adams discussed Frank Lloyd Wright's personality, his contributions to architecture, and the importance of the Wright resources located in the rarities collection. After the lecture many people stayed to examine the materials outlined in the lecture and many favorable comments were heard, including "Although I had a year of study on Wright, I was impressed by being given information I had never previously received. Thank you!"

Howl. The Milwaukee Public Library joined a group of local organizations including the UWM Peck School of the Arts, Woodland Pattern Book Center, and the American Civil Liberties Union to co-present an exclusive advanced screening of the film *Howl* at the UWM Theatre on September 15. The film, which stars James Franco, outlines the attempt to ban Allen Ginsberg's book/poem of the same name. The price of admission was discounted to those showing their Milwaukee Public Library card. The event was a huge success; the theatre was sold out.

March On Milwaukee. MPL hosted a very successful event for the "March On Milwaukee Civil Rights History Project" from University of Wisconsin-Milwaukee on September 16. The 143 people in attendance in the Loos Room at Centennial Hall were treated to an informative presentation by Jack Dougherty, prize-winning author of *More Than One Struggle: The Evolution of Black School Reform in Milwaukee*. The presentation was followed by engaging remarks from local civil rights activists Peggy Rozga and Vel Phillips. Attendees had the opportunity to view local civil rights movement documents on display from UWM Archives and historic photographs, newspaper articles, and book covers on display from Central Library's Humanities and Archives collections.

Historic Milwaukee Visiting Tour. On September 16 and 18, Central Library and the Wisconsin Architectural Archives (WAA) were the final stop on the Alexander Eschweiler Excursion trolley tour organized by Historic Milwaukee, Inc. In total, 38 people toured the WAA and listened to a presentation about historical resources in the MPL collections. Staff discussed some of the architectural features of Central Library as well as the resources available for house history research.

Multi-Media Events

Villard Square Project Groundbreaking on September 17:

- All four TV stations in attendance – Channels 4, 6, 12 and 58. Each station ran a story that afternoon/evening. Sample from Channel 58:
<http://www.cbs58.com/index.php?aid=14076>.
- *Milwaukee Community Journal* – Front page article with photo ran above the masthead.
- Wisconsin Library Association:
 1. WLA Blog - <http://wlaweb.blogspot.com/>.
 2. WLA e-newsletter dated October 7.

Celebrate the Autumn Equinox with the Earth Poets & Musicians - A Language of Conservation program on September 23:

- WUWM “Lake Effect” interview on Sept. 21 featured Milwaukee Public Library staff members Judi Gloyer and Jacki Potratz, and Earth Poet Jeff Poniewaz.
- *Milwaukee Journal Sentinel*:
 1. Cue Section Show Guide – (Elaine Rewolinski, September 19)
 2. Express Lane - (Roberta Wahlers & Elaine Rewolinski, Cue Section, September 23) - \$5 or less event.
- *Shepherd Express* – Paid ad in the September 16 issue.
- Milwaukee Downtown E-Mail Exchange online entry on September 10.

Benjamin Franklin: In Search of a Better World traveling exhibit at Central Library, Sept. 8-Oct. 22:

- Paid online ads on www.biztimes.com to promote the Patents & Trademark all-day seminar on Sept.8. Ads ran August 24, 25, 26, 31, and September 7.
- *Milwaukee Journal Sentinel*: All About Ben Franklin (Jackie Loohaus-Bennett, Cue Section Flash Forward, September 13) – Promotes the exhibit in general, and the kick off event on September 13 featuring Prof. Mordecai Lee specifically.
- Milwaukee Downtown Hotlist – Exhibit headlines the online list on September 3.
- Milwaukee Downtown E-Mail Exchange online entry on September 10.

