

LOWER MERION LIBRARY SYSTEM

2011

Table of Contents

CHAPTER 1

State of the System	3
Board of Trustees	5
Library Renovation Projects	7
Building for the Future: the Campaign for Lower Merion Libraries	9
The Processing Center	10
Collection Development	12
System-Wide Adult Services	13
System-Wide Youth Services	14
Legislation (and Libraries)	14
Staffing	16
Staff Recognition & Development	17
Grants	18
Public Relations	19
The Library Show	20

CHAPTER 2

The Year in Technology	21
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CHAPTER 3

Performance Measures & Budget Goals	23
Measuring the System	23
Budget Goals	25

CHAPTER 4

Finance & Budget	27
Aggregate Budget & Aggregate Financial Review 2011	28

CHAPTER 5

Ardmore Free Library	29
Bala Cynwyd Memorial Library	35
Belmont Hills Library	41
Gladwyne Library	45
Ludington Library	49
Penn Wynne Library	53

APPENDIX

Annual Departmental Report
Activity Statistics
Circulation Statistics by Format Type
Total 2011 Circulation by Library
Item Circulation by Collection

THE YEAR IN REVIEW

The Lower Merion Library System

State of the System



At the end of 2010, the Lower Merion Library System was collectively looking back on a difficult year. Annual state funding had been cut by \$370,000, reducing book and materials purchasing and threatening technology provision. The Ludington Renovation's Project Manager departed for a better position, and LMLS had just entered the Montgomery County Library and Information Consortium (MCLINC), with many changes to absorb.

Although the end of 2011 finds us still buffeted by transition, we can also look back on some good news, while pausing to offer words of gratitude in this tough but positive year.

- Thanks to the Township Board of Commissioners for helping us to purchase books and materials, for implementing Radio Frequency Identification throughout the Library System, and for the Bala Cynwyd Library Renovation.
- Thanks to the LMLS Board of Directors for never giving up and for spending long nights in the Township Administration Board Room.
- Thanks to MCLINC for excellent technology provision at reasonable rates.
- Thanks to Township Manager Doug Cleland and Assistant Manager Pat Ryan for their leadership and support.
- Thanks to the public for 1.1 million checkouts and 588,000 visits, despite the fact that its largest library remained under construction for the entire year.

And, as always, thanks to a great staff capable of delivering high-quality service no matter where they are located or what they have to work with on any given day.

 Christine Steckel, Director of Libraries

Lower Merion Library System Board of Trustees 2011

Michael L. Golden, Jr., *President*
Member-At-Large

George T. Manos, *Vice President*
Commissioner Delegate

Helen S. Weary, *Secretary*
Ludington Library Delegate

Gail M. Pratzon, *Treasurer*
Member-At-Large

Lea Bramnick
Member-At-Large

Barbara Bisgaier
Member-At-Large

Ann Kirschner
Ardmore Library Delegate

Stephen Stamm
Bala Cynnyd Library Delegate

Colleen Kochanowicz
Belmont Hills Library Delegate

Beth McKee
Gladwyne Library Delegate

Kyle Blodget
Penn Wynne Library Delegate

Paul A. McElhaney
Commissioner Alternate

V. Scott Zelov
Commissioner Alternate

Library Renovation Projects

Ludington Library Renovation

Although the year saw a lot of progress with the Ludington Renovation, the library did not reopen in 2011 as originally planned. Bad weather, including another very snowy winter, the rainiest August on record, an earthquake and a hurricane, all combined to slow the building's progress. A mold problem developed in the basement which proved difficult to eradicate and issues with the plumbing contractor also contributed to the fact that the year ended with construction still not complete.



Ludington takes shape

Through the year, however, the building's exterior was completed, the green roof was finished and planted, the landscaping was finished, and the Columbus statue was cleaned, restored, and moved to its new location outside the library along with the Beingold's Phoenix sculpture. While lack of progress on the sprinkler system held up some of the interior work, walls were completed and given their first coat of paint, most of the ceiling grids were put into place, many of the light fixtures were installed and excellent progress was made on the wiring for electrical, data and communication lines.

Once the sprinkler system is completed and tested, a number of weeks of finishing work remain to be completed followed by a four to six week period to erect the shelving, receive and place the furniture and move the collection and computers back into the building. We hope for a grand re-opening in the second quarter of 2012.

Bala Cynwyd Library Renovation

The Bala Cynwyd Library Renovation Project spent the year moving toward project approval. The Bala Cynwyd Library Project was designed to upgrade accessibility, improve safety with fire suppression, enhance space for library users through a modest addition, provide a clear and visible entrance and elevator, address deferred maintenance (especially the roof and HVAC), create a separate Young Adult space, place staff workspaces in proximity to circulation desks, upgrade the electrical system, install new furniture and shelves where needed, institute radio frequency identification (RFID), and provide a book/AV return room.

Early in the year, Township officials met with Pennoni Associates Inc. to develop a cost estimate for renovating only the existing footprint of the library. This plan was later abandoned in favor of a renovation with expansion.

The Bala Cynwyd Library Renovation Project was presented to the Township of Lower Merion Board of Commissioners (BOC) at its March 9 and 16 meetings. On April 6, at a BOC Library Committee and special BOC meeting, the board voted to proceed with the full Bala Cynwyd Library renovation and expansion, including geothermal HVAC.



VITETTA rendering of the future Bala Cynwyd Library

A test drill in the parking lot was conducted shortly after the project approval. It was determined that the site is suitable for the geothermal approach.

On April 25, Township officials held a Bala Cynwyd Library Additions and Alterations meeting to consider additional project details. Renovation will include standard Yale locks. Plants, trees and shrubs in the work area will be removed. In May, discussions began for what is needed to prepare Bala for shutdown. Shelf contents were measured and art inventoried. Over the summer furniture plans were finalized with Vitetta. Bala staff met with J. P. Jay Associates, Inc. regarding placement of books on shelves after renovation.

Construction documents were prepared and reviewed for bid advertisement in September. Bid openings took place October 27. Temporary egress designs were also prepared so that a second form of emergency egress could be put in place for The French School (Bala's condo partner) during its December/January break.

Bala Cynwyd Library construction bids and furniture purchasing were approved at the November 16 Board of Commissioners meeting.

On December 9 the decision was made that December 31 would be the last day open before renovation and Wayne Moving, the moving contractors, will start removing contents to storage and the Processing Center on January 3, 2012. Wayne will be followed by J. P. Jay Associates, Inc. for shelf removal and storage.

By the time that the library closed on December 31, Bala sold or donated most of the furniture and supplies that will not be needed after renovation.

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

Building for the Future: the Campaign for Lower Merion Libraries

The big Capital Campaign news of the year was the Board of Commissioners' vote to proceed with the Bala Cynwyd Library renovation, which added momentum to the fund-raising effort. The Bala Cynwyd Library assembled a local campaign committee, and members of the local board pledged their personal financial support to the campaign.

2011 was the third full year of fund-raising under *Building for the Future*. When the Lower Merion Library Foundation's contract with fund-raisers Schultz & Williams ended in July 2011, the Foundation signed a contract with Jim Wellen, of JWA Consulting, to direct the Campaign.

The Ardmore Library Board also convened a local campaign committee and worked with the Foundation's campaign director. Members of the Ardmore Library Board of Trustees made their support of the campaign evident with their personal financial commitment.

Ludington Library received significant support from The McLean Contributionship and The Charter Foundation in addition to generous private support. Members of the Ludington Library Board of Trustees continued their support of the campaign by submitting the names of some of their neighbors for a personalized mailing. Helen Weary, a member of the Lower Merion Library Foundation Campaign Committee and President of Ludington Library's Board of Trustees, wrote a thoughtful editorial which was published in the *Main Line Times* in August.

There was an end of year mailing to past campaign donors who were not actively paying down pledges. The campaign ended 2011 with more than \$2.3 million committed.

Lower Merion Library Foundation

Capital Campaign Committee

Charles J. Bloom, Chairman

Cheryl K. Cheston
Pamela K. Clark
Charles J. Davidson
George M. Dorrance, III
Leonard Dubin
James S. Ettelson
Steven L. Friedman
Michael L. Golden, Jr.
Patricia Green
Harry C. Hannigan

Rachelle Kaiserman
Ruth S. Laibson
Catharine E. Maxey
Bernard McNamee
Mary Ann Meyers
J. Barton Riley
Bruce Rosner
David Sonenshein
Patricia H. Suplee
Helen S. Weary

The Processing Center

In 2011, the Processing Center experienced a sharp learning curve following the merge with MCLINC. Strict new cataloging guidelines were followed in order to conform to MCLINC standards. This resulted in a more uniform consortium database, but slowed the pace at which we cataloged, substantially decreasing our productivity and resulting in a backlog which continues to exist. We added fewer titles to the Polaris database, but more items. This was due to our adding items to titles that other MCLINC libraries had cataloged. The area in which LMLS excelled was the addition of its vast AV collection to MCLINC. One Processing staff member mastered the difficult job of AV cataloging and was responsible for adding thousands of DVDs, compact discs, Playaways and audiobooks to the database.

Processing staff as a whole certainly should be commended for its efforts in achieving the difficult standards of MCLINC and accommodating MCLINC's often difficult-to-understand decisions. By the end of 2011, staff was feeling more comfortable in its cataloging role again and optimistic that the volume of work will increase again next year despite the rigid guidelines.

MCLINC Database Committee meetings were held each month, primarily in Norristown. Lower Merion did host a meeting in July which provided an opportunity to show off the department. We are the only library/system in MCLINC which provides a separate building for the cataloging department.

Two members of the Processing Center attended Cataloging Certification Training in April. We are waiting for the results of our submissions to determine if LMLS will have a MCLINC-certified cataloger on staff.

The daily delivery continued to increase throughout the year. On many days, our driver added an extra hour to his route with the increasing number of MCLINC books circulating in our system. Two trips were instituted to accommodate the number of book bins. The Processing Center staff spent approximately 60 minutes per day unpacking, sorting and packing bins from the Montco and LMLS deliveries. (This breaks down to almost 2,500 bins last year or 62,500 items.) The volume of the daily delivery directly impacted our productivity and will continue to do so as the patrons continue to take advantage of the resources of the county libraries. Processing staff appreciated the help of the Ludington staff assigned to 104 Ardmore Avenue in the delivery process.

Statistics

2011 Monthly Statistics

	Books	A/V	TOTAL BIBS CREATED	Items Entered
January	738	205	943	1,661
February	848	635	1,483	1,642
March	1,007	464	1,471	2,690
April	749	235	984	3,002
May	847	298	1,145	2,593
June	1,031	256	1,287	1,721
July	803	474	1,277	1,985
August	945	295	1,240	2,212
September	712	247	959	2,056
October	855	172	1,027	2,062
November	848	304	1,152	2,668
December	558	247	805	1,926
TOTAL	9,941	3,832	13,773	26,218

Items Received

	Adult	Juvenile	TOTAL
January	1,189	109	1,298
February	1,195	1,127	2,322
March	1,211	2,404	3,615
April	1,285	899	2,184
May	1,358	685	2,043
June	1,568	810	2,378
July	954	552	1,506
August	1,505	478	1,983
September	1,367	511	1,961
October	1,298	688	1,986
November	1,582	577	2,159
December	1,310	382	1,692
TOTAL	15,822	9,222	25,127

Bins Unpacked

	From LMLS	From MCLINC	TOTAL
January	N/A	N/A	N/A
February	N/A	N/A	N/A
March	219	270	489
April	223	259	482
May	225	275	500
June	228	281	509
July	236	289	525
August	302	332	634
September	255	305	560
October	277	280	557
November	259	268	527
December	270	276	546
TOTAL	2,494	2,835	5,329

 Susan Leigh DeSilva, Head, LMLS Processing Center

Collection Development

2011 started with a change in policy regarding our DVD collection. All of our DVD collections would now be holdable for a charge of \$.50, except for brand new items which would not be holdable for the first three months. This necessitated changes to all of the DVD item records but the work fit right in with the database cleanup work which followed our merger with MCLINC in December of 2010. The merging of two large databases always requires some clean-up work but there was less than we originally expected. We did have to change some of our procedures with our book orders and McNaughton orders. Another result of our merger with MCLINC was a large increase in the number of items sent to and received from other libraries for reserves.

As interest in downloadable eBooks grew through the year, we were very pleased when an agreement was reached between Overdrive, our downloadable eBook vendor, and Amazon in the fall of 2011. This meant that patrons could now download our eBooks to their Kindles. Use of the eBooks has definitely risen since this change.

