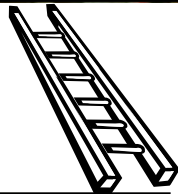


FINAL VERSION

2010

UNDER CONSTRUCTION

Lower Merion Library System



**ANNUAL
REPORT**



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THE YEAR IN REVIEW

The Lower Merion Library System

State of the System



Change, Changed, Changing—Conjugating Transition

The Lower Merion Library System entered 2010 with a lot to decide, a short time in which to think about it, and a serious dollar clock ticking.

As many may remember, the Library System ended 2009 with approximately \$370,000 less per year in state funding from the elimination of statewide library card reimbursements and reductions in state aid. Because these funds were used for collection development and technology provision, the Library System was faced with the need to support those crucial services with only 35% of the funding it had had only a few years ago.

Faced with its own dollar dilemmas, the Township continued to leave vacant positions unfilled, except in a few mission-critical situations. By the first week in January 2011, the Library System had ten vacancies (7 FTEs). Only the fact that Ludington Library was closed for renovations allowed LMLS to keep hours open and service levels in place.

As the year concluded, the Library System had formed a new relationship for technology provision through membership in the Montgomery County Library and Information Network Consortium (MCLINC) and had re-scoped its existing relationship with longtime network providers, Advanced Workstations in Education (AWE) to cover its public computer service. LMLS also had a new arrangement with the Township to assist the six local libraries with collection purchasing.

Although each of these changes called upon staff and public alike to re-learn basic skills, each change also brought with it new opportunities for service and growth. Again we thank our terrific staff for hanging in there and the Township for both its Operating and Capital Project support as we look forward to reopening the newly renovated Ludington Library in 2011.

 *Christine Steckel, Director of Libraries*

Library Renovation Projects

Ludington Library Renovation

The Ludington Renovation Project started the year with the need to empty the building and prepare it to be turned over to the contractors. In January, most of the collection was moved to the Library System's remote storage facility. Staff was redeployed to back-fill vacant positions at several of the libraries and to work with the collection in remote storage. Ludington was reduced in hours, staffing and collections to a configuration dubbed Ludington Lite. On January 22, the official groundbreaking ceremony took place inside due to inclement weather.



Ludington's January 22, 2010 groundbreaking ceremony

Over the next few months, furniture and equipment were stored, sold or given away. Offices were packed up and stored. Preparations continued for the Ludington Lite trailers whose arrival was delayed due to the large amount of snow received and to questions about the sprinkler and other safety systems. On February 22, the BOC approved the budget for the new furnishings.

The trailers finally arrived on April 13 and work began immediately to set them up and hook up the electric lines, data lines, and water lines; all of which were drawn from the building to the trailers through a trench across the parking lot. On April 26, Contracting Systems Inc. took control of the building, and construction began.

On May 3, the collection and furniture designated for the trailers was moved in and on May 10, the trailers opened to the public. The Ludington Lite trailers proved to be more popular with the public than expected and became the second highest circulating branch of the Library System, with over 240,000 transactions.



New steel framing goes up on the Ludington Library expansion.

Work on the project continued over the summer and into the fall, and most of the interior of the building was gutted for the renovation. The drainage basin and the storm sewer management project were completed. In September, the steel arrived and the framework of the two additions was created. A "Signing of the Steel" ceremony was held on September 22. In November, the bids for the data and communications cabling were approved.

At the end of the year, the project was awaiting the arrival of more steel to begin enclosing the building, and we are still looking forward to a late summer reopening.

Bala Cynwyd Library Renovation

Although the Board of Commissioners continued to debate the scope and timing of the Library Renovation projects, the Bala Library Renovation was next in the original sequence, and meetings began to discuss roof repair, HVAC replacement, and other maintenance upgrades which would involve the French International School, the Bala Library's condominium partner. The roof and HVAC have long been on the deferred maintenance list for the condo partners and must be upgraded whether or not the renovation and addition project goes forward.

In August, the Township authorized Pennoni Associates, Inc. (Township Engineers) to hire a company to do an infrared survey of the leaky Bala Cynwyd Library and French International School roof. The infrared survey found only 3% damage to substrata, which means the roof can be repaired (rather than replaced) and receive a ten year warranty.

Meetings with the Township, VITETTA and the French International School led to a recommendation to replace the current HVAC system with a geothermal HVAC system. In September, the Board of Commissioners approved authorizing Vitetta to design the Bala Library project with geothermal HVAC.

Fire sprinkler discussions noted that the full renovation of Bala Cynwyd will trigger the requirement for fire sprinklers in the library. The French International School is not required by code to install sprinklers but may want to plan for them in the future or use this opportunity to install them.

End of the year discussions with the French International School centered on financial arrangements, the location of the necessary geothermal well-field, sprinkler costs, and schedules.

Early indications are that geothermal installation would require the library to close for three months. If the entire project were done, the library would close for at least twelve months. There will be no Bala Cynwyd equivalent to Ludington Lite while the library is closed.

Coinciding with the above discussions, the Bala Cynwyd Library Board met with the Capital Campaign for Lower Merion Libraries officials. The board began looking over potential donor lists and discussing a 2011 event to bring donors together in the library to discuss renovation plans.

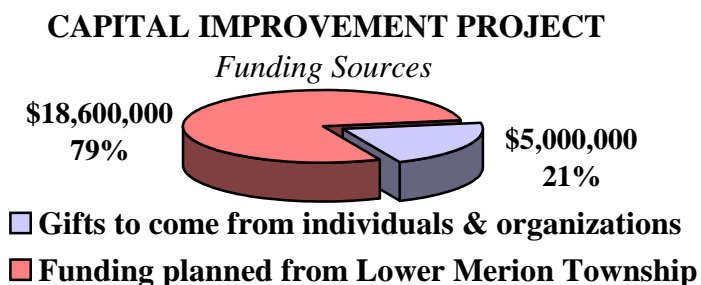
 *Margery Hall, Head Librarian, Ludington Library*
& *Jean Knapp, Head Librarian, Bala Cynwyd Library*

Building for the Future: the Campaign for Lower Merion Libraries

In its second full year of the *Building for the Future* campaign, the Lower Merion Library Foundation (LMLF) saw continued strong support for the renovation of the Lower Merion libraries. To bring the campaign message to more people, LMLF hosted two luncheons with One Book One Lower Merion selection authors Pete Hamill in January, who spoke about his book *North River*, and in November with Tracy Chevalier, who came to Lower Merion to speak about her novel *Remarkable Creatures*. During both events, the authors spoke to guests about the tremendous influence that their libraries had on them, Mr. Hamill recalling the wealth of self-teaching resources in his Brooklyn neighborhood library, and Ms. Chevalier recalling a librarian who had weekly book suggestions for her. As a young person, Ms. Chevalier envisioned only two careers: author or librarian.

Throughout the year, members of LMLF's Campaign Committee, increased by some new members, worked tirelessly to spread the word about the importance of honoring the libraries' places as cornerstones of people's lives. Committee members continually reached out to the community as champions for the Building for the Future campaign and, in turn, were able to develop an ever-growing pool of advocates for the planned renovations. Supporters responded enthusiastically by raising the total dollars committed to more than \$2 million by year-end 2010 to help reach the \$5-7 million fundraising goal.

Lower Merion residents have watched dramatic changes unfold since January at the Ludington Public Library construction site, and leaders participated in a "topping of the steel" ceremony as the last beam for the addition was put in place. Ludington will reopen with the Township's first green roof, planted with a succulent that holds moisture, thus managing storm water and insulating the building below naturally. Successive projects are planned to proceed at all sites through 2015.



Lower Merion Library Foundation

Capital Campaign Committee

Charles J. Bloom, Chairman

Sylvia C. Blume
Cheryl K. Cheston
Pamela K. Clark
Charles J. Davidson
George M. Dorrance, III
Leonard Dubin
James S. Ettelson
Lenore J. Forsted
Steven L. Friedman
Michael L. Golden, Jr.

Patricia Green
Harry C. Hannigan
Ruth S. Laibson
Catharine E. Maxey
Mary Ann Meyers
J. Barton Riley
David Sonenshein
Patricia H. Suplee
Helen S. Weary

The Processing Center

Located at 104 Ardmore Avenue and sharing a parking lot with the Ardmore Library, the LMLS Processing Center is the hub for several essential behind the scenes library activities: 1) Acquisition of new materials 2) Cataloging of new materials 3) System-wide delivery of materials.

Although the Processing Center began 2010 with its usual designated responsibilities for cataloging and acquisitions, four members of the Ludington staff moved in early in the year to handle remote storage activities while Ludington was renovated. This resulted in a heightened level of activity at 104 but was in no way a distraction. The requests by the public for items in remote storage increased the volume of bins leaving here each morning in the delivery and resulted in our driver changing his delivery routine to accommodate the additional volume. The heavy volume of the daily delivery was somewhat mitigated by the System's institution of holds fees, which caused the public to think before requesting a hold.

The LMLS Remote Storage shelving is manufactured by Montel (a long-established Canadian corporation), is electric-powered, and moves on tracks set in the floor. During 2010, Processing dealt with recurring problems associated with this shelving. Units often were unavailable due to wiring and track issues which affected the Ludington staff's ability to fulfill patron holds on storage items. Montel installers came early and often (at no charge), deciding finally in September to install new overhead scissor-arm assemblies to replace the defective track assemblies. Minimal downtime has resulted since that installation.

Following the decision in June to join the MCLINC family of libraries, the Head of Processing began meeting in July, anticipating the many changes necessary in the new environment and essential to the migration of LMLS data to MCLINC.

This included data mapping, telecommunications cutovers, policies, and many other activities dealt with by the LMLS/MCLINC Profile Team. The Processing Head also was part of the MCLINC Database Profile Team which concentrated solely on database cleanup and the steps required for a successful migration of data from one system to another. The first test merge was held at the end of November with only a 2% match rate. Polaris ILS loosened the parameters of the match points and LMLS/MCLINC realized a 50% rate. Polaris ILS considered this to be an excellent result. There remains a considerable amount of database cleanup, but this will be accomplished throughout the coming year(s).

The merge with MCLINC resulted in Processing Center staff adjusting their cataloging duties to conform to MCLINC procedures. This primarily involves searching our databases differently and sending each bibliographic record through a certification software program. Staff must ensure that new records meet the MCLINC standards. Adding these quality control steps to our workflow will reduce the number of items that are cataloged each month, however. With the MCLINC merge and the opening of the LMLS database to most of Montgomery County, we have seen an increase of 50% in the delivery volume.

Statistics

2010 Monthly Statistics

	Books	A/V	TOTAL BIBS CREATED	Items Entered	Bibs Deleted
January	1,072	425	1,497	1,502	473
February	887	416	1,303	1,341	628
March	1,245	513	1,758	1,725	997
April	1,107	504	1,611	1,778	570
May	856	380	1,236	1,584	218
June	1,007	331	1,338	1,607	452
July	1,086	463	1,549	1,620	418
August	936	331	1,267	1,308	3,324
September	742	262	1,004	1,332	1,539
October	614	295	909	1,486	9,541
November	902	324	1,226	1,576	794
December	524	83	607	1,381	124
TOTAL	10,978	4,327	15,305	18,240	19,078

Items Received

	Adult	Juvenile	TOTAL
January	1,072	605	1,677
February	1,276	573	1,849
March	1,647	542	2,189
April	1,743	639	2,382
May	1,038	535	1,573
June	1,481	794	2,275
July	1,449	557	2,006
August	930	484	1,414
September	1,341	492	1,833
October	1,104	832	1,936
November	1,257	587	1,844
December	985	344	1,329
TOTAL	15,323	6,984	22,307

 *Susan Leigh DeSilva, Head, LMLS Processing Center*

Collection Development

There were two items of special note for 2010 in Collection Development. One, which took place towards the end of the year, was the merger with MCLINC, necessitating many changes to our procedures. Although this may sound like a message from another planet, our “Z-part solution” for dealing with the multi-part set regulations in ACCESS PA, had to be dismantled. Many database clean-up projects were undertaken, and a Profile Team was put together to work on mapping our patron and item codes to MCLINC codes.

On December 9 – and definitely on the up side – when we went live with MCLINC, our patrons had access to the collections of over thirty libraries and branches.

On a less positive note, the other big item was the effect of the state budget cuts.

At the end of 2009, LMLS decided to continue spending on collections at 2009 levels using the LMLS fund balance while planning for the next few years. However, the decision to join MCLINC came with a \$63,000 price tag, and LMLS chose to take these funds from collection spending. In addition, Ludington Library cut its collection spending by another \$40,000 due to the lack of income while the Ludington building was closed.

One approach to reducing collection costs was to conduct a study of our current and other possible magazine vendors. A significant number of cuts were made to the System’s magazine holdings, and a new vendor was chosen. Other cuts in

spending were instituted in standing orders, reference spending, and regular book and audio-visual orders. We will continue to see a negative effect on collection spending in 2011 with the need to spend all state aid received on technology costs.

SWAT weeding continued throughout the year. The adult teams completed the Biography section, which ended our swing through the print collection. Round two began again with the Fiction Collection. The Junior SWAT teams completed the Picture Book section and started in on the non-fiction.

2010 SWAT Statistics

	Items Withdrawn	Items Transferred	Items Stored
Adult Teams	13,625	665	4,133
Junior Teams	15,993	87	564

Three of the libraries are now below their optimum size, giving them some room to grow, and the other three libraries are very close to their goal.

Lower Merion Library System SWAT Weeding

	2004 Collection Size	2010 Collection Size	Storage	Total with storage removed	Optimum Collection Size
Ardmore	43,117	37,284	4,334	32,950	31,350
Bala Cynwyd	123,035	116,545	6,533	110,012	103,345
Belmont Hills	20,516	17,092	1,346	15,746	20,792
Gladwyne	49,747	43,130	4,468	38,662	43,967
Ludington	166,804	148,083	6,361	141,722	144,857
Penn Wynne	51,057	40,652	5,794	34,858	30,455

One last item to mention is the addition of e-books and the Mango language programs to our offerings of downloadable materials. If you haven't tried Mango, don't miss this opportunity to learn a language – we're not kidding. Yes, you can!

 *Margery Hall, Head Librarian, Ludington Library*

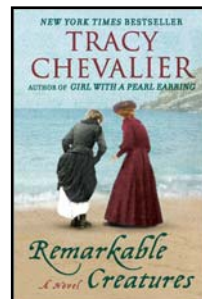
System-Wide Adult Services

One Book One Lower Merion Program

The One Book One Lower Merion program has become an important part of the Lower Merion Library System's mission to promote reading, the importance of books, and the sharing of ideas. To accomplish this goal a small committee circulates potential titles and a short list is created. After a spirited discussion, a

book is selected and the committee investigates possible programs to complement the book selected.

