Great Cities Need Great Libraries



We link people in the city and beyond with the transforming power of knowledge. In her 1933 annual report, Minneapolis Public Library (MPL) Director Gratia Countryman wrote with discouragement about the "toboggan slide downward" taken by the Library:

"(w)ith shorter hours just when people needed longer hours, with few new books when people wanted to study and needed up-to-date books and periodicals, with fewer assistants when new patrons, unaccustomed to books, were crowding our reading rooms and needed personal assistance...."

Seventy-one years later, the Minneapolis Public Library faced its worst budget challenges since the Great Depression. Minneapolis residents started 2004 with fewer open library hours per capita than residents anywhere else in the metropolitan area. Patrons and coworkers said goodbye to Library staff who were laid off in numbers similar to the layoffs in the 1930s. The percentage of the budget for books, computers, and electronic and print materials hit an unacceptable low in a city named two years in a row, America's Most Literate City.¹

The financial challenge comes at a time when, like

libraries everywhere, MPL faces transformation as the digital age changes everything about how we do what we do, yet only underscores our essential purpose and role in building a learning community.

In order to guide the Library through challenges both painful and exciting, the Library Trustees adopted, in early 2004, a new strategic

direction focused on achieving four key results: responsive public service of the highest quality; libraries as vital centers in neighborhoods and community; improved literacy among all patrons; and sound stewardship of resources. Library staff worked hard to find more efficient ways to operate in order to devote as much attention as possible to public service. While library services were hit hard by the substantial

Our libraries continued to be centers of activity for patrons, local clubs, area business meetings, and neighborhood activities, thanks in part to the active support of community organizations like the Friends of Franklin and the Bancroft and Nokomis East neighborhood associations. We found different ways to strengthen our commitment to promoting literacy, including early literacy, along with our partners: the public schools, Head Start, Hennepin County Library, health clinics, and others.

cut in hours, our libraries were busier than ever.

Great Libraries for Minneapolis, our ten-year, \$166 million dollar capital improvement program for all



Library Board of Trustees 2004 (pictured I to r)

Laurie Savran, Secretary Gregory Gray, Anita S. Duckor, Laura Waterman Wittstock Rod Krueger, President Virginia Holte Kathleen M. Lamb Diane Hofstede



Minneapolis Public Libraries, continued as the new Central Library rose up in downtown Minneapolis, Sumner and Franklin Libraries prepared to reopen,

and community members participated in the design for the renovation of East Lake and North Regional. The Friends of the Minneapolis Public Library



made impressive gains in the capital campaign for the new Central Library in addition to raising funds to continue important Library programs that would otherwise have been cut.

In 1933, Gratia Countryman was concerned that the library had been "nearly wrecked." But as we know, the Minneapolis Public Library survived and flourished in subsequent decades. Just as 70 years ago, the Library Board and staff, with the committed support of the Friends, are dedicated to delivering a great library to a great city.

The Language of the People

Our unique Library Links! program serves to "translate the library into the language of the people." The program maintained excellent service to immigrant families and expanded its role within the library and the community. Our bilingual outreach liaisons are leading advocates and experts in Somali, Spanish, and Hmong languages and cultures.

Articles in the Star Tribune, Christian Science Monitor, Hmong Times, Insight News, North News, and La Prensa and a segment on Somali TV, helped get the word out about the library and Library Links! We collaborated with PICA Head Start to inform parents about using the library and presented bilingual storytimes. We reached out to public schools on Family Literacy Nights and at other parents' meetings at 17 different schools. Library Links! was featured at a national meeting organized by the federal Department of Citizenship on innovative library programs across the country.

Our Valued Service To Youth

Libraries Plus YOU! allows truant students to

complete their courtordered community
service at the library.
A collaborative effort
between MPL, Hennepin
County Library, and
Hennepin County
Courts, the program
successfully connects



Christian Science Monitor, April 13, 2004, featured MPL's Somali Outreach Liaison truant students with their community and introduces them to the library as a safe place to explore their interests.

Books for Babies, a nationwide literacy initiative of Friends of Libraries U.S.A. and Verizon, allowed MPL to distribute 4,000 care packages to new mothers at Hennepin County Medical Center with books, reading tips, and library card applications.

