



Davenport Public Library

Director's Summary

Making a Difference in our community! That is what Davenport Public Library strives to do. We were honored to learn this year that the 91% Customer Satisfaction Rating we received from Davenport's 2006 Citizens Survey was the highest rating attained nationally according to the International City/County Management Association (ICMA). For that reason, Davenport Public Library was included in its "best practices" publication, *What Works: How Local Governments Have Made the Leap from Measurement to Management*.

Working with the Senior Voice, Junior Achievement, the Bix Beiderbecke Society, the Arts and Cultural Task Force, Midwest Writing Center, the Figge Art Museum, the Putnam Museum, Davenport Parks and Recreation Department, and the Davenport School District are just a few of the many educational and cultural institutions with which the library partners. This is in addition to the 466 library sponsored programs presented through our facilities.

This year the Library Board of Trustees, two community groups, and staff worked with a facilitator to complete our Strategic Plan through 2013. That includes plans for the Eastern Avenue Branch, and we look forward to expanding library services to an area of our community which is currently lacking. We appreciate and applaud the support of the FRIENDS of the Library in helping us with this goal.

Make it a point to visit one of our facilities in the near future so that you, too, can understand how Davenport Public Library makes a **DIFFERENCE** in our community!



Making a Difference

2008 Annual Report



2008 Statistics

Hours Open	5073
Total Volumes Owned	294,990
Library Visits (All Locations)	395,498
Registered Borrowers	42,816
Total Circulation	643,884
Adult Books	252,850
Children's Books	144,967
DVD & Video Recordings	144,720
Audio Recordings	66,232
Periodicals	15,582
Other Items	9,029
Reference Questions	90,056
Webpage Visits	
www.davenportlibrary.com	231,011
www.qcmemory.org	22,162
In-House Computer Use	110,747
Meeting Room Use	639
Library Programming Total Attendance	20,050
Number of In-House Programs	466
Number of Offsite Programs	59
Participants at In-House Programs	15,782
Participants at Offsite Programs	4,268





Finances

City Operating Income	2,889,084	Salaries & Wages	2,058,914
Library Levy	951,224	Benefits	753,055
Capital Revenue	4,070,000	Collection Expenditures	503,328
State Funding	63,317	Computer Equipment	130,000
Fines	41,809	Plant Operation	324,895
Gifts, Memorials, Donations	22,836	Capital (Special) Projects	3,940,000
FRIENDS Contributions	35,493	Programming	14,237
Grant Income	25,901	Miscellaneous	363,217
Total Income	\$8,099,664	Total Expenditures	\$8,087,646

And now you know...

What do you get when you combine Borders, Best Buy, and the iWireless Center? The Davenport Public Library! We have merchandise, technology, and events that are all free, fun, and for the whole family. Here's a few things we offer that you may not know about:

- Personalized Computer Classes by our Reference Department
- New-release entertainment DVDs
- Community Rooms for non-profit organizations
- An online library (www.davenportlibrary.com) open 24 hours, 7 days a week
- Reference chat, for quick answers to your questions
- Specialized blogs, encouraging patron feedback
- Online audio-books and movies, downloadable to your home computer
- Hundreds of educational and entertaining programs for all ages
- Wireless internet access

Plus much more! Your visit to the library is a personalized experience. Use us for what you need most. You are guaranteed to have a positive experience, as our staff has been honored as the #1 city service for customer satisfaction. We are excited to meet you and serve. Stop by either of our locations - 321 Main Street, or 3000 N. Fairmount Street. We'll be seeing you @ your library!



Making a Difference...

In Davenport...

- Tours for all 3rd grade students in the Davenport Community School District, funded by the Great Minds program.
- Homebound and outreach delivery of materials to Davenport residents and organizations.
- A solid partnership with the City of Davenport Parks & Recreation department, providing numerous programming opportunities throughout Davenport.
- Very active teen programming and Teen Volunteer Council.



In the Quad Cities

- The Big Read (partnership with Quad City Arts).
- Blog entries into newspapers, providing additional information and resources for our local media.
- Participating in the Prairie Area Library System, which allows patrons access to millions of items throughout the Quad Cities.
- Active involvement in “Libraries Together,” a consortium of the four public libraries in Scott County, which focuses on providing programming, resources, and support for Quad City residents.

In the World...

- Reference and Special Collections usage by people from other states and countries.
- Free computer use in the library and free wireless connects people to others throughout the world.
- Highest ranking of customer service through ICMA (International City/County Management Association).
- “Go Healthy” partnership with the American Heart Association.

Library Director

LaWanda
Roudebush

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