Although there had been a successful One Book One Lower Merion in January of 2010, the committee decided to have a second series at the end of the year due to the author's availability. The committee had selected *Remarkable Creatures* by Tracy Chevalier, and she was on a book tour in the fall and was interested in appearing. *Remarkable Creatures* is a fascinating story of two women who changed the course of scientific understanding of evolution through their discovery of fossils in 18th Century England. It's an amazing story of the social, intellectual and sexist barriers of the time and how these remarkable women overcame these obstacles. What's even more captivating is that the novel is based on real women.



Events:


- A series consisting of four classes was offered at the Bryn Mawr Film Institute and led by Alice Bullitt. The discussion, film clips and films demonstrated the enduring legacy of Jane Austen in cinema. *Persuasion*, the featured movie in the One Book events, takes place at the same time and in the same location as *Remarkable Creatures*.
- Dr. Walter Hoffman, Montgomery County Coroner, talked about forensic science in the 19th Century and what is available to scientists today. The event was held at the Annenberg Auditorium of Lankenau Hospital and the 75 people who attended were fascinated by his tales.
- Local scholar Ruth Anolik, well-known for her depth of research and insightful observations, led a book review. The participants had a stimulating discussion.
- A Taste of Britain, an English tea shop, offered discounts to customers who showed their library cards. It was a great opportunity to try the traditional English teas and treats that the characters in *Remarkable Creatures* enjoyed.
- Tracy Chevalier spoke to a rapt audience as she described how she uncovered the story of Mary Anning and Elizabeth Philpot and how her passion for fossil hunting grew. She showed slides of Lyme Regis, the setting of the book, and the beaches the story evolves upon. She was a fabulous speaker, engaging and approachable, and her final comments were about the importance of libraries. She said that she lived near a library as a child and went every week and made friends with the children's librarian. The children's librarian was important to her because she would put aside books for Tracy and would talk to her about the books. Tracy said that experience made her want to be either a librarian or a writer and, although she became a writer, she puts great value in libraries.

She signed books and spoke with everyone who waited in line and wanted to talk to her about other books she had written.

- Longtime OBOLM partner Bryn Mawr Film Institute showed *Persuasion*, the 1995 version, called “a wondrous adaptation” starring Amanda Root and Ciaran Hinds and filmed in Lyme Regis.
- Dr. Ted Daeschler, world-renowned paleontologist at the Academy of Natural Sciences, gave an amazing presentation about his experiences fossil hunting in the Arctic Circle in Canada and the important discovery that his team made. They unearthed the best evolutionary link between fish and limbed creatures ever discovered. The audience had lots of questions, and he was a riveting speaker. The Academy of Natural Sciences also donated four tickets to visit the museum so there were two lucky pairs of winners. The museum also gave a discount to those who showed their LMLS library card.

The OBOLM Committee was grateful to Brenda Viola, Township Information Officer, who interviewed Lenore Forsted and Cathy Bowen for LMTV. The program ran frequently on the township’s cable channel. The events were listed on the township’s website, in *The Lower Merion Messenger*, and in the library events booklet. There were wonderful photographs of Tracy Chevalier’s appearance in the *Main Line Times*.

The One Book One Lower Merion Committee is very fortunate to have many wonderful partners and supporters: the Lower Merion Library System, the Township of Lower Merion, Bryn Mawr College, Bryn Mawr Film Institute, Main Line Health and the Baldwin School all helped make One Book One Lower Merion another successful program.

 Judy Soret & Jane Quin, One Book Committee

Adult Summer Reading

2010 marked the fifth anniversary of the Adult Summer Reading Club. Despite Ludington’s non-participation due to renovations, well over 300 patrons joined the club reading and rating 1,986 books. Patrons, once again, were able to register online and log and rate books no matter where they were. The E*vanced software program continued to be popular with patrons and was used to alert members of book discussions, list weekly prize winners and publicize compiled lists of books and ratings.

Members enjoyed two book discussions led by Ruth Anolik. On July 27, Bala Cynwyd hosted a program on *A Reliable Wife* by Robert Goolrick. Members enjoyed a lively discussion on this powerful debut novel, a classical tale of suspense and seduction in which a wealthy widower advertises for “a reliable wife.” When she arrives, she is not quite what he expected but he, too, is keeping secrets.

In August, members met at Gladwyne Library to discuss Charlotte Bronte's classic *Jane Eyre*. Readers were delighted to make the comparisons between Ralph Truitt and Mr. Rochester and Catharine Land and Jane Eyre. Despite the years between these two publications, many similarities and shared themes were discovered and led to a thoughtful and interesting discussion.

In addition to the discussion books, the Stieg Larsson trilogy, Charlaine Harris' Sookie Stackhouse series, Stephenie Meyer's Twilight Saga, and the ever-popular Evanovich, Scottoline, Patterson, Connelly, Braun, etc., some other popular titles were: *The Sweetness at the Bottom of the Pie* (Bradley), *The Imperfectionists* (Rachman), *The Lonely Polygamist* (Udall), *Loosing Mum and Pup* (Buckley), and *Julie and Julia* (Powers).

By the end of the program, whether patrons had won a prize, attended a book discussion, or just logged and rated their books, all agreed they enjoyed the opportunity to read and share good books.

2010 Adult Summer Reading Club

	Registered Participants	Active Participants	Books Read	Fiction	Nonfiction
Ardmore	73	51	366	300	66
Bala Cynwyd	45	26	296	249	47
Belmont Hills	86	71	248	205	43
Gladwyne	34	29	187	156	31
Penn Wynne	194	145	889	794	95
TOTALS	432	322	1,986	1,704	282

 Jane Quin, Adult Summer Reading Club Committee

System-Wide Youth Services

Staff

In January 2010, Ludington Library's junior room staff was officially redeployed to various locations. Roseann Geist and Darlene Davis moved to the Bala Cynwyd Library; Laurent Mondon stayed at Ludington Lite, but provided additional story times at Bala Cynwyd on Thursdays; Gail McCown left for Ardmore where she does additional story times and crafts. Roseann will be reinstituting the craft program at Bala Cynwyd and will fill in for story time and SWAT as needed.

There was another shift in redeployment schedules when two library employees were sent to the Finance Department and one to the Recreation Department for three months. This shift caused a move of employees in the Processing Center and at the Bala Cynwyd Library. Darlene Davis filled in some of the hours at the

Processing Center to weed and do condition reports for the junior department while Lizzie McCown was at the Finance Department. After his summer assignment was over, Laurent was redeployed to Bala Cynwyd, but remained in the Finance Office one day per week.

Programs

Summer Reading Club was quite successful this year. This year's theme was *Make a Splash @ Your Library*. Children of all age levels participated in the various activities and programs, which included coloring pages to help decorate the libraries, magic shows, planetarium adventures, a Poseidon Adventures party where children dressed up like mermaids and pirates in an underwater palace, and other exciting adventures. Prizes included "Make a Splash" t-shirts, Rita's water ice coupons, IHOP coupons, Borders gift cards, books, flashing pens, digital bookmarks, flying discs and many other fun toys. 565 preschoolers; 585 middle school and 176 teens participated this year. Lower Merion Library System provided 87 programs during the summer with a total attendance of 2058! Participants read over 663,641 minutes during their summer break and are to be commended for a job well done.



Young patrons make 3-D Puffer fish at Penn Wynne Library

In addition to the SRC, many other programs were offered to the community throughout the year, including Primp a Pumpkin, making Gingerbread Houses, and numerous story times and crafts as well as drawings for Teen Read Week, Teen Tech Week and National Book Week.



The Science in the Summer program sponsored by GlaxoSmithKline was held at Ardmore, Bala Cynwyd, Belmont Hills, Gladwyne, and Penn Wynne libraries this year. The theme, which was Biochemistry, proved to be fun as well as educational. Over 100 children participated in this program.

SWAT Weeding

The Junior SWAT teams are progressing. They have completed weeding the entire picture book and Biography sections and are currently working through the 300's in the non-fiction section.

📁 Darlene Davis, Coordinator of Youth Services

Legislation (and Libraries)

State Budget for Libraries

Governor Edward G. Rendell's 2010-2011 budget cut the State Subsidy for Libraries by 2%. Part of this budget was based on expected Federal aid to the states to cover FMAP (Medicaid) costs, which was uncertain at the time of

passage. Following an intense national lobbying campaign, President Obama finally signed a bill providing \$26 billion in FMAP aid (PA share: \$595 million) and to retain teachers (PA share: \$380 million).

However, this \$595 million was still \$255 million short of what was needed to balance PA's state budget, and since it was already passed and signed into law, Governor Rendell had the unilateral authority to decide where to reduce spending to close the budget gap. He decided that the additional program cuts would be across-the-board reductions of 1.9% impacting nearly every state department, the courts, the legislature and the independently elected statewide offices such as State Treasurer, Auditor General, and Attorney General. Library programs were included and this reduced total funding for *all* programs by another \$1.2 million—from \$62.5 million to \$61.3 million. Within this amount, the public library subsidy specifically dropped from \$54.5 million to \$53.5 million.

Library Code


Senator Dominic Pileggi (R-Delaware County), the Majority Leader of the State Senate, drafted a resolution calling for a legislative review and study of Pennsylvania's Library Code, citing that the Library Code, first passed in 1961, was overdue for review, and indicating that it was time for the bipartisan Joint State Government Commission to study it and issue recommendations later in the year in time for the next Governor and next General Assembly.

Senate Resolution No. 343 (Printer's No. 2041), adopted June 22, 2010, directed the Joint State Government Commission to conduct a review of the Code as well as the current administrative and funding structures for Pennsylvania's public libraries. The resolution also called for the Commission to make recommendations for changes to and modernization of The Library Code and for an organizational and funding structure for the state's library system.

The report was completed on December 31, 2010 and on January 3, 2011 the Commission released it to the public. The full report (241 pages) can be found at <http://jsg.legis.state.pa.us> and the full report and a shorter file containing just the introduction and recommendations (11 pages) can be found at <http://www.palibraries.org/>.

Commission staff reviewed The Library Code and other state laws affecting public libraries, as well as the Department of Education's regulations governing state-aided libraries found in Title 22 of the Pennsylvania Code. The Library Code has been amended multiple times over the past 49 years, and there are inconsistencies between some of the standards established in the statute and the regulations. A proposed codification of The Library Code is included in the report, which attempts to modernize the style and language of the law, as well as reconcile inconsistent provisions of the regulations and the statute. Where recommendations for change are included in the proposed codification, they are clearly identified and commented upon.

The Commission's work is now completed. The report will foster further discussion and debate about public library services. It is not at all clear whether or not legislative action will follow. The Pennsylvania Library Association has indicated that it will be involved in further discussions about this report with members of the General Assembly as well as with officials in the Executive Branch of state government.

 Carolyn Conti, Staff Liaison, LMLS Legislative Committee

Staffing

The Township continued not filling vacant positions in 2010. As a consequence, the 19-hour per week Library Assistant position at Ardmore, the fulltime Children's Library Assistant position at Bala Cywnyd, and the 8-hour per week Library Assistant position at Ludington vacant at the close of 2008 remained vacant, as did the 17-hour per week Library Assistant position at Belmont Hills, and the 27-hour per week Library Assistant and the fulltime Reference Assistant positions at Bala Cynwyd that were vacated in 2009. Additionally:

- Rob Daigle resigned as Assistant Director of Libraries to pursue another career opportunity effective July 16, 2010.
- Jennifer O'Donnell resigned from her 8-hour per week Library Assistant position at Ludington Library effective July 21, 2010. She had been deployed to Bala Cynwyd Library during the Ludington renovation.
- Peggy Newman retired as Head Librarian of Ardmore Library. Her last day with us was August 31, 2010. We miss her bright demeanor but wish her well.
- We were pleased to welcome Jane Quin, formerly a Reference Librarian at Ludington, to the position of Ardmore Head Librarian. She has taken on the role quite capably. Ludington's Reference Librarian position remains vacant.



Peggy Newman passes the torch to Jane Quin.

We ended 2010 with four fulltime and five part-time vacancies with at least one additional fulltime vacancy expected early in 2011.

Staff Re-Deployment

Two facts stood out at the beginning of 2010: 1) the Ludington building would be closing for renovation with only a handful of staff needed to run the Ludington Lite trailers; and 2) the system was experiencing several staff vacancies which were affecting service. A plan needed to be implemented that would solve three needs: 1) Staffing the Ludington Lite trailers; 2) Working with the Ludington collection which would be in remote storage; and 3) Covering the staff vacancies at the other

libraries. This plan would also have to be flexible enough to respond to additional staff vacancies or needs at the trailers or at remote storage.

The first stage of this plan was implemented mid-January when Ludington cut back to its Ludington Lite hours, the move of the collection was started and certain staff members were moved to other libraries. One part-time staff member went to the Belmont Hills Library, one full-time staff member went to the Ardmore Library, and four and a half staff member equivalents were sent to the Bala Cynwyd Library. These included the Head of Reference at Ludington, another Reference Librarian who split her time between Ardmore and Bala, the Coordinator of Children's Services, a Children's Library Assistant, and a Circulation Department Assistant. Most of this deployment reflected the current staff vacancies, but the plan also included the move of most of the system's Reference services to the Bala Cynwyd Library, and some extra coverage for the Ardmore Library which was expected to see major increases in use from Ludington patrons.

In February, four staff members moved to our remote storage facility at 104 Ardmore Avenue to begin their work with the collection. This work included dealing with reserves and returns, processing all of Ludington's new materials, pulling and marking all of the items that were planned to remain in our storage facility permanently, and creating the new special collections that Ludington would be showcasing in the new library. It also turned out to involve major shifting and re-shifting of the collection as we discovered that Ludington's collection did not fit on the shelves as originally configured.

This left four full-time and two part-time staff members to handle the Ludington Lite trailers. The Head Librarian would oversee both the Ludington Lite facility and the work at our remote storage facility. Occasional help from the staff at 104 was required as we saw higher than anticipated use of the Ludington Lite trailers when they opened in May.

In the spring, the Library department was asked to assist two other departments in the Township who would not be hiring their usual complement of summer interns. From May through August, two Ludington staff members worked in the Finance Department and one assisted the Recreation Department. One was drawn from the trailers, one from 104 and one from Bala. This necessitated the remaining staff at 104 help fill in some of the hours at Bala Cynwyd and at Ludington Lite.

At the end of August, these three staff members returned but one of Ludington's Reference Librarians was removed from the redeployment plan when she was promoted as the Head of the Ardmore Library. This forced an additional change in the schedule.