Read to Me trains and dispatches volunteers to reach children in crisis with the positive value of books. MPL staff also provided Read to Me training to more than 100 parents and child care providers to educate and inspire them to provide crucial early literacy experiences for children.

MPL's annual Summer Reading Program is vital in helping city children to increase their

literacy skills, develop a habit of library use, and discover the joy of reading. During the 2004 Summer Reading Program, funded through



The Friends of MPL, nearly 100,000 books were read by (or read to) the nearly 10,000 children who participated and 68% of the participants reached their self-set reading goal for the summer.

MPL's exemplary Homework Helper program was awarded a federal grant to assess and set goals for the program, which annually receives more than 10,000 student visits.



Open houses for teachers at each library in October introduced school staff to the many ways MPL supports student success.

Technology Enhances Efficiency & Service

Technology that improves service and facilitates self-help is key to our strategic effort to streamline processes and redirect staff to other critical aspects of library operations. For example, the addition of self-service checkout units encourages patron self-service without sacrificing the quality. Staff evaluated self-check systems in 2004, proceeded with installations at Central, Washburn, East Lake, Northeast, and Nokomis, and planned for expansion to all libraries in 2005. We also implemented patron pick-up of holds and greatly streamlined the internal process for identifying and labeling books for patron pickup.

Our new pay-per-print system Went into effect in March, providing an efficient way for library users to print from public computers and helping the library recover the cost of printer supplies. After careful consideration by staff and the Library Board, we installed Internet filters on public computers and put in place mechanisms for adult patrons to obtain unfiltered access and to request blocking or unblocking of specific sites.

We also introduced several enhancements to the online catalog, making it easier to

use and adding new features such as book covers, summaries, reviews, and more. Another enhancement to



our automated system allowed us to begin sending courtesy reminders of upcoming materials due dates to patrons via email.

"Ask a Librarian" web-based reference service became available to MPL cardholders mid-year. Staffed jointly by MPL, Hennepin County Library, and Tutor.com, the service provides 24/7 online access to reference librarians.

InfoLine, our quick telephone reference service, celebrated its tenth anniversary of providing answers to well over a thousand questions a week. The Internet has not diminished the demand for this service; in fact, the sheer volume of information



and the varied quality of websites often lead people to seek quick info from the library over the phone.

INFORM, MPL's fee-based research service, set a record for providing custom research and document delivery to

businesses, organizations, and individuals in Minnesota and around the country. This service extends the library's scope and reach and enhances its reputation as a provider of high-quality, sophisticated information services.

Exciting New Venture: Community Partnerships & Development

In our continuing efforts to build strong community partnerships, ensure quality improvements are made to all 14 community libraries, and communicate effectively the extensive information and services offered by MPL, the Community Partnerships and Development Division was formed in June, 2004. Working to build strong, vibrant, strategic partnerships to offer programs and services that address community needs, the community partnerships team focuses on three key areas: Neighborhood Initiatives, Arts and Business Initiatives, and Youth and Family Initiatives.

In conjunction with the Friends of MPL, partnership staff secured in excess of \$70,000 in programming funds in 2004, and new partnerships and collaborations were formed with other public sector organizations; business and arts organizations; and the private sector.

Our Community Libraries Capital Projects staff continued work to improve all community libraries with referendum dollars, private funds, and other grants by 2010. In 2004 construction was completed at historic Sumner Library, readied for a January 8, 2005 grand opening. Work proceeded at historic Franklin, planned to open in spring 2005. To date, all community library projects have been completed on time and within budget.

The Community
Partnerships and
Development
Division also
includes a new
Communications
Department



Original skylights restored at Franklin

charged with designing and directing a communications and marketing program to enhance awareness of, and access to, MPL resources. A major redesign of the MPL website was a top priority, planned for a March 2005 launch (www.mplib.org).

