

# Winchester Public Library



**Annual Report 2009**

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# WINCHESTER PUBLIC LIBRARY ANNUAL REPORT 2009

## BOARD OF TRUSTEES

**Bonnie Alpert, Chair**

Elected 2008. Term expires 2011

**Jill Pappas**

Elected 2008. Term expires 2011

**Jon French, Vice-Chair**

Elected 2001. Term expires 2013

**Jane Murray**

Elected 2009. Term expires 2012

**Leo F. Roche, Jr.**

Elected 2001. Term expires 2013

**Kevin Drum**, Term expired 2009

## LIBRARY STAFF

Permanent employees. Temporary and substitute employees are listed separately.

### **Circulation Services**

Rosanne Barrow

Joanne Brady

Georgia Cameron

Jeri Cerutti

Anita Colasante

Daphne Costa

Mary Giglio

Charles Gillis

Lione Kazalauskas

Elena Khalandovsky

Mary McAteer

Noreen O’Gara\*

Mary Sherburne

### **Information Services**

Julie Kinchla \*

Marie Ariel

Paula Cerrato

Elaine LeGendre

Katherine May

Janet Nelson

\* Department Head

### **Children’s Services**

Yvonne Coleman\*

Cassandra Malik

Mary Wiellette

Stephanie Wolfink

### **Technical Services**

Nuala Dacey

Judith Holland

Geraldine Pothier\*

David Strugnell

### **Library Administration**

Linda Bohan

Naomi Ferguson Retired 2009

Ann Wirtanen \*

Barbara Yuan

### **Maintenance Department**

John Coyne \* Retired 2009

Stephen DeMaio

Charles Mullen

Francis Beckett

Alfred Miola \*

Tom Queen

## **LIBRARY TEMPORARY STAFF**

Temporary staff work fewer than fifteen hours per week or work only occasionally.  
Some of these staff members work Sundays only.

Larry Bohan  
Kara Collins  
Sara Delano  
Monique deVos, Resigned 2009  
Karen Fagen  
Thomas Gilchrist  
Peter Gillis  
Lisa Heller, Resigned 2009  
Lisa Hill  
Sarah Huntington  
Leslie Anne Kennedy  
Lev Khalandovsky  
Mary Renee LaFontaine

Kelly Linehan  
Susanna Mei  
Margaret Murphy  
Mitzi Pereira  
Paulina Picerno  
Laura Reboul  
Elaine Seliger  
Myroslava Shyprykevych  
Jason Soohoo  
Christine Trufant  
Wanda Vitti  
Ellen Wendruff

## **BOARD OF TRUSTEES**

We are pleased to report that the first year of our new director's tenure was one of smooth transition and positive steps toward our 21st century goals. Ann Wirtanen is proving herself to be a library director on whom we can rely to foster an excellent working environment for staff, collaborative relationships with Trustees and Friends of the Library, thoughtful endeavors with Town officials and employees, and ongoing openness to working with groups and individuals in the community that reinforces the importance of the Library as a community center.

This past year saw a continuation of our Library's growth, with increases in foot traffic, materials circulated, inter-library loans, the usage of our computer workstations and free Wi-Fi, increased reference and online database searches, homework research, and the heavy use of our meeting spaces. Our library actively served Winchester residents from 1 ½ year olds participating in introductory programs to senior citizens in nursing homes taking advantage of book deliveries and book discussion groups.

During 2009, the Library's Endowment Fund has rebounded somewhat after last year's loss in value during the economic crisis. The funds continue to be conservatively invested by the Commissioners of Trust Funds. The Sunday Hours Fund, also administered by the Trustees, remained strong with patrons contributing monies that allowed our Library to be open Sundays from October through May.

The Trustees are extremely grateful for the support of our active and committed Friends of the Library organization. The Friends continue to fund all children's special events, adult educational programs, staff development, Express Books, the library newsletter, museum passes, and access to Ancestry.com. The Friends funding, beyond the scope of the Town's budget, helps ensure the continued excellence of our Library for the many demographic groups within Winchester.

2009 brought the second phase of capital improvements to carpet and paint the Children's Room. Improvements included a new surface for the reference desk, a major repair to the counter behind the circulation desk, a new custom-designed exhibit corner, the installation of new metal end panels to replace the slatwall end panels, and new chairs for the public, all of which were funded through the FY 2009 Endowment Fund.

Over the last year new services such as a redesigned web site, additional computers, an online meeting room reservation system were added. School reading lists became directly linked to the library catalog and request system, making required summer reading for students simpler to locate. Business enthusiasts found the new Morningstar Investment Research Center a welcome addition to the online resources.

The Board of Library Trustees thanks the staff and volunteers for the exemplary work they do to ensure our library's distinction, and the Winchester community for its steadfast support of this key community institution.

Respectfully submitted,

Bonnie Alpert, Chair  
Jon French, Vice-Chair  
Jane Murray  
Jill Pappas  
Leo F. Roche, Jr.

## **LIBRARY DIRECTOR**

The new fiscal year brought a reduced budget. Through retirements and staff changes the library withstood a 1.5% decrease in the budget with no reduction in hours of operation or the book budget. A hiring freeze existed throughout the year and two employees opted for voluntary furloughs. Most importantly state certification was maintained.