SWAT (System Wide Action Team) weeding continued this year with the Children's librarians working their way through the picture books and into the nonfiction collection. The teams of Adult Librarians completed their second run through the fiction collection and then tackled the audio book and DVD collections. These sections are very challenging and time-consuming to get through. All SWAT activities were suspended in December as preparations were made to house many of the Bala Cynwyd Library staff members in our remote

storage facility after the library closed for renovation. The SWAT teams will not start up again until after Ludington has reopened.

📁 Margery Hall, Head Librarian, Ludington Library

System-Wide Adult Services

One Book One Lower Merion Program



Members of the Committee with the authors

The One Book One Lower Merion committee had a scaled back year in 2011 since there had been programs featuring *North River* by Pete Hamill in January 2010 and *Remarkable Creatures* by Tracy Chevalier in Fall 2010. The selected book was *A Rope and a Prayer: A Kidnapping from Both Sides* by David Rohde and Kristen Mulvihill, a gripping account of David's capture and escape from the Taliban in Afghanistan. He had been a Pulitzer prize-winning *New York Times* journalist and was held for seven months as his wife tried to arrange for his release. The authors showed a film of the life that he lived and the culture that he observed and the audience was riveted. They spoke about the importance of freedom of speech and how brave journalists have to be to bring the stories of dangerous places to those at home. The event was held on March 20 in the Board Room of the Lower Merion Township Administration building. As usual, One Book One Lower Merion chair Lenore Forsted introduced the authors and conducted the question and answer portion of the program.

It was a very timely program since four other journalists had just been released from captivity in Libya. The event was well-attended and the audience left with a new appreciation of what it means to be a war correspondent.

📁 Judy Soret & Jane Quin, One Book Committee

Adult Summer Reading

The Lower Merion Library System Adult Summer Reading Club had its seventh successful year this summer, with weekly prizes drawn and awarded to participants. We had a very enjoyable book group meeting at the Penn Wynne Library, moderated by committee member Sharyl Overhiser, during which we discussed the book *The Help*, by Kathryn Stockett. Sharyl brought more clarity to, and a deeper appreciation of, the characters drawn in the book by virtue of her research into race relations in the South in the early 1960s. A total of 1,604 books were read and rated by 333 registrants.



Sharyl Overhiser leads a discussion of *The Help*

📁 Maria Lerman, Adult Summer Reading Club Committee

System-Wide Youth Services

Grants

Special thanks to Patricia Rayfield, who applied for and received a grant from Praxair in 2010, allowing the junior librarians to replace lost or much needed picture books this year. With all of the budget cuts, this truly helped us replenish this well-used section of our libraries.

We also benefited from a Verizon grant acquired through our Montgomery County Youth District Consultant. Each of the libraries participated in a *Let's Read Math* program that incorporated math skills through reading. Some branches held special programs, while others read the books in their regular story times. Workbooks were sent home with parents for continued use.

Summer Reading Club

This year's Summer Reading Club theme was *One World, Many Stories*. There were 481 registrants for the *Read to Me* program for a total of 121,878 minutes read. The *One World* program read a total of 627,318 minutes. There were 490 registrants in this elementary school age group. *You Are Here* read 75,449 minutes. 139 teens registered for this club. Thanks to all participants this year.

Science in the Summer

Ardmore, Bala Cynwyd, Belmont Hills and Penn Wynne Libraries hosted the *Science in the Summer* program sponsored by GlaxoSmithKline. The topic, electricity, was well-received by the participants.



SWAT Weeding

The junior librarians are currently completing the 600's in the nonfiction area. We have successfully weeded 4,900 nonfiction books.

Young Adult Services

Children's Book World in Haverford, PA, sponsored a fundraiser to help raise monies for the improvement our young adult areas. Four young adult authors visited the bookstore and shared stories with us before having a book signing. We look forward to many more author visits in the future.

Throughout the year we had raffles for Teen Read Week, Teen Tech Week, National Library Week and Summer Reading Club.

 Darlene Davis, Coordinator of Youth Services

Legislation (and Libraries)

State Budget for Libraries

On June 29, the Pennsylvania House of Representatives approved a final state budget that largely sustained library funding close to the 2010-11 levels.

- \$ 53,507,000 for the Public Library Subsidy (State Aid)
(nearly level funding; down just \$6,000 over 2010-11 actual funding)
- \$ 2,970,000 for Library Access (- 1%)
- \$ 2,702,000 for Library Services for Visually Impaired & Disabled (- 1%)
- \$ 2,060,000 for the Office of Commonwealth Libraries (- 6.5%)

The four library line items taken together were reduced by a total of about \$200,000 which was an overall reduction in library funding of just one-third of 1%. Considering that the entire state budget was cut by 4% and many important state programs faced deep cuts, a 0.33% overall cut in library funding was a solid result.

However, in late December Governor Tom Corbett announced a budgetary freeze on a variety of state agencies and programs that fall under his control to help resolve what was expected to be a \$500 million revenue shortfall.


- The Public Library Subsidy (State Aid) was not included in this action. The full amount of \$53,507,000 is expected to be paid.
- The Library Access program, which includes POWER Library, Ask Here PA, and interlibrary delivery among other services, was targeted for a 5% freeze—from \$2,970,000 to \$2,821,000, a loss of \$149,000.
- Library Services for the Visually Impaired and Disabled also saw a freeze of 5% of its budget—from \$2,702,000 to \$2,567,000, a reduction of \$135,000.
- The operations of the State Library faced a 3% freeze—from \$2,060,000 to \$1,998,000, a cut of \$62,000.

In all, the total amount of library funding frozen was \$346,000. The persistently anemic economy hurt tax collections, and growth in 2012 is anticipated to be lower than previously estimated, making the 2012-13 budget more difficult than one would expect coming out of a recession. The Governor will present his budget plan for the next fiscal year when he addresses the General Assembly on February 7, 2012.

Library Code

On September 21, the Senate Education Committee conducted a hearing on Senate Bill 1225, the bill sponsored by Senator Dominic Pileggi and 20 of his colleagues to update and reform Pennsylvania's Library Code. This legislation closely follows recommendations for changes to and modernization of The Library Code based on a 2010 study.

Action in the full Senate may occur sometime in 2012. To view the testimony and the study recommendations go to www.palibraries.org and click on “Library Code Reform Legislation.”

 Carolyn Conti, Staff Liaison, LMLS Legislative Committee

Staffing

The Township continued not filling vacant positions in 2012. Previously vacant positions remained vacant, as listed below, and new vacancies were created as people retired or left to pursue other opportunities.

Since 2008:

- 19-hour per week Library Assistant position, Ardmore
- 8-hour per week Library Assistant position, Ludington
- Fulltime Children’s Library Assistant position, Bala Cynwyd

Since 2009:

- 17-hour per week Library Assistant position, Belmont Hills
- 27-hour per week Library Assistant, Bala Cynwyd
- Fulltime Reference Assistant position, Bala Cynwyd

Since 2010:

- Assistant Director of Libraries
- 8-hour per week Library Assistant, Ludington Library
- Fulltime Reference Librarian, Ludington Library

Additionally, after many years of faithful service, Joanne D’Amato retired as Reference Assistant at Ludington Library in January 2011. A short time later, Tanya Gardner resigned from her 13-hour per week Library Assistant position at Penn Wynne Library in March to pursue a career opportunity.



Joanne D’Amato with other Township retirees at the ERA Ceremony

We ended 2011 with five fulltime and six part-time vacancies. Also, paging and Sunday/fill-in positions are not being filled as people leave, so our coverage pool is shrinking. These positions are not being counted as vacancies, but the libraries have been feeling the pinch as existing pages return to school following breaks, leave for college, etc.

The Library System has been able to continue service despite these vacancies due to the closure of Ludington Library for renovation. Ludington employees have been redeployed to assist at other locations, including the Ludington Lite trailer. When Ludington reopens we expect to continue to maintain service in 2012 with the redeployment of Bala Cynwyd Library employees.

Staff Recognition & Development

In its eighth year, the Lower Merion Library System Staff Recognition and Development Committee was charged with planning the LMLS June 9, 2011 In-Service Day. The 2011 Staff Recognition & Development Committee was comprised of Darlene Davis, Jennifer DeAngelis, Wendy Edwards, Jean Knapp, Susan Leigh DeSilva, and Judy Soret. Thanks to all of these committee members for a fine year!

In-Service Day changes instituted last year continued in 2011:

- In-Service Day was at the Bala Cynwyd Library as Ludington remained closed for renovations.
- The budget necessitated that only staff scheduled 20+ hours per week and needing continuing education credits attend In-Service Day. However, In-Service Day packets were also distributed by request to staff not in attendance.
- In-Service Day was half day. Employees returned to their libraries following in-service. The libraries were open to the public from 1:30 to 5:30 p.m.
- Coffee and light refreshments were provided. Expenses were kept to a minimum.

The topics for the June 9, 2011 In-Service Day were as follows: Polaris 4.0 and MCLINC Updates; LMLS Present & Future; Polaris Templates; Basic Reference; and Practical Solutions for Dealing with and De-escalating Situations with Patrons with Mental Health Issues. Trainers included Maryam Phillips (MCLINC), Chris Steckel (Director of LMLS), Susan Leigh DeSilva (LMLS Processing), Barbara Zonino (LM Counseling Center), Officers Zeminski and Hunsicker (LMPD), and Marcia Bass and Maria Lerman (LMLS Reference). District Consultant Librarian Mary Maguire also brought State Library legislation news.

Packets distributed to staff included PowerPoints on MCLINC and Supporting Library Patrons with Mental Health Issues; a Library Accessibility Tip Sheet on What You Need to Know about People with Mental Health Issues; the LMLS Library Behavior Policy; Library of the Future information; and Using Polaris Item Templates.

In-Service Day was well-received. Staff enjoyed the topics and found them worthwhile.

Next year's In-Service Day will be Thursday, June 14, 2012, Flag Day.

Employee Recognition Awards

The Library Department was represented on the Township of Lower Merion's 21st Annual Employee Recognitions Awards (ERA) Committee by Jean Knapp, Darlene

Davis, Jennifer DeAngelis, and Robyn Langston. Library Department participation in ERA continued to be high. Many library staff members were nominated for 2011 *Way To Go* (WTG) recognitions and 2010 *Employee Recognition Awards*.

The ERA Committee worked to plan the 2010 21st Annual Lower Merion Township Employee Recognition Awards Program, held on April 12, 2011. A new feature this year was a light lunch prior to the ceremony. Attendance at the ceremony was high. The ceremony celebrated the workforce and expressed appreciation for years of service, attendance, outstanding performance, and military and retiree service. It was cablecast live and replayed during the month of April. Information and photographs from the ceremony were posted on the Township website and in the employee newsletter, *The Chatterbox*. An ERA poster of photographs of this year's winners was designed and will be permanently displayed at the Township Building along with future winners. The ERA Committee reviewed the ceremony and award categories in a meeting held at Bala Cynwyd Library.



ERA Outstanding Employee – Libraries award winner Jackie Leming is joined by Pat Rayfield at the award ceremony

Libraries were well-represented in both nominations and attendance at the ERA ceremony. Jackie Leming, Belmont Hills Library, received the *Outstanding Employee – Libraries* award. Six library staff members received *Township 10-Year Service Awards*, seven received *20-Year Service Awards*, one received a *30-Year Service Award*, two received *Retirement Recognition*, and four library staff received *Perfect Attendance* recognition.

The WTG 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 2011 for the 2012 ERA award ceremony that will be held in the Spring of 2012.

✉ Jean Knapp, LMLS SRDC Chairperson and ERA Committee Library Representative

Grants

In 2011, library grants still reflected the state of our national economy. There were fewer library grants available and of those that were offered, smaller awards or more limited scope of their giving.

There were many grants targeting underprivileged neighborhoods, after-school/out-of-school homework help and literacy programs. Of the tech grants found, there were awards for the installation of broadband and library automation.

Library building grants were limited to building libraries in rural areas, specifically Indian reservations and remote areas.

Although there are numerous library grants to be had, their requirements do not match what would be an enhancement to the Lower Merion libraries. In my searching, I am looking for sizeable grant awards that would pay for collection enhancements or fund areas of the renovation projects such as RFID. I have avoided applying to local foundations so as not to conflict with the efforts of the Lower Merion Library Foundation.

We applied for one grant (R.L. Kellogg) which was turned down because our libraries do not serve in areas that meet their demographic requirements.

 Patricia W. Rayfield, Grants Coordinator

Public Relations

Renovation project news and library events publicity dominated Lower Merion Library Systems' news reports in 2011.

