Explore the Possibilities
2010-2011

Instill the love of reading

Foster the pursuit of knowledge
## Contents

- Director’s Message ................................................................. 3
- System Highlights ............................................................... 5
- Library Administration ......................................................... 8
- Budget Allocation ................................................................. 9
- Commissioners ................................................................. 10
- Library Locations ............................................................... 11

On the cover: National Bookmobile Day was celebrated on Wednesday, April 14, 2011.
To the Members of our Library,

Although I have been working with Wake County Public Libraries for over 25 years, I am concluding my first year and half as Director. Because of your support and that of Wake County Government, my job, although sometimes challenging, is most often very rewarding. For this, I am grateful.

Wake County Public Libraries is a strong, large, mostly urban, decentralized library system. We operate 20 libraries, including a local history library, a bookmobile serving young children in Eastern Wake County and a Library Administration Building. Our annual budget is just over $17 million and we have 210.5 full-time-equivalent employees, not counting temporary staff. We maintain over 600 public computers for internet access and have a collection of just less than 1.4 million books. We circulated over 11 million books last year and saw more than 8 million visitors pass through our doors. Since 2003, voters have passed $45 million in library bonds for future construction and renovation. We have maintained a 95% customer service approval rating. Life is generally good for library members in Wake County.

However, since the fall of 2008, because of the economic downturn we have reduced $821,000 from our operating budget and have reduced staff by nine full time equivalents. We lost 46 public service hours per week, and we eliminated one bookmobile. Because keeping libraries open is a community priority, our budget reductions have been made primarily in our book and materials budget (from $3 million in 2008 to $1.5 million in 2011). But our visitor count during this four-year period is down just in the last year by about 2.5%. Our customer service approval rating has dipped from 98 percent—only three percentage points. On a positive note, we also opened a new community library that is open 63 hours per week in an area previously underserved. Budget lines formerly managed by other departments (General Services for leases, utilities, courier, etc) have been transferred back to the library’s budget.

A corporate entity might ask in these economic times, “What business would be unwilling to reduce their operating budget by over $2 million if they could have sales and customer satisfaction remain stable?” Perhaps the answer is “most of them,” and our reductions, although hard to digest, have presented us with an opportunity to regroup and re-prioritize. How are we adapting to the new economic reality, a reality that will remain with us indefinitely?
Like managing the family budget, operating a library budget is not about what one loves, values, or respects; it is about money. Decisions from the past that were right for the time do not withstand the scrutiny of today. We must focus our energy on what is needed now and plan for the future without blame or regret. It becomes about learning and making Wake County Public Libraries operate as a system, not as 20 individual entities in 20 different locations. Residents are much too mobile to encourage different philosophies and cultures from location to location. We have to incorporate some uniform standards at the cost of local flavor. We must set our sights on the future.

We made a conscious decision to focus on our youngest library members—children. We’ve placed the majority of our resources (book budget, staff, and service efforts) on this new generation of library users. The cost of this is a reduction in our resources and service levels to adults. This is an unfortunate consequence of our decision to defer to young children whom we consider to be our future advocates. We’re also investing in technology, not as a tool, but as a basic expected service. We’re adding more digital media, we’re using social media for communication, we’ve launched a system electronic calendar of events and a system news blog, and we’re set to update and revitalize our catalog for customer-friendly customized online searching. This evolution, although created by the national economy, is beginning to feel as if it’s positive and progressive change. Although these changes may be disruptive to library members, especially adults, who have used us in traditional ways for many years, we must position ourselves as a library system for the future. We must cultivate the library as a gathering place for our community by being proactive in meeting its needs with our buildings, our staff, and our services. We have to recognize our funding authorities and the taxpayers as partners in our journey, and we need to cultivate other community partners to help us with our mutual goals. We must embrace other disciplines and adopt the best practices from retail, medicine, technology, and business and make them “real” in the library setting.

As a community, you have been supportive of libraries and the services we provide. I appreciate your loyalty to us in the past. I now ask for your continued support of public libraries as we evolve using the new economic reality as our catalyst. I invite you to take a look at this annual summary of what we’ve been able to accomplish in the year 2010. Thank you for helping us achieve these things and for coming along as we move forward.

Michael J. Wasilick, Library Director
Wake County Public Libraries
In a Nutshell: The Worlds of Maurice Sendak

A national traveling exhibition that explored the influence of the Old and New Worlds in the work of renowned illustrator Maurice Sendak was held at North Regional Library May 14 though June 24, 2011. Wake was one of only 35 libraries in the country to receive the exhibit through a grant from the American Library Association.

