

**CITY COUNCIL
COMMUNICATION:**

ITEM _____

**OFFICE OF THE CITY MANAGER
CITY OF DES MOINES, IOWA**

98-449

SYNOPSIS —

AGENDA:

This annual report document provides a statistical accounting of operating expenditures, revenues generated, and supplemental income from other sources, customer service outputs, and highlights of the 3rd quarter progress report for the 1996-2000 Public Library of Des Moines (PLDM) Strategic Plan.

OCTOBER 5, 1998

SUBJECT:

**TRANSMITTING 1997-98
PLDM ANNUAL REPORT
AT-A-GLANCE**

FISCAL IMPACT -

NA

TYPE:

RECOMMENDATION -

***RESOLUTION
ORDINANCE
RECEIVE/FILE***

The Library Board requests that this information be taken into consideration during the upcoming City budget process with a goal of aligning public library funding in Des Moines with the average materials funding levels of other Iowa urban and metro area libraries.

SUBMITTED BY:

**LAURA J. ISENSTIEN
LIBRARY DIRECTOR**

BACKGROUND -

**ELIZA OVROM,
PRESIDENT
BOARD OF LIBRARY
TRUSTEES**

Highlights of report:

The PLDM raised \$700,000 in supplemental funds that were added to our Fiscal Year 1997-98 operating expenditures.

2 percent increase in annual circulation of library books and media.

2.5 percent increase in registered library customers.

5.4 percent increase in customer visits to libraries.

44 percent increase in use of public-access PCs in libraries.

40 percent increase in access to the PLDM web site.

20 percent increase in attendance at library programs (12 percent increase in children's attendance).

2.5 percent decrease in number of library materials added.

Completion of Customer Service and Information Accuracy benchmark study. Analysis just received to be shared with Library Board and staff (report to Council to follow).

Facilities Needs Assessment data gathering complete, draft report being compiled for Board and committee review.

Increased partnerships with Community and Adult Education, Human Resources Coordinating Board, Metropolitan Transit Authority, Des Moines Art Center, and the Des Moines Civic Center.