Karmine po. 1 dadeux

Katherine G. Hadley, Director



New Central Library, opening May 2006

Up to \$250 Undesignated

Anonymous
Anonymous
The Friends of the Minneapolis
Public Library
Susan M. Hoel
Gloria J. Kiester
Rod G. Krueger

Gloria J. Kiester, Professor Emeritae, St. Olaf College Sheila Smith

Ross E. Stenersen

Joan P. McTeer

Designated

Anne and Lois Fraser Fund Minnesota DFL Lesbian Gay Caucus Fund Diane Cina Michael Dana Krueger Rod Krueger Peripatetics Fund

Chloe Doerr Ackmann Nancy Belbas Andrea U. Brainard

Ann L. Dieperink Ann C. Ellwood Barbara O. Freeman Carol Garrison

Marlys M. Johnson Georgia R. Lindeke The Peripatetics – Joan F. Grant, Treasurer

Ruth A. Reister Judith Silk Sherman Ann C. Warner

19th Century American Studies Mrs. Lisabeth Lee Eichner

Honors

In Honor of

Pat Downs

The Friends of the Minneapolis Public Library on behalf of Marilyn Daggett

Lois Fraser's Birthday Thomas Fraser and Mary Strand

Shirley GureWitz's Birthday Rita Lerman Erickson David and Art GureWitz

Merryl Cool Author, Erin Hart

Maureen G. Devereaux GLBT Pride Month

Rod G. Krueger Grandson, Samuel Paul and Esther Retish

Barbara Wallace, Volunteer at Bright Water Montessori School

Ann E. Luce

Wedding of Sue Schroeder and Jim SyVerson, for Hosmer Community Library Thomas J. Gugg

Julie B. and Paul H. Houck

Memorials In Memory of...

Frank Adams
Diane and Tony Hofstede
Franklyn Dunn, brother of
James Dunn, Staff member
The Friends of the

Minneapolis Public Library on behalf of James Dunn Gary L. Franks, brother of Deborah Ritt, former Staff

member AFSCME, Council 14, Local 99

Anne and Lois Fraser Sandra and David Hunter

Marjorie Eggan Gibson James and Dorothy Mullen Mary Grey

Stanley L. and Ellen Wolfson David R. Haines

Jane M. Aldrich

Diane Harstad The Friends of the

> Minneapolis Public Library on behalf of Patty McCartin

Morton M. Hartz father of Tim Hartz, former Staff member AFSCME, Council 14, Local 99

Sara Headley The Friends of the

Minneapolis Public Library Wally Hlavac

Laurie Savran William Humphrey

Franklin Learning Center Andrew L. Anderson Michele Bevis

Fred and Anya Humphrey Virginia R. Humphrey Walter R. McCarthy

Ronni B. Moore Doris C. Rowe Roger W. Rumble Susan M. Schmidt

Elizabeth S. Sebring Winton-Whitney Fund Sarah Jacobson

Laurie Savran Max Kamel, father of Lee Kamel, Staff member AFSCME, Council 14,

Local 99 Beverly Kees Laurie Savran

Wayne Kielblock, father of Jill Kielblock - Local 99 Business Agent

AFSCME, Council 14, Local 99

Ollie Pearl Landvik – for Nokomis Community Library

Anonymous Linda R. Albert Renee Albert

Gary A. and Rebecca Bergdahl

(The) Book Club Camille Calderaro Bab's Casting – Barbara J.

Shelton Sue O'Connor Coughlin Faegre & Benson

Foundation on behalf of Mr. and Mrs. Charles Gabrielson

Therese L. Grina Shelly Jo Haagenson Ellen W. Hanson Margaret D. Hanson

Judith A. Heneghan Ann Marie Holleschau Janet E. Kolve Sandra Ables Kondrick

Lorna L. Landvík

Velma B. Larson Lizabeth Marshall

Terry L. and Jackie R. Martin Patricia H. Munzenrieder Betsy Nolan

Gloria J. Olson Susan E. Rolandelli Doris J. Schlenker

Amy R. Seastrand Frederick J. Steimann Orpha R. Steinwand Sandra Thomas

Wonderful U Inc. Lucille N. Levi, mother of Liz Levi, Staff member AFSCME, Council 14, Local 99