Sendak exhibit opened with an afternoon of programs.

Visions of the Universe

Holly Springs Community Library won an American Library Association grant to host Visions of the Universe, an exhibit featuring achievements of astronomy over the centuries. Four thousand people viewed the exhibit from September 25 through November 30, 2010.

To Kill a Mockingbird

The 50th anniversary of the publication of To Kill a Mockingbird, by Harper Lee, brought together diverse members of Raleigh’s cultural community to celebrate. Cameron Village Regional Library commemorated the special anniversary with activities that included an art contest and exhibit, a book discussion, a rehearsal of the play by Burning Coal Theatre, and a Southern film series.

Library manager, Elena Owens, welcomes the community to the opening of Visions of the Universe.

“Partnering with the Indian Classical Music and Dance Society has been extremely rewarding both for the library and for the community. These events draw large crowds of people to experience an art form that is rarely seen in the southern United States.”

— Elizabeth Caran, West Regional Library Manager
Promoting healthy mental exercise and soaring flights of fancy for children and their caregivers, the Summer Reading Club offers reading for fun for vacationing school children. More than 59,000 children from birth to Grade 5 participated in programs.

Re-branded in 2010 to create a family friendly festival atmosphere, the booksale is the ultimate effort in both recycling materials and in promoting books and reading. More than 18,000 visitors came to the sale, relocated to the NC State Fairgrounds. In addition to music, face painting, balloon art and games, readers could chose among 520,000 books at bargain prices.

Kathy Fain and Emma Miskey entertain visitors at the sale.

Benton Henry enjoys a few summer reading picks.

Ronald McDonald stops by Green Road Community Library to encourage kids to get excited about learning through reading.
Storytelling Festival

“The Festival is about brightly colored foliage and the green grass of Historic Oakview Park...historical yarns, legends and folk tales...hayrides, face painting and picnic foods....What a wonderful way to spend a September afternoon.”
— Sally Baron, Festival Chair

Halloween Hoot
Libraries across the system hold annual fall programs.
North Regional Library hosted 11 Halloween Hoot programs with more than 1,090 people attending. The Halloween Hoot combines a holiday-themed storytime with a costume parade.

Moonlight Walk
More than 800 people attended East Regional Library’s sixth annual program, Moonlight Walk - Stories Under the Stars. Held each October on the evening of the full moon, the event offers families a chance to enjoy professional storytelling and a guided moonlit walk through the “enchanted forest.”

20 Wonderful Years!
Duraleigh Road Community Library celebrated 20 years with stories, laughter, books and fun.

To celebrate Valentine’s Day and honor veterans, members at Leesville Community Library created 382 cards to send to the Durham VA Medical Center. The popular Valentines for Vets program will expand in 2012 to several library locations in order to reach more of our community’s heroes.
The libraries’ 500 public computers were used more than 1.1 million times by library members.
Wake County residents borrowed more than 11 million books — that's more than 12 books per resident.

**Budget Allocation**

- **Community Services**
  - Wake County: $25,344,332
- **Library**
  - $17,282,700
- **Community Services**
  - $25,344,332

**Materials (books, book processing, audio books, magazines, downloadable books, etc.)**
- $1,515,896

**Operating (program of service, operating cost of 21 facilities, supplies, travel, training, etc.)**
- $3,352,911

**Salaries (210.5 FTEs plus temporary staff)**
- $12,413,893
Library Commission
July 1, 2011 - June 30, 2012

District 1
Mrs. Mildred Dail

District 2
Mr. Jason Herndon, Vice-Chair

District 3
Mr. Jonathan McCollum

District 4
Mr. Lee Sartain

District 5
Mrs. Catherine Jeffries

District 6
Mrs. Lynda Creutzburg

District 7
Mrs. Leona Bloom, Secretary

At-large Members:
Mr. Michael Burkhart
Mrs. Nancy Medlin
Ms. Mary R. Johnson
Mrs. Moni Singh
Mrs. Maryanne Friend
Mrs. Carol Cutler-White, Chair

Wake County Board of Commissioners and Elected Officials

Chair, District 7
Paul Coble

Vice Chair, District 2
Phil Matthews

District 1
Joe Bryan

District 3
Tony Gurley

District 4
Ervin Portman

District 5
James West

District 6
Betty Lou Ward

http://www.wakegov.com/libraries/about/librarycommission.htm

More than 358,600 people attended more than 9,800 library programs.
### Regional Libraries – Hours

