

**LOWER MERION  
LIBRARY SYSTEM**

**2012**



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THE YEAR IN REVIEW

# The Lower Merion Library System

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## State of the System



*Best of the Best*

In the spring of 2012, the board and jury who choose the Pulitzer Prizes surprised everyone by not awarding a prize in fiction. “Bah,” said the publishers. “Oh no,” said the authors. In addition to the fame and glory of it all, considerable money flows from such prizes. Many people decried this non-award, although the Pulitzer folks have certainly done it before. Shortly after the announcement, *The New York Times Magazine* sought to help the Pulitzer people by providing annotated listings of really good fiction that the Prize must have somehow overlooked. Curious about the contestants, I decided on a different route – I decided to count.

By this, I mean, count the number of times a book landed on a “Best of” list. In the end, the book with the most hits would be the best book. This is a very library-thing to do. Of course I reckoned without the obvious fact – there are a lot of lists! After wading through a number of these, I ended up selecting approximately 11 lists from which to count. These included the well-known prize lists, the library press lists, the newspaper, broadcast and online media lists. Surprisingly (to me), I ended up with three winners: Fiction – *The Tiger’s Wife*, by Tea Obreht; Poetry – *Life on Mars*, by Tracy K. Smith; and Non-fiction – *The Swerve, How the World Became Modern*, by Stephen Greenblatt. These books were the ***Best of the Best***.

All of which is just to say to the people at Pulitzer – hey, want to know how to make a decision? Ask a librarian. In fact, ask the LMLS librarians because, even though our two largest libraries were closed for most of 2012, we circulated just under 1 million items, welcomed 540,000 visitors, and answered 33,000 reference questions. A good record for a year of constant disruption – and truly the kind of year we’ve come to expect from a ***Best of the Best*** Library System. Thanks and warm regards to staff, public, and the supportive boards who keep it all going.

Warm regards also to the Pulitzer Prize Board for high standards in a tough world.

✉ Christine Steckel, Director of Libraries



## Lower Merion Library System Board of Trustees 2012

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

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Jamie Perrapato  
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Karen Wallingford  
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*Ludington Library Delegate*

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Philip Rosenzweig  
*Commissioner Alternate*

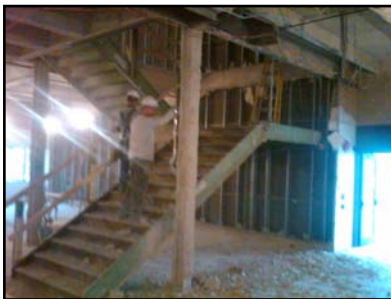
## Library Renovation Projects

Regardless of Chinese naming conventions, this was the Year of the Project. Renovation, renovation, renovation – that word could be repeated five times as the Lower Merion Library System actively moved into, out of, and toward five of its proposed six library upgrades.

Despite its share of challenges, Renovation #1 at Ludington Library actually concluded, and the library reopened to the public on September 8, 2012. An amazing number of people crowded the newly upgraded and refurbished library to enjoy an additional 10,400 square feet of seating, reading, coffee and connection space. The first Montgomery County public library to install and begin to integrate a Radio Frequency Identification (RFID) system for self-checkout, check-in, inventory and security, Ludington will be honing its many new options while settling into the New Year. And is that roof really “Green”? You bet.



Interior of Ludington Library along Lancaster Avenue



Interior of Bala Cynwyd Library during construction

Renovation #2, an upgrade and additional 6,000 square feet for the Bala Cynwyd Library, began officially at 5:00 p.m., December 31, 2011, when the library closed for a year of construction. Home to a new Geothermal Heating System, as well as redesigned seating, display space, elevator and stair tower, the project moved steadily toward completion throughout 2012 with a spring 2013 reopening planned. Bala Library staff will also work with Library System RFID vendors to install and integrate an RFID system.

Proposed Renovations #3, #4, and #5 – at the Ardmore, Gladwyne and Penn Wynne Libraries – all arrived at the starting gate in 2012, each with a different focus for improvement. Although quiet during 2012, Proposed Renovation #6 at Belmont Hills Library is no less important. The Belmont Board and staff prepared for the possibility of renovation by improving the Children’s area with a grant from the state.