Ongoing Campaigns

- Tell Me What’s Happening @ MPL: New sign-up cards created and produced to encourage customers to sign up to receive MPL news via their email account(s).
- Database of the Week as part of the weekly e-message marketing effort
- Get A Free Library Card/1st Grade Library Card Campaigns: This message is incorporated into all MPL branding and messaging opportunities, including on-air and print interviews and paid ads.
- The *MJS*, *Shepherd Express*, *MetroParent*, Woodland Pattern Book Center monthly newsletter, www.milwaukeeemoms.com, City Channel 25, www.americantowns.com, and Milwaukee Downtown E-mail Exchange continue to feature MPL programs and events, especially children’s programming, in their daily/weekly/monthly calendars.
- Social networking tools – Facebook, Twitter, NOW@ MPL and READ@MPL blogs.

MPL on the Air

WITI Fox 6 reported on the City of Milwaukee receiving \$2.5 million in federal stimulus funding to improve broadband services. MPL will receive \$1.4 million of that grant to add 240 laptop computers and six computer trainers to six neighborhood libraries over three years.

Read All About It

Milwaukee Journal Sentinel:

- Looking Back (Roberta Wahlers, Cue Section Life Lines, September 5) – Author Megan Daniels visits Central Library to talk about her book *Milwaukee's Early Architecture*, which includes photos from MPL's archives.
- Barrett seeks no property tax rise (Larry Sandler, Local News, September 23) – 2011 budget would boost library hours at 4 locations.
- Barrett seeks funds for sewer repairs (Larry Sandler, Local News, September 24) – More on increasing library hours for 2011.

MetroParent Magazine:

- Real Fun: Fiction Meets Fact (September) – Booklist by MPL children's librarians on fictional stories that spark interest in factual books.
- Family Resource Guide for 2010-11 (September) – Stand-alone guide features a paid ad for MPL plus a detailed directory listing under Libraries.

M Magazine:

- Milwaukee Insiders: 16 People Who Are Changing Milwaukee (August) - Article on and photo of Milwaukee Poet Laureate Brenda Cardenas, shot in Central Library's Krug Rare Books Room.

MPL Online

The New Berlin Library featured the MPL's pencil dater on display across from the Zeidler Humanities Room at Central in its September online edition of *Happenings*.

Sarah Houghton-Jan, a contributor to the American Library Association's Learning Round Table, praised MPL's computer class curriculum found on the web site as one of her top five favorite sites for computer training information and materials. Her blog ran on September 25.

Miscellaneous

City of Milwaukee officials and community leaders have been using MPL meeting room facilities to hold public meetings to discuss FEMA and other relief funding following the floods of July 2010. Media outlets have covered some of these meetings, such as the September 18 meeting at Mill Road Library and the mayor's press conference at Center Street Library on September 20.

MILWAUKEE PUBLIC LIBRARY
Monthly Statistical Report
September 2010
CIRCULATION

Circulation Unit	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
Central	42,363	42,404	-0.10%	439,838	443,733	-0.88%
Atkinson ◀	7,047	8,241	-14.49%	64,840	72,309	-10.33%
Bay View ◀◀	18,318	22,043	-16.90%	178,914	212,567	-15.83%
Capitol ◀◀	13,046	16,373	-20.32%	130,926	168,240	-22.18%
Center Street	7,041	5,997	17.41%	55,914	49,062	13.97%
East ◀◀	16,608	20,486	-18.93%	157,932	197,476	-20.02%
Forest Home ◀	12,145	13,439	-9.63%	116,687	130,537	-10.61%
Martin Luther King ◀	7,555	8,208	-7.96%	64,247	75,919	-15.37%
Mill Road ◀	10,847	11,924	-9.03%	105,122	116,053	-9.42%
Tippecanoe ◀	12,634	14,538	-13.10%	129,714	145,773	-11.02%
Villard Avenue ◀	6,883	8,816	-21.93%	68,938	80,049	-13.88%
Washington Park ◀	9,660	11,874	-18.65%	92,873	113,421	-18.12%
Zablocki ◀	18,286	20,825	-12.19%	183,485	224,298	-18.20%
YCOS - Outreach	4,076	3,002	35.78%	32,458	29,407	10.38%
TOTAL	186,509	208,170	-10.41%	1,821,888	2,058,844	-11.51%

Factors affecting statistics this month:

Increases:

Decreases:

East - North Avenue closed most of the month due to sinkhole.

Bay View - closed early September 21 due to a power outage.