Julie Williams

Fran Magoffin Barbara B. Brown Micki Milavetz

Laurie SaVran Regina Sable, stepmother of Judy Sorenson AFSCME, Council 14,

Local 99
Paul Beito Sather, Jr.,
father of Barbara Bauer
AFSCME, Council 14,

Local 99
LaNae Sexton, former
Staff member
AFSCME, Council 14,

Glenn Speidel Carey Meadors, Meadors Construction

Gloria Stelling, former Staff member AFSCME, Council 14, Local 99

Barbara A. Croft Christopher Tiggas, brother of Gigi Tiggas AFSCME, Council 14,

Local 99 Francis Tiggas, mother of Gigi Tiggas AFSCME, Council 14, Local 99

Larry Wuornos, husband of Barbara Wuornos, Staff AFSCME, Council 14, Local 99

Programs & Services

Brittle books Joan P. McTeer

Communications
Department
Diane Hofstede

Hosmer Community Library Lawrence A. and Alice L. Brown Curran's Family Restaurant

Curran's Family Restaurant Quality Coaches -MG Works Nokomis Library Ella F. Manley

Nokomis pool Roosevelt Community Library The Friends of the

Minneapolis Public Library Staff Honorarium National Council for the

Social Studies Walker Community Library Elizabeth A. Dooley

Washburn Community Library The Friends of the Minneapolis Public Library on behalf of Marilyn Daggett

The Friends of the Minneapolis Public Library on behalf of James Dunn

Evelyn M. Melin John and Audrey Westberg Webber Park Community Library

The Friends of the Minneapolis Public Library

Capital Improvements

Pierre Bottineau, Fountain & Grounds, Paver Brick

Karen M. and Gary E. Bartig Nancy M. Berg Emilia Bernat

Stanley and Helen Burg Richard and Mary Connoy Thomas P. and

June M. Connoy Bradley W. and

Ronda L. Dunham Roger and Susan M. Jagim in honor of Rose Jagim and Paul Ruhland Wedding at Pierre

Bottineau Jeri Karkula Rich Karkula John Kremer and Jennifer Young

Kenneth P. and Margaret R. Modeen Andrew A. and

Marlen R. Piilola Mariel E. Piilola Anne V. Potvin Jack W. Sattel

Washburn Community Library – Landscaping S. I. Steinfeldt

\$251-\$500 Undesignated

Lois B, and Jonathan S. Bishop Kenneth H, and Betty Jayne Dahlberg Charles E. Moore Pioneerland Library System

Designated

Anne and Lois Fraser Fund The Friends of the

> Minneapolis Public Library on behalf of Arvonne and Don Fraser

Memorials

Sara Headley

The Friends of the Minneapolis Public Library

William Humphrey
Julia W. Dayton Revocable
Tr. on behalf of
Judy Dayton

Ollie Pearl Landvik Random House, Inc. LaNae W. Sexton Lyle Tollefson

Programs and Services

Community Partnerships – Teaching Public Politics Workshop Kettering Foundation Hosmer Community Library LaWrence A. and Alice L. BroWn

LS Incorporated Staff Nokomis Community Library Susan M. Hoel

Northeast Community Library
The Friends of The
Minneapolis Public Library

Pierre Bottineau Community Library RSP Architects, Ltd. – David C. Norback

\$501-\$1,000

Undesignated Funds
Sara and David Hunter

Designated Funds

Anne and Lois Fraser Fund Thomas Fraser and Mary Strand

The Minneapolis Foundation
The Barbara Flanagan
Sanford Papers Preservation
Floyd A. Shannon Memorial Fund

Programs and Services

Zella J. Shannon

Hosmer Community Library
The Friends of the
Minneapolis Public Library
The Friends of the

Minneapolis Public Library on behalf of Luke Ponder and Darla Granger

Teen Read Week and Children's Programming The Friends of the Minneapolis Public Library

Washburn Community Library

James Dunn through Community Solutions Fund Donor Distribution

Capital Improvements

Sumner Community Library
The Friends of the
Minneapolis Public Library
on behalf of Towle for SU
Capital Project

\$1,001-\$9,999 Undesignated Funds

Settlement Allocation in re Anchor Communication, Inc., Securities Litigation Estate of Jane L. Gamble from

Grant C. Jensen Prep and Charles B. Kupper Prep The Friends of the Minneapolis Public Library