### And Not Just a Little Repair



After years of battling water incursion, the Ardmore Library closed at the end of November to tie its many repair projects together, re-plaster, paint and refurbish windows in the historic structure. The library is due to reopen in spring 2013.

 *Christine Steckel, Director of Libraries*



## Building for the Future: the Campaign for Lower Merion Libraries

2012 was the fourth full year of fundraising under *Building for the Future*. The big Capital Campaign news of the year was the reopening of Ludington Library on September 8<sup>th</sup>, which added momentum to the fundraising effort while allowing past donors to finally reap the fruit of their generosity. Prior to the Grand Reopening, a mailing went out to past Ludington Library donors who had not previously given to the capital campaign. Major donors were treated to a lovely reception at the library on September 6<sup>th</sup>.

Members of the Ardmore, Bala Cynwyd and Gladwyne Library Boards made their support of the campaign evident with personal financial commitments. In addition to generous private support for all of the libraries, the Capital Campaign benefitted from private foundation and corporate support, including gifts from the Rittenhouse Foundation, The Samuel P. Mandell Foundation, and the Wright-Cook Foundation. Bala Cynwyd Library received generous gifts from Wells Fargo, and Ludington Library received significant support from the Haldeman Family Foundation.

In 2012, Lower Merion Library Foundation's one year contract with Jim Wellen, of JWA Consulting, ended, and the Foundation welcomed back Schultz & Williams to direct the Campaign.

There was an end of year mailing to past Bala Cynwyd Library donors who had not previously given to the capital campaign. Overall, the campaign added 220 donors and ended 2012 with more than \$2.5 million committed. To date, the Lower Merion Library Foundation has given \$1.2 million to the Township of Lower Merion in support of the library renovation projects.

### **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  
David Sonenshein  
Helen S. Weary

## The Processing Center

The Processing Center continued to be the home away from home for many library staff members whose libraries were under renovation in 2012. For the first eight months, there were a dozen people from both Ludington and Bala Cynwyd assigned to work in the Processing Center. The Bala staff moved into their quarters here in January, and in September the Ludington staff, who had been stationed here for two and a half years, returned to their newly-renovated building. The Meeting Room reverted to meeting room status when Ludington reopened. From mid-January through early September, it had served as the Library Annex, a temporary internet site for the public, while both Ludington and Bala were closed.

The staff of the Processing Center attended several MCLINC training sessions last year. These programs are provided by MCLINC to augment our cataloging skills. All four catalogers were required to attend training in Authority Control in April, two members attended a session on DVD cataloging in June, and two attended the Sound Recording cataloging session in September. The Head of Processing attended the monthly MCLINC Database Committee meetings.

The daily delivery to Processing continued its upward climb. Patrons throughout the county placed holds on MCLINC items with ever-increasing frequency and quantity. The volume of both the Lower Merion inter-branch delivery and the Montgomery County pony are testimonies to the popularity of the consortium database by our patrons. Fortunately, the Fleet Department gave our department a larger van this year, enabling our driver to fit more bins into his van and reduce the number of daily trips among the branches. On busy days, however, a double trip was necessary to accommodate the volume, and when Bala reopens, a double trip will be required each day.

Of course, as the volume of these deliveries increased, so did the time that staff spent on this task. A minimum of an hour per day was spent unpacking and repacking the deliveries, and this included the assistance from the Bala and Ludington staff assigned to Processing. When those staff return to their branches, Processing Center staff alone will be responsible for this duty. Slightly offsetting this task was a decrease in the number of items purchased by the Library System. Due to the closure of Ludington until September and Bala's year-long closure, fewer funds were spent on collections for those branches and therefore purchase orders were slimmed down and cataloging volume was lighter than usual. Collection spending should return to its previous levels next year along with a corresponding heavier volume of items to be cataloged.