Various items about the ongoing Ludington Library project were featured in the *Main Line Times* and *The Philadelphia Inquirer* newspapers. Throughout the year, articles assured readers of the progress being made on the Ludington project, notified them that the project was experiencing delays, and alerted them to issues being experienced by the project.

As the year progressed, the proposed Bala Cynwyd Library project moved forward to become reality, all chronicled by the *Main Line Times*. The Township's Board of Commissioners voted in April to move forward with the full renovation and expansion of Bala Cynwyd Library as planned. Readers were notified when the project bids were received and when they were approved by the Board of Commissioners.

Over the course of the year, various aspects of the library renovations, both ongoing and proposed, were fodder for a handful of editorials.

On the programming front, One Book One Lower Merion's return in March 2011, though on a smaller scale than previous One Book seasons, was heralded. The featured book was *A Rope and a Prayer* by David Rohde and Kristen Mulvihill and the authors came for a talk and book signing. Other system-wide programs featured in the *Main Line Times* included GlaxoSmithKline's *Science in the Summer* and National Library Week.

Local library events were featured in the *Main Line Times* and other publications such as *City Suburban News* and www.patch.com. Highlights this year included the 6th Annual Ardmore Library Kitchen Tour; a Master Gardner talk and the Concert Series at Bala Cynwyd Library; the 17th Annual Belmont Hills Library Poetry Contest; Gladwyne

Library's Arts & Crafts Show and their 61st Annual Plant Sale; and Penn Wynne Library's Annual 5K Run/Walk.

Other articles introduced new services and conveniences such as the announcement that LMLS is now set up for patrons to download books to their Kindles.

Library Journal Star Library – Again!

In the fall the Lower Merion Library System received word that it had been selected as a “Star Library” by *Library Journal* for the second year in a row. Star libraries are so named because they achieve high numerical service measures in several categories: circulation, visits, program attendance, and public internet computer use. Star categories include three, four and five stars. Lower Merion received three stars in 2011.



✉ Jennifer DeAngelis, Administrative Secretary

The Library Show

The Library Show debuted on LMTV (Lower Merion government-access television) in April 2011. The monthly half-hour format selects a library theme and highlights services, collections, issues and people associated with that theme.

Produced by Lenore Forsted, from an outline put together by library staff, the show has been called dynamic, well-written and thought-provoking. Lenore is a community volunteer whose work for the libraries has included: founding and directing the One Book One Lower Merion program, leading the Ardmore Library and the Lower Merion Library System Boards, and actively participating in the Ardmore Library's Capital Campaign Committee efforts.

The Library System is grateful to Lenore for her hard work in assembling the programs and rounding up “talent.” Preparations are underway for a second year of the program.

✉ Chris Steckel, Director of Libraries

The Year in Technology

Out of One Nest into Another

MCLINC

As the reader can easily understand from earlier segments of this report, much of 2011 was spent settling into our new relationship with the Montgomery County Library and Information Network Consortium (MCLINC). As our Circulation and Cataloging System, Wide Area Network, and Internet Service Provider, MCLINC touched and changed every area of service during the year, requiring staff to learn new roles, to form new relationships, and to understand tasks differently.

At the end of October LMLS experienced its first Polaris upgrade working with MCLINC as we took on version 4.0 of this crucial software. Overall the upgrade went well and resulted in many improvements, including a mobile catalog app that allows patrons to search the MCLINC catalog on their smart phones and other mobile devices.

MCLINC also subscribed to an online newsletter called *Wowbrary* which is customized for each library or system. Patrons who sign up to receive this newsletter receive a weekly publication highlighting new materials that the library system received in the previous week.

Local Area Network

New computers were purchased to replace approximately one third of our staff workstations as part of our ongoing hardware upgrade cycle. In the past this upgrade had been a task performed by our technology consultants; this year, however, we purchased the computers through MCLINC, and our Technology Assistant, Amy Wall, worked throughout the year to set up and install each computer. Since Ludington did not reopen in 2011, the new computers purchased for Ludington were prepared then stored until Ludington is ready.

MCLINC does not do everything for LMLS, however, and our longtime consultants, Advanced Workstations in Education (AWE) continued to work with us in our public access environment, which includes wireless. Mike Kriwonos of

AWE also helped LMLS through his work with Henkels and McCoy, the vendors hired to provide wiring and cabling for the renovated Ludington. Having prepared the RFP for the system-wide application of Radio Frequency Identification (RFID), Mike also assisted LMLS with the technical aspects of implementing that system at Ludington, as well as in identifying the components of the renovated Ludington's Audio-Video requirements.

As the Bala Library Renovation construction documents were put together, AWE stepped in again to assist the architects by creating specifications for Bala's wiring and cabling needs.

Facebook

Each of the libraries joined the social media movement by creating a Facebook page. Most of this effort was carried out by volunteers, but staff monitors the pages and continues to explore the many ways that Social Media may be useful to the Library System and its service environment.

LMLS Web Site

Built and updated by Technology Assistant, Amy Wall, the LMLS Web Site continued to offer information on library events and activities throughout the year. This included assisting the public in its adjustment to the new MCLINC environment.

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

Performance Measures & Budget Goals

Measuring the System

The Library System makes due without Ludington

Circulation Rates 2011

Circulation Rates per capita

Projected = 18.80 Actual = 18.85

Note: The statewide average circulation per capita is 6.00

LMLS projected lower circulation for 2011 due to: 1) allowing the public to place reserve requests on DVDs – which added shelf and travel time to each hold 2) new reserve request fees on DVDs 3) reductions of over \$120,000 per year in collection purchasing 4) Closure of Gladwyne's Children's Department for many months due to maintenance needs 5) reduction of Sunday service due to Ludington's closure.

Circulation Volume 2011

Circulation per hour

Projected = 66.80 Actual = 67.00

Circulation per FTE staff member

Projected = 20,520 Actual = 20,565

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 2011 – Total Visits 588,197

Annual visits per capita

Projected = 9.92 Actual = 10.01

Note: The statewide average for visits per capita is approximately 4.00

Library Visitation Volume 2011 – Annual Hours Open 16,527

Visits per hour

Projected = 34 Actual = 35.59

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 the Library System is open to the public 16,527 hours per year.

Library Internet Use 2011 – 61,907

Library Internet & Wireless Logons:

Projected = 60,192 Actual = 61,907

Signups per public workstation:

Projected = 1,627 Actual = 1,673

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) Implement a strategy to address the shortfall in library funding caused by state budget reductions from 2009 - 2011.

Working with MCLINC, LMLS reduced technology spending by \$140,000, reduced collection purchases by \$230,000, and received \$115,000 from the Township to be used for collection purchases.

- 2) Accomplish a successful transition to membership in the Montgomery County Library and Information Consortium to take advantage of group pricing and technology management.

Accomplished

- 3) Redefine the scope of collections in libraries to make best use of available funds over the next three to five years.

With up to \$250,000 less to spend on books and materials in 2011, LMLS concentrated on popular materials, depending on the resources of other MCLINC libraries – including the county library – to answer needs requiring collection depth.

- 4) Seek approval from the Board of Commissioners to implement the Radio Frequency Identification (RFID) project at Ludington Library.

In a surprise outcome, the BOC approved a system-wide implementation of RFID, and staff worked to prepare an RFP, select a vendor, and implement the new technology in the renovated Ludington.

- 5) Create “rotating collections” from remote storage to offer library patrons an extended range of available materials.

Although the Library System did not formalize this goal, it made use of Ludington’s resources constantly throughout the year, especially at the Ardmore Library, located just across the parking lot from Remote Storage.

- 6) Seek approval from the Board of Commissioners to initiate the Bala Library Renovation startup, making every effort to minimize disruption to the French International School.

Accomplished

- 7) Initiate an ending strategy for *Building for the Future – the Campaign for Lower Merion Libraries*, as campaign consultants conclude their time with the Lower Merion Library Foundation.

Leaving a substantive body of work and direction for Campaign efforts, S&W said goodbye, and the Lower Merion Library Foundation hired consultant Jim Wellen to carry on the effort.

- 8) Reopen Ludington Library, returning key Ludington resource services, including staff, to the newly renovated library.

Although the proposed September Ludington reopening did not materialize, LMLS resources were well used in 2011 for backfilling vacancies, staffing additional hours at the Bala Cynwyd Library, preparation for RFID implementation, and providing assistance to Bala staff as they prepared to close for renovation.

- 9) Upgrade services to Teens by adding core reading lists and other materials to the website and using system-wide collaboration during Teen Read Week, and Teen Tech Week.

Summer reading lists and activities were a focus for Kids, Teens and Boomers pages on the site. Widening this and other web site efforts will be a focus in 2012.

- 10) Work with LMTV to create new programming focusing on Township libraries.

The Library Show debuted in April 2011.

 *Chris Steckel, Director of Libraries*

Finance & Budget 2011

Township Funding

The Lower Merion Library System finished 2011 with 11 vacancies, including 5 fulltime and six part-time positions. This resulted in a total of 7.29 Full Time Equivalents now missing from the library workforce and accounted for an approximate \$450,000 reduction in salaries, wages and benefits. A December 2010 budget decision by the Board of Commissioners gave the Library System an additional \$115,000 to use for book and materials purchasing in 2011. This was especially important as Ludington's prolonged closure reduced its income and book-buying abilities.

Capital expenditures continued for the Ludington Renovation. The Bala Library Renovation, voted forward in April, was estimated at \$7,484,000.

State Funding

State funding held at \$200,000 for 2011, down from an average of approximately \$570,000 per year over the past decade. The primary loss was due to the state's decision in 2009 to end ACCESS PA reimbursements. ACCESS PA funds often topped \$300,000 per year for Lower Merion. The Library System used all its state funding in 2011 to pay for technology provision.

Local Library Funding

Some of the LMLS local libraries began experiencing revenue reductions from fund drive efforts. Others had an opposite experience. LMLS currently depends on its local libraries for most collection purchasing and all of its local public programs.

Audit Requirements & Recommendations

The Lower Merion Library System, like all public libraries in Pennsylvania, is required to have an independent audit of local library, state, and township financial reports. The audit is funded by the Township of Lower Merion and conducted in sync with the Township's own required audit. The 2011 Audit is beginning as this Annual Report is being written.

Aggregate Budget and Aggregate Financial Review 2011

Completed in the First Quarter each year and used for audit and state annual report preparations, the Aggregate Financial Review includes an exact accounting of all revenues and expenditures for the Library System. Completed in November of each

year, the Aggregate Budget Review is the estimate used for planning purposes and to file the Library System's Plan for the Use of State Aid. Three years of Library System Budgets appear below and clearly show the funding reductions discussed earlier.

Lower Merion Library System Aggregate Budget Review – 2011

Sources of Funds	2011 Budget	2010 Budget	2009 Budget
Township of Lower Merion (Full Employment)	\$ 4,133,855	\$ 4,031,571	\$ 3,956,588

Township of Lower Merion (Estimated Actual)*	\$ 3,762,354	\$ 3,707,802	\$ 3,774,940
LMLS State, Local & Federal Funds	\$ 199,430	\$ 592,114	\$ 632,105
Ardmore Library	\$ 38,902	\$ 29,830	\$ 34,400
Bala Cynwyd Library	\$ 158,600	\$ 143,300	\$ 158,902
Belmont Hills Library	\$ 24,467	\$ 24,467	\$ 24,432
Gladwyne Library	\$ 81,000	\$ 81,000	\$ 129,200
Ludington Library	\$ 212,587	\$ 204,085	\$ 245,230
Penn Wynne Library	\$ 76,800	\$ 84,575	\$ 84,575
TOTAL	\$ 4,554,140	\$ 4,867,173	\$ 5,083,784

Township - (Capital Improvements)**	\$ 3,810,000	\$ 5,190,942	\$ 5,265,432
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Uses of Funds	2011 Budget	2010 Budget	2009 Budget
Township of Lower Merion (Full Employment)	\$ 4,133,855	\$ 4,031,571	\$ 3,956,588

Township of Lower Merion (Estimated Actual)*	\$ 3,762,354	\$ 3,707,802	\$ 3,774,940
LMLS State, Local & Federal Funds	\$ 199,430	\$ 592,114	\$ 632,105
Ardmore Library	\$ 32,902	\$ 38,721	\$ 38,721
Bala Cynwyd Library	\$ 158,600	\$ 143,300	\$ 158,902
Belmont Hills Library	\$ 24,467	\$ 24,467	\$ 24,432
Gladwyne Library	\$ 112,889	\$ 112,889	\$ 123,601
Ludington Library	\$ 200,365	\$ 204,085	\$ 245,230
Penn Wynne Library	\$ 76,800	\$ 84,575	\$ 84,575
TOTAL	\$ 4,567,807	\$ 4,907,953	\$ 5,082,506

Township - (Capital Improvements)**	\$ 3,810,000	\$ 7,600,000	\$ 5,673,000
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* NOTE: The Estimated Actual has funds for vacant positions removed.