Meeting space for group study and community organizations became available through an online room reservation system. Both meeting rooms have been busier than ever. Now the public may reserve meeting space as well as museum passes and traditional library materials online. Through the generosity of the John and Mary Murphy Educational Foundation a large, wall-mounted projection screen was installed in the meeting room.

The Summer Reading Program was expanded beyond age 11 through an online reading program for children age 12-14 who could participate by sharing their opinion on books they've read through a secure web site sponsored by the State. Next year plans are underway to expand the program. Adults also participated in summer reading and were eligible for weekly prizes.

Audio books took a giant leap forward this year with the addition of downloadable audio books and e-books through our web site. The simple-to-navigate interface has made downloadable audio a reality, network-wide. The service is now available to all Minuteman Library card holders. Plans are underway to increase the number of titles and formats available.

For the first time in many years, the annual fall fundraiser did not include a wine tasting, but rather gift baskets, hot hors d'oeuvres, desserts and champagne. The event was a success and raised \$25,000 for Sunday Hours. The follow-up event was the annual appeal which raised additional funds for Sunday Hours as well as over \$10,000 toward the Endowment.

New services and increased use of meeting space contributed to a general increase in circulation as well as attendance. Circulation increased 6% over calendar year 2008 and attendance increased 3.82%. The economic downturn may also be credited. The circulation staff also handled a 34% increase in items transferred into and from our library; 53,921 titles were requested by Winchester residents.

This marks the end of my first full year as your Library Director. I look forward to many more.

Respectfully submitted,

Ann Wirtanen  
Director

## **VOLUNTEERS**

*Those who can, do; those who can do more, volunteer.*

Anonymous

Our library volunteers are a vital part of the library family, and their work frees paid staff to work more directly with the public, thereby enriching the services that we provide. Within the library, they mend books and magazines, shelve audiovisual materials, pull items for the daily paging list, check the order of books on the shelves, clean CDs and DVDs, process materials, and stamp pockets and cards. Outside the library, they deliver materials to homebound patrons and read to residents at the Gables and the Winchester Nursing Center.

This year, forty volunteers gave 2,222 hours to the library. However, these hours do not include the time given by the teen ROAR Carps volunteers. Under the supervision of Dennis Kronenberg, thirty-eight teens read to 4,208 children at the Recreation Department, Creative Corner, the school department camps, Bookends, Kidstock, and the Farmer's Market. This was the seventeenth year of the program sponsored by the Winchester Co-operative Bank.

Vera Del Greco and Barbara Leaf continued to mend materials each week, repairing a total of 1,492 items. Dan Driscoll came very sporadically, but the ladies trained a new mender, Morgan Butler, who will be able to help out in the future. In the meantime, Morgan is the paging list volunteer on Fridays.

Jim Burns, one of our most faithful volunteers, left Winchester to move to New Hampshire. After thirteen years in the library, we will miss him. That brings the number of volunteers in the Senior Reimbursement Program down to three. This program allows qualified volunteers to earn \$750 toward their property taxes.

Jim was one of the volunteers who adopt-a-shelf by checking the order of the books on the shelves. In addition to checking for authors or Dewey numbers, they make certain that the books are pulled out to the front edge with space at the ends so that the shelves have a neat and uniform appearance.

Volunteers also take responsibility for the paging list, freeing our pages to do other work. As the paging list has gone down (60%), so has the job of the volunteers who have to search for the requested items all over the building, including the storage and display areas.

We have volunteers who stamp pockets in Technical Services and cards for the Circulation Department. Now that we are no longer using date due cards, we need to find other work for the volunteers who are more limited physically or in their skills.

We have two groups of volunteers reading at the Gables and at the Winchester Nursing Center in town. They enjoy interacting with the residents, leading book discussion groups or reading to the residents. Janet Nelson organizes their schedules and arranges for a couple of brown-bag lunches each year so that the volunteers can meet each and exchange stories and experiences, successes and failures.

The International Committee made up of library staff and volunteers finished year 1 of the John and Mary Murphy Educational Foundation grant with foreign movies. It planned programs for year 2 including a kick-off program of Latin music at the Farmer's Market downtown followed by a Capoeira demonstration in the fall. The rest of the year will include workshops for Indian painting, Ethiopian wish scrolls and another international film series.

In April, we hosted an appreciation luncheon for our volunteers, and Carol Davidson and Karen Martin did all of the planning and shopping to make the luncheon so enjoyable. Gabrielle Stott entertained everyone with her repertoire of songs from the 1940s and

1950s accompanied by appropriate and funny hats. Stop & Shop very kindly donated a cake, and the volunteers enjoyed their day and their small gifts.

Family responsibilities, changing interests, jobs, and vacations are things that we take in stride, for we understand that that is the nature of volunteers and volunteer work. However, finding and preparing work volunteers and their abilities can be a time-consuming job for the library staff.

It is encouraging to hear volunteers talk about “coming to work” because their work for the library gives structure to their lives, and they know that they are expected, needed, and most importantly, appreciated. This is a win-win situation for all.