Statistics

***2012 Monthly Statistics***

	<b>Books</b>	<b>A/V</b>	<b>TOTAL BIBS CREATED</b>	<b>Items Entered</b>
January	598	257	855	1,605
February	872	279	1,151	1,698
March	798	348	1,146	2,024
April	821	207	1,028	1,719
May	779	203	982	1,972
June	737	183	920	1,648
July	651	219	870	1,662
August	806	224	1,030	1,731
September	705	226	931	1,678
October	801	196	997	1,869
November	809	223	1,032	2,051
December	630	208	838	1,590
<b>TOTAL</b>	<b>9,007</b>	<b>2,773</b>	<b>11,780</b>	<b>21,247</b>

***Items Received***

	<b>Adult</b>	<b>Juvenile</b>	<b>TOTAL</b>
January	532	344	876
February	1,123	452	1,575
March	1,134	594	1,728
April	1,197	614	1,811
May	1,021	537	1,558
June	957	454	1,411
July	797	618	1,415
August	1,345	863	2,208
September	892	367	705
October	1,119	1,043	2,162
November	1,185	406	1,591
December	776	113	889
<b>TOTAL</b>	<b>12,078</b>	<b>6,061</b>	<b>17,929</b>

### ***Bins Unpacked***

	From LMLS	From MCLINC	TOTAL
January	279	310	589
February	267	292	559
March	256	301	557
April	253	291	544
May	280	302	582
June	270	290	560
July	305	338	643
August	313	348	661
September	312	294	606
October	307	315	622
November	298	345	643
December	317	282	599
<b>TOTAL</b>	<b>3,457</b>	<b>3,708</b>	<b>7,165</b>

 *Susan Leigh DeSilva, Head, LMLS Processing Center*

## Collection Development


In 2012, we started the multi-year project of implementing Radio Frequency Identification (RFID) on the collections of all six libraries. With Ludington Library due to reopen, the focus for the first six months of the year was to get the Ludington collection tagged with the RFID tags. As part of this project, most of the DVD and music CD collection had to be transferred to new lockable cases that would work with the RFID self-check machines.

In July, the Ludington collection was moved out of storage at the Processing Center and back to the Ludington building. This was followed by the Bala Cynwyd Library collection moving in. The Bala Cynwyd Collection had been stored with the moving vendor since January. As soon as the Bala Cynwyd collection move was completed, the RFID work on their collection began. The Bala Cynwyd music collection does need to be moved to the new lockable cases but their DVD collection does not.

The original plan was to RFID each collection as their library project was underway. With the current delay of several of the projects, we are looking at all options to keep this program moving forward.

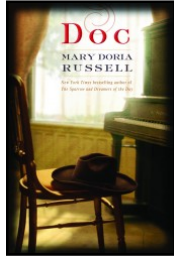
Before the Ludington collection left storage, all materials that the System-Wide Action Team (SWAT) weeding project had designated to stay in storage permanently were pulled, labeled, and changed in our computer system to reflect their new status as permanent residents of our storage collection. SWAT weeding itself will not resume until the Bala collection and staff moves back into their renovated building in 2013.

In other collection news, the Ardmore Library received a very nice grant from their Board to use on collection development.

 Margery Hall, Head Librarian, Ladington Library

## System-Wide Adult Services

### One Book One Lower Merion Program



In a time of increasing electronic reading, the One Book One Lower Merion Committee continues to believe in the importance of people coming together to discuss books or ideas, and many books were read and discussed before *Doc*, by Mary Doria Russell, was selected. This was a very unusual choice for the committee – there had never been a Western in our history, but this was a fabulous recreation of the American West, and John Henry “Doc” Holliday’s personal story. Doc Holliday was born with a cleft palate and as an infant probably had the first reconstructive surgery done in the United States. This condition had a huge influence on his life and fascinated the author of the book.