** NOTE: Capital improvements include preventative maintenance & renovations

The Six Libraries

Ardmore Free Library



Circulation – 156,423 ▪ Visitors – 115,468 ▪ Internet Use Sign ups – 18,900
Reference & Information Questions – 15,816 ▪ Program Attendance – 7,172

Overview

Ardmore Library had a busy and productive 2011. The Library opened a bookstore, had a very successful year of fundraising, provided numerous programs, and welcomed Ludington patrons joining us during the library renovation project. Ardmore staff met each day with grace and good humor while assisting our patrons in a kind and caring manner.

Staff

Changes and challenges were the hallmarks of 2011. Staff was unwavering in their calm and welcoming nature, strong work ethic and “yes we can” attitude. Gail McCown was nominated for *Library Employee of the Year* and the Ardmore Staff was nominated for the *Best Work Team of the Year*. Karen Miles was recognized for thirty years of service. Ardmore Staff is the Best!

The library celebrated two firsts: Ardmore Library is now on Facebook and is working hard to post events in local papers and online news sites to keep Ardморites aware of the happenings at the library. The library also introduced self-checkout, popular in avoiding long checkout lines.

Staff attended the annual in-service day, wellness training, and MCLINC training, and served on various committees including Interlibrary Policy, One Book One Lower Merion, and Adult Summer Reading. Staff was kept busy with preparations for the Polaris 4.0 upgrade of the online catalog. Karen Miles and Dawnita Brown attended the Polaris 4.0 Update Training Sessions at Norristown Public Library.

Gail McCown devised a mini-fundraiser celebrating Valentine's Day. She wrapped "My Sweetie is a Reader" buttons in bright ribbons with candies, ranging in price from \$1-\$5. Patrons were delighted with the idea and prices.

The Library was the recipient of two generous memorial contributions. Mr. James Dooley gave a gift in memory of his mother, Katharine, and his brother, John, writing that his mother and brother were "avid readers and longtime patrons." The family of Ave Turnbull Longley requested donations in her name be made to the Library. Liz Longley, Mrs. Longley's daughter, said her mother "loved and enjoyed the Ardmore Library." It is a blessing to the library to be remembered by our patrons and their families.

At year's end, we prepared for the return of Ludington materials housed at Ardmore to make room for Bala materials. Ardmore requested Bala materials including new fiction and nonfiction titles, music CDs, DVDs, children's materials, and the entire Young Adult collection. Children's staff withdrew all VHS and cassette titles to make room for the Bala YA collection.

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, the Adult Summer Reading Club, the Stretch & Tone Exercise Class, the English as a Second Language Conversation Group, the Knitters' Club, the annual Jane Austen Tea Party featuring a hands-on demonstration of the art of playing whist, and the Jane Austen Celebration with guest speaker Maggie Sullivan, author of *The Jane Austen Handbook* and *There Must Be Murder*.

The Library also hosted many community outreach events:

- Two job workshops – *Searching for a Secure Job in a Changing World* and *Get Your Foot in the Door with a Powerful Resume* – were a great success.
- Angela Watson, a choreographer and storyteller, presented the program *Healing African Dance*, funded by the Pennsylvania Humanities Council.
- Representative Tim Briggs held a town meeting and the Pennsylvania Department of the Treasury held an information session on the 529: College Savings Plan.

- Patrons participated in Representative Briggs's third annual Summer Food Drive and contributed school and art supplies for the Camden, New Jersey *Boys and Girls Club* for a Lower Merion High School student's service project.
- The children's library hosted a weekly visit of the *LAMB Camp*, headquartered at the Household of Faith Deliverance Church.
- A reading specialist from Penn Wynne Elementary School met each week with students to read and discuss books.
- The library hosted four levels of summer reading clubs. The adult program had 67 members who read a total of 234 titles.
- *The Katie at the Bat Team* held closing ceremonies at the library. Fifteen preteen members enjoyed snacks and worked on art projects.

Children's Services

Under the dual leadership of our dynamic children's librarians, Dawnita Brown and Gail McCown, the junior department presented 177 story times with 3,972 avid listeners and an additional 32 programs and classroom visits for 782 children. Throughout the year, children came to the library to read, learn, listen to stories, create masterpieces of art and literature, make friends, and have fun. During National Library Week, families were able to create their own special book, "All about Me." Children also participated in Pennsylvania's One Book, Every Young Child, a reading initiative which encourages adults to read and talk about stories with children. Forty-five children celebrated the national program, Jump-Start: Read for the Record, by listening to Anna Dewdney's *Llama, Llama Red Pajama*. The Let's Read Math workshop at the Norristown Public Library provided a set of hands-on math activity kits packaged with picture books and interactive math games that children can play with at the library. Children celebrated Presidents, Dr. Seuss' birthday, Valentine's Day, and the royal visit of Princess Emily from the Pennsylvania Beekeepers Association. They created masterpieces at the crazy critter snacks program using fresh fruits and vegetables to learn about the importance of proper nutrition, and *enjoyed* an interactive dental puppet show highlighting oral hygiene. Children attended the Royal Wedding in a day-long reception where guests could watch the ceremony on television and feast on finger foods while decorating doves and hearts and enjoying wedding favors.

Lego Fest was an incredible success with 139 people in attendance. Children played with Legos, Bionicles, Duplos and Large Lego Bricks. Many thanks to DK Publishing for donating *The Legos Idea Book: Unlock Your Imagination* to the library and for providing door prizes. Thanks also to our generous patrons who donated massive amounts of Legos so every child could play.

Animal Academy, with David Lowe, Camp Coordinator from Riverbend Nature Center, introduced live animals while animal hides and skulls enabled the children to see some of the special adaptations that help animals survive in their

environment. The program room was converted to an open studio with five stations of art, writing and crafts for “Wintercraft” and families were invited to make a variety of crafts and feast on gingerbread and lemonade. In the much-anticipated *Science Saturdays*, children created terrariums, learned how spider plants propagate, experimented with the marvels of kitchen science and made superhero puppets and action figures to study the human machine.

176 children and young adults joined the summer reading club, *One World Many Stories*, and logged 36,626 minutes of reading. Summer programs featured hand drummers demonstrating African drumming, the national dance of the Philippines, a *Hunger Games* book discussion, traditional Swedish dala horse crafts, and a special story time featuring books by Mem Fox. Miss Val returned to host the closing session of the reading program.

Finally, we hosted a full complement of budding Einsteins in GlaxoSmithKline’s *Science in the Summer* program featuring physical science and electricity. Our children enjoyed a great year in the junior room and, of course, we did too!

Board Activities

The Ardmore Board worked tirelessly throughout the year promoting library programs and fundraising. Board members volunteered over 1,300 hours in service to Library.

This year saw the end of the tenure of four of our most dedicated and hardworking board members: Patricia Suplee, Martha Slawek, Lenore Forsted and Judy Weinstein will be missed. We welcomed new board members Pearl Bartelt, Reverend James Pollard, Boofie Younkin, and John Makransky.

Board members organized and administered our four major programs:

- ***Recipe for Renovation Kitchen Tour:*** The endless and meticulous planning, spectacular kitchens, and perfect weather magically came together and resulted in record-breaking attendance and an enjoyable, educational and profitable kitchen tour. Patrons have told us it was the best tour so far and mentioned the great diversity of kitchens and the delicious tastings.
- ***6th Annual Charlotte Miller Simon Poetry Celebration:*** An incredible success, Jonathan and Christina Miller endowed this event in honor of Mr. Miller’s mother Charlotte, who was a teacher and poet. Mr. Miller read one of his mother’s poems to open the awards ceremony. The library received a record number of entries. 108 guests were treated to a delightful reception. The 2011 poetry binder is on display.
- ***Annual Fund Drive:*** This year marked the first time the library used a mailing house for the fund drive, helpful in updating and streamlining our address listings. 2011 has been our most profitable fund drive. Ardmore Library is grateful for and humbled by the generosity of our patrons.

- **Bookstore:** 2011 saw the opening of the Ardmore Library Bookstore. Thanks to the generosity of our patrons, we have been gifted with beautiful donated books and many book buyers. The store is open whenever the area is not being used for programs. Although it is a tremendous amount of work, the library has profited greatly through the sale of books.

Board members also met with Schultz & Williams to discuss the Ardmore Library renovation project and to develop a fundraising plan. Bruce Rosner, a marketing consultant working with the campaign, interviewed Priscilla Ewing, a loyal library patron, member of the 1st Wednesday Book Club and coordinator of the GED program, for a *Main Line Times* article. The Capital Campaign Case Statement has been printed. The Ardmore Library Capital Campaign Ad Hoc Committee is working with Jim Wellen to develop our campaign initiative. All are strongly committed to the campaign.

Facilities

Housekeeping improvements were made to clear away clutter and organize the library. We have new floor mats in the lobby and the program room, restored and hung a vintage bulletin board, moved a book truck to the lobby for sale books, and purchased hanging folders for posting flyers in an appealing manner. The program room was transformed to the bookstore. Nancy Ellis, of the Processing Center, decorated the library throughout 2011. We look festive in every season!

The fax machine was replaced with an all-in-one Canon copier and we purchased a digital converter box for the television in the program room. Patrons are pleased with the versatility of the new public copier.

For the most part, the library building had few problems this year, the majority of which we had were water-related. The DEMARC box (data box for the Polaris and public internet connections) was shorted out by one of the many summer rainstorms. The gutter and downspouts were cleared of debris, alleviating some of the water infiltration problems. Gutters were scheduled for replacement in early 2012. Water infiltration in the program room was attributed to poor drainage and soil grading in the rear of the building. Plans to re-grade the back and sides of the property have been scheduled for 2012. Funding for the Community Development Block Grant and the Capital Improvement Projects has been approved to cover the cost of drain installation, soil re-grading, plaster repair, painting and window casing replacement.

Other maintenance tasks included the repair of the radiator in the program room, replacement of the light-timer so all exterior lighting is automatically activated, caulking of the windows on the first floor by Facilities, painting of the iron railings and side porch, and cleaning and pump repair on the Clevenger Fountain. The fountain added a lovely and cooling respite to our visitors.

 Jane Quin, Head Librarian

Bala Cynwyd Memorial Library



Circulation – 428,565 ▪ Visitors – 185,411 ▪ Internet Use Sign ups – 27,731
Reference & Information Questions – 79,781 ▪ Program Attendance – 9,067

Overview

2011 was a busy year at Bala Cynwyd Library, preparing for the Bala renovation and with the continuing staff vacancies. With Ludington still closed, Bala Cynwyd continued to offer additional service to the public with extended library hours, additional computers and select Ludington reference materials. At the conclusion of business on December 31, Bala Cynwyd Library closed to the public so that renovation of the building could begin.

As part of LMLS, Bala Cynwyd completed the first full year as a member of the Montgomery County Library and Information Network Consortium (MCLINC). Circulation remained steady, dropping only 2.57% for 2011. Bala Cynwyd had almost 1,000 more patron visits in 2011.

Staff & Volunteers

Library staff participated in a number of library and Township committees including the Township Employee Recognition Awards Committee, Staff Recognition & Development Committee, Library Renovation Meetings, Adult and Children's Summer Reading Clubs, One Book One Lower Merion, SWAT weeding teams, and various others. Staff participated in training opportunities offered by the Township, LMLS, online webinars, and MCLINC.

The 2010 21st *Annual Township Employee Recognition Awards* ceremony was held April 12, 2011. Jane France and Susan Steinmetz each received 10-Year Service Awards. Jean Knapp and Maria Lerman received Perfect Attendance Awards.

Eileen Plociennik was on Leave from the end of January through March 1. Head of Circulation Carol Cobaugh was on Leave in December.

Several Ludington staff members continued at Bala Cynwyd Library to cover vacancies and expanded library hours. Bala Cynwyd Library supervisors developed and submitted a suggested plan for staff redeployment when Bala Cynwyd closes for renovation. At least one staff member has elected not to be redeployed. Linda Lyttle's 18-hour per week position will be added to the other existing vacancies.