Total in-library volunteer hours      1,745  
Total outside-library volunteer hours   477  
Teen ROAR Corps volunteer hours      497

Total number of in-library volunteers   21  
Total Teen ROAR Corps volunteers      38  
Total readers at the Gables, Winchester Nursing Center, and book deliverers   19  
Total Senior Reimbursement Program volunteers   3  
Total number of books mended by volunteers   1,492

Respectfully submitted,

Barbara Yuan  
Assistant Director

## **CIRCULATION SERVICES**

The Circulation Department is committed to outstanding customer service and works hard to respond to patron demands. Therefore, we were delighted to introduce our patrons to several innovations at both the local and the Network level that better meet their needs. In Winchester, we were able to reduce restrictions on requesting AV from home and this has contributed to a boost in the circulation of both film and spoken materials. Lifting these restrictions has naturally resulted in an increase in the number of items on our daily paging list and the number of titles waiting for pick up on our hold shelf. Furthermore, we stopped limiting the amount of AV materials that any one patron could check out at one time and our patrons really love having the freedom to choose how much they want take home with them. Since patrons can now have multiple emails on their accounts we can now allow them to pick up holds for their family members by simply showing us a printout of the email describing the titles on reserve. In the past, patrons needed to produce the actual card on which the hold was placed. This was burdensome for most patrons and a great source of frustration for some. Additionally, the Winchester Public Library converted to a dual card system in the spring of 2009. Our patrons receive both a wallet and a keychain card when they register for a new account and they enjoy the convenience of having both formats. Moreover, at the end of 2009 we transitioned from

stamped due date cards to printed receipts. All of these changes have been happily embraced by our customers.

The Minuteman Network updated the patron interface on the OPAC. Patrons are able to sign into their account with an “Alternate ID.” This enables them to use their names or any alias they choose rather than being restricted to logging in with their library card number. Once patrons are logged into their account they will find an option, called “My Wish List” to remind them of materials that they would like to request in the future. Patrons want to manage their future requests but the interface is not entirely intuitive and we find some patrons need help working through this process. Minuteman has assured us that we will see improvements in this function sometime in 2010.

In October of 2009 the Minuteman Network introduced a new service, OverDrive, which allows patrons to download digital audiobooks and e-books from our library’s webpage. Winchester patrons have discovered this new service and are becoming avid users.

The Library circulated 592,094 items in 2009! This represents an increase of 6% over 2008. Almost half a million (498,704) items crossed the circulation desks as checkouts; the remaining materials (93,390) were renewed from home. Staff also checked in 458,451 items.

### **Circulation**

	<b>2008</b>	<b>2009</b>	<b>+/-</b>
<b>Print</b>	337,623	361,878	7%
<b>Films</b>	164,725	230,216	40%
<b>Music</b>	24,646	26,031	6%
<b>Spoken</b>	26,925	31,161	15%
<b>CD-Roms and video games</b>	1,661	1,812	9%
<b>Children’s express kits</b>	146	123	-15%
<b>Museum Passes</b>	2,246	2,959	32%
<b>Totals</b>	558,017	592,094	6%

Most circulation transactions involved printed materials. Juvenile books, books for adults and juvenile paperbacks were the highest circulating items in 2009. We added several new genres to our film collection this year: anime, the Film Movement series of award-winning independent films and television series, both old and new. The addition of these new types of film contributed to a 40% jump in the circulation of DVDs.

We have seen a steady increase in the use of Children’s Playaways and this also contributed to the 15% boost in the number of transactions for spoken materials. We hope that OverDrive, the digital download service, will help us meet the increasing demand for spoken materials in the coming year.