### One Book Program Events:

- Sixty people attended the “Gore, Gums and Glitz” Panel Discussion. Dr. Robert Hicks of the Mutter Museum in Philadelphia brought frightening dental and oral surgery tools that a dentist like Doc Holliday would have used. As he spoke, most of the audience unconsciously covered their own mouths so the awful implements could not be used on them! Dr. Oren Friedman, a maxillofacial surgeon from the University of Pennsylvania Hospital, brought slides and told of his work as a volunteer operating on children with cleft palates all over the world. The work that he and his associates do is amazing and the short amount of time they have for each patient nevertheless changes their lives forever. Andrew Douglas, Educational Director of the Bryn Mawr Film Institute, gave a surprising in-depth talk about the role of Westerns in the movies and their abiding influence on society today. He shared great stills from old and new Westerns and famous movie cowboys.
- Ruth Anolik led a very lively book discussion with seventeen people in attendance and everyone had something to say about the characters and the lives they led.
- The Bryn Mawr Film Institute ran *Tombstone*, starring Val Kilmer as Doc Holliday and Kurt Russell as Wyatt Earp.
- The final event featured author Mary Doria Russell on November 18<sup>th</sup> at Bryn Mawr College’s Thomas Great Hall. She was a spellbinding storyteller who talked of her fascination with John Henry Holliday’s life and the times in which he lived. The audience learned that the Holliday family and Margaret

Mitchell's family were related and that many of the characters in *Gone with the Wind* were based on their families! Ms. Russell has created a vivid picture of the life and struggles in the Old West and the real lives these characters led. The ninety people in the audience were caught up in her enthusiasm for Doc Holliday's story and she revealed that she is writing a sequel!

Mary Doria Russell was so drawn in by Doc Holliday's cleft palate and the effect that it had on his life that she has become a devoted supporter of Smile Train, an organization that provides free cleft palate surgery for children around the world. Instead of accepting a speaker's fee, she asked that donations be given to Smile Train. Donations were collected at the panel discussion and author's talk and \$600 was raised.

The One Book One Lower Merion Committee is very grateful to our many partners: Lower Merion Library System, Township of Lower Merion, Bryn Mawr Film Institute, and Bryn Mawr College. The One Book One Lower Merion Committee was led by Lenore Forsted and included Cathy S. Bowen, Sue Deitch, Eileen Gordon, Charlotte Hyer, Maria Lerman, Jane Quin, Barbara Schick, Judy Soret and Mary Steets.

 *Judy Soret, One Book Committee*

#### Adult Summer Reading

Once again, the LMLS Adult Summer Reading Club was a success. We had impressive numbers, despite the fact that our two biggest libraries were closed for the entire summer. Our enthusiastic readers also did not mind our giving away one grand prize at the end of the reading period, as opposed to our customary weekly prize, as long as the libraries could furnish them with good reading material.

The Penn Wynne Library led the pack again in 2012, with 455 books read; Belmont Hills Library followed with 234. Gladwyne Library logged 129 books, and Ardmore Library 96. There were a total of 189 registered patrons among the four open libraries. We received positive comments about the program from nearly all who participated; most expressed an interest in joining in Summer 2013, adding that they look forward to it each year.

 *Maria Lerman, Adult Summer Reading Club Committee*

#### Community Health Fair

The Pennsylvania Library Association's (PaLA) "PA Forward—Libraries and 21<sup>st</sup> Century Literacies" campaign challenges libraries to develop programs and initiatives that highlight the vital role libraries play in helping patrons compete in the information age labor force and in living healthy, productive lives. PaLA designated five literacies—basic, information, civic/social, financial, and health—required for people to succeed. The Lower Merion Library System chose to focus on health literacy.



On Saturday, October 6<sup>th</sup>, 150 people joined us for the LMLS Community Health Fair. All aspects of health care were emphasized and demonstrations specific to various interests and age groups were included. The eclectic variety of partner organizations—including physical medicine, mental health, dental hygiene, nutrition, fitness, government and social agencies—provided attendees with the opportunity to meet with and to have their questions or concerns addressed by knowledgeable professionals.

Twenty partner organizations attended the fair: Acme Markets, Pennsylvania State Representative Tim Briggs, Bryn Mawr Running Club, Children's Hospital of Philadelphia, Cynwyd Heritage Trail, Eastern Mountain Sports, Eldernet, Harcum College Schools of Dental Hygiene and Occupational Therapy and Physical Therapy, Alison King (Zumba Instructor), LA Fitness, Lower Merion Township Parks and Recreation, Main Line Health, Main Line YMCA, Montgomery County Health Department, National Alliance on Mental Illness, Pals for Life, Soldiers Project, Tao Institute, and Dr. Arthur Weinberg, Chiropractor.