Bala Cynwyd Library was fortunate to have many student and adult volunteers throughout the year capably supervised by Marcia Bass (redeployed Ludington Head Reference Librarian) and Maria Lerman (Bala Cynwyd Head Reference Librarian).

Collections

The 2011 LMLS Adult SWAT concentrated on Books on CD (BOCD) and DVDs. Lizzie McCown recommended and researched two years of designated fiction and nonfiction for updating, replacement, or withdrawal. Lizzie also did the final review of the SWAT BOCD and DVD lists. Marcia Bass assisted in data entry for new book and McNaughton processing. Laurent Mondon assisted in processing new magazines, DVDs, and BOCD.

Mid-year, I discovered an error that McNaughton made that resulted in issuing Bala Cynwyd Library an additional 180 books in the book ordering allowance. LMLS completed the first year with new periodical vendor, Wolper.

Thanks to very generous donor patrons, Bala Cynwyd added fine gift books to the collection with the help of already existing MCLINC cataloging. Of particular note were science fiction, young adult and bestseller donated books. Topical book displays for the patrons were featured each month.

Programming

BCL's Board of Trustees offered the following adult program series:

- *Sundays @ 2 Concert Series:* The Hildegard Piano Trio in the *Sylvia Glickman Memorial Concert Series* on March 6 and a family concert featuring Minas on November 13
- Two series of Cigus Vanni's Understanding and Demystifying College Admissions workshops
- *Great Books Foundation Even Deadlier: A Sequel to the Seven Deadly Sins Sampler* and *Great Conversations* 2 discussions
- Master Gardener Ron Kushner on Companion Planting
- National Poetry Month Poetry Slam
- Jenny Rose Carey on Tulipomania Bulb Planting

Facilities & Equipment

Emphasis throughout the year was on Bala Cynwyd Library renovation preparation and meetings. The Township of Lower Merion responded to repair requests and continued regular maintenance of the building. Roof and HVAC leaks continued all year.

Copy Systems, our public copier vendor, raised copier prices on April 1 to 15 and 30 cents, depending on size on the copy. Bala Cynwyd Library purchased a disk cleaner.

I was named to the Township Janitorial Selection Request for Proposal (RFP) Committee.

Renovation

The Bala Cynwyd Library Renovation Project was a year of planning and meetings working toward the goal of Project approval. In April, I joined the bi-weekly Library Renovation Project Team meetings held at the Township Building.

After deciding not to take the renovation-only approach, the Bala Cynwyd Library Renovation Project was presented to the Township of Lower Merion Board of Commissioners (BOC) at the March 9 and 16 meetings. On April 6, at a BOC Library Committee and special BOC meeting, the board voted to proceed with the full Bala Cynwyd Library renovation and expansion, including geothermal HVAC. Renovation bids and furniture purchasing were approved at the November 9 Finance Committee and November 16 Board of Commissioners meetings.

On December 9, the decision was made that December 31 would be the last day open before the moving contractors would start removing contents to storage and the Processing Center on January 3, 2012. Wayne Moving will be followed by J. P. Jay Associates, Inc. for shelf removal and storage.

Board Activities

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

Fund drive contributions remained steady compared to 2010. To recognize library donors, they were listed 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 and the Bala Cynwyd Library Book Plate Program for patrons to sponsor "Librarian's Choice" children's books remained a source of revenue.

The Board organized and sponsored adult programs and concerts listed above.

There were no changes in the Reference Department throughout most of 2011. We were fortunate still to have had members of the Ludington staff fill positions throughout the week: Marcia Bass remained a valuable constant as a full-time reference librarian; Laurent Mondon and Liz McCown worked one night a week and filled in as needed at the Reference Desk; Angela Hegadorn, Amanda Bergson-Shilcock, Toni Stabinski, and Janet Parker worked Saturdays and Sundays. We've certainly appreciated their professionalism and unwavering good cheer. 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.

Additionally, we have had wonderful help from quite a few volunteers, which included processing McNaughton books; providing Internet instruction; working on our long pick-list; shelving books and AV materials.

We got word in December that our renovation plans had been approved, so the entire staff got busy making decisions as to what to store for several months or for a year, and what to take to our temporary work locations. With the help of a young volunteer, we photographed the items we could sell and displayed them on our bulletin board, with prices we decided on for each. Luckily, we sold almost all of the items.

Some of our activities during the year:

- 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:

- One Book One Lower Merion activities, which comprise participating in meetings, reading books under consideration, attending and helping with events, and generally working on promoting the program throughout the township and beyond.
- The Lower Merion Library System Adult Summer Reading Club, requiring planning a book group meeting and selecting prizes for club participants.

2011 Year End Junior Room Statistics

	Total	Participants
Reference Questions	7,487	
Story Time	108	4,684
Special Programs	41	1,387
Class Visits	173	2,251
Summer Reading Registration	498	
Hours Read for Summer Reading	3,550	

The theme this year for the Summer Reading Club was *One World, Many Stories*. 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 children decorated hot air balloons that were equally fun and creative! 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 separate reading clubs for the various groups: preschool, 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 and post reviews of books.

At Bala Cynwyd, we did a great deal of programming. We had special storytelling events, preschool music weekly, weekly art classes, International Dance classes, Magic show and a Safari party, 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.

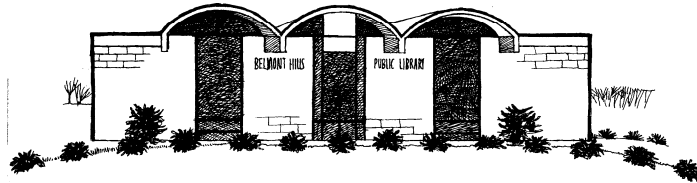
Collection: The SWAT junior team finished Folklore and is currently focused on the nonfiction area. In addition to purchasing new materials, I focused on replacing and updating key nonfiction areas. Through the book donations we receive throughout the year, the junior room staff added hundreds of hardbacks, paperbacks and music and DVDs. These donations saved the junior room about \$7,000 dollars.

Programming: Programming in the junior room met with great success over the year. We were fortunate to have many performers 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.

 *Jean Knapp, Head Librarian*

Belmont Hills Library



Circulation – 52,034 ▪ Visitors – 32,164 ▪ Internet Use Sign ups – 1,290
Reference & Information Questions – 307 ▪ Program Attendance – 1,397

Overview

Despite a 62% cut in 2010 state funding, Lower Merion libraries not only survived in 2011, but maintained the tradition of serving their patrons well. As public libraries across the Commonwealth adjusted, Lower Merion libraries carried on almost as usual thanks to support received from Lower Merion Township. Prior to the Township's largess, Belmont worried how budget cuts would affect its modest collection. But all fears were for naught as Belmont sailed through 2011 with few bumps and many successes.

Board Activities

Millie Miller completed her commitment as Belmont's Board President in December 2011. The Library had its best fund drives ever under Millie's reign. It was Millie's idea to drastically revamp the fund drive process, a decision that saved Belmont thousands of dollars in stationary, mailing house fees, and postage. Handwritten envelopes, 44 cent stamps and short letters got patrons to open their letters and give very generously (44%+). The success of our mailings is due to Richard Welsh's constant fine-tuning of our mailing list. Thank you, Richard!

The board had several changes in its roster. Janet Harmelin and Colleen Kochanowicz are presiding as co-presidents, Martha Garber is secretary, and Susan Callahan-O'Hare is treasurer. Colleen will continue as Belmont's LMLS Board Delegate. The Board has several new members, including Martha Garber (retired LMS English teacher), Jamie Parapetto (attorney), Molly Tobin Espey (former Philadelphia Hospitality Board executive director), John Mayer (financial advisor), Helen Sewell Johnson (artist, designer), Mary Anne Jordan (EMT executive). The diversity of their experiences has added a new fervor to our board meetings.

Staff

After Ludington Library closed for renovations, two of its staff members, Barbara Schuette and Doug Jarett, joined Belmont's staff until Ludington opens this spring.

Two Bala Cynwyd Library staff members, Joan Bliss and Lori Halpin, joined our staff as well when Bala Cynwyd Library closed December 31st for renovations.

Our senior staff members remain the same: Jackie Leming (children's librarian), Gwen Gatto (story hour) and Terry Purcell (circulation/ILL). We treasure our pages, Gary Leming, Ashley Cappelli and Becky Cooke, who do a superlative job shelving materials, keeping the library tidy, working the circulation desk and suggesting ways to improve service.

Collections

The old adage "watch out for what you wish" could not be more true. For several years we looked forward to building a Playaway collection. Our collection grew rather quickly, having subscribed to a standing order plan. But the Playaways soon proved to be a headache as patrons lost batteries and struggled with just getting the thing to work. Fortunately, we were able to pack up our dead Playaways and send them back to the manufacturer for repair. We're putting the purchase of more Playaways on hold for the moment.

Our DVD collection is extensive considering our size. Unlike the old VHS tapes, DVDs have a short lifespan due to scratching from misuse. For several years, our damaged DVDs were sent to Colorado for repair, but the company doubled their prices so we were forced to look into buying our own DVD restorer. We found a reasonably priced machine that quickly paid for itself as it repaired sixty-seven DVDs that are again in circulation.

Aggressive weeding the collection continued in 2011 leaving chunks of open shelving particularly in the adult nonfiction and fiction sections. Thanks to the new shelf space created, we were able to redesign our areas of collections. Books were removed from all top and bottom shelves, more room was given to the ever-expanding DVD collection. Books-on-CD and music CDs are now showcased along nearly one entire wall. The entire library looks neater, larger and less cluttered.

Programming

Gwen Gatto continues to perfect her skill as our story hour person. Her story hours include music, movement, letters, numbers and musical instruments. Gwen's programs are interactive and include participation from the caregivers.

Belmont hosted GlaxoSmithKline's *Science in the Summer*. This year's theme was electricity. We were fortunate to have this program again as GlaxoSmithKline has limited the number sessions to five for Lower Merion libraries.

Throughout the year, we hosted a variety of craft programs and bingo games. Our Annual Arts & Crafts Fair was held in May complete with hotdogs, veggie burgers and a new grill.

During the summer, zany Rick Waterhouse and the “Hilarious Magic” of Sam Sandler returned to entertain our summer reading program participants. We raffled off an oil painting at the Arts & Crafts Fair, an X-Box 360 during the holidays, and held several 50/50 raffles throughout the year. And we have bake sales on primary and national election days.

Children's Services

Weeding the children's section has been a heartbreak assignment for Jackie Leming. Compared to the other libraries, our children's collection is small with a limited budget. Culling out series of outdated subjects (states, countries, careers, etc.) left holes in the collection with the question of when there will be funding for new replacements. On the other hand, weeding our children's junior fiction and picture books has made those collections more accessible and attractive. It is a goal to weed the children's department so there are no books shelved on the top shelves or the very bottom. Opening up the top shelves would give more space for display.

Facilities

Miraculously, there is no news to give about the building. Our high-end ceiling seems impervious to leaking despite Hurricane Irene and the many other downpours throughout the year. For the few fixes and bulb replacements we needed, we have always been well cared for by the Facilities Maintenance Department's Keith and Kevin.

 *Patricia W. Rayfield, Head Librarian*

Gladwyne Library



Circulation – 116,695 ▪ Visitors – 62,918 ▪ Internet Use Sign ups – 6,137
Reference & Information Questions – 10,327 ▪ Program Attendance – 2,147

Overview

2011 was a busy year for the Gladwyne Library. Even though the economy limps along, and fundraising continues to be a challenge, we have maintained our collections and services with the help of level funding from the State and a subsidy for collections from Lower Merion Township for which we are most grateful. We try to offer the best in books, periodicals, books on CD, music, DVDs and, of course, free access to the Internet and wireless connection.

Ludington remained closed throughout the year and we continue to welcome their patrons with the hope that when Ludington reopens in 2012, they will still consider Gladwyne Library as their second library “home.”

The LMLS decision to join MCLINC – the Montgomery County Library & Information Network Consortium – proved to be a great boon to our patrons, who gained easy access to the collections of the other public libraries in Montgomery County. While it took a little adjustment for staff to get organized for the much greater volume of materials passing through our doors, everyone is well pleased with the huge jump in our ability to provide service.

One big negative in 2011 was the seven-month period that we were forced to close the newly renovated Children’s Room because of an obscure, but costly, plumbing leak (described below). Once again we organized to maintain children’s services with a small collection of circulating materials on the main floor and a full range of children’s programs upstairs in the Community Room. Kudos goes to Children’s Librarian Alicemarie Collins who, with help from the staff, went to great effort to move the materials upstairs. Alas, the closure significantly decreased circulation that had been steadily rising over the last several years. The room is now restored and we are confident that our once again attractive facility,

wonderful staff and great collections will allow the Gladwyne Library to remain the “Heart of the Village” in 2012 and beyond.