The redeployment plan worked well and accomplished all of its goals due to the willingness of the Ludington staff and the staffs at the other libraries to be flexible.

There are additional staff vacancies coming up in 2011 and a new plan needs to be devised to cover those vacancies and to plan for the reopening of Ludington.

Staff Recognition & Development

In its seventh year the Lower Merion Library System Staff Recognition and Development Committee was charged with planning the LMLS June 10, 2010 In-Service Day and updating the *LMLS Orientation Handbook*.

The 2010 Staff Recognition and Development Committee was reorganized to include new members. Returning to the committee were Jen DeAngelis, Jean Knapp and Judy Soret. Volunteering to join the SRDC were Darlene Davis, Wendy Edwards, and Susan Leigh DeSilva. Thanks to all of these committee members for a fine year!

The *LMLS Orientation Handbook* was updated early in the year to reflect changes due to Ludington's renovation. It was placed on Athena where everyone can access it. In addition to library hours and general library information, the handbook is a good source of unlisted library phone numbers, faxes and timesheet codes.

There were a number of In-Service Day changes this year:

- As Ludington was closed for renovations, the SRDC decided to have ISD at the Bala Cynwyd Library. Due to space limitations and the requirements set by Pennsylvania Library Law to have continuing education credits, only those employees regularly scheduled for 20+ hours per week attended.
- The day was changed from full day to half day. Employees returned to their libraries following the half day In-Service. The libraries were open to the public for service from 1:30 to 5:30 p.m.
- Coffee and refreshments were provided, but lunch was not.

The topic for the June 10, 2010 In-Service Day was *What's My Communication Style* and there was a Mountain Adventure Applied Activity on team building. We were honored to have Judy Grant, Vice President of Human Management Services (HMS), Inc., as our trainer. Staff feedback on the workshop was very favorable. Mary Maguire, District Consultant Librarian, and Chris Steckel, LMLS Library Director, concluded ISD with closing remarks on library legislation and LMLS information.

Employee Recognition Awards

The Library Department was represented on the Township of Lower Merion's 20th Annual Employee Recognitions Awards Committee by Jean Knapp and Darlene

Davis. Library Department participation in ERA continued to be high. Many library staff members were nominated for 2010 WTG recognitions and 2009 Employee Recognition Awards.

The ERA Committee worked to plan the 2009 20th Annual Lower Merion Township Employee Recognition Awards Program, held on April 8, 2010. The ceremony celebrated the workforce and expressed appreciation for years of service, attendance, and outstanding performance. It was cablecast live and replayed during the month of April. Libraries were well represented in both nominations and attendance at the ceremony.



ERA 20-Year Service Award recipients

Robyn Langston, Ludington Library, received the *Outstanding Employee Libraries* award. Jennifer DeAngelis received *Outstanding Employee Administrative Support* award. Five library staff members received *Township 10 Year Service Awards*, two received *20 Year Service Awards*, one received retirement recognition, and seven library staff received Perfect Attendance recognition. Following the ceremony, the ERA Committee reviewed the ceremony and award categories.

After the April ceremony, a new project to further honor the 2009 Outstanding Employees was developed. A framed poster is displayed in the Township Administration Building that highlights each recognized employee and team. The information is also on the Township's website. The framed poster and website will be updated each year with the new honorees, providing year-round recognition for their achievements.

The WTG (Way to Go) program, which allows all staff to give a quick "thank you" to co-workers, continued to be successful. All submitted names are eligible for a monthly \$25 gift certificate and are listed each month in *The Chatterbox*, the Township employee newsletter.

The ERA Committee began preparing in 2010 for the 2011 ERA award ceremony that will be held in the Spring of 2011.

 Jean Knapp, LMLS SRDC Chairperson and ERA Committee Library Representative

Grants

In 2010, it was clearly evident that the waning economy was having a negative effect on the grant market. Private foundations were not open to collection development grants. The Institute of Museum and Library Services offered mostly special interest grants that targeted leadership projects, museum assessments, conservation, Native Americans and rural capital projects. Despite the dearth of appropriate granting opportunities, LMLS won a \$10,000 collections

grant from Praxair, an industrial manufacturer of gases. The award will be shared among the six libraries for the replacement high-demand children's classics.

 Patricia W. Rayfield, Grants Coordinator

Public Relations

It feels as though the Lower Merion Library System was in the news more than ever in 2010. Various items about the ongoing Ludington Library project and the proposed Bala Cynwyd Library project were frequent features in the pages of the *Main Line Times* newspaper. There were articles on Ludington's January 22nd groundbreaking, full color front page photos of the materials being moved out of Ludington in preparation for the project, an article announcing the opening of Ludington Lite, and an article and photos of the September steel signing ceremony. The proposed, and later approved, geothermal system for Bala Cynwyd Library was a front page article. The remaining projects to be done, Bala included, were frequent topics in the editorial section, with people speaking both against and in favor of continuing to renovate the libraries.

The One Book One Lower Merion program got double-billing this year as the January program cycle featuring Pete Hamill's *North River* was promoted and reported on in the beginning of the year, and then Tracy Chevalier's *Remarkable Creatures* was advertized and reported on in October and November.

In July, there was an article about the cuts in State Aid and the possible impacts on the System as given to the Township's Board of Commissioners by Director of Libraries Chris Steckel.

The *Main Line Times* reported on all of Ardmore Library's major changes. They covered Miss Val's retirement as Ardmore's storyteller in June. Peggy Newman got a nice sendoff with a lovely front page article, complete with photos, about her retirement in August as Head Librarian. There was also a small article about the Ardmore Library Board's farewell/welcome party for Peggy and Jane Quin.

An announcement that the libraries were preparing for the merger with MCLINC was printed in early December.

As usual, throughout the year there were numerous articles on the happenings at all of the local libraries in the *Main Line Times* and other publications such as *City Suburban News*. Highlights this year included the one day book sale at Ardmore's Paperback Book Shop in January, a joint venture between the Ardmore and Penn Wynne Library Boards; the 5th Annual Ardmore Library Kitchen Tour; the Past and Future programs on Lower Merion Township held at Bala Cynwyd Library; Belmont Hills Library's Poetry Contest, Arts Fair, and Princess/Prince Tea Party; Gladwyne Library's Arts & Crafts Show; the Gladwyne Library League's Junior Authors Contest; the 60th (!) Annual Gladwyne Plant Sale; and Penn Wynne Library's Dickens of a Dinner Dance.

Looking back over a year like this and you really get an idea of what a key component of the community the libraries really are!

What's a Star Library?

In the fall the Lower Merion Library System received the exciting news that it had been selected as a "Star Library" by *Library Journal*. Star libraries are so named because they achieve high numerical service measures in several categories: circulation, visits, program attendance, and Internet logons. Only one other Pennsylvania library scored as high. Star categories include three, four and five stars. Lower Merion received four stars.



The Library System also ranks in the top 5% of libraries in its population demographic as measured by the Hennen Public Library Rating Service.

✉ *Jennifer DeAngelis, Administrative Secretary*
& *Chris Steckel, Director of Libraries*

The Year in Technology

Starting Out One Way—Finishing Up Another

Finding Our Way

Dominating the technology year was the need to provide network support for the Library System at reduced cost. Investigating options required significant data-mining, a process which concluded at mid-year with a recommendation to the LMLS Board to join the Montgomery County Library and Information Network Consortium (MCLINC). A beta site for the Polaris Integrated Library System in the mid-1990s, MCLINC had the added potential for integrating our patron and materials databases more easily.

As the decision-making process moved toward MCLINC, the fiscal efforts of the first half of the year gradually resulted in an action plan with the MCLINC merger set for early December. A more complete picture of the processes involved in this major change appears below.

While LMLS prepared for the merger, we also took the opportunity to tackle a few other technology projects:

- Replace Tape Drive for the File Server (crucial to document backup)
- Purchase 5 receipt printers and barcode scanners to fill in for older failing hardware
- Begin the process of upgrading staff and public computers to Office 2007 (2010/2011 Project)
- Upgrade Polaris to version 3.6 Build 304 – in order to merge with MCLINC
- Write, release, score and recommend for award: An RFP for Wiring and Cabling in the Ludington Renovation Project

Because MCLINC does not provide a full range of services for public access computers, Advanced Workstations in Education (AWE), our longtime network support team, will continue to fulfill that function.

MCLINC

As noted earlier, the loss of over \$370,000 in Access PA funding and State Aid encouraged the Library System to investigate ways to save money, especially with technology costs. One option which quickly proved viable was to join MCLINC, the Montgomery County Library and Information Network Consortium. With its greater volume savings on data lines and hardware, joining MCLINC would allow the System to continue offering its current level of technology services to the public. At the June 2010 LMLS Board meeting, the plan was proposed and adopted. Funding for the start-up costs would come from money from the local Boards which had been originally budgeted for collection spending. A Profile team of LMLS staff members was formed and the first meeting with Maryam Phillips, the Executive Director of MCLINC, took place on July 15. There were many issues to discuss and settle – network issues, Polaris issues, and procedural issues.

Over the next few months, the Profile Team mapped all of Lower Merion's patron and item codes to MCLINC codes; several database clean-up projects were initiated, including removal of the Z-part items and placing barcodes on the front of items; procedural changes, especially in cataloging procedures for the Processing Center staff were implemented; and upgrading to the same version of Polaris took place. Public relation pieces on the merger with MCLINC, as well as informational bookmarks (MCLINC McGrams), for the public were written and disseminated. Certain staff members were chosen and trained to be MACs, coordinators between MCLINC and their libraries.

Network issues were handled in meetings between the Director's Office, Maryam Phillips and AWE, our technology consultants. Items such as installing new data communication lines between the libraries and MCLINC (except for the Ludington trailers which will remain on the LMLS network until reopening), separation of responsibilities between MCLINC and AWE, the need to join the MCLINC network without losing connection to the township, and others, were discussed and implementation begun.

On December 6, both MCLINC and LMLS went offline so Polaris could merge our databases. LMLS took advantage of this downtime to close the libraries on Tuesday morning, December 7, to hold a training session for all staff. All libraries came back up on December 9. As was to be expected with the merger of two large databases, numerous minor issues developed. Most were resolved in the first few days but a punch list remains to be dealt with in 2011.

One immediate result was a dramatic increase in items being sent to and received from other libraries to fulfill reserves. After all, the MCLINC libraries now had access to the excellent collections of the Lower Merion Libraries and the Lower

Merion patrons now had access to the collections of over twenty MCLINC libraries and branches.

We head into 2011 in a new technology environment with numerous clean-up jobs and outstanding issues to solve but also with new opportunities to improve the public library service given to the residents of Lower Merion and Montgomery County.

LMLS Web Site

As promised in 2009, LMLS unveiled “Boomers and Beyond” – a new web site page aimed at the Baby Boomer Generation, a large group with multi-faceted interests. Amy Michener-Wall again developed and launched the new page.

 *Margery Hall, Head Librarian, Ludington Library
& Chris Steckel, Director of Libraries*

Performance Measures & Budget Goals

Measuring the System

In a world without Ludington some predictions hold

In planning for the Ludington Renovation, staff predicted that most service measures would fall and that circulation, in particular, would fall by approximately 19%. We were right!

Circulation Rates 2010

Circulation Rates per capita

Projected = 20.55 Actual = 20.22

Note: The statewide average circulation per capita is 5.47

With Ludington closed many non-residents chose to return to their home libraries. Increased fines and new fees for placing reserve requests also slowed circulation. .

Circulation Volume 2010

Circulation per hour

Projected = 73.06 Actual = 71.88

Circulation per FTE staff member

Projected = 21,450 Actual = 21,643

Note: The statewide average per FTE staff member in our population group is 14,035.

Examined by managers to determine whether library hours are responsive to public demand and whether staff is being used efficiently, these volume scores describe an extremely active library system and superior staff efficiency.

Library Visitation 2010 – Total Visits 613,422

Annual visits per capita

Projected = 9.54 Actual = 10.44

Although the library system expected a turndown in visits, with Ludington closed, the turnstile count remained strong – especially as compared to the statewide average.

Note: The statewide average for visits per capita is 3.63

Library Visitation Volume 2010 – Annual Hours Open 16,527

Visits per hour

Projected = 34 Actual = 37

Visitation volume is figured by dividing total visits by the annual number of public service hours available at Lower Merion libraries. With Ludington closed, Bala open Ludington's hours, and Ludington Lite open 50 hours per week that number is 16,527.

Library Internet Use 2010 – 69,186

Library Internet & Wireless Logons:

Projected = 71,294 Actual = 69,186

Signups per public workstation:

Projected = 1,927 Actual = 1,870

In 2010 LMLS deployed Ludington's public service computers at the Ardmore and Bala Libraries; however, space considerations in those buildings did not allow for full use of the Ludington machines. Ludington Lite, in comparison to its larger self, had only one public computer. Wireless access was temporarily disabled for approximately three months, beginning in December 2010, during the MCLINC merger.

Budget Goals

Every year, LMLS sets goals to be included in the Township Budget. These goals represent system-wide initiatives.

- 1) Establish Interim Operations during Ludington’s construction by closing the main library and opening a Ludington “Lite” branch, located on or near the existing Ludington site, if the Ludington construction bid is awarded.
 - a. This goal was met in May when Ludington “Lite” opened its doors to a curious public. Created in three double-wide trailers, Ludington Lite surprised both staff and public by being attractive and very busy. Its collection was carefully selected to be a popular materials goldmine.
- 2) Move key Ludington resource services to other system libraries and adjust hours, if necessary, to meet the needs of the public while Ludington is closed.
 - a. Assuming that most of the public would select either Ardmore or Bala to visit during the Ludington closure, LMLS moved its major resources to those two libraries and to the Processing Center where Ludington’s main collection was housed in Remote Storage. Available by reserve request, the collection continued to meet library service needs.
- 3) Redeploy and cross-train Ludington personnel to staff the Ludington branch operation, to backfill vacancies at other libraries, to handle remote storage requests, to carry out RFID tagging, and to assist with other tasks.
 - a. With the exception of RFID tagging, this goal was carried out fully during the Ludington closure. Three Ludington staff members were transferred temporarily to the Township’s Finance Department to help with crucial business tax collections.
- 4) Carry out a successful One Book One Lower Merion V program event cycle focused on Pete Hamill’s *North River*.
 - a. Both the book and Mr. Hamill were a great success.
- 5) Establish self checkout units in selected LMLS libraries to assist with overflow business while Ludington is closed.