Walter C. Rasmussen Foundation
– Suzanne Sioselius

Designated Funds

Emil and Mildred Larson Trust

Programs and Services

2004 Early Literacy Contract
The Friends of the
Minneapolis Public Library
on behalf of the
Minneapolis Department
of Health and Human
Services

HomeWork Needs Assessment

The Friends of the Minneapolis Public Library

Minneapolis Public Librar Read to Me Program – GateWay Services

The Friends of the Minneapolis Public Library

Nokomis Community Library The Friends of Nokomis Community Library

Scanner for Special Collections Department

Petersen

The Friends of the Minneapolis Public Library on behalf of Ms. Penny

Washburn Community Library The Friends of the Minneapolis Public Library on behalf of Barbara Gold Luire

Capital Improvements

Franklin Learning Center Thrivent Financial for Lutherans Pierre Bottineau Library-Bench for Fountain and

Grounds
St. Anthony West
Neighborhood
Organization/NRP
Pierre Bottineau Library

Project Walter C. Rasmussen Foundation

Personnel Budget

The Friends of the Minneapolis Public Library Settlement Allocation in re Anchor Communication, Inc., Securities Litigation

Operations Budget

The Friends of the Minneapolis Public Library Nokomis Community Library The Friends of Nokomis Community Library

\$10,000-\$14,999 Programs and Services

Homework Helper Needs
Assessment Project
The Friends of the
Minneapolis Public Library
Summer Reading
Program Support

The Friends of the Minneapolis Public Library Operations Budget

Franklin Learning Center The Friends of the

Minneapolis Public Library on behalf of the Friends of Franklin Community Library

Gifts CONTINUED

\$15,000-\$20,000 Capital Improvements

Pierre Bottineau, Fountain and Grounds

The Graco Foundation Mr. Robert M. Mattison

\$20,001-\$25,000 Programs and Services

HomeWork Helper Program
The Friends of the
Minneapolis Public Library
Sumner Community Library –
Collections for "Opening Day"
The Friends of the

Minneapolis Public Library on behalf of the Beverly Foundation

\$25,001-\$79,999

Programs and Services

Franklin Community Library Interim Operations
The Friends of the
Minneapolis Public Library
on behalf of the Friends of
Franklin Library

\$201,000 - \$250,000

Sumner Capital Project for the Cargill Room The Friends of The Minneapolis Public Library on behalf of Cargill

Items Checked Out from/Used in Our Libraries

	Adult Circulation	Teen Circulation	Children's Circulation	Total Circulation	In-Library Use
Central Library, 250 Marquette Ave	478,818	9,408	72,331	560,557	6,822
Community Libraries					
East Lake, 2727 E. Lake St	156,169	8,303	82,406	. 246,878	2,258
Franklin, 1314 E. Franklin Ave.*	25,756	1,632	15,349	42,737	1,533
Hosmer, 347 E. 36th St	120,138	5,176	41,414	166,728	2,285
Linden Hills, 2900 W. 43rd St					1,390
Nokomis, 5100 - 34th Ave. S	88,466	4,300	79,339	172,105	1,365
North Regional, 1315 Lowry Ave. N	102,105	4,310	38,551	. 144,966	1,490
Northeast, 2200 Central Ave. N.E	85,643	8,152	37,221	131,016	2,831
Pierre Bottineau, 55 Broadway St. N.E.	61,482	4,038	30,238	95,758	1,355
Roosevelt, 4026 - 28th Ave. S	35,726	2,279	26,055	64,060	380
Southeast, 1222 S.E. 4th St	55,532	1,535	16,068	73,135	907
Sumner, 611 Emerson Ave. N.**	1,037	25	387	1,449	
Walker, 2880 Hennepin Ave	184,719	7,533	49,605	241,857	2,531
Washburn, 5244 Lyndale Ave. S	213,084	11,962	.174,664	399,710	3,254
Webber Park, 4310 Webber Pkwy	16,472	1,566	9,340	27,378	89
Bookmobile	7,023	954	20,331	28,308	
Total Community Libraries	1,217,635	64,472	679,206.	1,961,313	21,668
TOTAL	1,696,453	73,880	.751,537	2,521,870	28,490
*Franklin operated in interim space during 2					
*** ! ! !! !					