Board Activities

Membership in our high-donor Maud and Stuart Bell Society (gifts of \$1,000 or more) went up for the first time in four years, which is welcome news. There were twenty-nine members in 2011, up from twenty-two in 2010, but far short of our all time high of forty-nine in 2007.

The General Fund Drive revenue held its own, but even with this modest success, the reserve fund was significantly drawn down to pay for exterior painting and collections, and the Board’s 2012 focus will again have to be on traditional and innovative ways to raise money. The Board will also focus on soliciting donations for the upcoming elevator project which is slated to follow the Bala renovations in 2013.

We welcomed three new Board members, Cara Laren, Kay Gately and Bob Eaddy, as well as two returning members, Eileen Chios and Nancy Arndt. Eric Faerber edited two successful newsletters which kept the community informed and entertained. Board President Beth McKee finished her second year of leadership and will cede the position to Justin Kimball in January.

Staff

The hardworking staff remains in place and Gladwyne Library is lucky that there have been no resignations or retirements, as the Township continues not filling vacancies. Everyone has adjusted well to the extra traffic from our membership in MCLINC and, just as they welcomed the displaced Ludington patrons, they are preparing to do the same for the Bala patrons.

Our Saturday page, Erin Collins, had the wonderful opportunity to study in Rome, so the process is underway to fill those critical hours going forward. Summer hours were split among Erin and our favorite former pages Michael and Andrew Karasick.

We lost one of our longest and most loyal volunteers, Polly Riggs, and will miss her greatly. Other volunteers continue to serve faithfully and as usual were honored at the Volunteer Dinner in June and with a small holiday gift.

We are *so* proud of Sharyl Overhiser, who earned her Masters degree in Library Science in December from Clarion University, and will now embark on her professional library career. But wait! Alicemarie Collins will follow suit. She has newly enrolled in the Drexel University Masters degree program for Library and Information Science. It is encouraging to see young faces joining the profession.

Carolyn Conti served her last year as Secretary of the Southeast Chapter of the Pennsylvania Library Association (SEPLA). She may (or may not) continue as an “at large” member of that Board.

Collections

SWAT weeding was suspended early in the year, but will resume once the disruption from the Bala closing subsides. We continue to allot significant funds to the music, audio and DVD collections and the circulation of these up-to-date, relevant, and popular items rises, but not enough to offset the decrease from this year's seven-month closing of the Children's Room. We expect circulation to rise with the room now reopened, the extra Ludington and Bala patrons, and the demand on our collections from the MCLINC library patrons.

We are so fortunate that the Library League will help support our collections budget in 2012 with their contribution to the Board of \$20,000.

The Lower Merion Township Commissioners approved funding for the installation of RFID and self-checkout at all six libraries over a specified period of time. Installation for Gladwyne will accompany the elevator project.

Programming

Two successful book discussion series were held in the spring and fall – *Lost Girls* (*Fingersmith*, *The Bean Trees*, *A Map of the World*) and *Healing the Healer: Caretakers and Their Burdens* (*Year of Wonders*, *Birth House*, *Cutting for Stone*). These series were funded by the Gladwyne Library League and Upper Merion Library.

The Library League kept busy with their usual lineup of educational and fundraising activities. This year's highlights included an interesting talk by Jim Gately, retired Managing Director of the Vanguard Group, who provided common-sense financial advice "Planning for the Future with an Eye on the Past." This event was held at the soon-to-be-sold historic John Roberts House. 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 and Block Party. We were saddened that last year marked the final Annual Book Review program with Marilyn Caltabiano due to her retirement. 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 seventh 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. Two other special programs were a Tea Party story hour and "Let's Read Math," taking kids from story land to math land.

The Summer Reading Club theme was *One World, Many Stories* and featured a visit from the Please Touch Museum, sand art key chains, the Pennsylvania Honeybee Queen, Swedish for All Seasons, and several story times with Miss Val.

Gladwyne Library was scheduled to sponsor the GlaxoSmithKline's *Science in the Summer* program with the theme of Physical Science, but it was cancelled due to the low number of registrations.

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 giveaway items for teens.

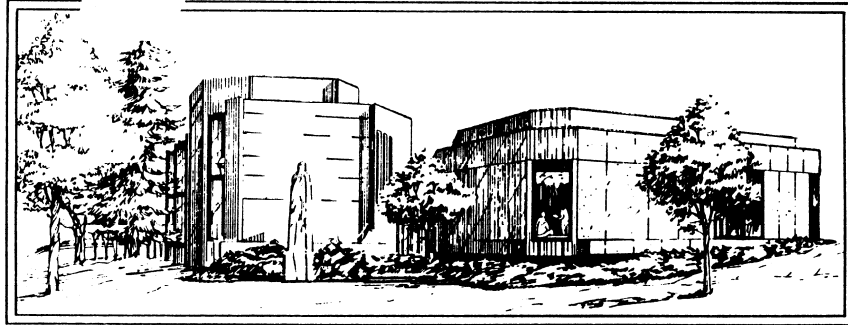
Facilities

In 2011, the exterior of the building was completely painted – trim, doors, railings and stucco. Also, with a generous gift from the League, the remaining air-conditioning units were replaced, so the building will be in good shape for many summers to come.

As previously reported, in 2009 the Library Board embarked on an extensive exterior excavation project to permanently remediate a chronic water infiltration problem in our historic 1921 stone building. It was followed in 2010 with a major and beautiful renovation of the Children's Room. So, on Saturday, March 26, when water was discovered on the floor behind the new green couch, the news was met with disbelief, dismay, and great sorrow. On this day the room was closed to the public. The upside (if you want to think of it this way) was the water was not coming in from outside the building – so the cost of the water remediation effort remains money well spent. The downside – and big tragedy – is that the water came from an unusual and highly unlikely plumbing leak. A soil line blockage backed up fluid into an unused but leaky plumbing system that was in place for a downstairs set of showers used when the building housed a public gymnasium years ago. The problem was difficult and time-consuming to diagnose, and understanding it required the heartbreaking destruction of some of the beautiful renovation work so recently completed. The process of restoring the Children's Room to its previous splendid condition took time – time to sort out insurance issues, time to gather competitive bids, time for the replacement carpet to be manufactured and delivered, and time to recreate the lost shelving. We were extremely frustrated with the long-term closure of this important space dedicated to some of our most important customers – our children. We were very much saddened at our inability to provide complete service, particularly while children were out of school. Summer recreational reading is so necessary and so much fun. However, even though we know many patrons found other libraries during the closure, we are confident they will return to us, and have renewed our sincere commitment to providing the best in library service – diverse and relevant collections and a safe, attractive facility for ALL of our patrons.

 Carolyn Conti, Head Librarian

Ludington Library



*Circulation – 205,108 ▪ Visitors – 101,587 ▪ Internet Use Sign ups & Wireless Logons – 1,740
Reference & Information Questions – 5,235 ▪ Program Attendance – 0*

Overview

We started 2011 with high hopes for a June opening of our newly renovated library. Then we hoped for September and finally for a December reopening. However, a combination of bad weather, unexpected construction problems, and problems with contractors dashed our hopes and we ended the year hoping for a reopening in the first quarter of 2012. There was much progress made on numerous fronts over the year with many accomplishments to look back on.

First Quarter

January, February and March were characterized by bad weather, an eight-week delay waiting for additional steel for the curtain wall windows, and leaks in the basement of the building which led to a growing mold problem. However, work on the building picked up by the end of the quarter.

Staff was busy with clean-up and changes incurred with the merger with MCLINC which took place in December of 2010. New procedures for entering book orders and for McNaughton orders were implemented. There was less clean-up needed than we expected and most of the reaction to the merger on the part of the public was very positive. We did experience an immediate jump in hold requests which continued throughout the year.

We also said goodbye to Joanne D'Amato from our Reference Department who retired in January. She had been working at our remote storage site so there wasn't a need to shift staff around to cover her hours.

Second Quarter

The second quarter saw a lot of progress made on the outside of the building. All of the windows were put in, the stone work was completed, the new roof was put on and the base for the vegetative material was applied. The LMLS stylized logo

was installed over the windows in the front tower. The building was really taking shape and all comments received over its appearance were very positive.

In June, some of our items that were stored in the Spring House were damaged when a bathroom overflowed over the weekend of June 18-19. The flood, unfortunately, was not discovered until Monday morning. Items that were damaged included some wooden bookcases and shelves, slat board pieces, a cork board, a padded bench from the Children's Library, a desk and chair, and both of our puppet stages. It could have been worse as we had a lot of items stored there.

Spring did see a major push on the last piece of our project, radio frequency identification (RFID). At a March 16 Library Committee meeting of the Board of Commissioners, the Board voted to have us reissue a Request for Proposal (RFP) for the RFID project for the whole system instead of just for Ludington. This entailed rewriting the RFP and then evaluating all of the proposals, involving a lot of meetings as it became a complicated, multi-year, needs-based project. In June, the Board of Commissioners approved the project.

We experienced a number of staffing issues when Robyn Langston went out on leave in April and several other staff members were on sick leave. However, Ludington staff stationed at our Processing Center/remote storage facility helped out. I attended three webinars in May; one on Return of Investment with Self-Service, one on LSTA grant writing, and one called "Going Mobile in the Library." I learned quite a bit from these webinars, some of which I hope to put into practice when the library reopens.

Third Quarter

The third quarter brought us more weather woes in the form of an earthquake, a Hurricane and the wettest August in recorded history. However, neither the earthquake nor Hurricane Irene did any significant damage to the renovated building or the trailers. Work on the landscaping of the building began in September with site preparation which included removal of the dirt and debris and laying out the sidewalk placements.

The Duncan Niles Terry etched glass panels formerly displayed in the Children's room had a rough summer. Two of the panels were broken (one that had remained in the building that was stuck to the wall and one in the Spring House) and one can't be located. On Tuesday, August 30, I met with Alisa Vignalo from Milner & Carr Conservation to take a look at all of the panels and discover what the options would be. Repairing the broken panels would be costly and, though Vitetta architects came up with two alternative plans for the remaining panels, both solutions would add extra expense to the project. The final decision was not to re-hang the panels in the new library.

Other small areas saw progress. The Columbus statue was cleaned and restored; the fence for the mile marker was painted; final decisions were made on signage;

and a floor plan of the new library was created with the help of Jennifer DeAngelis in the Director's Office to go out with our new fund drive letter.

Many of the staff members participated in training webinars with Overdrive which showed their new easier interface for downloading ebooks and e-audiobooks. Many of our downloadable books can now be downloaded to a Kindle.

Fourth Quarter

The final quarter of the year was very busy. Ludington went live on Facebook and our page includes pictures of the project in progress, including pictures from inside the building. We have received some nice comments on the page.

The landscaping around the building was completed and the Columbus statue and the Beingold's Phoenix sculpture were returned and placed in their new homes. The mile marker will not return until construction is completed. The ceiling grid was completed and about 80% of the lighting fixtures have been installed. Cabinets were installed in the staff room and one of the offices. The mold remediation in the basement was also completed.

In December, Sentry Technology set up eight of our RFID staff stations and we started converting the collection. By the end of the year we probably had only 1% of the collection tagged but we were also moving all of our DVDs and music CDs into new lockboxes and we are 40% completed with that task.

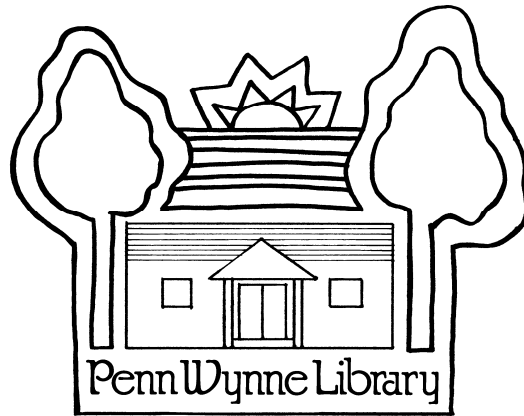
Our annual fund drive appeal letter went out in October, earlier than usual. We got a good response this year and our total received was higher than last year's, even though it was still less than we had hoped. We added two new members to the Board of Trustees, Kerstin Humann and Chris Seeger, and said farewell to Hilary Strauss who resigned after many years of service.

Staff training during the last quarter of the year included two wellness sessions held by the Township; a workshop by Robyn Langston and Wendy Edwards from our Reference Department on Resources for Job Searching and Training, and two webinars on digitization projects, one attended by myself and one by Robyn Langston.