There were many demonstrations including Adult Zumba, Kids Yoga, Kids Zumba, Harcum College's dental hygiene puppet presentation and a tutorial on free online medical reference databases. Free blood pressure and BMI (body mass index) screening and massages were also available. And finally, three therapy dogs were present throughout the day.

Feedback from partners and fair attendees was overwhelmingly positive. People appreciated the opportunity to speak to health care professionals and to gather information on their particular health care needs. The availability of free testing, demonstrations and the broad variety of topics addressed were of great interest.

The Health Fair allowed us to meet the PaLA challenge but, more importantly, it provided us the opportunity to partner with local health and business organizations to provide our patrons with vital health care information. By keeping the partners local, the library system benefited through fostering new community relationships. Hopefully, these relationships will be strengthened and be a resource for future programs to serve the literacy needs of our residents.

 *Jane Quin, Judy Soret & Robyn Langston, Health Fair Committee Members*

## System-Wide Youth Services

### Grants

This year Montgomery County libraries received a grant from Verizon to help increase awareness in Children's literacy. Libraries across the county purchased materials such as puzzles, music, books, puppets, puppet theatres, and alphabet games from the five literacies which include reading, music, talking, writing and playing.

We also received another grant through Montgomery County which allowed libraries to receive sign language training. The Ardmore Library chose sign language story times which were well received.

#### Summer Reading Club

The 2012 theme for the children's Summer Reading program was "Dream Big – READ!" The theme for the Young Adults this year was "Own the Night." Our two largest branches were closed for this program, but we still had a great turnout. We had 263 children participating in the preschool club. The "Dream Big – READ!" program had 375 elementary age students participating and there were 88 youth/young adults participating in the Teen program.

We read a total of 226,765 minutes this summer! A very special thank you goes out to everyone who helped us reach this number.

#### Science in the Summer

Ardmore, Belmont Hills, Gladwyne and Penn Wynne libraries hosted the *Science in the Summer* program sponsored by GlaxoSmithKline and administered by The Franklin Institute. Although Ludington Library was closed, Ardmore Library was gracious and hosted both of Ludington's sessions as well as their own. Special thanks goes to all of the wonderful staff who helped us out this year.



The topic for 2012 was Simple Machines. Students learned about motion and discovered that everything in the universe moves. They also learned about six kinds of simple machines.

#### Special Programs

I was able to represent the Lower Merion Library System by performing a special story time this year at The Please Touch Museum in April for National Library Week.

In March, I represented LMLS at the Elmwood Zoo. Author/illustrator and PA One Book winner Zachariah OHora read from his book *Stop Snoring, Bernard!* Libraries within the county provided arts and crafts. Lower Merion provided the music and helped with the set up. It was well attended and a fun day for everyone.

For Ludington's Grand Reopening we had the pleasure of meeting children's book author Gene Barretta. With the help of Children's Book World, Mr. Barretta sold some of his books and the library received a portion of the sales. Thanks so much to both of them!

 Darlene Davis, Coordinator of Youth Services



## Legislation (and Libraries)

### State Budget for Libraries

The State budget was approved in final form on June 29, 2012. The State Senate approved the budget by a vote of 32-17, and the House margin was 120-81. The Governor signed the bill before the June 30 deadline.

The budget provides level funding for the Public Library Subsidy for the next year. This represents a total of \$53,507,000, and saved \$2,675,000 for library services statewide that otherwise would have been cut in the Governor's original budget.

The remaining three line items that impact library services—Library Access, Library Services for the Visually Impaired and Disabled, and the State Library—were reduced by 5%, a combined total of about \$398,000. These are important programs that will require renewed advocacy efforts in the coming years.