◀ 22.2% cut in hours
◀◀ 37.5% cut in hours

MILWAUKEE PUBLIC LIBRARY
Monthly Statistical Report
September 2010
PATRON COUNT

Circulation Unit	This Month	Same Month Last Year	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
Central	40,836	31,839	28.26%	404,844	402,570	0.56%
Atkinson ◀ *	11,938	9,092	31.30%	84,011	86,622	-3.01%
Bay View ◀◀ *	9,984	14,100	-29.19%	93,627	137,747	-32.03%
Capitol ◀◀	10,269	13,554	-24.24%	92,541	145,347	-36.33%
Center Street	11,525	9,976	15.53%	102,984	98,109	4.97%
East ◀◀ *	12,511	16,258	-23.05%	106,022	155,649	-31.88%
Forest Home ◀ *	11,888	13,720	-13.35%	117,081	137,982	-15.15%
Martin Luther King ◀	8,961	10,118	-11.44%	75,678	89,998	-15.91%
Mill Road ◀	8,573	10,458	-18.02%	87,209	101,839	-14.37%
Tippecanoe ◀ *	9,843	10,026	-1.83%	91,922	107,730	-14.67%
Villard Avenue ◀ *	7,475	7,767	-3.76%	70,884	77,989	-9.11%
Washington Park ◀ *	13,259	15,730	-15.71%	112,235	150,860	-25.60%
Zablocki ◀	12,007	14,771	-18.71%	121,773	152,481	-20.14%
YCOS - Outreach	392	274	43.07%	3,062	2,775	10.34%
Drive-In Traffic Count	0	2,092	-100.00%	16,172	20,063	-19.39%
TOTAL	169,461	179,775	-5.74%	1,580,045	1,867,761	-15.40%

Factors affecting statistics this month:

Increases:

* Polling sites for fall primary election on September 14.

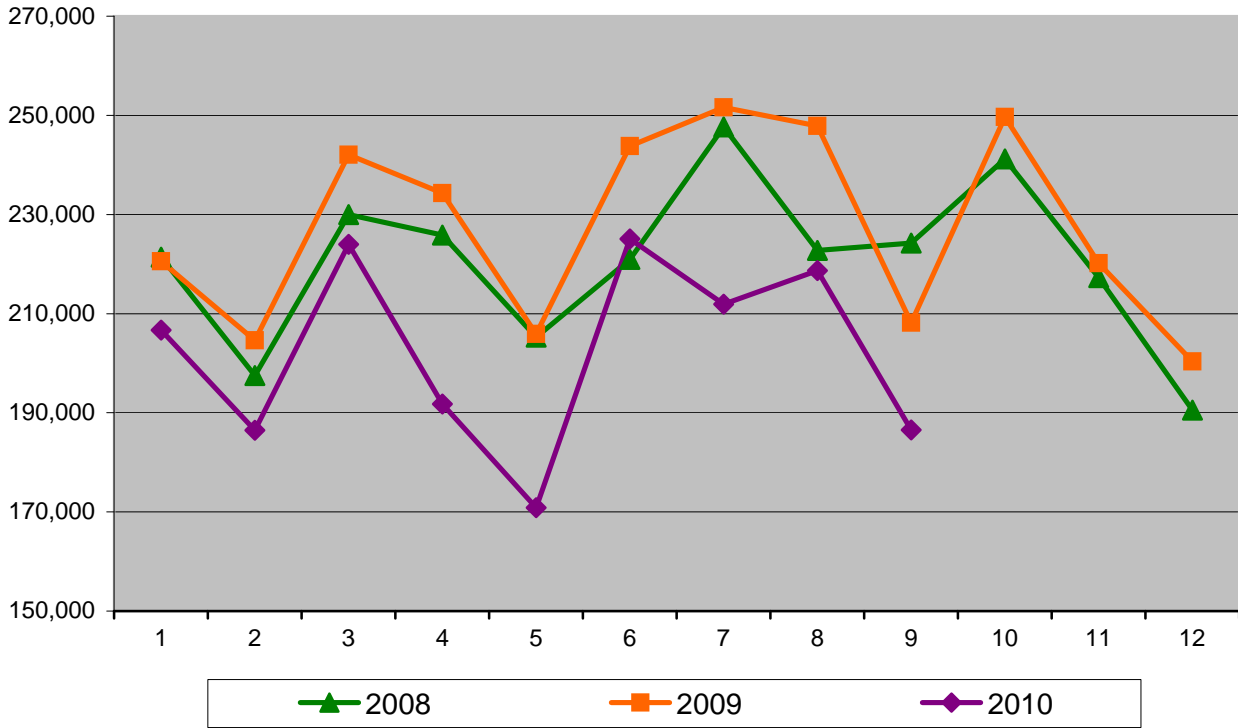
Decreases:

East - North Avenue closed most of the month due to sinkhole.

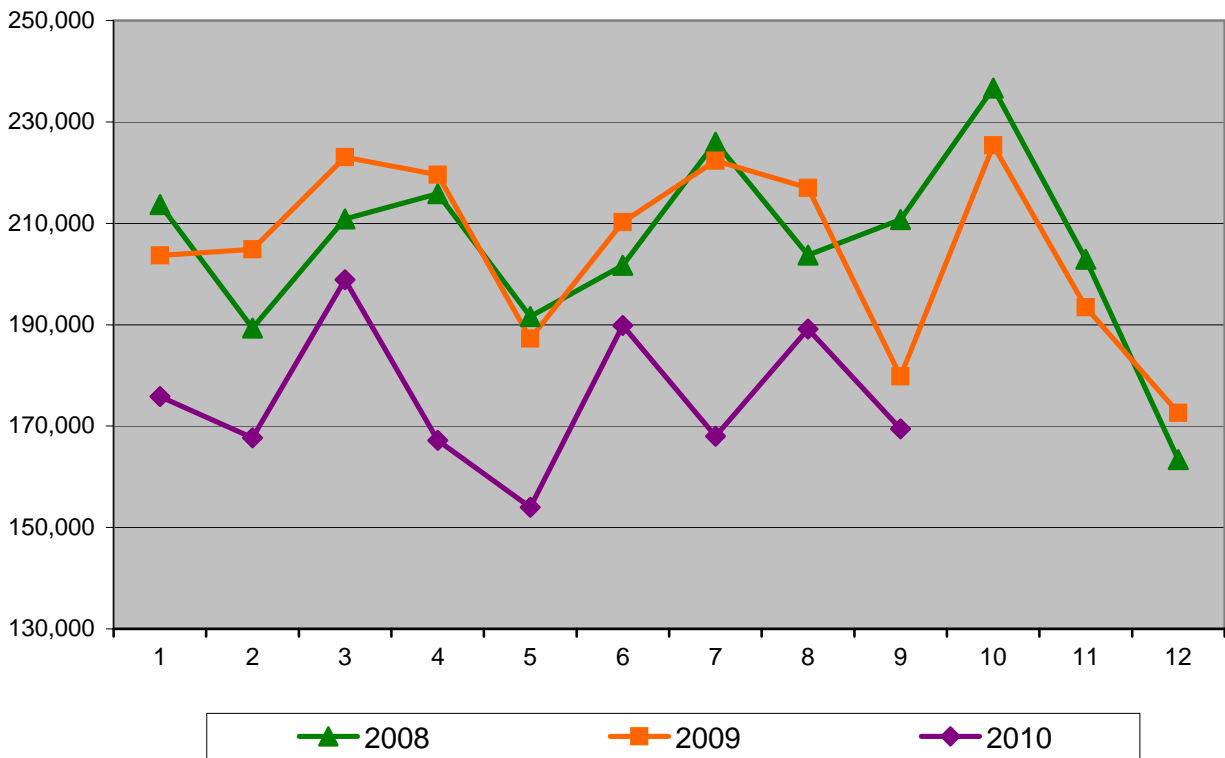
Bay View - closed early September 21 due to a power outage.