Throughout the year, Ludington Lite continued to perform beyond our expectations. Each month it had the second highest circulation of all of the Lower Merion libraries. Although we didn't expect to be in the trailers for more than a year, we are at 20 months and still going strong. We ended the year full of hope for an early 2012 grand opening.

 Margery B. Hall, Head Librarian

Penn Wynne Library



Circulation – 148,577 ▪ Visitors – 90,649 ▪ Internet Use Sign ups – 6,109
Reference & Information Questions – 9,013 ▪ Program Attendance – 5,181

Overview

2011 was a challenging year full of changes in procedures and workflow. The staff handled many reserve items – we shipped out a total of 12,709 and received 12,815 in return. MCLINC's email and automated phone message services relieve us of the bulk of the notification burden, for which we are very grateful. We took in a total of \$2,831.90 in reserve fees, which is up over \$800 from last year. We believe the patrons are very happy to have the 31 other library collections available and the movement of the materials bears that out!

Board Activities

The Penn Wynne Library is very privileged to have a dedicated board of trustees who are devoted to the improvement of the library. The board had a cocktail party/auction on May 21 in a beautiful model home at The Haverford Reserve on Darby Road. There were lovely items up for silent auction and attendees enjoyed themselves immensely. The members of the board also were very involved in the Penn Wynne Pasta Night on September 30th and 10th Annual 5K Run/Walk on October 1st. They bused tables, served plates of pasta, gave out desserts, ordered signs, put up tents and tables, ran face painting booths and food tables, marshaled the route and handed out trophies. They did an outstanding job and the perfect weather made the day even better.

Throughout the year the board worked on the fund drive mailings, created newsletters and sent out publicity announcements about upcoming events, all vital activities. The staff and the community are very grateful to everyone on the board for their dedication to the library and their efforts on the library's behalf.

Staff

I cannot thank Bonnie Davis, Cyd Nathan, Jackie Schulmeister and Tanya Gardner enough for all of their efforts. They have smiled and helped the patrons through the changes and upgrades, helped countless people find the perfect book and movie and organized and ran the craft fair on April 10. We had 14 vendors, 360 attendees and a terrific assortment of beautiful handmade jewelry, clothing, glassware and ceramics – it was a great day and a wonderful way to connect with a different segment of our community.

We were very sorry that Tanya Gardner resigned in March but were happy that she found a college teaching position.

Cyd Nathan received her *20-Year Service Award* from Lower Merion Township and was once again nominated in the “Librarian of the Year” contest run by State Representative Tim Briggs. Cyd was Penn Wynne’s representative to the Adult Summer Reading Club committee and to the Inter-Library Loan committee.

Cyd and Judy attended the in-service day where we had Polaris training and a presentation on dealing with patrons who have mental health issues. The head librarian participated in system-wide swatting, the Employee Recognition and Staff Development Committee, wellness training, One Book One Lower Merion, a grant writing webinar and won second prize in the township employee bake-off.

We were very grateful to have had 267 hours of dedicated volunteers as well as several Ludington staff members assigned to us after Tanya resigned. Without their help, the staffing situation would have been very difficult.

Collections

This year we withdrew all the remaining VHS tapes in our collection, both children’s and adults. We found that fewer and fewer patrons still have VCRs. Along that same line, we withdrew any books on cassette that have not circulated within a year. We have found that some are still requested by patrons of MCLINC libraries but not often from Lower Merion libraries. We have also revamped our music collection – they are now in easier to use cases and are arranged alphabetically by artist or composer. We have added many new series sets of DVDs – some popular television series and several PBS series. We also have separated the nonfiction, health and fitness, and the DVD series or collections from the individual feature films.

All of our material now has barcodes on the front of the item and we are placing identifying labels on our material to make it easier for them to return to us from the Processing Center and the MCLINC libraries. We also added many new music CDs and have found them to be very popular.

Bonnie Davis continued to create a School Summer Reading Cart filled with all the titles that were on the Lower Merion School District reading lists, which is a huge help for parents and students, as well as the staff. Since Borders closed,

more people were in looking for the titles but it was easy to get copies from the vast holdings of MCLINC.

Programming

We hosted several town meetings for Commissioner Rick Churchill, and one for State Representative Tim Briggs. He asked if we would participate in his food drive for the hungry and we were happy to oblige. The generous patrons of the library donated enough food that his assistants had to come three times to empty the huge carton.

Cigus Vanni presented his popular “Understanding and Demystifying College Admissions” series – he is always a big draw and had a packed house for every session.

We hosted the Adult Summer Reading Club book discussion of *The Help* by Kathryn Stockett. We also had special children’s events throughout the year and had wonderful participation in the Children’s Summer Reading Club – we had 90 preschoolers, 119 elementary school age and 51 teen participants who logged 8,698 hours of reading – that’s 362 days! We also had terrific participation in the Adult Summer Reading Club – Penn Wynne had 132 of the 333 people registered and they logged 690 of the 1,604 reviews that were entered. The staff makes a big effort to get patrons to participate and those who win the weekly drawing are always very pleased.

Children's Services

Bonnie Davis had another outstanding year – she met with the new school librarian at Penn Wynne Elementary School who is interested in working closely with our library. She had special programs for Children’s Book Week, a full roster of young scientists for *Science in the Summer* as they studied Physical Science, and a special Halloween program.

During the Summer Reading Club, *One World, Many Stories*, there was kite-making with Main Line Art Center, an Animal Safari Party, Swedish For All Seasons, the Rainbow Child Multi-Cultural Dance and Music program, History is Your Story presented by Winterthur Museum, and our annual pet show. We had 89 story times attended by a total of 3,606 children and caregivers.

Bonnie participated in the children’s SWAT weeding, prepared and ordered children’s books, movies and other materials, ordered prizes, organized and supervised all the children’s programs. She is a terrific resource for suggestions of wonderful books for all ages.

Facilities

The Penn Wynne Library is still having some issues with heating and cooling but it is better than it used to be! The wild weather of 2011 made for an exciting year. During the 5.9 earthquake on August 23, the shelves were shaking, the computers on the desks were rocking and everyone in the building was shocked. Fortunately

nothing fell and no one was hurt, but it sure was a big surprise! We also had many people in to check their email after Hurricane Irene and the torrential rains that followed. The power was out for many days in other parts of Wynnewood, but not here, luckily! We had a full house on the freaky snow storm in October – our patrons commented about how happy they were to come to the library during such a miserable day. Our front door was egged on Mischief Night which was a first for us.

It was quite a year – the library lost two dear friends, Sarah Steinbrenner, a wonderful gardener who had volunteered her skills and services to the library for years, and Betty Schwartzman, a long-time volunteer. Both of these women were valued members of the community and their families have remembered the library's importance to their loved ones and we have received many memorial gifts in their honor.

 *Judith Soret, Head Librarian*

Appendix: 2011 Statistics

**ANNUAL DEPARTMENTAL REPORT
2011**

LIBRARY DEPARTMENT

	2011	2010	2009
CIRCULATION			
PRINT ITEMS:	665,467	691,868	864,854
NON-PRINT:	406,863	496,095	613,196
Total Circulation	1,072,330	1,187,963	1,478,050
ADULT/JUVENILE BREAKDOWN			
Adult Material	716,157	787,779	996,417
Juvenile Material	391,245	400,184	481,633
ISL/ILL ACTIVITY			
ILL Loaned	94,349	857	2,121
ILL Borrowed	37,977	868	1,672
ISL LOANED WITHIN LMLS	37,981	46,854	66,198
REFERENCE SERVICES			
Reference Questions Total	55,496	52,479	104,225
Using Inhouse Material	32,059	32,165	58,543
Using Online Databases	23,437	20,270	45,728
E-Reference	0	44	44
Information Questions	64,983	54,215	65,234
Internet Sign-up /Wireless	61,907	69,186	104,844
PATRON REGISTRATION			
New Borrowers	3,148	3,448	4,819
Resident Active Borrowers	39,527	38,240	36,085
All Active Borrowers	422,128	409,318	59,836
PROGRAMS			
Adult	291	109	102
Computer Instruction	32	55	91
Other Adult	6	55	72
Young Adult	4	1	13
Juvenile Story Hours	462	472	599
Other Juvenile Programs	114	120	151
Class Visits	184	259	255
Total Programs	1,093	1,071	1,283
PROGRAM ATTENDANCE			
Adult/Attendance	5,019	4,041	4,773
Computer Instruction/Attendance	32	59	91
Other Adult/Attendance	150	432	476
Young Adult/Attendance	24	35	361
Juvenile Story Hours/Attendance	13,991	14,805	24,639
Other Juvenile Programs/Att.	3,219	3,270	4,013
Class Visits/Attendance	2,529	3,493	3,285
Total Program Attendance	24,964	26,135	37,638
TURNSTILE			
Ardmore	115,468	116,256	91,471
Bala Cynwyd	185,411	184,532	166,843
Belmont Hills	32,164	29,828	36,685
Gladwyne	62,918	66,960	58,542
Ludington	101,587	122,965	364,591
Penn Wynne	90,649	92,881	94,041
Total Turnstile Count	588,197	613,422	812,173
Key Staff Activity Statistics			
Books/A.V. Added	43,833	29,168	36,777
Books/A.V. Withdrawn	28,314	45,318	56,328
Current Collection Size	418,305	402,786	418,936
Current Number of Titles			
Overdue Notices	6,061	2,047	3,370
Volunteer Hours	6,721.05	5,597.47	7,325.45
Off-Site Storage ISL Circulation	5,247	7,802	N/A
PROCESSING CENTER			
Titles Cataloged	13,773	18,240	18,896
Titles deleted from Database	0	19,078	3,476

CIRCULATION	2011	2010	% CHANGE 2010 TO 2011	2009	% CHANGE 2009 TO 2010	% CHANGE 2009 TO 2011
ARDMORE	156,423	171,067	-8.56%	124,417	37.49%	25.72%
BALA CYNWYD	428,565	439,879	-2.57%	381,401	15.33%	12.37%
BELMONT HILLS	52,034	49,794	4.50%	52,231	-4.67%	-0.38%
GLADWYNE	116,695	133,613	-12.66%	108,107	23.59%	7.94%
LUDINGTON	205,108	240,252	-14.63%	661,345	-63.67%	-68.99%
PENN WYNNE	148,577	153,358	-3.12%	150,549	1.87%	-1.31%
TOTALS	1,107,402	1,187,963	-6.78%	1,478,050	-19.63%	-25.08%

ACTIVITY STATISTICS - SYSTEM TOTAL 2011 BY LIBRARY

	Ardmore	Bala Cynwyd	Belmont Hills	Gladwyne	Ludington	Penn Wynne	Off-Site Storage	Total
Turnstile	115,468	185,411	32,164	62,918	101,587	90,649	0	588,197
Internet Use / Wireless	18,900	27,731	1,290	6,137	1,740	6,109	0	61,907
Microfilm Usage	0	15	0	0	0	0	0	15

REFERENCE ACTIVITY

Reference Questions Answered	7,000	39,062	208	5,324	0	3,902	0	55,496
Using Inhouse Material	6,219	17,887	103	4,951	0	2,899	0	32,059
Using Online Databases	781	21,175	105	373	0	1,003	0	23,437
E-Reference	0	0	0	0	0	0	0	0
Information Questions Answered	8,816	40,719	99	5,003	5,235	5,111	0	64,983
Referred to Another Library	183	232	89	212	0	0	0	716
Referred From Another Library	339	700	55	327	0	0	0	1,421

PROGRAMS

Adult	244	23	1	12	0	11	0	291
Computer Instruction	0	32	0	0	0	0	0	32
Other Adult	5	0	0	0	0	1	0	6
Young Adult	4	0	0	0	0	0	0	4
Juvenile Story Hours	177	108	51	37	0	89	0	462
Other Juvenile Programs	24	41	14	18	0	17	0	114
Class Visits	8	173	2	1	0	0	0	184
Total Programs	462	377	68	68	0	118	0	1,093

PROGRAM ATTENDANCE

Adult/Attendance	2,324	703	176	716	0	1,100	0	5,019
Computer Instruction/Attendance	0	32	0	0	0	0	0	32
Other Adult/Attendance	70	0	0	0	0	80	0	150
Young Adult/Attendance	24	0	0	0	0	0	0	24
Juvenile Story Hours/Attendance	3,972	4,684	708	1,021	0	3,606	0	13,991
Other Juvenile Programs/Att.	618	1,397	450	359	0	395	0	3,219
Class Visits/Attendance	164	2,251	63	51	0	0	0	2,529
Total Program Attendance	7,172	9,067	1,397	2,147	0	5,181	0	24,964