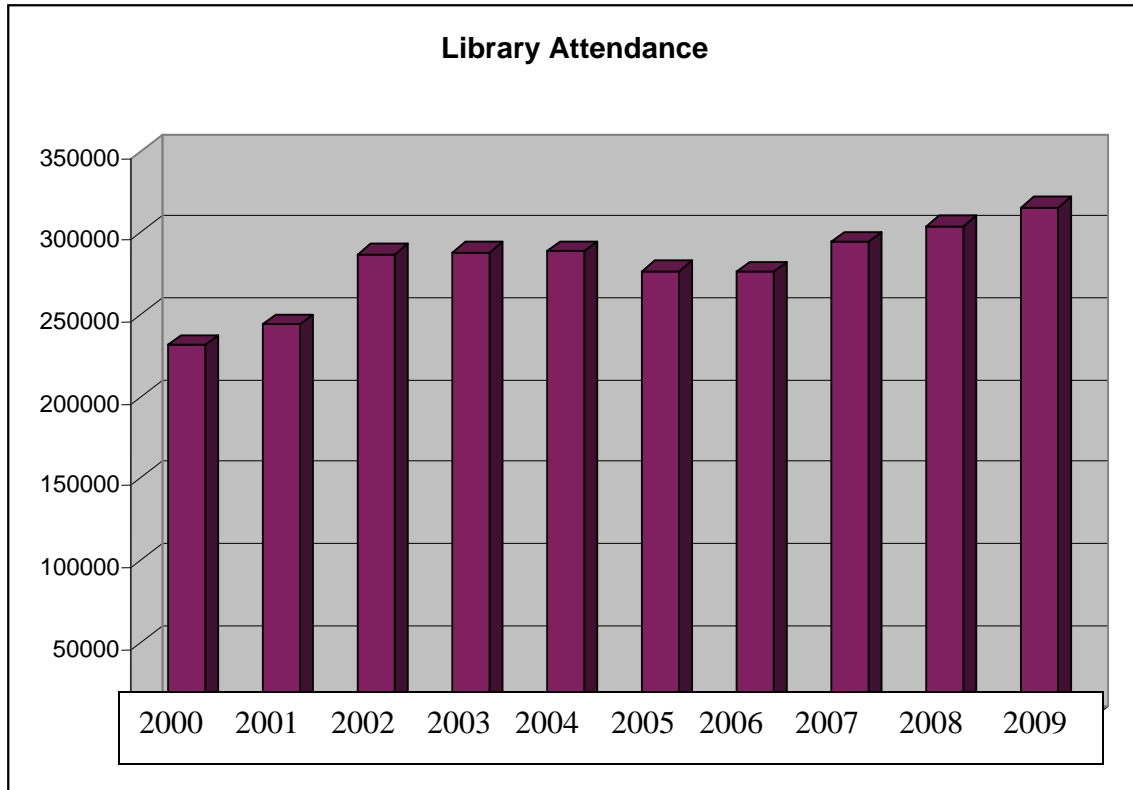
In late 2009 we added several new types of materials, including Electronic Games and language software programs that are very popular but haven't made the leap to the top of the charts yet.



### Patron Visits to the Library

The Library had 313,794 visitors last year. This is a 3.8% increase over 2008 when patron parking was limited by the almost year-long construction project at Town Hall that ended in March of 2009. June 2009 was exceptionally rainy and long standing precipitation records were broken all month long. The Library set its own new record for patron visits - we saw a 35.4% increase in foot traffic compared to June of 2008 when the entire building was closed for several days of renovation. Furthermore, we created 167 new library accounts in June. We typically average 130 cards a month.

Year	Visitors	Change	Notes
2000	230,086		
2001	242,117	5.22%	
2002	285,083	17.70%	
2003	286,403	0.50%	
2004	286,621	8.00%	Lost Sundays + 6 weekday hours
2005	274,867	-4.10%	Lost 3 weekday hours
2006	274,323	-0.20%	Regained Sundays + 9 weekday hours
2007	292,311	6.60%	
2008	302,234	3.39%	Parking restricted by Town Hall construction project & Library closed for renovations June 23-25
2009	313,794	3.82%	Children's Room closed Aug.24-28 for renovations



## The Networked Library

While the residents of Winchester enjoy our collection; they also take full advantage of our membership in the Minuteman Library Network with its 42 libraries. Our patrons are enthusiastic users of the online patron services provided by the Network and regularly request materials. We had 47,584 titles on our paging list this year. Additionally, patrons can renew their checkouts and pay their bills online.

Winchester patrons borrowed 53,921 items and we sent out 48,933 titles to customers in other libraries. A total of 102,854 items passed through our hands. This represents a 34% increase in Network Transfers over the 76,585 items we handled in 2008.

The growth of Network Transfers continues to challenge us. We rely on a corps of dedicated volunteers to help us gather titles from our shelves for local requests and those going out for delivery. In 2009 we saw an average of 510 titles per day on our hold shelf. But there were several days when we had more than 700 items waiting for pickup; including one day in September with 748 titles waiting for our patrons. We are constrained by the layout of the circulation area and continually seek ways to maximize space and minimize workflow.

<b>2009 Network Transfers</b>	<b>Provided</b>	<b>Borrowed</b>
January - March	12,092	15,269
April - June	12,203	12,193
July - September	12,731	13,275
October - December	11,907	13,184
<b>Totals</b>	<b>48,933</b>	<b>53,921</b>

## **Personnel**

In early 2009 the Town of Winchester encouraged all town employees to participate in a furlough program to save expenses. Jeri Cerutti went out on furlough in February and then transferred to the temporary pool at the end of the fiscal year in July 2009. Her fifteen hours have not been filled. Additionally, Anita Colasante, a desk assistant and Renee LaFontaine, a senior page volunteered to cut back on their shifts for a very brief period.

Sarah Huntington, a senior page, has been on medical leave since June of 2009. Monique DeVos, a senior page, left for health reasons and Lisa Heller, also a senior page, left to pursue other interests. Karen Fagan, Mitzi Pereira and Elaine Seliger were hired as senior pages this fall. Peter Gillis, a high school student, and Susanna Mei, a college student, worked as pages during the summer and devoted most of their time and attention to the Children's Department.

The Circulation Staff relies on the in-house blog and the new Minuteman Staff Information Center to keep current with policy and procedural changes. Two staff members, Noreen O'Gara and Charlie Gillis, participated in the Massachusetts Statewide Delivery Committee that was established to simplify and streamline delivery practices.