- a. Although LMLS was not able to carry out this goal in 2010, the two units will be placed at Ardmore and Penn Wynne in 2011 to test the public's reaction.
- 6) Debut "The Library Show" on LMTV.
 - a. With the assistance of Lenore Forsted, "The Library Show," was reconceived and rewritten. It will begin airing in 2011.
- 7) Establish a Teen Page on the Lower Merion Library System Web Site.
 - a. Staff continues to develop ideas for this page
- 8) Plan and prepare for a successful reopening of Ludington Library in 2011.
 - a. Planning began as the year ended.
- 9) Add radio frequency identification tags to all new LMLS collection materials and to the Ludington collection housed in the Processing Center.
 - a. Radio-frequency Identification is a powerful technology useful in self-checkout, staff productivity, inventory, and security processes. Due to its cost, the Board of Commissioners wanted to take extra time to decide on implementation.
- 10) Continue to support *Building for the Future: the Campaign for Lower Merion Libraries*. [Ongoing]
- 11) Coordinate with the Information Services Department to explore new data communication technologies to address internet connectivity and network needs. [Ongoing]
- 12) Work with Information Services Department to monitor the impact of technology initiatives on bandwidth performance and to plan for efficient upgrades and next steps [Ongoing]

 Chris Steckel, Director of Libraries

Finance & Budget 2010

Yes, We Have No Bananas

As reported earlier, LMLS decided to spend down fund balance during 2010, while making plans to reorganize technology and collection budgets. At mid-year the technology decision was made to join MCLINC, and the local libraries committed \$63,000 in start up costs from funds formerly earmarked for collection purchasing. At 2011 Township Budget time, the Library System asked for an additional \$115,000 toward collection purchasing – specifically the purchase of the system-wide McNaughton Lease subscription and the Library System’s magazine subscriptions. In December 2010, this request was approved.

Vacancies

The Lower Merion Library System finished 2010 with nine vacancies, both full and part-time. This created a total of 6 FTEs.

Audit Requirements & Recommendations

The 2010 Audit is in progress, with Auditors from KPMG working closely with the Library System’s Aggregate Financial Review.

Aggregate Budget and Aggregate Financial Review 2010

Filed in May 2011, the Aggregate Financial Review for 2010 showed the Library System reducing its reserves to shore up declining revenues.

- Beginning Balances = \$814,965
- Revenue – State = \$216,923
- Revenue – Local Government Support = \$3,719,102
- Revenue – Other Local Funds = \$558,722
- TOTAL REVENUE = \$4,494,747
- Transfers in = \$302,666
- Total Funds Available = \$5,612,378
- Expenditures – Staff = \$3,334,505

- Expenditures – Collections = \$589,348
- Expenditures – Other Operating = \$704,894
- Expenditures – Fund Raising = \$33,452
- TOTAL OPERATING EXPENDITURES = \$4,662,200
- Transfers Out = \$159,298
- Ending Balances = \$790,880

Lower Merion Library System Aggregate Budget Review – 2010 [Prior to State Cuts]

Sources of Funds	2010 Budget	2009 Budget	2008 Budget
Township of Lower Merion (Operating)	\$ 3,840,881	\$ 3,956,588	\$ 3,759,143
LMLS State, Local & Federal Funds	\$ 664,874	\$ 632,105	\$ 650,165
Ardmore Library	\$ 29,830	\$ 34,400	\$ 34,400
Bala Cynwyd Library	\$ 143,300	\$ 158,902	\$ 157,899
Belmont Hills Library	\$ 24,467	\$ 24,432	\$ 26,099
Gladwyne Library	\$ 81,000	\$ 129,200	\$ 129,200
Ludington Library	\$ 204,085	\$ 245,230	\$ 245,228
Penn Wynne Library	\$ 78,329	\$ 84,575	\$ 84,575
TOTAL	\$ 5,066,766	\$ 5,265,432	\$ 5,086,709

Township - (Capital Improvements)*	\$ 7,250,000	\$ 5,673,000	\$ 1,505,000
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Uses of Funds	2010 Budget	2009 Budget	2008 Budget
Township of Lower Merion	\$ 3,840,881	\$ 3,956,588	\$ 3,759,143
LMLS State, Local & Federal Funds	\$ 632,105	\$ 632,105	\$ 650,165
Ardmore Library	\$ 38,721	\$ 38,721	\$ 39,900
Bala Cynwyd Library	\$ 143,300	\$ 158,902	\$ 157,899
Belmont Hills Library	\$ 24,467	\$ 24,432	\$ 26,099
Gladwyne Library	\$ 112,889	\$ 123,601	\$ 128,448
Ludington Library	\$ 204,085	\$ 245,230	\$ 245,228
Penn Wynne Library	\$ 78,329	\$ 84,575	\$ 84,575
TOTAL	\$ 5,074,777	\$ 5,264,154	\$ 5,091,457
Surplus/Shortfall**	\$ (8,011)	\$ 1,278	\$ (4,748)

Township - (Capital Improvements)*	\$ 7,250,000	\$ 5,673,000	\$ 1,505,000
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* NOTE: Capital improvements include preventative maintenance & renovations

**NOTE: The 2010 Aggregate Budget was approved by various funding partners before the state's decision to eliminate ACCESS PA

The Six Libraries

Ardmore Free Library



Circulation – 171,067 ▪ Visitors – 116,256 ▪ Internet Use Sign ups – 19,367
Reference & Information Questions – 6,789 ▪ Program Attendance – 6,570

Overview

This year has brought colossal change to Ardmore Library. After twenty years of dedicated service, Peggy Newman, Head Librarian, retired in August. Valundra Pollard, better known as 'Miss Val' to thousands of children, closed the book on seventeen years of storytelling. The closing of Ludington Library had a profound effect on Ardmore as evidenced in the annual circulation increase of 34.47%, internet usage by 58%, and patron visits by 26%. The System merged with MCLINC, increased fines and implemented reserve fees. Despite these and many other changes, Ardmore staff met each challenge with grace and humor while continuing to provide the friendly and caring customer service Ardmore patrons have come to expect.

Staff

Staff, as always, worked incredibly hard meeting each change and challenge with their “can-do” approach. Positive attitude is most definitely the mantra at Ardmore Library. Dawnita Brown was nominated for *Library Employee of the Year* and Jane DeHaven was recognized for ten years of service. Staff attended the annual in-service day, wellness training, and a MCLINC training class. Staff also served on various committees including One Book One Lower Merion, Adult Summer Reading, and SWAT. The junior room entered “Story Time at the

Library” in the Township's annual pumpkin contest for the United Way Kick-off. Dawnita Brown attended an Autism workshop at the Norristown Public Library. The young adult area was reconfigured using slat wall and shelving to display books and make the space more welcoming to teen readers. We added core collection young adult titles and featured book displays for Banned Book Week and Teen Read Week. Other “behind the scene” areas were rearranged to allow for some much needed workspace. The lobby area was cleared of all postings and displays and plans for a more appealing community bulletin board are being developed.

Programming

Ardmore Library continued to sponsor adult literacy classes, English as a Second Language, GED/Adult Basic Education, and a summer literacy workshop in cooperation with the Delaware County Literacy Council.

Other adult programs included: the 1st Wednesday Book Club; the Great Books Discussion Group; Stretch and Tone Classes; the Adult Summer Reading Club; the Annual Jane Austen Celebration featuring guest speaker Elizabeth Jane Steele discussing *Pride and Prejudice*; the viewing of local producer David Block's award winning documentary *Abandoned Heroes*; and a presentation by David Newman entitled “Drugs from Mud, Bugs, and Slugs” on drug discoveries from nature.

Children's Services

The junior department celebrated throughout the year with over 5,400 participants in their 224 programs. It would be fair to say that everyone's interests were met by one of the many programs including: Story times, Let's Play Ball, Watermelon Day, Pirates Parade, Teddy Bear Picnic, Tie-Dye, Family Game Day, and a middle school spelling bee.

We had seven days of crafts during spring break and the Knovember Knit-In – a day-long knitting, crocheting and craft program. Over 200 children joined the summer reading club, “Under the Sea,” and the ever-popular Science in the Summer Program on Bioscience was enjoyed by all our budding scientists. The program even sprouted our very own bi-monthly Science Saturdays. And finally, Elmo made a guest appearance at our Holiday Book Sale and entertained us with songs and face painting.

In addition to organizing and hosting the programs and managing the daily workflow, staff also attended book selection meetings, SWAT sessions, youth meetings at the Montgomery County-Norristown Public Library, and various workshops. Staff also selected the picture and board books financed through the Praxair Grant.

Board Activities

The Ardmore Board of Trustees worked very hard this year raising funds and showcasing Ardmore as a true community library. The Board welcomed two new members: Karen Cosentino, Annette Sussman. In recognition of their meritorious

service, two senior members – Ralph Ashbrook and Charlie Dorkey – were designated Honorary Board Members.

Among their many activities the Board planned and organized:

- **The 5th Annual Kitchen Tour:** This successful “Recipe for Renovation” has raised much needed money for the library and has become our most popular program.
- **Annual Fund Drive:** This year's fund drive took on a new look with the creation of a beautiful and informative newsletter which highlighted the drastic budget cuts and explained the need for the continued generosity of our patrons.
- **Book Sales:** Board members hosted book sales throughout the year and even added the 1st Annual Holiday Book Sale in December which featured a surprise visit from Elmo who entertained our shoppers with songs and face painting. Even now, plans are in the making to establish a “book store” in the program room where we hope to sell books every day.
- **5th Annual Charlotte Miller Simon Poetry Contest:** This year's contest had a record number of contestants causing the awards ceremony to be moved to the Township Building to accommodate the poets and their guests.

Board Members also paraded on Memorial Day, worked with the junior department staff to hold a celebration party for Miss Val's retirement and solicited the donation of thirty-four Spanish language books, music CDs and DVDs in honor of Miss Val. And finally, the Board hosted a goodbye/hello party for Peggy Newman and Jane Quin. The gracious thank you to Peggy Newman and the warm welcome to Jane Quin was a testament to the community's love and support of the Ardmore Library.

Facilities

As usual, we had a few building issues. Water infiltration in March was caused by roof deficiencies. Repairs, made under warranty, consisted of resealing the lap seam between the gutter membrane and the shingle underlayment. The resealing seems to have solved the roof problem. Later in the spring, additional infiltration occurred after heavy rains. Recommendations including drain installations and minor re-grading are being considered.

Other maintenance issues were few. The iron stairs at the side entrance and the water heater were replaced. The janitor's closet, which housed the water heater, underwent a thorough cleaning, and the wooden storage shelves were replaced. And finally, the book drops were replaced in May requiring just one key to open all six locks.

 Jane Quin, Head Librarian

Bala Cynwyd Memorial Library



Circulation – 439,879 ▪ Visitors – 184,532 ▪ Internet Use Sign ups – 27,469
Reference & Information Questions – 70,016 ▪ Program Attendance – 9,776

Overview

2010 was a year of change for the Bala Cynwyd Library, especially with the continuing staff vacancies and Ludington closing for renovation. Bala Cynwyd met new challenges and goals and had a 15.33% increased circulation totaling 439,879 items.

Staff

Bala Cynwyd Library staff participated in a number of library and Township committees including the Township Employee Recognition Awards Committee, Staff Recognition and Development Committee, BCL Renovation Meetings, Adult and Children's Summer Reading Clubs, One Book One Lower Merion, SWAT weeding teams, and various other committees.

Staff participated in training opportunities offered by the Township, LMLS, on-line webinars, MCLINC, and our new magazine vendor, Wolper.

The 2009 20th Annual Township Employee Recognition Awards ceremony was held April 8. From Bala Cynwyd Library, Carol Cobaugh received a 20 Year Service Award and Maria Lerman a 10 Year Service Award. Jean Knapp and Maria Lerman received Perfect Attendance Awards.

The Township continued not filling vacancies including three vacant Bala Cynwyd positions. When Ludington closed for renovation, several Ludington staff members and the Technology Assistant were assigned some hours at Bala Cynwyd to cover vacancies and expanded library hours.

Collections

The 2010 LMLS adult SWAT weeding project resumed in the 900s, Biography, and Fiction sections. Maria Lerman and Jean Knapp attended the biweekly SWAT sessions. Carol Cobaugh, Jean Knapp, and Maria Lerman did the BCL withdrawing, transferring, and replacement and update follow-up.

Topical book displays for the patrons were featured each month.

A major improvement was made in the Fine Arts Room. Jane Quin, redeployed from Ludington, headed up the effort to rearrange the Fine Arts Room. The music biographies and music nonfiction books were integrated in the main library collection. BOCDs and some Music CDs were moved to the vacated shelves. The remaining Music CDs were rearranged on spinners.

DVDs were reclassified for ease of location. Oversized books, Young Adult Graphic Novels and foreign language learning CDs were relocated.

Periodical holdings were reduced for the 2011 subscription list with the new vendor, Wolper.

Programming

BCL offered the following program series:

- *Sundays @ 2 Concert Series*
- Two series of Cigus Vanni's *Understanding and Demystifying College Admissions* workshops
- *Great Books Foundation Great Conversations 4* and *Even Deadlier: A Sequel to the 7 deadly Sins Sampler* discussions
- *Lower Merion Township: Past and Future*

Facilities

The Township of Lower Merion responded to repair requests and continued regular maintenance of the building throughout the year. Roof and HVAC leaks continued all year.

Preparations were made for Ludington's phased closure that included moving some items to Bala Cynwyd. Select furniture was moved to the 1st floor Meeting Room, computer carrels and computers to the Junior Room, the microfilm reader, microfilm and select reference books to the Reference area. The BCL Index Table was converted to a space for six additional public computers.

Meetings with Township staff, the French International School, and Township architect and engineer regarding roof repair, HVAC replacement, and BCL renovation began during the summer. If the roof is repaired, an additional ten year warranty would be in place. The Township Board of Commissioners approved authorizing Vitetta to design Bala Cynwyd Library with geothermal HVAC. End of the year discussions with the French International School

centered on FIS financials, location of the geothermal well-field, sprinkler costs, and schedules.

BCL purchased a new fax/copier/scanner.

Board Activities

During the past year the Bala Cynwyd Library Board worked with the library staff to support and extend local initiatives and with the Lower Merion Library System and with the fundraising consultants to support the library renovations.

Fund Raising and Contributions: Fund drive contributions remained steady compared to 2009. To recognize library donors, we list the names in the spring newsletter mailed to all households and also on the annual calligraphy scroll at the library entrance. Donors at the \$1,000 level become members of the Partners Circle; their names are listed on a permanent plaque in the library entrance.

The contribution boxes on the Circulation Desks continued to be a steady income source.