◀ 22.2% cut in hours
◀◀ 37.5% cut in hours

**Milwaukee Public Library
Monthly Circulation Totals
2008 through September 2010**



**Milwaukee Public Library
Monthly Patron Totals
2008 Through September 2010**



**Milwaukee Public Library
Computer, Internet, and Electronic Statistics
September 2010**

Unique Visitors to the MPL Website¹						
September, 2009			September, 2010			Change
	88,568			78,223		-11.7%

OverDrive Digital Download Circulation²						
September, 2009			September, 2010			Change
	197			207		5.1%

Database Hits³						
September, 2009			September, 2010			Change
Total	In-library	Remote	Total	In-library	Remote	
5,111	1,879	3,232	5,765	1,694	4,071	12.8%

Milwaukee Patron Holds Placed Through CountyCat⁴						
September, 2009			September, 2010			Change
Total	In-library	Remote	Total	In-library	Remote	
36,611	7,299	29,312	38,194	7,323	30,871	4.3%

Paging Slips⁵						
	September, 2010	September, 2009	% Increase or Decrease	Year to Date	Previous Year to Date	% Increase or Decrease
Central	7,611	10,520	-27.65%	74,990	102,504	-26.84%
Atkinson	552	1,011	-45.40%	5,217	8,131	-35.84%
Bay View	2,661	2,655	0.23%	24,050	22,322	7.74%
Capitol	2,420	2,555	-5.28%	22,809	21,495	6.11%
Center Street	955	621	53.78%	9,913	5,423	82.80%
East	2,571	2,428	5.89%	25,067	20,923	19.81%
Forest Home	781	1,045	-25.26%	7,802	9,734	-19.85%
Martin Luther King	883	850	3.88%	7,942	7,679	3.42%
Mill Road	1,163	1,198	-2.92%	10,641	11,553	-7.89%
Tippecanoe	1,187	1,462	-18.81%	11,734	13,312	-11.85%
Villard Avenue	853	774	10.21%	7,098	7,851	-9.59%
Washington Park	876	1,114	-21.36%	8,026	10,030	-19.98%
Zablocki	1,299	1,616	-19.62%	12,446	14,070	-11.54%
YCOS--Outreach	179	318	-43.71%	1,303	3,004	-56.62%
TOTAL	23,991	28,167	-14.83%	229,038	258,031	-11.24%

¹ The number of individuals who visited the MPL website one or more times.

² Downloadable digital audiobooks, music, and video available through OverDrive to City of Milwaukee cardholders.

³ Database hits reflect how many times users clicked on one of more than 50 library databases from the library's website.