## **In Conclusion**

The friendly and welcoming staff at both Circulation Desks is the public face of the library for many users. We will continue to offer outstanding, patron-centered service even as we deal with twin challenges of limited work space near the public desks and increasing circulation of our own materials and those traveling through delivery.

Respectfully submitted,

Noreen O'Gara  
Head of Circulation

# **INFORMATION SERVICES**

## **(Adult Reference)**

### **Introduction**

During a year in which we've experienced one of the busiest years on the reference desk ever, we've also devoted considerable time, energy and funds toward developing and expanding services for our patrons who use our library from home, work and school. More electronic resources, online reservations for classes and museum passes and circulation of many reference materials are examples of ways we are helping our patrons save time and money while finding what they need as quickly and efficiently as possible.



### **Use of Reference Services**

The 2009 total for in-person reference transactions is the highest since 2002 and totals for most other services are significantly up. Database searches increased by 23% with approximately 70% of those originating from remote users. Use of our PCs is only slightly up in spite of having added two additional machines, however wifi use is up 47%. All reference librarians were heavily involved in developing and presenting programs this past year and attendance is up by 62%. Over 50% of the nearly 3,000 museum passes we provided during past year were reserved online by our patrons.

<b>Database Title</b>	<b>2008</b>	<b>2009</b>	
<b>Ancestry.com</b>	1049	4058	
<b>Daily Life Online</b>	1577	3381	
<b>Facts On File</b>	1870	2922	
<b>Gale Databases</b>	14447	16729	
<b>Heritage Quest</b>	2336	2804	
<b>Historical New York Times</b>	2129	1718	
<b>Learning Express</b>	115	118	
<b>Lit Finder</b>	114	31	
<b>Literary Reference Center</b>	1373	392	
<b>Massachusetts</b>			
<b>Newspapers</b>	3386	2018	
<b>Newsbank</b>	240	561	
<b>Novelist</b>	1457	1159	
<b>Reference USA</b>	228	944	
<b>Serials Solutions</b>	513	799	
<b>WorldCat</b>	508	600	
<b>Additions for 2009</b>			
<b>Mango Languages</b>		345	
<b>New England Ancestors</b>		62	
<b>Total</b>	<b>31,342</b>	<b>38,641</b>	<b>up 23%</b>

## **New Services and Resources**

Two additional PCs were added in reference as well as a scanner for the public. The wall mounted projection screen in the meeting room is used for all reference programs and film screenings. New databases purchased this past year include, *Mango Languages*, *A-Z Maps*, and *Morningstar Investment Research Center*. We've also picked up the cost for *Literary Reference Center*, a popular and very rich resource formerly paid for by the State. We expect to lose more services and resources in the coming year as the BPL cuts back on their own electronic resources which our staff and patrons use remotely. The regional system faces reorganization and elimination of some core services which we consider essential, particularly the ILL services provided by the regional staff at the Wellesley Free Library. We added three new museum passes in 2009, Orchard House, Concord Museum and Mass Audubon and dropped The Sports Museum and the Harvard Art Museum. Book-a-Librarian, a service which we began last year is slowly gaining in popularity, particularly with the many job seeking patrons we currently serve. Topics for Book-a-Librarian appointments this past year include help with downloading photos, using Facebook, researching a company to prepare for a job interview and many requests for setting up an email account. We continue to experiment with use of the mobile desk, when and where to use it and how many hours per week. We expanded our roaming reference duties to include keeping watch on teens in the library most afternoons

throughout the building and in the PC area in reference. In 2010, we plan to expand use of the mobile desk to include morning hours and early evening hours, leaving one librarian to staff the main reference desk.

## **Print Reference Collection**

We continue to cancel standing orders for print reference sources and are purchasing almost no reference sets. Standard (and very expensive) directories we couldn't function without a few years ago are barely touched as patrons want all their information to be accessible online. We've also canceled most of our standing orders for government documents as much of this information is now available through the federal and state websites. The total saved during the past year for canceled standing orders amounted to almost \$4000, providing the funds needed to purchase *Morningstar* and other online resources. In order to make the most of our existing reference collection, we are allowing most titles to circulate for three day loans.

## **Reference Department Programs**

We expanded our Internet and computer class offerings of the past few years to include outside speakers on a wide variety of topics. More programs and excellent publicity by Janet and Marie have increased attendance by 62% in 2009. Genealogy programs, Internet classes on travel, Facebook, EBay, health and PC basics were well attended. Winchester residents Ron Weisinger and Dave Fonseca provided several excellent programs. Kate May presented her class on job search skills to a local networking group. Marie, Janet and Molly devoted many hours to their work on the One Winchester Committee. Their international film series resumes in January 2010. Molly has begun a very successful YA film series, showing movies on release days for McCall students.

## **Marketing and Promotion**

All the reference staff members have contributed excellent suggestions on ways to better market our resources and services. We promote our databases and print collection heavily during all our programs and in rotating displays in the reference room. Marie actively connects with the conversation groups who meet in the Library, demonstrating our resources at their meetings and seeking their input on recommendations for language resources for our collection. Molly has had great success making use of the McCall Parents Newsletter to publicize YA events and the services we provide to parents and teachers. Elaine, Janet and Marie serve on the committee that is currently working on launching and maintaining the Library's Facebook page.