**Sumner Was closed all year for renovation; figures show circulation of materials belonging to Sumner.

Interlibrary Loans

Research & Fact Finding Questions

	In-Person	Virtual (Email, Online)	Telephone	Total
Central Library	151,392	376 1	118,068	269,836
Community Libraries	400,810	2,708 1	191,899	595,417
Total	552,202	3,084 3	309,967	865,253

New Library Card Registrations 25,387 Meeting & Program Attendance

Library Collections

	Books	Videos, CDs, Other Media	Total
Central Library*	2,147,710 .	92,605	2,240,315
Community Libraries	572,876 .	143,277	716,153
Stored at Minnesota Library Access Center	163,951 .		163,951
Total	2,884,537.	235,882	3,120,419
*includes Athenaeum & Government Docui	ments; exclu	ıdes Picture Files	

Staff (FTEs): Clerical and Technical: 148.1 Librarians: 74.6 Buildings: 26.5 Total 249.2

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2004 Financial Summary

- Public Funds -
Revenue
Balance on hand, January 1, 2004\$ 2,896,363
Tax revenue & transfers
Metropolitan Library Service Agency (MELSA) revenue328,162
Grants/Contributions
Fines, fees, receipts266,891
Miscellaneous
TOTAL\$22.596.723
(Fig. 1)
Expenditures
Salaries\$10,246,972
Employee health and welfare benefits
Pensions and other employee benefits1,263,872
Books, periodicals, nonprint items1,791,489
Utilities and communications426,811
Equipment and furnishings337,460
Building improvements and repair69,848
Insurance
Office & building supplies269,121
City services fee
Interim operation expenditures774,962
Other operating expenditures671,443
TOTAL\$18,159,241
Balance, December 31, 2004\$ 4,437,482
- Trust Funds -
- Irust Funds -
Balance in investment account, January 1, 2004\$5,691,807
Additions to principal during the year
Net income earned on investments
Increase in market value of investments
TOTAL\$5,983,673
Transferred to Library checking account
Balance in investment account, December 31, 2004\$5,677,741
Current Available Receipts and Disbursements
Balance in checking account, January 1, 2004\$199,745
Investment income, prior year55,141
Interest on checking account190
Gifts, other income, and transfers348,313

Balance in checking account, December 31, 2004......\$ 55,220 Grants

We gratefully acknowledge grant funds received in 2004 from these sources.

Books & Materials

Beverly Foundation Sumner Library \$25,000

Kingfield Neighborhood Association/NRP Hosmer Library \$59

Lynnhurst Neighborhood/NRP Washburn Library \$2,471

Waite Park Community Council Northeast Library \$163

Programs/Services

The Friends of the Minneapolis Public Library Early Literacy \$1,500 / Franklin Learning Center \$12,500 / Homework Helper Program \$22,000 / LSTA Homework Helper Needs Assessment Project \$13,173 / Nokomis Saturday Hours \$6,311 / Personnel and Operating expenditures \$3,574 / Read to Me Program \$8,159 / Summer Reading Program \$14,500 / Teen Read Month & Children's Book Week \$750 Library Services & Technology Act (via MELSA) Summer Reading Program \$1,174 MELSA LSTA Communities & Libraries in Partnership grant Summer Reading \$4,095 Minneapolis Empowerment Zone Franklin interim staffing \$5,773 Minneapolis Youth Coordinating Board Homework Helper Program staffing \$31,000 Nokomis East Neighborhood Association/NRP Nokomis Summer Saturday hours \$21,607 Sheridan Neighborhood Organization/NRP Pierre Bottineau Library \$1,898 Weed & Seed After-School Enrichment Hosmer Library \$5,400

Technology

Lynnhurst Neighborhood/NRP Washburn Library \$5,334
Sheridan Neighborhood Organization Computer hardware and software, Pierre
Bottineau Library \$365

Standish Ericsson Neighborhood Association/NRP Roosevelt Library \$785

Facilities

The Friends of the Minneapolis Public Library Franklin Library interim operations \$149,757