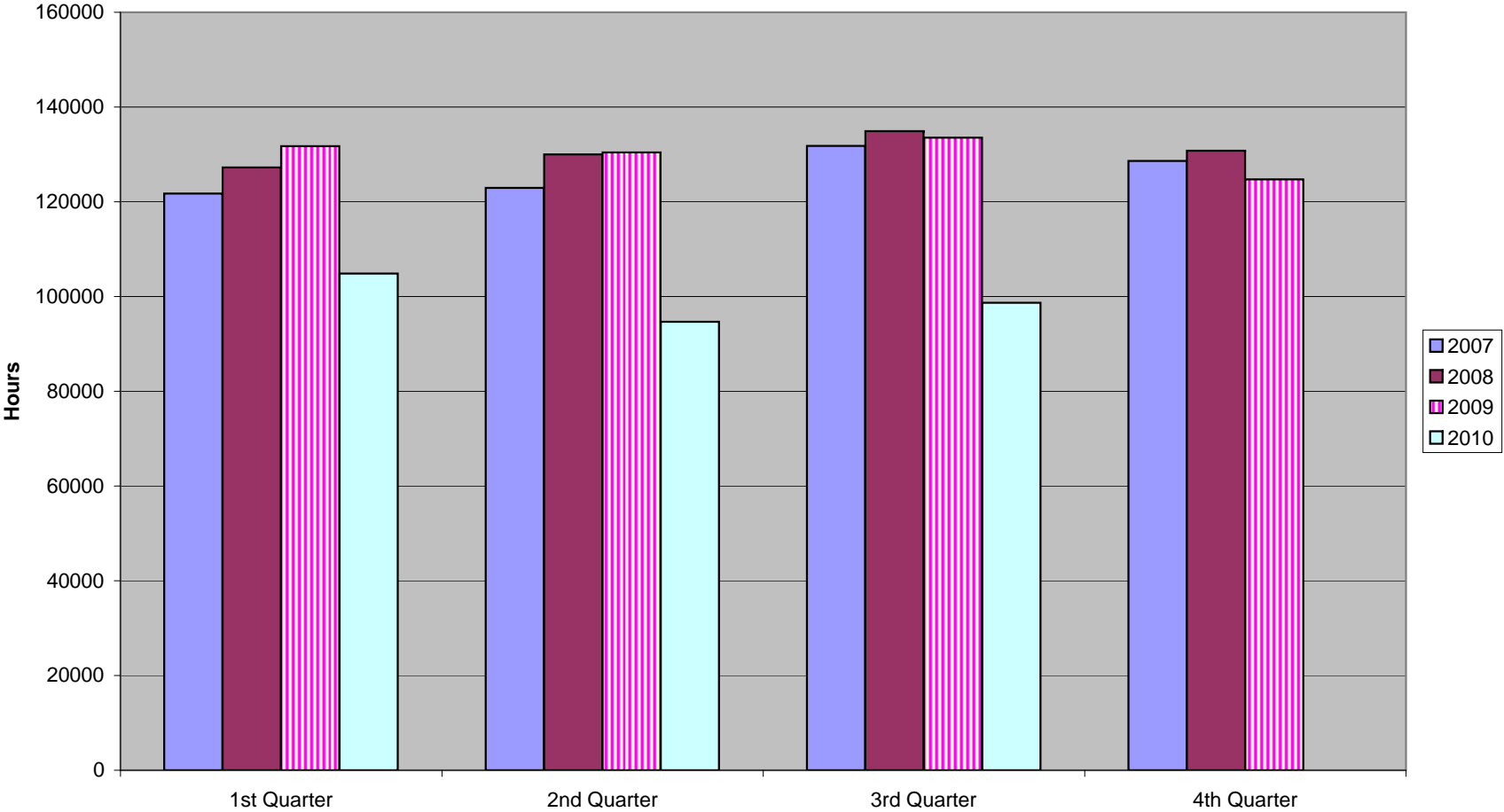
⁴ Holds can be placed either remotely or in a library. This number reflects the number of items placed on hold by Milwaukee patrons.

⁵ Number of requests received by Milwaukee Public Library from all Milwaukee County library card holders.

**MILWAUKEE PUBLIC LIBRARY
QUARTERLY COMPUTER USE REPORT**

Library Computer Use, in Hours, Third Quarter of 2010						
	Third Quarter			Year to Date		
	2009	2010	Change	2009	2010	Change
Central	31,485	27,002	-14.2%	94,211	85,175	-9.6%
Atkinson	9,187	6,837	-25.6%	25,678	20,012	-22.1%
Bay View	8,018	3,729	-53.5%	23,015	12,677	-44.9%
Capitol	10,646	5,590	-47.5%	31,313	17,490	-44.1%
Center Street	15,231	13,440	-11.8%	44,467	37,982	-14.6%
East	9,022	4,653	-48.4%	27,098	14,054	-48.1%
Forest Home	7,749	6,159	-20.5%	24,803	18,974	-23.5%
Martin Luther King	6,732	5,127	-23.8%	19,750	14,881	-24.7%
Mill Road	7,135	5,378	-24.6%	21,991	16,411	-25.4%
Tippecanoe	4,986	3,495	-29.9%	15,078	11,137	-26.1%
Villard Avenue	5,280	4,802	-9.1%	15,641	13,042	-16.6%
Washington Park	10,893	7,540	-30.8%	30,809	20,930	-32.1%
Zablocki	7,181	4,948	-31.1%	21,822	15,460	-29.2%
Total	133,545	98,700	-26.1%	395,676	298,225	-24.6%

Public Computer Use, by Quarters



Public Computer Use in Hours