## **Focus On Business**

Business has been our special area of concentration for 2009. Librarians attended workshops on Facebook, IM, Google, and database searching. We have also taken tours of the Middlesex Law Library and the Kirstein Business Library. Class topics for public programs included interviewing techniques and other skills for job searchers, Facebook, eBay, budget travel, comparison shopping, PC basics and others which provide information for our patrons to better manage their personal finances and professional lives. *Morningstar Investment Research Center* is now available for all patrons in the Library with remote use for Winchester Residents. A scanner for the public is now available in the reference room and fax service is coming in early 2010. Nework@the Library continues to meet, giving local small business people the opportunity to share ideas and market their services to the community. We will continue concentrate on business for the coming year but will expand the focus to include topics relating to consumer issues. Elaine will be offering more sessions on finding health information online and Kate and Paula will repeat their popular budget travel presentations.

## **Acknowledgements**

Sincere thanks to all the reference librarians for their hard work and positive attitude during this very busy year and to Barbara and Ann for their strong support. As always, many thanks to David for all he does to keep our department equipment running and our patrons happy.

## **Conclusion**

We've always recognized that library patrons rely more on our services during difficult economic times and it's never been more evident than during the past year. In the coming year we face the unique challenge of responding to an expected rise for in-library use of our services while continuing to develop and implement ways to reach out and expand our patron base.

Respectfully submitted,

Julie Kinchla  
Head of Information Services

## TECHNICAL SERVICES

Technical Services is responsible for acquiring and providing access to books, periodicals and audiovisual material. Judi Holland is primarily responsible for acquisitions. The rest of the staff, assisted by volunteers, handles the physical processing of material, creates catalog records, and performs other technical services functions, e.g., producing reports to assist collection development, monitoring the database records to ensure continued accuracy, and repair and preservation of the collection.

Technical Services staff also participates in non-departmental activities. Much of David Strugnell's time is spent outside Technical Services providing technology support, assisting with the library website, and producing publicity material for library events. Gerry Pothier participates in collection development as a non-fiction selector, creates monthly displays of non-fiction material, and provides reference desk coverage for Children's.

### Cataloguing

#### New Items

We added 7% more items in 2009 than we did in 2008 despite an overall decrease in departmental hours. Approximately 10% of these items were new to the network thus requiring us to create the bibliographic record.

Weeding did not quite keep up with additions so after two years of decreases in the size of the collection, the collection increased by 2% in 2009.

	2009 Holdings	Items Added in 2009
<b>ADULT</b>		
<b>Circulating Print</b>		
Fiction	16,601	2,386
Express	373	482
Large Type	1,024	203
Young Adult	3,095	640
Non-Fiction	33,410	3,221
<b>Total</b>	<b>54,503</b>	<b>6,932</b>
<b>Circulating Audio-Visual</b>		
DVD	8,079	943
Music	3,096	505
Books on CD	2,978	540
Spoken Playaway	267	186
CD-ROM	19	0
USB language device	4	4

Console Game		38		38
<b>Total</b>		14,481		2,216
<b>Non-Circulating</b>				
Reference		2,703		147
Local History		945		1
<b>Total</b>		3,648		148
<b>ADULT TOTAL</b>				
		<b>72,632</b>		<b>9,296</b>
<b>JUVENILE</b>				
Circulating Print				
Fiction		20,211		3,001
Non-Fiction		17,287		2,060
<b>Total</b>		37,498		5,061
<b>Circulating Audio-Visual</b>				
DVD		1,389		339
Music		515		74
Books on CD		870		203
Spoken Playaway		51		51
CD-ROM		191		30
USB language device		6		6
Console Game		24		24
<b>Total</b>		3,046		727
<b>Non-Circulating</b>				
Reference		475		62
Professional		275		9
<b>Total</b>		750		71
<b>JUVENILE TOTAL</b>				
		<b>41,294</b>		<b>5,859</b>
<b>GRAND TOTAL</b>				
		<b>113,926</b>		<b>15,155</b>

## New Collections

We devised classification and processing for new collections:

- Adult Graphic Novels
- Language Instruction on USBs for Children's and Adult Collections
- Console Games for Children's and Adult Collections
- McNaughton Rental Books and DVDS

## **Classification Changes**

In addition to processing and entering new items, we worked to improve access to existing material.

We re-classified and re-labeled over 300 children's books to establish the Illustrated Fiction collection.

The Young Adult paperback collection was interfiled with Young Adult hardcover books again so we re-classified the paperbacks again. The YA collection is well-traveled as many YA titles spend the summer in the Reading List Collection. Our procedures for this are well-established and generally well-executed.

We continued to address non-fiction call numbers. Over time, vendor cataloguing practices have changed, as have our local practices, and the size and nature of the collection. This has resulted in some areas with inconsistent call numbers. We have identified particular problem areas, e.g., World War II, and are re-classifying items as necessary to make the collection more coherent.