Toward the end of the year, The Bala Cynwyd Library Book Plate Program was initiated for patrons to sponsor "Librarian's Choice" children's books.

Lower Merion Township: Past and Future Series: The Board sponsored a two lecture series. In November, Jerry Francis, LM Historical Society President, spoke on the history of Lower Merion, and Doug Cleland, LM Township Manager, speculated on Lower Merion's future.

Concert Series: We continue to offer an annual concert series that showcases a wide range of high quality musical performances at no charge to the community. The 2009-2010 series in March featured *The Sylvia Glickman Memorial Concert* with Paul Arnold, Elissa Lee Koljonen, and Roberto Diaz. April's concert was *Tangos in Bala Cynwyd Family Concert* featuring the guitar and flute duo *Two Part Invention*. Due to financial concerns, the 2010-2011 concert series will consist of only one concert in Spring, 2011.

Circulation Department

Carol Cobaugh, *Head of Circulation*

The closing of Ludington Library had an impact on the Bala Cynwyd Library. First, it increased our foot traffic by approximately 17,700 more people and it provided us with much needed help from the Ludington staff. Four Ludington staff members joined us on different days to fill out our Circulation schedule. We also utilized Ludington Sunday staff for our Sunday schedule. A few Ludington Pages are also filling in here and we hope they can continue when Ludington reopens. The integration of the two staffs has been very smooth and all members are happy.

Much work had to be done to prepare for the merge with MCLINC. Our staff was very busy converting our multiple disc audio books to reflect one barcode instead of many. Time was spent on the physical product and on computer records. The same conversion had to occur on our music CDs and DVDs. We are still cleaning up our records but the dedication of our staff will get the job done.

The Summer Teen Read program had more success this year because they dropped the age group to include the Tweens (grades 5 & 6). Even when teens don't sign up for a program our YA books still fly off the shelves.

Cross training continues at Bala. Susan Steinmetz was out on maternity leave so Trinia King-Jones and some reference staff filled in to do her processing of new books. Several Circulation staff members also staffed the Reference Desk when needed.

New staff, new patrons, new procedures, but the Bala staff managed to integrate all and perform with grace and humor and still give top customer service.

Reference Department

Maria Lerman, *Head Reference Librarian*

Patrons saw several different faces at the Reference Desk in 2010. Early in the year, Marcia Bass came onboard full-time; Jane Quin and Liz McCown worked part-time. All are on loan from the Ludington Library. The Director's Office's Amy Michener-Wall continued to work at the Desk one day a week, and Laurent Mondon also helped out when needed. We are grateful for all their wonderful help. Marcia, especially, has been invaluable in keeping ahead of all our work in a most professional, pleasant, and easygoing manner. She has offered and then executed several practical ideas, and she has trained several volunteers who have enhanced our productivity significantly, in addition to bringing over a one-on-one Internet instructor who has been kept busy every week. Their help allowed the Reference Librarian to work off the floor counting and recording the day's cash register funds, and preparing the weekly deposit and income report, among other duties.

Some of our activities:

- Continuing to work on the ongoing weeding program. In addition to attending weeding team meetings, we also handle the actual weeding of items and creating record sets for those designated for Storage. We were fortunate again this year to have had a number of fine volunteers from local high schools who helped with weeding duties.
- Selecting DVDs, Teaching Company materials, and large print books.
- Proctoring quite a number of students taking examinations at the library, either on paper or online.
- Committees:

- o One Book One Lower Merion activities, which comprise participating in meetings, attending and helping with events, and generally working on promoting the program throughout the township and beyond.
- o The LMLS Adult Summer Reading Club, which had its sixth successful year this summer, with weekly prizes drawn and awarded to participants. We had two moderated book discussion groups: the books chosen were *A Reliable Wife* by Robert Goolrick, and *Jane Eyre* by Charlotte Bronte. Once again, Ruth Anolik served as an insightful, thought-provoking moderator to the rapt participants.

Children's Department

Jane France, *Children's Librarian*

The theme this year for the Summer Reading Club was *Make a Splash: Read!* The Junior Room summer reading club proved to be successful. We featured books centered on the oceans, water, marine life, and many fiction books centered on the theme. A great portion of the art/decorations came from the children themselves. The staff created an ocean scene which quickly filled up with fish and seashells the participants decorated. Every year the children/families look forward to seeing their art on the Summer Reading Art wall!

The Library System as a whole targeted each age group specifically. There were three separate reading clubs for the various groups: pre-school, elementary and Young Adult as well as an Adult Reading Club. Lower Merion Library System used E*vanced software to manage the summer reading program. The software allowed participants to log into their account from home and log in the amount of time they were reading as well as post reviews of books.

At Bala Cynwyd Library, we did a great deal of programming. We had special storytelling events, pre-school music weekly, weekly art classes, an inflatable planetarium, and a reptile show, just to name a few. Every child who participated in the Summer Reading Club was able to pick an incentive prize each time they came into the library. In addition, the Junior Room provided coloring pages and other fun incentives such as bookmarks, stickers, pencils and books! The program was very well received by both parents and children alike.


Collection: The SWAT junior team finished the picture books, biographies and moved into the nonfiction area. In addition to purchasing new materials, I focused on replacing key picture book titles and authors as well replacing biographies.

Programming: Programming in the Junior Room met with great success over the year. We were fortunate to have many local performers (and some not so local) come to the library and entertain our patrons. By offering cultural/entertaining events and linking them to books we hope to make our young patrons lifelong library users.

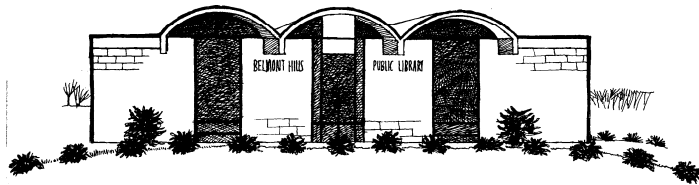
Staff: I would like to commend the junior room staff for continuing to give the highest level of service to our patrons. One of our department's greatest strengths is our openness to change. I encourage the staff to express opinions and ideas for the improvement of the junior room. The staff is always on the lookout for ways to provide quality service, improve procedures and alter the collection to best serve our patrons. Our hope is to make the library experience pleasant for everyone who enters the Junior Room.

2010 Year End Junior Room Statistics

	Total	Participants
Reference Questions	7,300	
Story Time	116	5,038
Special Programs	41	1,205
Class Visits	234	2,740
Summer Reading Registration	551	
Hours Read for Summer Reading	4,621	

 *Jean Knapp, Head Librarian*

Belmont Hills Library



Circulation – 49,794 ▪ Visitors – 29,828 ▪ Internet Use Sign ups – 1,801
Reference & Information Questions – 275 ▪ Program Attendance – 2,026

Overview

A sigh of relief can be heard across the Hills of Belmont. 2009 was a banner year with circulation and intra-system loans steadily rising to all-time highs. With the closing of Ludington for renovations in spring 2010, we expected our library to continue its meteoric path. Certainly local residents who used Ludington would now use our library until the renovations at Ludington were completed. Quite the opposite happened: we watched our statistics inexplicably fall all year long.

The year was fraught with other “carbuncles”: poor economy, the end of ACCESS funding, hiring hold-up, a drop in donations, epic winter storms only added to the disappointment of our circulation statistics.

Board Activities

Two new members have joined our Board: Miriam Barsky and Martha Garber. Mildred Miller remains as president, Janet Harmelin as vice-president, Susan Callahan-O’Hare as treasurer and Colleen Kochanowicz as board delegate. No one will accept the role of secretary but somehow the minutes are taken.

As part of her duties as treasurer, Susan had to learn QuickBooks, a financial software program. Although challenging to learn, QuickBooks has simplified the task of preparing the library’s monthly financial reports. Susan has revamped the format we use to report income. Monthly reports now include all sources of income and are subject to a series of checks and balances. This new method of reporting has brought credible transparency to our library’s finances.

On October 15, the Board sponsored a “Beef and Beer” at the Belmont Hills Fire House. The event was a huge success netting \$6,342.80. Staff member Jackie Leming was the event’s creator and the determination for its success. Most of the food, beverages and entertainment were donated by local businesses and members of the community. Board members sold entrance tickets, 50/50 chances and raffle tickets for 35 baskets valued at \$100+ a piece.

As a final fundraiser for the year, the Board raffled off a 42" digital television set. Nearly \$800 worth of tickets were sold. Raffleing off TVs has always reaped nice returns for the library. The winner was Lou Durante from Phoenixville.

Finally, the Board changed the "spin" of its fund drive letter. This year's message focused on the drastic cutback in state funding and the dire effect it will have on the library's collection. To make residents actually open and read the letter, every fund drive envelope (1400) was hand addressed by board member Janet Harmelin. Letters were sent only to patrons who gave in the past, which saved on postage and stationary. An abbreviated return address, 44 cent stamps and plain paper created the impression of a personal letter. The board saved significantly on postage, stationary and mailing house fees in addition to a 4% increase in donations (\$9,710 < \$10,125).

Staff

When Ludington closed for renovations, the Ludington staff was redeployed to other libraries in the System. Two Ludington staffers joined our team at Belmont: Barbara Schuette (Library Assistant) and Doug Jarett (page). We also inherited the Ludington 20-gallon fish tank with fish. Doug quickly adapted to his new surroundings, taking on clerical jobs including the stuffing, stamping and sealing of all 1400 fund drive letters. Barbara Schuette must have been well liked at Ludington since several of her regular patrons followed her to Belmont! The fish? They died.

Collections

Belmont continues to build an outstanding DVD collection of popular, foreign and documentary films. In 2010, we carried on our goal of increasing the number of Playaways in our collection, as well as introducing patrons to this new form of audio.

In 2010, 3350 titles were weeded from our collection. The greatest number came from ancient audio tape sets (1415), followed by adult non-fiction (730) adult fiction (651) and junior fiction (443).

Programming

There were sixty children's programs in 2010 including forty-eight story hours, ten special programs and two class visits.

Throughout the year, Jackie Leming invented many "homegrown" programs including arts and crafts, family bingos and theme parties. Perhaps the most successful is the "Princess Tea Party," for which there is a waiting list months in advance to attend. This year, Jackie added a "Prince and Pirate Party" for boys, but the interest just wasn't the same. Future tea parties will accept "princes."

The annual Poetry Contest was so successful that it was moved to the main meeting room in the Township Building. It was standing-room-only as young

poets from area schools read their poems aloud and received gift certificates and gilded certificates as rewards.

In July, GlaxoSmithKline returned to Belmont Hills for another year of Science in the Summer. This year's science topic was Bioscience. It took more than two tries for the amoebae to survive the trip from the supplier to Belmont Hills Library. The weather was unusually hot. We quickly learned that their shelf life was fleeting!

"Make a Splash" was the theme of this year's summer reading program for children. In celebration of this annual event, we had our favorite performers come and perform to packed audiences: zany Rick Waterhouse and the amazing "Hilarious Magic of Sam Sandler".

The adults had their summer reading program as well. It always amazes us how winners of the weekly drawings are so excited by their prizes.

Children's Services

In 2009, junior books circulated 13,981 times; junior audio-visuals circulated 3,728 times total 17,709. In 2010, junior books circulated 16,196 times; junior audio-visuals 3,270 times, a total of 19,466. This is an increase of 10% circulation of children's materials over 2009. The interesting part of these statistics is the fact that the increase in circulation was in children's books – not audio-visuals. This increase in the circulation may be due a combination of several factors, including better displays and discerning selections. Great efforts were made to own as many school reading list titles as possible.

Facilities

We are fortunate that our building has very few problems. Sometimes the air conditioner or the heater conk out – but it's usually fixed within a day. The roof has yet to leak through our fabric ceiling. The only water we get is under the back door following a heavy rainstorm. We have an outstanding custodian (Michele Straface) who keeps after the building and our mountains of recyclables. Yes, the hills are alive!

 *Patricia W. Rayfield, Head Librarian*

Gladwyne Library



Circulation – 133,613 Visitors – 66,960 Internet Use Sign ups – 6,130
Reference & Information Questions – 9,309 Program Attendance – 3,154

Overview

2010 proved to be an extraordinarily busy year for the Gladwyne Library, and while we continue to operate in challenging economic times, we have maintained our collections and services so far, and patrons flock to us for books, periodicals, books on tape, DVDs and the Internet. The economy is certainly one reason we were so busy – people turning to their libraries for materials they once purchased, and for Internet job search services – but the closure of Ludington brought many new folks to our doorstep as well. We welcomed them with open arms and hope they discovered a second library “home.” State funding for libraries was cut again – State Aid dropped over 2% on top of last year’s cut of 20.1%. Money for collections was further reduced because each LMLS library chipped in to cover the cost for LMLS to join MCLINC – the Montgomery County Library & Information Network Consortium. This merge is a major story for 2010 and will make a huge impact on our level of service to the county and to our own patrons in the years to come. Raising money locally is a challenge, and we continue to draw down reserves to meet our expenses. On the plus side – the Gladwyne Library completed a major renovation of our Children’s Room (described below) and even though the room was closed for over six weeks, we maintained children’s services with a small collection of circulating materials on the main floor and a full range of children’s programs. Children’s Librarian Alicemarie Collins, with help from the staff, went to great effort to move the materials upstairs so we would have something on the shelves for our younger patrons. Collection development efforts and programming for children and adults have been carried out with an eye to drawing in more people and having them easily find what they want. Our circulation increased by almost 25%, proving that our patrons approve of the broad selection of DVDs, music and books that we offer. With our attractive new children’s room and great collections, Gladwyne Library remains the “Heart of the Village.”

Board Activities

Membership in our high-donor Maud and Stuart Bell Society (gifts of \$1000 or more) dropped again – significantly this time – from 38 in 2008 to 32 in 2009 to only 22 in 2010. (The high mark was 49 in 2007). However, General Fund Drive revenue was up, so total fund drive income for the year was just slightly lower than last year. Last year's increase in fines and newly implemented reserve fees certainly had some impact on this total. Nevertheless, the Board's 2011 focus will again have to be on fundraising. With the Board's completion of the water remediation and Children's Room renovation, we are poised and ready to begin planning and raising money for the upcoming elevator project, slated to follow the Ludington and Bala renovations. Treasurer Nick LaBella streamlined financial reporting and will turn the reins over to David Buten as he leaves the Board a year early to take a job in New Jersey. Peter Seidel is also going off the Board – for only one year, we hope – and now will earn a well-deserved rest after putting heart and soul into the water remediation and renovation projects. Eric Faerber edited two successful newsletters which kept the community informed and entertained. Board President Beth McKee capably led the Board through a financially tricky 2010 and will continue to do so in 2011.