### Library Code

The State Senate, by a unanimous 48-0 vote, approved Senator Dominic Pileggi's Library Code legislation—Senate Bill 1225—and sent it on to Governor Tom Corbett for his signature.

The new Library Code officially takes effect next April but to fully implement all provisions of the updated law, new regulations will need to be drafted, reviewed, and approved by the state's Independent Regulatory Review Commission (IRRC). It is expected that this process may take eighteen months to two years to complete. It is expected that the process will begin early next year with input from the library community and draft regulations put forward by the Pennsylvania Department of Education by mid-2013.

Among other provisions, the new Library Code modernizes certain service requirements, improves flexibility in circumstances when a waiver is needed, adds more librarians to the Governor's Advisory Council on Library Development, and reaffirms provisions for continuing education. It also includes language that will enable distribution of library funding in next year's (Fiscal Year 2013-14) budget consistent with this current year's method.

### **BILL SUMMARY – SENATE BILL 1225 / PRINTER'S NUMBER 2043**

**Prime Sponsor: Senator Dominic Pileggi (R-Delaware County)**

*(source: Education Committee, Senate of Pennsylvania)*

#### **A. SYNOPSIS:**

*Senate Bill 1225 would codify the Library Code in consolidated statute form to improve the readability of the Library Code and reconcile conflicts between the Library Code and regulations that have been issued under it.*


#### **B. BILL ANALYSIS:**

*As part of codifying the Library Code, Senate Bill 1225 would amend the current library laws to do the following:*

- *Designate the Deputy Secretary for Libraries as the State Librarian, consistent with current practice. Current law provides for the appointment of a State Librarian, and historically the Deputy Secretary - Office of Commonwealth Libraries has been assigned this role.*
- *Change the composition of the Advisory Council on Library Development to include more librarians (six) and fewer laypeople (three) in order to provide more experienced leadership. Under current law, the Council consists of three local library trustees, three professional librarians and six laypeople.*
- *Require the State Librarian to establish service standards that reflect current and evolving technologies. Current service standards speak of specific numbers of periodicals and other materials, some of which are nearly obsolete today, and do not take into account new technology such as e-books and electronic databases.*
- *Permit all libraries to apply for waivers of standards if faced with a reduction in state funding, and give the State Librarian discretion to formulate waivers to provide for more flexibility in the application and enforcement of standards. Under current law, a library that does not meet standards loses all funding. While current law allows the Department of Education to waive standards, the statute is unclear as to whether a library that receives a waiver is relieved of the requirement to meet all standards.*
- *Apply the funding formula in the Library Code uniformly from year to year, to assist libraries in performing long-term fiscal planning. Under current and past law, the library funding formula has changed each year.*
- *Give the State Librarian authority to establish continuing education requirements for all librarians, including library assistants, provisional librarians and professional librarians. Currently, only a library director must complete continuing education in order for a library to qualify for state aid.*
- *Convert the surplus financial effort required for a library to obtain "incentive for excellence" funding from a dollar amount, as under current law, to a percentage increase in funding to make future adjustments in the required amount of surplus financial effort easier to implement. The bill would not change the amount of surplus financial effort required for a library to qualify for aid.*
- *Permit the State Librarian to promulgate rules and regulations modifying the number of hours a library must be open each week in order to receive aid. Current law sets forth a minimum weekly service hour requirement.*
- *Reduce the maximum term of imprisonment for the offense of damage to library materials from 15 days in county jail to 10 days, to mirror the maximum imprisonment for the offense of retention of library property as set forth in the Pennsylvania Crimes Code.*
- *Establish the manner in which State aid for libraries would be allocated for fiscal year 2012-2013 in language identical to the manner in which State aid for libraries was allocated for fiscal year 2011-2012.*
- *Update terminology and delete outdated language that does not reflect current practice.*

For a copy of the complete bill go to:

<http://www.palibraries.org/displaycommon.cfm?an=1&subarticlenbr=507>

 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 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

Since 2011:

- Fulltime Reference Assistant, Ludington Library
- 13-hour per week Library Assistant, Penn Wynne Library

In 2012, two additional part-time Bala Cynwyd Library employees left their regularly scheduled positions. Linda Lyttle left her 18-hour per week Library Assistant position in January following the closure of Bala Cynwyd Library for renovation. Susan Steinmetz left her 8-hour per week Library Assistant position in August to pursue another career opportunity. Both employees remain on payroll as Sunday/fill-in candidates, but their former positions are counted as vacancies.