ISL/ILL ACTIVITY

ILL Loaned	12,305	25,314	5,451	12,214	21,397	8,260	9,408	94,349
ILL Borrowed	6,580	12,139	1,812	4,244	7,035	6,167	0	37,977
ISL Loaned	5,103	9,098	2,695	5,626	5,738	4,474	5,247	37,981

VOLUNTEER HOURS

	2,909.00	1,365.75	240.00	1,503.80	435.00	267.50	0.00	6,721.05
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HOLDINGS

Items Added

Adult Non-Fiction	548	2,818	254	876	1,783	882	7,263	14,424
Adult Fiction	1,276	2,378	558	1,179	1,880	1,449	5,837	14,557
Juvenile Non-Fiction	98	519	28	109	254	103	6	1,117
Juvenile Fiction	542	1,526	225	957	1,329	815	458	5,852
Videos	15	0	0	0	0	0	0	15
DVDs	259	1,323	212	492	1,239	364	0	3,889
Sound Recordings	132	851	133	822	1,253	416	365	3,972
Software	0	0	2	0	0	0	2	2
Microfilm	0	0	0	0	0	0	0	0
Sheet Music	0	5	0	0	0	0	0	5
Puppets	0	0	0	0	0	0	0	0
Total Items Added	2,870	9,420	1,412	4,435	7,738	4,029	13,929	43,833

Items Withdrawn

Adult Non-Fiction	103	2,156	54	353	1,249	543	0	4,458
Adult Fiction	793	1,609	511	1,031	5,616	1,275	0	10,835
Juvenile Non-Fiction	371	2,723	129	811	858	798	0	5,690
Juvenile Fiction	198	1,963	25	174	546	322	0	3,228
Videos	511	99	747	100	80	223	0	1,760
DVDs	199	386	18	11	722	16	0	1,352
Sound Recordings	10	153	15	116	578	87	0	959
Software	0	29	0	0	0	0	0	29
Microfilm	0	0	0	0	0	0	0	0
Sheet Music	0	0	0	0	0	0	0	0
Puppets	0	0	0	0	0	3	0	3
Total Items Withdrawn	2,185	9,118	1,499	2,596	9,649	3,267	0	28,314

Collection Totals

Adult Non-Fiction	6,670	37,537	4,163	10,982	45,692	11,735	7,263	124,042
Adult Fiction	11,821	21,917	3,249	9,289	25,494	10,406	5,837	88,013
Juvenile Non-Fiction	3,977	14,250	3,441	5,264	20,643	6,150	6	53,731
Juvenile Fiction	9,298	19,065	3,339	8,327	18,206	8,502	458	67,195
Videos	637	1,160	195	535	1,555	198	0	4,280
DVDs	3,549	8,422	1,959	4,975	14,284	2,266	0	35,455
Sound Recordings	2,017	13,111	657	5,596	15,233	2,121	365	39,100
Software	0	16	2	1	0	36	0	55
Microfilm	0	0	0	0	5,065	0	0	5,065
Sheet Music	0	1,369	0	0	0	0	0	1,369
Puppets	0	0	0	0	0	0	0	0
Total Holdings	37,969	116,847	17,005	44,969	146,172	41,414	13,929	418,305

Periodical Titles

	35	143	28	69	197	40	0	512
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2011 Circulation Statistics by Format Type

Ardmore

Adult AV	47,804	All Adult	94,598
Junior AV	14,665	All Junior	61,825
Adult Book	46,794	All AV	62,469
Junior Book	47,160	All Book	93,954
TOTAL	156,423		

Bala Cynwyd

Adult AV	97,051	All Adult	241,784
Junior AV	43,609	All Junior	186,781
Adult Book	144,733	All AV	140,660
Junior Book	143,172	All Book	287,905
TOTAL	428,565		

Belmont Hills

Adult AV	16,322	All Adult	30,097
Junior AV	3,489	All Junior	21,937
Adult Book	13,775	All AV	19,811
Junior Book	18,448	All Book	32,223
TOTAL	52,034		

Gladwyne

Adult AV	45,672	All Adult	90,182
Junior AV	4,765	All Junior	26,513
Adult Book	44,510	All AV	50,437
Junior Book	21,748	All Book	66,258
TOTAL	116,695		

Ludington

Adult AV	117,970	All Adult	172,453
Junior AV	14,748	All Junior	32,655
Adult Book	54,483	All AV	132,718
Junior Book	17,907	All Book	72,390
TOTAL	205,108		

Penn Wynne

Adult AV	29,672	All Adult	87,043
Junior AV	6,168	All Junior	61,534
Adult Book	57,371	All AV	35,840
Junior Book	55,366	All Book	112,737
TOTAL	148,577		

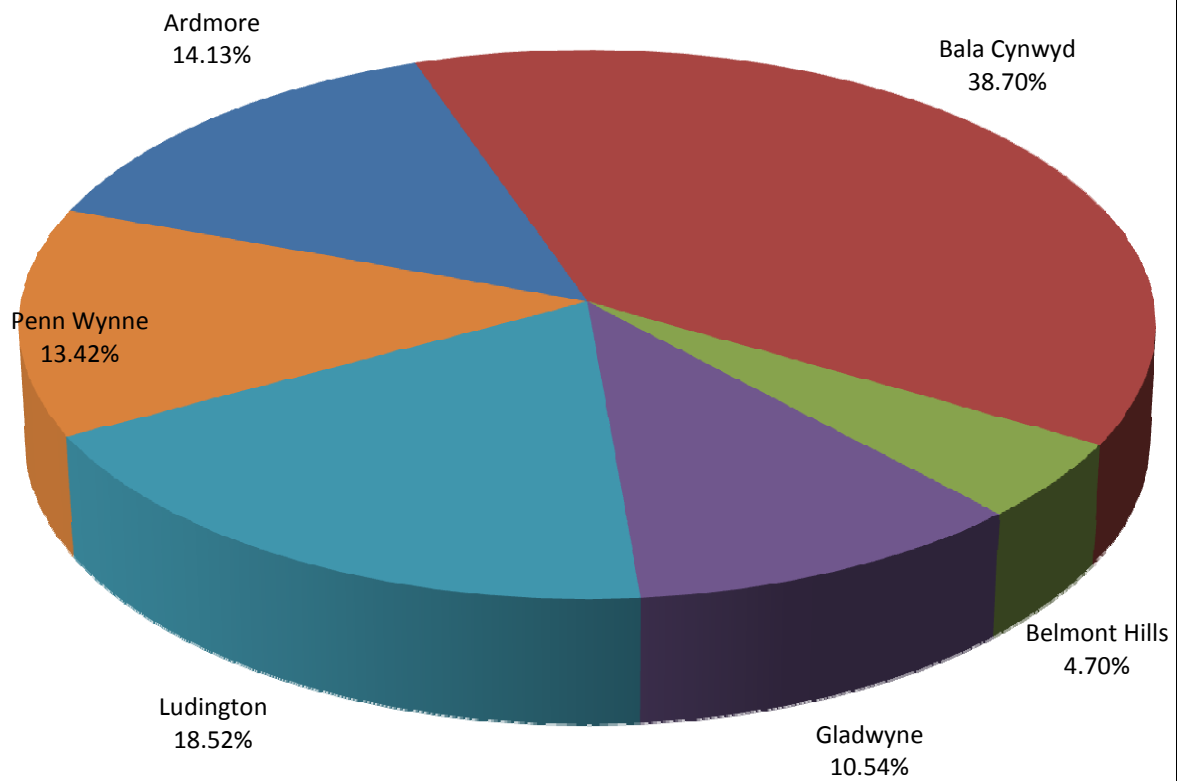
System Total

Adult AV	354,491	Total All Adult	716,157
Junior AV	87,444	Total All Junior	391,245
Adult Book	361,666	Total All AV	441,935
Junior Book	303,801	Total All Book	665,467

GRAND TOTAL

1,107,402

Total 2011 Circulation by Library



Item Circulation by Item Stat Class
System Total 2011 - by Branch

	Ardmore	Bala Cynwyd	Belmont Hills	Gladwyne	Ludington	Penn Wynne	Total
Adult Non Fiction							
000s	193	831	79	387	382	389	2,261
100s	565	2,118	201	596	676	858	5,014
200s	429	1,630	157	264	531	628	3,639
300s	1,755	7,213	546	2,356	2,603	2,402	16,875
400s	176	452	8	53	72	144	905
500s	373	1,981	129	464	550	462	3,959
600s	3,389	15,370	1,607	4,693	5,061	5,339	35,459
700s	1,478	7,578	659	1,760	1,710	3,154	16,339
800s	746	2,618	189	604	632	874	5,663
900s	2,342	13,199	412	5,188	4,298	3,204	28,643
Biography	2,116	6,451	665	1,974	2,403	1,930	15,539
Periodicals	926	6,178	928	1,688	3,490	1,304	14,514
Sheet Music	0	605	4	10	7	3	629
YA Non-Fiction	30	124	20	33	50	84	341
Other Non-Fiction	635	1,647	381	352	1,257	566	4,838
Total Adult Non-Fiction	15,153	67,995	5,985	20,422	23,722	21,341	154,618
Adult Fiction							
Adult Fiction	31,191	75,952	7,700	23,649	30,437	35,632	204,561
YA Fiction	365	696	89	373	320	329	2,172
Total Adult Fiction	31,556	76,648	7,789	24,022	30,757	35,961	206,733
ILL	85	90	1	66	4	69	315
Total Adult Print	46,794	144,733	13,775	44,510	54,483	57,371	361,666
Adult Non-Print							
Book on CD	5,063	13,613	876	6,806	14,524	4,710	45,592
Book on Tape	87	130	133	163	54	124	691
Cassette	4	3	9	2	2	4	24
CD-ROM	11	44	4	17	11	7	94
Compact Disk	3,278	12,450	1,326	4,800	8,941	2,986	33,781
DVD	38,111	68,152	12,772	31,769	84,571	20,403	255,778
Sound Media Player	368	234	502	701	4,620	427	6,852
Video	106	104	540	182	139	68	1,139
Downloadable Audiobooks	262	853	53	472	1,980	344	3,964
Downloadable E-Books	398	1,294	80	717	2,999	516	6,004
YA Non-Print	102	110	13	26	78	57	386
Other Non-Print	14	64	14	17	51	26	186
Total Adult Non-Print	47,804	97,051	16,322	45,672	117,970	29,672	354,491
Total Adult	94,598	241,784	30,097	90,182	172,453	87,043	716,157
Jr. Non-Fiction							
J000	59	456	21	44	76	85	741
J100	58	259	24	19	14	76	450
J200	165	607	62	75	25	125	1,059
J300	1,840	5,247	661	577	373	1,439	10,137
J400	145	320	59	38	48	110	720
J500	2,958	7,941	1,059	1,001	474	2,703	16,136
J600	1,206	3,902	615	660	212	1,021	7,616
J700	1,004	4,077	294	316	500	1,141	7,332
J800	360	1,448	271	119	156	688	3,042
J900	1,099	4,637	534	553	262	1,003	8,088
Jr Biography	892	2,644	617	246	302	795	5,496
J Periodicals	7	689	46	2	289	21	1,054
J Other Non-Fiction	77	140	32	46	61	53	409
Total Jr Non-Fiction	9,870	32,367	4,295	3,696	2,792	9,260	62,280
Jr Fiction	37,099	109,913	13,298	18,012	14,995	45,958	239,275
J Other Print	191	892	855	40	120	148	2,246
Total Jr. Print	47,160	143,172	18,448	21,748	17,907	55,366	303,801
Jr. Non-Print							
J Book on CD	400	4,066	27	384	1,050	734	6,661
J Book-Cassette Kit	71	15	39	9	5	0	139
J Other Kits	337	1,109	147	77	11	129	1,810
J Cassette	19	3	14	0	5	2	43
J Compact Disc	154	1,590	157	107	184	141	2,333
J DVD	13,214	36,145	2,881	4,165	13,143	4,492	74,040
J Sound Media Player	6	257	5	20	346	5	639
J Video	461	421	214	3	4	661	1,764
J Other AV	3	3	5	0	0	4	15
Total Jr. Non-Print	14,665	43,609	3,489	4,765	14,748	6,168	87,444
Total All Junior	61,825	186,781	21,937	26,513	32,655	61,534	391,245
Total	156,423	428,565	52,034	116,695	205,108	148,577	1,107,402