Staff

There have been no changes to the staff – and a wonderful, hard-working group they are! The Township continues not filling vacancies, but because of the Ludington closure and redeployment of their staff, the Gladwyne staff who were on loan to the Bala Library to cover significant gaps in their schedule have come home. We lost our page, Michael Karasick, as he headed off to Case Western Reserve in the fall, so the Saturday hours have been picked up by Erin Collins – a Ludington page. Erin, Michael and his brother Andrew all helped out with the few extra summer hours allotted. We gained one new volunteer, Linda Metlay, a shelper, and lost one, Carolyn Cavallo. The rest of our volunteers continue to serve faithfully and were honored once again at the Volunteer Dinner in June. The four youth volunteers who signed up last year have gone on to other endeavors, except for Elizabeth Asch, who has returned to help us out with special projects on Thursday evenings. The staff has been remarkably resilient and creative as we negotiated the merge with MCLINC with the inevitable glitches and growing pains associated with any major change. Rosemarie mastered another major change – the migration of the financial information to QuickBooks. Sharyl Overhiser marked her 10 year anniversary as a Township employee, while Ginny and DeLois celebrate 20 years! Carolyn Conti served as Secretary of the Southeast Chapter of the Pennsylvania Library Association (SEPLA), and was elected to serve in the same capacity in 2011.

Collections

SWAT weeding continues, but having gone through the entire collection once, LMLS has returned to the fiction and mystery shelves in a maintenance mode, and the SWAT teams meet only once a month. Gladwyne Library made a conscious effort to put more money into the music and DVD collections and so our shelves are filled with the most up-to-date, relevant, and popular items. As noted above,

our circulation increased in 2010 by almost 25%, and while much of this can be attributed to Ludington's closure and the economy, it may also reflect the availability of attractive, interesting materials on the shelves. And it's clear that patrons throughout the county find our collections relevant – when LMLS holdings became visible to MCLINC patrons in early December, we all had an explosion of items going to libraries all over the map. Gladwyne Library loaned 687 items to non-LMLS libraries in December alone – and this was before we opened up our DVD collections for reserves. The Library League continues to pay for the newer slim-profile security cases for the DVDs, and with the higher circulation of these items, we will have room to grow for some time.

Programming

Two successful book discussion series were held in the spring and fall – “Light Through the Window: The Education of the Outsider” (*Old School, A Lesson Before Dying, The Soloist*) and “Father Knows Best???” (*Duke of Deception, Out Stealing Horses, Mister Pip*). These series were funded by the Gladwyne Library League, the Connecticut Humanities Council, and Upper Merion Library. The Library League kept busy with their usual lineup of educational and fundraising activities. This year highlights included an interesting talk by Susan Opengart on the progress of women in war-torn Rwanda (Women for Women International in Rwanda), and a morning coffee with local cardiologist Peter Kowey, who spoke on “Fish Oil or Snake Oil” – the latest in health care options, supplements and treatments. The League's regularly recurring programs remain just as popular as ever – the Junior Author Contest, Annual Arts and Crafts Show, local Garden Tour, Cocktail Party, Memorial Day Parade/ Block Party, and Annual Book Review program with Marilyn Calabiano. Our biggest fundraiser – the Annual Plant Sale – hit its 60th year! League member Barbara Lockwood was presented with a gift at the Cocktail Party to honor her 18 years of running this great event. The League continues to support all Children's programming and pay for certain reference services, special collections, and special projects. Gladwyne Library happily participated in the sixth LMLS One Book One Lower Merion celebration, and the Adult Summer Reading Program.

Children's Services

Toddler story hour continues with a great turnout. Children's craft programs included events tied to Valentine's Day, Saint Patrick's Day, Earth Day, Mother's Day, Halloween (Primp a Pumpkin), Thanksgiving, and candy houses for the December holidays. The Summer Reading Club theme was “Make a Splash” and featured a program on Water and Watersheds presented by Riverbend, and various craft sessions with watery themes – aquariums, tropical photo frames, flip-flop beach balls, and sand art key chains. 361 children participated, accompanied by 197 adults. Gladwyne Library sponsored the GlaxoSmithKline's Science in the Summer program with the theme of Bioscience. The Library League's annual Junior Author Contest is always a hit and we continue to bind all entries for their place of honor in the Junior Room. We celebrated Teen Read Week with a display on the front desk and give-away items for teens.

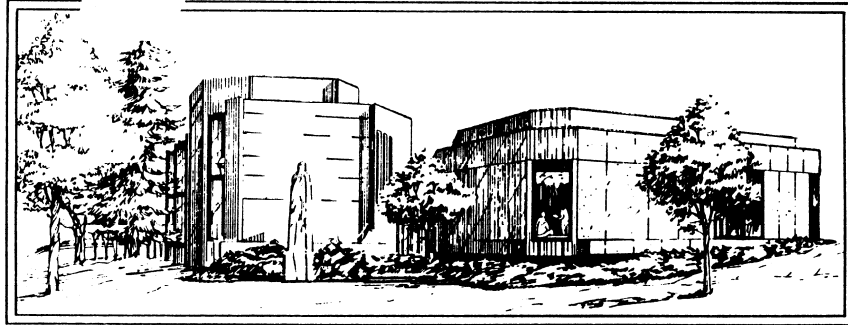
Facilities

In 2010, the Gladwyne Free Library completed a major renovation of the Children's Room, the completion of a two year project that began in 2009 with the permanent remediation of a chronic water infiltration problem of our beautiful 1921 stone building. The funding came from several sources – an extraordinary bequest from a longtime Library Board member and resident, a substantial contribution from the Gladwyne Library League, and citizen contributions to our Bell Society and regular fund drive. The Board had long recognized the need to update and brighten the lower level space, but wisely decided that for the project to be successful, they first had to address the dampness problem in a comprehensive and lasting way. In the summer of 2008, the Board hired Converse Winkler architects from Bala Cynwyd to design and oversee the waterproofing project, and the bid was awarded to Rittenhouse Builders. Both the architect and the builder demonstrated impressive experience in the area of building waterproofing. The water remediation effort was completed in early May 2009, and after remaining absolutely dry for the remainder of the year (with some extraordinary rainstorms as a test), we were ready for an overhaul of the Children's Room.

Again, Converse Winkler Architects prepared a scope of work, and the bid was awarded to Malvern Development Group. The project began on February 1, 2010, and entailed removal of all collections and freestanding furniture, extensive scrubbing of all surfaces, new and colorful impervious carpet, anti-fungal paint, and the installation of an industrial grade dehumidifier. A little closet near the window was replaced with a built-in desk for the computer and a low shelf with chairs was converted to additional shelving. The entryway steps were repainted in a warm burgundy color with gold numbers. Township insurance paid for all collections to be cleaned before being returned to the shelves. The final addition of a new loveseat, office desk, throw pillows, and cheerful fish clock completed a beautiful and on-schedule renovation.

 *Carolyn Conti, Head Librarian*

Ludington Library



*Circulation – 240,252 ▪ Visitors – 122,965 ▪ Internet Use Sign ups & Wireless Logons – 7,889
Reference & Information Questions – 10,951 ▪ Program Attendance – 0*

Overview

“A Year in Transition” should be the title for this report. Our renovation and expansion project was approved by the Lower Merion Board of Commissioners in 2009, and 2010 saw us begin the journey to fulfill those expectations and dreams. With so many changes occurring for the physical plant, the staff and for services, I have structured this report a little differently and have chosen a chronological approach.

January

The first two weeks of January were our last operating normally as Ludington Library with full services, except for programs which had been halted in December of 2009. On January 19, the move of most of our collection to the remote storage facility at 104 Ardmore Avenue began. All items that were to remain in the building and move to the trailers were marked and moved to the front of the building. Staff, supplies and furniture were also moved to our remote storage facility and more staff, supplies, and furniture were moved to the Bala Cynwyd Library to backfill open positions there for the duration of our project. Still other staff members moved to the Belmont Hills and the Ardmore libraries. Our hours were reduced and Ludington Lite was born.

Our official Groundbreaking took place at 9 a.m. on Friday, January 22. Anticipating bad weather, the ceremony was held inside the library – complete with a ceremonial box of dirt. Several of the winners of the Capital Campaign’s “Tell Us Your Library Story” Contest attended and read their winning essays.

The current Board of the Friends of Ludington Library voted to disband at their meeting on January 11. However, subsequent discussions among the Friends members led to a decision not to disband but to go on hiatus during construction and see if there is the interest in reorganizing and continuing the Friends of Ludington when we reopen.

February

Still operating as Ludington Lite in the library building, staff continued to pack up the offices and move items to storage either in the basement of the building or in the Spring House. We also continued to sell and give away furniture that was not going to be reused. A pre-construction meeting was held on February 2 and meetings will continue to be held every other week during the construction process. On February 17, the Board of Commissioners approved the amount for the new furnishings and a meeting was held on February 22 with Claudine Levan from the architecture firm Vitetta and with Bo Tymkiw, the township's Purchasing Agent to go over the procedures and timing for ordering the furniture.

Of course, the record-breaking snow falls in February slowed down the project and delayed the arrival of the trailers as did several safety and procedural matters. The snowfall also affected the library as we were closed for several days due to the weather.

March

We continued to function as Ludington Lite inside the Ludington building throughout March. However, preparations kept moving forward. Furniture that did not sell was given away to other libraries and schools. The Baldwin School took a number of tables and chairs, Rosemont College took a number of paperback spinners and the Lancaster County libraries took the Reference desk and the Children's circulation desk. In fact, the response from libraries and schools when notice about the furniture was placed on the Pennsylvania libraries list serve was overwhelming. Many libraries were moving into new or renovated buildings with little furniture or money to buy any. Packing and storing also continued and the staff stationed at our remote storage facility continued to struggle to fit our collection in the space available.

Preparations for the trailers moved into high gear. The interior was redesigned so that the Ludington Lite collection would fit even with an additional bathroom and a utility closet. The interior work needed to connect the trailers' sprinkler system to Ludington's was completed and on March 31, the Township started building the trench across the parking lot which would house the pipes connecting our building with the trailers.

April

Robyn Langston from our Reference Department was the winner of the *Library Employee of the Year Award* at the Township's Employee Recognition Awards Ceremony held on April 8. Robyn was honored for her willingness to help out the Bala Cynwyd Library when they were short-staffed as well as her ability to fit in with both staffs.

Our trailers finally arrived in the rain on April 13. Over the next few days, the trailers were put together, seamed, leveled, and anchored to the ground and work was begun on the interior. The interior walls were removed, the electrical and sprinkler work began and the water was hooked up. Ludington closed to the

public starting Monday, April 19, and staff began final packing. During that week, the J. P. Jay staff began dismantling the metal shelving to be packed up and stored, except for those shelving units to be moved to the trailers. The Shelly Moving Company packed up the collection that was going to be moved to the trailers and stored it until the first week of May.

During the week of April 26, the carpet was laid in the trailers, the shelving and most of the furniture was moved in, the electrical work was completed, the ramp and back stairs were built, and the phone and data lines were moved and connected. Also during this week, the general contractors, Contracting Systems Inc., took over the Ludington building and construction fencing began to surround the area.

May

On May 3, the collection and the rest of the furniture was moved into the trailers and staff spent the next week arranging the items on the shelves, unpacking boxes, and setting up equipment. On May 10, Ludington Lite officially opened to the public. At the construction site, the statue of Christopher Columbus, the Feingolds' Phoenix sculpture, and the mile marker were all moved to temporary storage locations. The grounds were cleared to make way for the new additions and inside the building demolition commenced. The old chiller, old plumbing fixtures and old electrical cables were removed as well as the front doors, and a number of walls.

Three of the Ludington staff members started temporary positions at the Township Building on May 17. Liz McCown and Laurent Mondon helped out the Finance Department for the summer while Helen Haynes worked in the Recreation Department.

June

Ludington Lite continued to operate with higher than anticipated usage statistics. At the remote storage facility, staff continued to weed and shift the collection, trying to fit the collection on the shelves. Even with many more items in the trailers than first anticipated, Ludington's collection overflowed the storage shelving – a testament to just how much of Ludington's collection was in circulation at any given time.

A library department retreat for key staff members was held on June 3; many staff and board members attended the annual Commissioner's Breakfast held at the Bala Cynwyd Library on June 4, and then all staff attended the In-Service Day on June 10 which focused on different styles of Communication.

July

July started off with an unfortunate accident at the trailers when a patron sliced her Achilles tendon on one of our step stools. The project also received a setback when Rob Daigle, the Assistant Library Department Director and Project Manager, left in the middle of July for a position in Princeton. The Township

named Mark Eppright, Facilities Maintenance Supervisor, the Township point person to handle the Ludington construction and put together a team of Township employees to oversee our project and all of the upcoming Library projects.

A special Ludington Board meeting was held on July 15 to discuss and pass the budget for 2011 and the proposed budgets for 2012 and 2013. At the June LMLS meeting, the decision was made that we would join MCLINC, the Montgomery County Library and Information Network Consortium, to help the system manage technology costs. A transition team met with MCLINC System Administrator Maryam Phillips on July 15 and work began on changing a number of our procedures and mapping our data with MCLINC's so the transition will go smoothly.

During July and August, the staff at 104 began pulling and marking the books that will remain in storage when Ludington reopens.

August

August 9 was the initial meeting of the Library Projects Committee, under the leadership of Assistant Township Manager Pat Ryan. The group agreed to meet every other week. Additional meetings were held with Vitetta staff concerning furniture, and with Vitetta, AWE and Township staff on the Data/Voice/Security RFP. As soon as that RFP is finished, work will start on the RFID project.

On Wednesday, August 4, a number of Township Commissioners and staff visited Ludington Lite. Everyone seemed quite impressed with the facility and its operation. However, on Saturday, August 7, Ludington Lite's phones and computers went down. It was discovered that workmen at the site had cut the data and phone lines which connected the trailers to the building. We came back up on August 10. Work also continued on the site as concrete was poured for the two additions.

Reference Librarian Jane Quin was named the new Head Librarian of the Ardmore Library, replacing Peggy Newman who retired August 31. Ludington will miss Jane, but our loss is Ardmore's gain. Our three on-loan staff members returned to us at the end of August and were redeployed. Helen joined the staff at Ludington Lite, Liz returned to her duties at 104, and Laurent moved to the Bala Cynwyd Library, although he continues to work in Finance one day a week.