## **Processing Changes**

We began bar-coding new items on the outside as mandated by the statewide delivery committee. While seemingly a trivial change, this change had a great impact, generally adverse, on our work flow. We have adapted to this change in our processing of new items and repair of old items, but we have yet to devise a practical way of handling large scale withdrawal of items with exterior barcodes.

Not all processing changes were negative. We streamlined many of our own processing routines. Most were small changes, e.g., using genre labels rather than re-typing spine labels to add genre prefixes, however, with the volume of material we handle, small changes add up to significant time-savings.

## **Temporary Records**

One of the most onerous tasks we faced each year was the temporary record upgrade project. Temporary records are records Central Site creates when they are unable to locate a full MARC record. Central Site changed the procedure this year. Rather than deluging the libraries with a year's worth of problems at one time, they are posting a list quarterly. Central Site bibliographic staff has encouraged libraries to send the items rather than filling out cataloguing forms and photocopying significant information. While we generally prefer not to take items out of circulation, the turnaround time has usually been no more than the standard loan period.

## **Periodicals**

At the end of 2009, we had 165 periodical titles and over 2700 individual issues.

Although our vendor handles ordering and renewing periodicals, publishers frequently do not act on these renewals appropriately, and even when they do, the mail often goes astray. Therefore, we need to monitor periodicals for missed issues, duplicate subscriptions, unidentified gift subscriptions, and wandering expiration dates.

The recent increase in the number of periodicals going out of business, changing their frequency, their format, or their name only adds to the challenge.

We were required to solicit bids for periodicals this year. Preparing the material for the bid was a significant undertaking, but it also provided an opportunity and incentive to take a closer look at our collection to determine what periodicals would serve our patrons best.

## **Acquisitions**

There is no clear way of measuring acquisitions work. One can draw a correlation between items entered and items ordered. One can look at the amount of money spent. Or the backlog of orders to be issued. Or statements of accounts from vendors. Anyway you look at it, we are doing a great job. We are on target with our expenditures, we have no backlog, and our accounts are up to date.

Acquisitions, however, is not without problems. It continues to be a hybrid system. Approximately half of the items entered were ordered outside of the III Acquisitions system. This may be dictated by network policies, vendor requirements, selector preference, or efficiency. We also have large standing orders for fiction and continuations.

Anything ordered outside of Millennium creates record-keeping and accounting challenges. One of our goals for 2010 is to find a way to decrease ordering outside Millennium, devise a more efficient system of tracking those orders which must be ordered outside the system, and to develop a system of checks and balances for the accounting entries for these items.

We increased production without sacrificing quality or staff sanity. We had only one flood. It was a very good year.

Respectfully submitted,

Geraldine Pothier  
Head of Technical Services

## CHILDREN'S SERVICES

As the fingerplay states, "...my little house is shining like a brand new pin." The Children's Room underwent a renovation in 2009, and the responses from patrons, young and old, have been very positive. The purple poles and geometric carpet design are appreciated. There is a sense of newness to some of our services, as well; the best of the "old" has been retained and refined.



In terms of the collection, a new designation of "J Illustrated Fiction" has pulled out and highlighted those books that are too high in density and subject matter to be labeled picture books, but are not chapter books. They have a space of their own that allows some to be displayed, and they are now very popular. We have added a much-appreciated Graphic Novel collection, Playaway format audiobooks, and games in Playstation 3, X-Box 360 and Wii format. As we think of our databases as an integral part of our collection, we have added World Books' "Inventions and Discoveries" and "Early Peoples" accessible both from home computers as well as when visiting the library. We have added a reader's advisory database, Novelist K-8, as an aid to parents as well as educators searching for read-a-likes, books in series, and simply help finding the perfect story. Many of our reference interviews now include mini-lessons in how these databases can be a vital part of a research assignment.

As for school assignments, we are working closely with the school librarians to develop a successful system for notification. We have been an integral part of the development of a long range plan for the School Libraries, have met to discuss shared bibliographies, and pulled together materials on special topics as requested by the librarians. As an example,

we researched and provided one school with a list of 40 websites pertinent to the MCAS test. We have met with the new teachers and their mentors to discuss our services and listen to the needs. Book Discussion Kits, including paperback copies, related titles, realia and a notebook of activity ideas, are being used extensively by parents in the school system with Literary Lunch programs.

Our thematic programming has continued to draw crowds, as well as highlight books in the collection. From “Surprising Science” to “Ready, Set, Grow” to “Abenaki to Zuni – National American Indian Heritage Month,” the themes have reflected the variety that is the library. The Summer Reading Program, “Saddle Up and Read, Book-a-Roo,” drew an unprecedented crowd of “rowdy” participants -1,010. Their cowboy boots or sombreros covered the poles, and they “lasso-ed” many a good book.

Our regular programming, i.e., our storytimes, has ranked as our major success story for 2009. By eliminating the age designation for the morning storytimes, embracing ages 2-5 at each session, our attendance has skyrocketed. It was a matter of realizing that parents and caregivers needed to be able to come to the storytimes on a more spontaneous basis in their busy lives. We had to remain competitive, though it is more difficult to plan a storytime for such a wide age range. The team of librarians has risen to the occasion, as always, using broader themes and flexible choices.

