



Customer Service

Annual Report Fiscal Year 2005

Dear Friends and Neighbors:

The past year has been an exciting and productive time for the Kent County Public Library as the library aggressively put an emphasis on greater customer service to the patrons we serve.

The library installed a new integrated library system. This system replaced the older text based system that was installed in 1997. The new system, named Horizon, provides a web based card catalog with cover art, reviews and an easier search interface. The library was able to do this by partnering with Talbot County Free Library and Chesapeake Community College.

The library further enhanced the library's customer service by initiative by installing an information desk for patrons to ask reference questions. This enabled the circulation desk to improve workflows and better customer service to the patrons checking out or in library materials. The reference desk which was not well received initially turned out to one of our most popular changes in Fiscal Year 2005.

To round out our year, the library sent all staff to a customer service workshop held at the library. The library brought in a nationally known library service facilitator to the library to conduct the workshop. It was very successful and the staff learned how to provide great customer service.


In order to help maintain this momentum and continue to keep in touch with our community's needs, Library staff participate in a great many local organizations, including the Arts Council, the Parenting Round Table, the Rock Hall Museum, the Chamber of Commerce, Rotary, and many others.

We look forward to refining our programs and services in order to achieve the vision laid out for us on our road map to the future.

Sincerely,

A handwritten signature in black ink, appearing to read "R. Keiser". The signature is fluid and cursive, with a large initial "R" and a long, sweeping underline.

R. Jerry Keiser
Executive Director

A woman with long dark hair, wearing a white long-sleeved shirt and blue jeans, is sitting on a yellow stool in a library. She is looking down at a book on a shelf. The background is filled with bookshelves and books. The text is overlaid on the image in various colors and fonts.

We enable the people of our community to pursue life long

learning through our responsive collections,

electronic resources and

innovative

services. The public library is the cornerstone of a

community-

where children and adults can experience personal

enrichment and

connect

with one another.

Kent County Public Library Mission Statement

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Financial Summary

The library received a “clean” audit report from our auditors Anthony, Judge and Ware which is highlighted in the tables below.

Revenues

Kent County	\$437,986.00
State of Maryland	\$85,284.00
Federal Grants	\$5,000.00
Special Funds	\$32,409.00
Other Grants	\$52,914.00
Other Income	\$15,027.00
Total Revenue	\$628,620.00

Expenditures

Salaries	\$331,475.00
Employee Benefits	\$70,501.00
Collection Expenditures	\$101,816.00
Other Operating	\$124,828.00
Total Expenditures	\$628,620.00

Statistical Summary

The library circulated seven items per person in Kent County. It is our goal to increase that number of the next several years.

Total Holdings	60,803
Total Circulation	143,515
Computer Usage	23,534
Door Count	100,028