September

The steel was erected starting the week of September 20 and in about two weeks the framework of the two new additions was created. On September 22, a "Signing of the Steel" ceremony was held at the construction site. Invited were Ludington and LMLS Board members, Commissioners, Township, Ludington and Foundation staff, and large donors. With only 24 hours notice for the event, the attendance was small but all got to sign their names to the last piece of steel.

We upgraded to Polaris 3.6 in September in anticipation of our upcoming merger with MCLINC. The staff also kept busy with a lot of database clean-up chores – all needing to be completed before the merger. Staff also attended training webinars from Overdrive on downloading the new e-books which had been added to our collection of e-audiobooks.

October

Pre-merger fever continued this month. The trailers changed from being the Temporary Ludington Site back to being Ludington Library. Staff was working very hard to purge all of our Z-parts as multi-part sets would be handled with only one barcode in the MCLINC environment. Mapping our patron and item codes to MCLINC codes was completed and work on instruction sheets for the staff was begun.

Fine-tuning of shelving heights and configurations took place on October 6 with a conference call with Claudine Levan from Vitetta. In the trailers, staff had been receiving complaints from the public regarding the lack of light in the parking lot resulting from removal of most of the light stanchions because of the project. However, the Township fixed the one remaining fixture by the trailers which helped quite a bit.

November

Work on the outside of the building was slowed due to several problems with the back patio and the large windows scheduled for the Lancaster Avenue addition. However, work continued on the inside. The Board of Commissioners approved the bids for the wiring and data cabling for the building, and meetings were held on the RFID project and changes to the landscaping plans.

Work continued on preparing for the upcoming merger with MCLINC, including writing PR pieces and informational bookmarks for the public and preparing training materials for the staff. For Ludington it also meant having Remote Desktop installed on our staff computers as the trailers will remain on the LMLS network and not move to the MCLINC network until we are back in the building. Remote Desktop allows our computers to talk to the MCLINC network and access Polaris.

Our fund drive letter was mailed at the beginning of the month and a donation box at the front desk has been helping to bring some money in. The Board has been concerned with the loss of state aid, with the major drop in fines and fees with our building closed, and with reduced fund drive returns. Our financial situation received a boost this month with a gift of \$300 from the Valley Forge chapter of the AAUW, a \$5,000 gift from the Friends, and the repayment of the final portion of our loan to the Foundation. However, the demands of collection spending will remain very difficult and require loans from our endowments until we reopen.

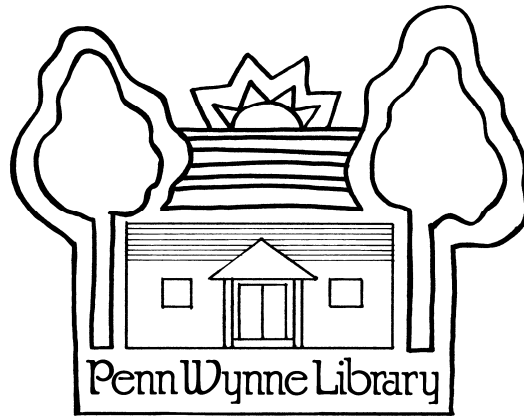
December

The merger finally began on December 6 and we remained offline until December 9. Taking advantage of this downtime, staff training was held on the morning of December 7 and the libraries didn't open until 1 p.m. As could be expected with merging two very large databases, there have been a lot of minor issues but we were able to start circulating immediately. One result of the merger, which we did expect, was the growth of intersystem loans. In November, the trailers sent out 550 items to the other five Lower Merion Libraries. In December, 1,308 items were sent; 378 of them to Lower Merion Libraries and 930 to MCLINC libraries. We received 806.

Overall, a very challenging year but the response to the Ludington Lite trailers has been very positive. The work with the collection at 104 is moving along well. We are settling in to life with MCLINC and eagerly anticipating the grand opening of the "new" Ludington.

 *Margery B. Hall, Head Librarian*

Penn Wynne Library



Circulation – 153,358 ▪ Visitors – 92,881 ▪ Internet Use Sign ups – 6,530
Reference & Information Questions – 9,398 ▪ Program Attendance – 4,609

Overview

2010 was a year filled with challenges and changes. The Lower Merion Library System voted to join with the Montgomery County Library and Information Network Consortium which led to many other changes in the way we order, process and loan our materials. Joining MCLINC offers our patrons the resources of the 31 member libraries and we now offer the opportunity to reserve movies, so there are many benefits but there have been many new procedures for the staff to learn and teach the patrons. We are giving it our best effort and we know that the growing pains are only temporary.

Board Activities

Penn Wynne Library has been very fortunate to have such a dynamic board of trustees that work very hard. The Penn Wynne and Ardmore Library boards worked together when the family of the deceased owner of the Paperback Book Shop offered them the proceeds of the sale of the contents of the store. Both boards worked for hours pricing, shelving and selling the books, which netted each library nearly one thousand dollars. The board also replaced the lights and painted the public restrooms to make them more appealing and a long-time library user donated some lovely scenic photographs to hang in the improved facilities.

The Board also held our 5th Annual Dickens of a Dinner Dance and our auctioneer was State Senator Daylin Leach and State Representative Tim Briggs also attended. The board gathered amazing silent and live auction items and the 110 attendees and donors raised six thousand dollars. They also worked with the 5K Run Committee to do publicity, registration, marshalling, and anything else that needed doing. It was a beautiful day and there was a great turnout for the event, which raised nearly six thousand dollars.

The board also invited State Representative Tim Briggs and Lower Merion Commissioner Liz Rogan to a board meeting to talk about library issues and funding. They created newsletters, fund drive letters, wrote and submitted publicity about events, arranged for art displays and attended the Commissioner's Breakfast—"Let's Get Cooking at the Library".

The board's dedication and service to the library is an incredible tribute to their concern for their community and their library and their efforts are appreciated by the staff and the public.

Staff

Once again, Bonnie Davis, Cyd Nathan, Jackie Schulmeister and Tanya Gardner organized our spring craft fair and we had over 300 people admiring and purchasing beautiful handmade items. We had several people tell us it was the best one we've ever had. It is a wonderful way to reach out to a different audience. Cyd and Judy attended the in-service day, and all of us attended the MCLINC training workshop so we would have a glimpse of what was coming. Cyd Nathan and Judy Soret were also nominated in Senator Daylin Leach's "Librarian of the Year" and attended the recognition ceremony in King of Prussia. Cyd Nathan attended the annual Access training, township sponsored wellness training and was Penn Wynne's representative for the Adult Summer Reading Club. Penn Wynne is known for having incredible participation in this program because Cyd and the rest of the staff so actively recruit readers. Jackie Schulmeister and Judy Soret attended training for the new magazine subscription service that LMLS joined. The Head Librarian participated in the bi-weekly SWAT, wellness training, the Employee Recognition and Staff Development Committee, One Book One Lower Merion, the Trustee Orientation, Polaris Users Group, the system planning retreat, MCLINC MAC (MCLINC Automation Contact) training, and attended Commissioner Rick Churchill's Town Hall Meeting about the 2011 budget. All of the staff was very busy preparing for our merger with MCLINC by changing all of our multi-part sets of audio books, music and movies into items with only one barcode. It was a huge undertaking and it was completed in time for the merger. The staff all did a fabulous job in providing excellent reader's advisory service – they know just what to recommend when someone is looking for a great book or film. All of the staff learned how to operate the cash register and all are learning about MCLINC – it's been challenging, but the staff is doing a great job adjusting to the many changes.

Collections

As we have been doing in the past few years, the staff devoted many hours to the system-wide weeding project. We withdrew 1,786 non-fiction books, marked 949 for storage, transferred 134 to other libraries, received 17 books and replaced 16. The shelves have been shifted as the books are removed and the result is an easier to use and current collection. We have also withdrawn most of our VHS tapes, all children's books on cassette and the adult books on cassette that were not circulating well. Bonnie always creates a Lower Merion School Summer Reading List for children's books and it is a huge help to parents, students and staff

members. This year, we did the same thing for the high school students and it was a big success.

Programming

We hosted Cigus Vanni's popular *Understanding and Demystifying College Admissions* series in May and we had 40 parents and students at every session. The Board of Trustees started a Speakers Series and had astronomer Derrick Pitts, Philadelphia sports writer Ray Didinger, Master Gardeners Nancy Pasquier and Sam Bennett, and Susan Charkes, author of a new book about hiking in the Philadelphia area. These wonderful speakers brought many enthusiastic participants.

We had special children's events throughout the year and several Tween Book Club meetings. Penn Wynne always has wonderful participation in both the Adult and Children's Summer Reading Clubs and this year was no exception. We had 194 of the 432 adult participants and they logged 879 of the 1,964 reviews. We had 271 children participate and they logged more than 3,000 hours of reading!

Children's Services

Bonnie Davis had another outstanding year – we had full participation in GlaxoSmithKline's Science in the Summer and the topic was Bioscience. We had weekly events supporting the "Make a Splash @ Your Library" Summer Reading Club theme – we had "Set Sail With the Vikings", whaling with Loud Emily, the children made water globes and puffer fish with the Main Line Art Center, and our annual pet show. Bonnie creates carts of books for the Lower Merion School Summer Reading and for Reading Olympics and they are a huge help to the students, parents and staff. We had 95 story times attended by 3,427 children and caregivers. Our Early Literacy Station continues to be very popular and we had 1,359 users.

We were happy to receive a bookcase from Ludington and we put the special collection books in it – dinosaurs, cars and trucks, fairytales, new baby and other specific topic books. This allowed Bonnie to shift other books, making the entire collection more user-friendly. She also attended her SWAT meetings, prepared children's book, movie and audiovisual orders, supervised the children's programs and events as well as provided knowledgeable help to students and parents who were looking for a good book or homework help.

Facilities

Penn Wynne Library continues to have issues with heating and cooling but things are definitely improving. The board has hired new service providers and they are finding ways to correct the problems. The repainted restrooms are a big improvement as is the new slat wall in the lobby. The brochures and flyers are much more organized and more appealing.

New For 2010

The Lower Merion Library System instituted a 25 cent reserve fee in January and Penn Wynne Library collected \$2000. LMLS also joined MCLINC which led to

changes in how the staff handles new material and created big changes in the staff workflow and workload. Patrons can now reserve movies and DVDs which is extremely popular. The staff changed thousands of multi-part sets to one barcode and learned how to use the new magazine subscription service. State Representatives Tim Briggs and Kathy Manderino met with the Library Director and Head Librarians to talk about library funding and other library issues. Lower Merion Library System was named a four-star (out of a possible five) library in *Library Journal's* "America's Star Libraries," which is an assessment of expenditures, circulation, program attendance, visits and public internet terminals, and there was only one other library in Pennsylvania so honored.

 *Judith Soret, Head Librarian*

Appendix: 2010 Statistics

**ANNUAL DEPARTMENTAL REPORT
2010**

LIBRARY DEPARTMENT

	2010	2009	2008
CIRCULATION			
PRINT ITEMS:	691,868	864,854	841,309
NON-PRINT:	496,095	613,196	582,157
Total Circulation	1,187,963	1,478,050	1,423,466
ADULT/JUVENILE BREAKDOWN			
Adult Material	787,779	996,417	958,611
Juvenile Material	400,184	481,633	464,855
ISL/ILL ACTIVITY			
ILL Loaned	857	2,121	2,469
ILL Borrowed	868	1,672	1,651
ISL LOANED WITHIN LMLS	46,854	66,198	55,110
REFERENCE SERVICES			
Reference Questions Total	52,479	104,225	98,585
Using Inhouse Material	32,165	58,453	55,117
Using Online Databases	20,270	45,728	43,452
E-Reference	44	44	16
Information Questions	54,215	65,234	63,157
Internet Sign-up /Wireless	69,186	104,844	108,683
PATRON REGISTRATION			
New Borrowers	3,448	4,819	5,333
Resident Active Borrowers	38,240	36,085	36,610
All Active Borrowers	409,318	59,836	60,902
PROGRAMS			
Adult	109	102	88
Computer Instruction	55	91	109
Other Adult	55	72	69
Young Adult	1	13	15
Juvenile Story Hours	472	599	620
Other Juvenile Programs	120	151	155
Class Visits	259	255	186
Total Programs	1,071	1,283	1,242
PROGRAM ATTENDANCE			
Adult/Attendance	4,041	4,773	3,567
Computer Instruction/Attendance	59	91	109
Other Adult/Attendance	432	476	380
Young Adult/Attendance	35	361	171
Juvenile Story Hours/Attendance	14,805	24,639	24,527
Other Juvenile Programs/Att.	3,270	4,013	3,893
Class Visits/Attendance	3,493	3,285	3,222
Total Program Attendance	26,135	37,638	35,869
TURNSTILE			
Ardmore	116,256	91,471	91,223
Bala Cynwyd	184,532	166,843	165,208
Belmont Hills	29,828	36,685	31,242
Gladwyne	66,960	58,542	59,306
Ludington Lite	122,965	364,591	352,768
Penn Wynne	92,881	94,041	90,993
Total Turnstile Count	613,422	812,173	790,740
Key Staff Activity Statistics			
Books/A.V. Added	29,168	36,777	38,547
Books/A.V. Withdrawn	45,318	56,328	42,867
Current Collection Size	402,786	418,936	438,487
Current Number of Titles			
Overdue Notices	2,047	3,370	5,995
Volunteer Hours	5,597.47	7,325.45	6,667.88
Off-Site Storage ISL Circulation	7,802	n/a	n/a
PROCESSING CENTER			
Titles Cataloged	18,240	18,896	18,673
Titles deleted from Database	19,078	3,436	418

CIRCULATION	2010	2009	% CHANGE 2009 TO 2010	2008	% CHANGE 2008 TO 2009	% CHANGE 2008 TO 2010
ARDMORE	171,067	124,417	37.49%	117,686	5.72%	45.36%
BALA CYNWYD	439,879	381,401	15.33%	363,180	5.02%	21.12%
BELMONT HILLS	49,794	52,231	-4.67%	49,220	6.12%	1.17%
GLADWYNE	133,613	108,107	23.59%	103,439	4.51%	29.17%
LUDINGTON TOTAL	240,252	661,345	-63.67%	641,574	3.08%	-62.55%
PENN WYNNE	153,358	150,549	1.87%	148,367	1.47%	3.36%
TOTALS	1,187,963	1,478,050	-19.63%	1,423,466	3.83%	-16.54%