That same team of professional librarians is the key to our ability to perceive and then meet the needs of our patrons. We confer on a constant basis; discussing the materials, the patrons, the programs, the reference and reader’s advisory needs. During one month of 2009, children’s department circulation increased by over 12%. Obviously, we are doing some things right. The Children’s Room draws not only from the Winchester community, but from several surrounding communities. Our Children’s Room is a destination of choice. It can, at times, be overwhelming; but is always a matter of great pride.



## **Children's Services Statistics**

Reference Assistance	9,735
Teacher Packs	95
Internet Use (2 stations)	920
Program Attendance:	
Regular storytimes	2,400
Special Programs	2,098
Summer Reading Program	1,010
Pattycake Place	2,175
R.O.A.R. Program (Children's only)	4,208
School Visits/to and from	305
Total Program Attendance	12,241

Respectfully submitted,

Yvonne Coleman  
Head of Children's Services

## FY 2010 BUDGET

	FY 09 Budget	FY 10 Budget
<b>Permanent</b>	1,150,133	1,132,386
<b>Sick Leave Buy Back Non-Union</b>	3,650	2,225
<b>Temporary</b>	68,099	68,099
<b>Overtime</b>	29,061	29,061
<b>Personal Services Total</b>	<b>1,250,943</b>	<b>1,231,771</b>
<b>Office Supplies</b>	15,000	15,000
<b>Printing and Supplies</b>	800	800
<b>Books and Periodicals</b>	196,806	196,729
<b>Cleaning Supplies</b>	1,100	1,100
<b>Household Supplies</b>	1,600	1,600
<b>Electrical Supplies</b>	2,400	2,400
<b>Hardware</b>	400	400
<b>Painting Supplies</b>	100	100
<b>Small Tools</b>	100	100
<b>Chemicals</b>	750	750
<b>Audio-Visual Supplies</b>	0	0
<b>Food and Groceries</b>	200	200
<b>Total Supplies &amp; Materials</b>	<b>219,256</b>	<b>219,179</b>
<b>Printing and Stationery</b>	4,200	4,200
<b>Postage</b>	2,600	2,600
<b>Telephone</b>	2,000	2,000
<b>Advertising</b>	700	700
<b>Travel</b>	1,300	1,300
<b>Clean &amp; Sanitary</b>	14,200	14,200
<b>Landscaping</b>	4,800	4,800
<b>COM R&amp;M Tools &amp; Equipment</b>	2,200	2,200
<b>R&amp;M Bldg &amp; Structure</b>	16,000	16,000
<b>R&amp;M Furniture/Equipment</b>	600	600
<b>Tuition</b>	600	600
<b>Contractual Service</b>	49,800	53,800
<b>Total Contractual Services</b>	<b>99,000</b>	<b>103,000</b>
<b>Dues &amp; Memberships</b>	1,050	1,050
<b>Furniture &amp; Fixtures</b>	10,000	10,000
<b>Library Total</b>	<b>1,580,249</b>	<b>1,565,000</b>

## **Sunday Hours**

This is the fourth year that Sunday hours have been privately funded by generous donors. It costs \$30,000 per year to have the library open for 3 hours on Sundays and during those few hours approximately 350 people visit the library. Donors who wish to dedicate a Sunday to a friend or family member are honored with their photo displayed in the lobby on their special day. Sundays can be “named” for a donation of \$1,000. Gifts made to the library can be designated solely for the purpose of Sunday hours.

This year donations have been received by

Anonymous  
Board of Library Trustees  
Pam and Carl Boerner  
Robert C. Carco Charitable Foundation  
In memory of Angela Dyson (Osgood)  
Gentle Readers’ Book Club  
Gerald F. and Joan P. O’Neil  
Cynthia Latta  
Tom and Jo-Ann Michalak  
Tom and Jill Pappas  
John and Peggy Roll  
N. Tsao  
Robert and Courtenay Williams

## **Grants and Funds in Trust**

The Library Trust and Endowment Funds are conservatively invested by the Winchester Commissioners of Trust Funds. The beginning value of our Library Endowment was \$751,824 and the ending value was \$867,835. The beginning value of our Trust Funds was \$485,029 and the ending value was \$528,586. Approximately \$12,000 per year is budgeted for new materials from trust funds and does help offset our material expenditure requirement for state certification.

The Winchester Co-Operative Bank has generously supported our ROAR (Rush Out and Read) program for another year. The John and Mary Murphy Educational Foundation has funded Winchester Reads (\$10,000 for 2008 and 2009), the International Fund (\$10,000 for 2008, 2009, and 2010), and the Lynda Wills Fund (\$25,000 for 5 years). EnKa and Rotary have again made generous gifts of \$2,025 and \$2,000 respectively to provide museum passes for Winchester residents. Family Action Network (FAN) donated \$350, memorial/honor gifts totaled \$3,576, and donations of \$11,070 were received toward the Endowment. Our State Aid Award was \$37,760. These grants are provided to enhance library services and not offset general operating costs.