<table>
<thead>
<tr>
<th>Library Name</th>
<th>Phone Number</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cameron Village Regional Library</td>
<td>919-856-6710</td>
<td>1930 Clark Ave., Raleigh, NC 27605</td>
</tr>
<tr>
<td>East Regional Library</td>
<td>919-217-5300</td>
<td>946 Steeple Square Ct., Knightdale, NC 27545</td>
</tr>
<tr>
<td>Eva Perry Regional Library</td>
<td>919-387-2100</td>
<td>2100 Shepherd’s Vineyard Dr., Apex, NC 27502</td>
</tr>
<tr>
<td>North Regional Library</td>
<td>919-870-4000</td>
<td>7009 Harps Mill Rd., Raleigh, NC 27615</td>
</tr>
<tr>
<td>Southeast Regional Library</td>
<td>919-662-2250</td>
<td>908 7th Ave., Garner, NC 27529</td>
</tr>
<tr>
<td>West Regional Library</td>
<td>919-463-8500</td>
<td>4000 Louis Stephens Dr., Cary, NC 27519</td>
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### Large Community Branch Libraries – Hours

<table>
<thead>
<tr>
<th>Library Name</th>
<th>Phone Number</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>Cary Community Library</td>
<td>919-460-3350</td>
<td>310 S. Academy St., Cary, NC 27511</td>
</tr>
<tr>
<td>Green Road Community Library</td>
<td>919-790-3200</td>
<td>4101 Green Rd., Raleigh, NC 27604</td>
</tr>
<tr>
<td>Holly Springs Community Library</td>
<td>919-577-1660</td>
<td>300 W. Ballentine St., Holly Springs, NC 27540</td>
</tr>
<tr>
<td>Leesville Community Library</td>
<td>919-571-6661</td>
<td>5105 Country Trail, Raleigh, NC 27613</td>
</tr>
<tr>
<td>Richard B. Harrison Community Library</td>
<td>919-856-5720</td>
<td>1313 New Bern Ave., Raleigh, NC 27610</td>
</tr>
</tbody>
</table>

### Small Community Branch Libraries – Hours

<table>
<thead>
<tr>
<th>Library Name</th>
<th>Phone Number</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duraleigh Road Community Library</td>
<td>919-881-1344</td>
<td>5800 Duraleigh Rd., Raleigh, NC 27612</td>
</tr>
<tr>
<td>Fuquay-Varina Community Library</td>
<td>919-557-2788</td>
<td>133 S. Fuquay Ave., Fuquay-Varina, NC 27526</td>
</tr>
<tr>
<td>Southgate Community Library</td>
<td>919-856-6598</td>
<td>1601-14 Crosslink Rd., Raleigh, NC 27610</td>
</tr>
<tr>
<td>Wake Forest Community Library</td>
<td>919-554-8498</td>
<td>400 E. Holding Ave., Wake Forest, NC 27587</td>
</tr>
<tr>
<td>Wendell Community Library</td>
<td>919-365-2600</td>
<td>207 S. Hollybrook Rd., Wendell, NC 27591</td>
</tr>
<tr>
<td>Zebulon Community Library</td>
<td>919-404-3610</td>
<td>1000 Dogwood Dr., Zebulon, NC 27597</td>
</tr>
</tbody>
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### Special Libraries – Hours

<table>
<thead>
<tr>
<th>Library Name</th>
<th>Phone Number</th>
<th>Address</th>
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<tbody>
<tr>
<td>Athens Drive Community Library</td>
<td>919-233-4000</td>
<td>Athens Drive High School</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1420 Athens Dr., Raleigh, NC 27606</td>
</tr>
<tr>
<td>Express Library Fayetteville Street</td>
<td>919-856-6690</td>
<td>336 Fayetteville St., Raleigh, NC 27601</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Monday – Friday 10 a.m. – 6 p.m.</td>
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<td></td>
<td></td>
<td>Saturday 10 a.m. – 2 p.m.</td>
</tr>
<tr>
<td>Olivia Raney Local History Library</td>
<td>919-250-1196</td>
<td>4016 Cary Dr., Raleigh, NC 27610</td>
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</tbody>
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### Library Locations

- Cameron Village Regional Library
- East Regional Library
- Eva Perry Regional Library
- North Regional Library
- Southeast Regional Library
- West Regional Library
- Cary Community Library
- Green Road Community Library
- Holly Springs Community Library
- Leesville Community Library
- Richard B. Harrison Community Library
- Athens Drive Community Library
- Express Library Fayetteville Street
- Olivia Raney Local History Library