ACTIVITY STATISTICS - SYSTEM TOTAL 2010 BY LIBRARY

	Ardmore	Bala Cynwyd	Belmont Hills	Gladwyne	Ludington	Penn Wynne	Total
Turnstile	116,256	184,532	29,828	66,960	122,965	92,881	613,422
Internet Use / Wireless	19,367	27,469	1,801	6,130	7,889	6,530	69,186
Microfilm Usage	0	15	0	0	0	0	15
REFERENCE ACTIVITY							
Reference Questions Answered	2,809	38,178	194	4,432	2,682	4,184	52,479
Using Inhouse Materia	2,291	20,370	113	4,046	2,480	2,865	32,165
Using Online Databases	518	17,783	81	386	183	1,319	20,270
E-Reference	0	25	0	0	19	0	44
Information Questions Answered	3,980	31,813	81	4,877	8,250	5,214	54,215
Referred to Another Library	233	267	86	175	12	0	773
Referred From Another Library	230	740	64	375	0	0	1,409
PROGRAMS							
Adult	40	34	8	17	0	10	109
Computer Instruction	32	23	0	0	0	0	55
Other Adult	55	0	0	0	0	0	55
Young Adult	1	0	0	0	0	0	1
Juvenile Story Hours	175	116	48	38	0	95	472
Other Juvenile Programs	28	41	10	25	0	16	120
Class Visits	20	234	2	3	0	0	259
Total Programs	351	448	68	83	0	121	1,071
PROGRAM ATTENDANCE							
Adult/Attendance	653	798	705	976	0	909	4,041
Computer Instruction/Attendance	34	25	0	0	0	0	59
Other Adult/Attendance	432	0	0	0	0	0	432
Young Adult/Attendance	35	0	0	0	0	0	35
Juvenile Story Hours/Attendance	4,351	5,008	745	1,274	0	3,427	14,805
Other Juvenile Programs/Att.	535	1,205	514	743	0	273	3,270
Class Visits/Attendance	530	2,740	62	161	0	0	3,493
Total Program Attendance	6,570	9,776	2,026	3,154	0	4,609	26,135
ISL/ILL ACTIVITY							
ILL Loaned	47	216	29	438	25	102	857
ILL Borrowed	188	257	42	168	28	185	868
ISL Loaned	7,826	13,477	3,366	7,744	8,040	6,401	46,854
VOLUNTEER HOURS	1,576	1,060	240	1,783	543	396	5,597.47
HOLDINGS							
Items Added							
Adult Non-Fiction	563	2,707	219	801	1,935	659	6,884
Adult Fiction	1,141	2,387	638	1,066	2,295	1,168	8,695
Juvenile Non-Fiction	77	1,380	20	136	307	102	2,022
Juvenile Fiction	453	1,585	104	841	1,141	672	4,796
Videos	1	0	13	0	0	0	14
DVDs	383	1,113	123	470	1,443	271	3,803
Sound Recordings	118	592	62	618	1,261	274	2,925
Software	0	0	0	1	0	0	1
Microfilm	0	0	0	0	6	0	6
Sheet Music	0	22	0	0	0	0	22
Puppets	0	0	0	0	0	0	0
Total Items Added	2,736	9,786	1,179	3,933	8,388	3,146	29,168
Items Withdrawn							
Adult Non-Fiction	620	3,777	730	870	9,126	2,186	17,309
Adult Fiction	1,174	1,188	651	1,251	7,429	674	12,367
Juvenile Non-Fiction	193	545	65	612	1,313	537	3,265
Juvenile Fiction	764	1,821	443	1,079	2,208	660	6,975
Videos	6	5	44	149	0	703	907
DVDs	22	217	2	168	30	45	484
Sound Recordings	365	296	1,415	275	1,432	192	3,975
Software	0	0	0	0	0	0	0
Microfilm	0	0	0	0	0	0	0
Sheet Music	0	0	0	0	0	0	0
Puppets	0	0	0	0	0	36	36
Total Items Withdrawn	3,144	7,849	3,350	4,404	21,538	5,033	45,318
Collection Totals							
Adult Non-Fiction	6,225	36,875	3,963	10,459	45,158	11,396	114,076
Adult Fiction	11,338	21,148	3,202	9,141	29,230	10,232	84,291
Juvenile Non-Fiction	4,250	16,454	3,542	5,966	21,247	6,845	58,304
Juvenile Fiction	8,954	19,502	3,139	7,544	17,423	8,009	64,571
Videos	1,133	1,259	942	635	1,635	421	6,025
DVDs	3,489	7,485	1,765	4,494	13,767	1,918	32,918
Sound Recordings	1,895	12,413	539	4,890	14,558	1,792	36,087
Software	0	45	0	1	0	36	82
Microfilm	0	0	0	0	5,065	0	5,065
Sheet Music	0	1,364	0	0	0	0	1,364
Puppets	0	0	0	0	0	3	3
Total Holdings	37,284	116,545	17,092	43,130	148,083	40,652	402,786
Periodical Titles	47	0	33	81	236	58	455

2010 Circulation Statistics by Format Type

Ardmore

Adult AV	55,945	All Adult	108,891
Junior AV	16,111	All Junior	62,176
Adult Book	52,946	All AV	72,056
Junior Book	46,065	All Book	99,011
TOTAL	171,067		

Bala Cynwyd

Adult AV	109,930	All Adult	256,130
Junior AV	46,663	All Junior	183,749
Adult Book	146,200	All AV	156,593
Junior Book	137,086	All Book	283,286
TOTAL	439,879		

Belmont Hills

Adult AV	15,406	All Adult	30,328
Junior AV	3,270	All Junior	19,466
Adult Book	14,922	All AV	18,676
Junior Book	16,196	All Book	31,118
TOTAL	49,794		

Gladwyne

Adult AV	49,289	All Adult	97,118
Junior AV	7,131	All Junior	36,495
Adult Book	47,829	All AV	56,420
Junior Book	29,364	All Book	77,193
TOTAL	133,613		

Ludington

Adult AV	134,412	All Adult	200,427
Junior AV	16,901	All Junior	39,825
Adult Book	66,015	All AV	151,313
Junior Book	22,924	All Book	88,939
TOTAL	240,252		

Penn Wynne

Adult AV	33,196	All Adult	94,885
Junior AV	7,841	All Junior	58,473
Adult Book	61,689	All AV	41,037
Junior Book	50,632	All Book	112,321
TOTAL	153,358		

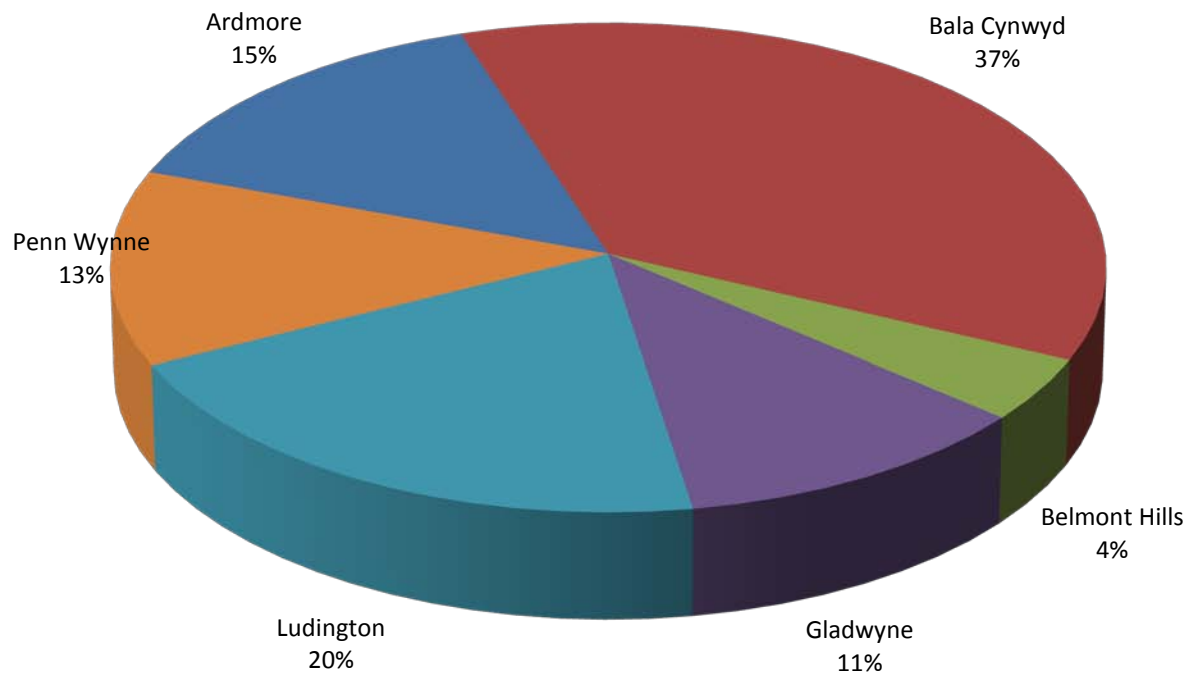
System Total

Adult AV	398,178	Total All Adult	787,779
Junior AV	97,917	Total All Junior	400,184
Adult Book	389,601	Total All AV	496,095
Junior Book	302,267	Total All Book	691,868

GRAND TOTAL

1,187,963

Total 2010 Circulation by Library



Item Circulation By Collection
System Total 2010- by Branch

	Ardmore	Bala Cynwyd	Belmont Hills	Gladwyne	Ludington	Ludington Lite	Penn Wynne	Total
Adult Non Fiction								
000s	143	890	37	241	192	340	333	2,176
100s	571	1,942	303	598	237	648	949	5,248
200s	505	1,647	146	283	202	508	529	3,820
300s	2,078	8,104	696	2,462	912	2,486	2,735	19,473
400s	208	619	25	71	88	60	132	1,203
500s	443	1,736	54	379	217	469	444	3,742
600s	232	986	102	333	0	279	317	2,249
600-619	1,220	3,050	372	948	413	1,193	1,306	8,502
620-699	2,781	10,596	1,237	3,883	976	2,994	3,153	25,620
700s	1,773	7,518	543	2,196	784	1,623	3,028	17,465
800s	774	2,603	208	698	283	485	876	5,927
900s	122	817	25	259	0	239	172	1,634
900-909	48	268	8	43	22	59	34	482
910-919	1,127	7,104	184	3,254	572	2,398	1,903	16,542
920-929	105	134	8	66	24	110	133	580
930-999	1,054	4,359	287	1,443	461	1,228	1,509	10,341
Biography	2,454	6,839	705	2,233	600	2,326	1,885	17,042
Magazine	1,153	5,738	1,425	1,986	401	3,631	1,416	15,750
Music Score	8	603	0	19	4	3	10	647
Other NF	354	1,618	305	245	46	376	125	3,069
Total Adult Non-Fiction	17,153	67,171	6,670	21,640	6,434	21,455	20,989	161,512
Adult Fiction	35,587	78,737	8,209	26,016	6,354	31,742	40,475	227,120
ILL	206	292	43	173	24	6	225	969
Total Adult Print	52,946	146,200	14,922	47,829	12,812	53,203	61,689	389,601
Adult Non-Print								
Book on CD	7,098	15,082	1,314	7,966	2,073	13,066	4,987	51,586
Book on Tape	292	152	141	317	117	51	309	1,379
Book-Cassette Kit	33	86	26	8	10	10	12	185
Book-CD Kit	326	286	43	122	39	47	135	998
Cassette	16	24	30	0	0	2	2	74
CD-Rom	15	78	4	21	2	20	9	149
Compact Disk	3,400	15,951	1,643	5,970	2,087	9,834	2,515	41,400
DVD	43,533	75,345	11,382	33,227	10,555	90,070	23,723	287,835
Kits	22	56	10	7	0	6	5	106
Sound Media Player	653	259	436	730	426	3,443	729	6,676
Video	169	166	303	302	1	11	309	1,261
Downloadable Audio Books	367	1,122	71	594	511	1,937	443	5,045
Downloadable Video	n/a	n/a	n/a	n/a	n/a	0	0	0
Other AV	21	57	3	25	0	94	18	218
Total Adult Non-Print	55,945	109,930	15,406	49,289	15,821	118,591	33,196	398,178
Total Adult	108,891	256,130	30,328	97,118	28,633	171,794	94,885	787,779
Jr Non-Fiction								
J000s	76	524	12	65	22	52	75	826
J100s	67	253	32	44	13	14	52	475
J200s	164	621	45	75	68	55	175	1,203
J300s	1,585	4,774	508	781	304	447	1,358	9,757
J400s	93	331	32	67	11	39	187	760
J500s	3,163	7,498	683	1,367	360	526	2,474	16,071
J600s	1,394	3,642	278	1,083	173	300	1,141	8,011
J700s	940	3,868	202	647	226	410	1,071	7,364
J800s	468	1,580	219	299	88	143	513	3,310
J900s	64	269	47	49	0	9	46	484
J900-909	58	196	8	32	9	29	35	367
J910-919	156	273	57	90	18	32	92	718
J920-929	23	89	12	23	10	20	21	198
J930-999	835	3,532	168	596	359	151	817	6,458
J Biography	803	2,471	559	499	277	161	900	5,670
J Magazine	6	813	26	27	41	148	45	1,106
J Other NF	85	58	40	15	7	7	16	228
Total Jr Non-Fiction	9,980	30,792	2,928	5,759	1,986	2,543	9,018	63,006
Jr Fiction	35,912	105,508	12,237	23,564	5,234	13,055	41,508	237,018
J Paperback	173	786	1,031	41	27	79	106	2,243
Total Jr Print	46,065	137,086	16,196	29,364	7,247	15,677	50,632	302,267
Jr Non-Print								
J Book on CD	435	3,711	45	887	101	908	810	6,897
J Book on Tape	69	77	68	38	1	6	50	309
J Book-Cassette Kit	74	664	88	26	1	8	49	910
J Book-CD Kit	0	2	0	0	0	1	0	3
J Cassette	10	147	39	0	0	2	0	198
J CD-ROM	0	0	0	0	1	0	7	8
J Compact Disk	166	1,915	227	146	70	134	150	2,808
J DVD	14,358	39,203	2,502	5,969	1,559	13,832	5,096	82,519
J Puppet	0	53	0	0	0	0	14	67
J Sound Media Player	3	313	8	60	35	201	54	674
J Video	996	578	292	5	38	3	1,611	3,523
J Other AV	0	0	1	0	0	0	0	1
Total Jr Non-Print	16,111	46,663	3,270	7,131	1,806	15,095	7,841	97,917
Total All Junior	62,176	183,749	19,466	36,495	9,053	30,772	58,473	400,184
Total	171,067	439,879	49,794	133,613	37,686	202,566	153,358	1,187,963
Z-Items	38,164	96,994	8,160	56,229	19,941	79,515	33,889	332,892
Total Plus ZZZZs	209,231	536,873	57,954	189,842	57,627	282,081	187,247	1,520,855