We ended 2012 with five fulltime and eight part-time vacancies. Paging and Sunday/fill-in positions were not being filled as people left, so our coverage pool is smaller. 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. At year's end, permission was given to hire some Pages to help cover existing budgeted hours.

The Library System has been able to continue service despite these vacancies due to the closure first of Ludington Library, followed by the closure of Bala Cynwyd Library for renovations. Employees from these locations were redeployed to assist at other locations, including the Ludington Lite trailer and the Processing Center, and later the reopened Ludington Library. Additionally, Ardmore closed in late November for a repair project. They are anticipated to reopen at approximately the same time as Bala

Cynwyd Library, in late March/early April 2013. At that time, all six libraries will be open and consequently staffing will need to be addressed in the very near future.

## Staff Recognition & Development

### In-Service Day

In its ninth year, the Lower Merion Library System Staff Recognition and Development Committee was charged with planning the June 14, 2012 LMLS In-Service Day. This year's topics for In-Service Day were as follows: Polaris 4.1 and MCLINC Updates including the MCLINC Intranet; PA Forward and Library Legislation; Radio Frequency Identification (RFID); E-Books; Polaris Circulation Pointers; Record Sets; Remarks from the Township Manager, Assistant Township Manager and Director of Libraries. Presenters included: Maryam Phillips, MCLINC System Administrator; Chris Steckel, Director of Libraries; Doug Cleland, Township Manager; Pat Ryan, Assistant Township Manager; Mary Maguire, District Consultant Librarian; Margery Hall, Ludington Head Librarian; Amy Michener-Wall, Technology Assistant; Jennifer Wark and Carol Cobaugh, Heads of Circulation; and Wendy Edwards, Reference Librarian.

Packets distributed to staff contained information on MCLINC, the Library Renovations, Ludington's Floor Plan, RFID, Circulation Tips, and Record Sets. Staff reported finding the In-Service Day relevant, well-presented, and useful to their jobs.

In-Service Day highlights and changes were as follows:

- ISD was at the Township Building for the first time as Bala Cynwyd Library and Ludington Library remained closed for renovations.
- Full-time and regular part-time staff members were invited to ISD.
- ISD was a half day. Employees returned to their libraries following ISD. The libraries were open for public service from 1:30 to 5:30 p.m.
- ISD sessions were short to accommodate many informational updates.
- Coffee & light refreshments were provided. Expenses were kept to a minimum.

The 2012 Staff Recognition and 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!

### Employee Recognition Awards

Library Department participation in the Employee Recognition Awards (ERA) continued to be high. Many library staff members were nominated for 2012 *Way to Go!* recognitions and 2011 Employee Recognition Awards. The Library Department was represented on the Township of Lower Merion's Employee Recognition Awards Committee by Jean Knapp and Darlene Davis.

The ERA Committee planned the 22<sup>nd</sup> Annual Township of Lower Merion ERA Ceremony, to honor employees for work done in 2011, held on March 20, 2012. A light lunch was provided prior to the ceremony. The ceremony celebrated the work force and expressed appreciation for years of service, perfect attendance, outstanding performance, and military and retiree service. Memorial tributes were given to three co-workers lost in 2011. The ERA Ceremony was cablecast live and replayed during the month. 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 for permanent display at the Township Administration Building along with past winners. The ERA Committee reviewed the ceremony and award categories in a meeting following the ceremony.

Libraries were well-represented in both nominations and attendance at the ERA ceremony. Gail McCown, redeployed to Ardmore from Ludington, received the *Outstanding Library Employee* award. Seven library staff members received Township *10-Year Service Awards*, 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 new enhanced WTG! Program was introduced to recognize actions considered above and beyond.

The ERA Committee is preparing for the 23<sup>rd</sup> Annual ERA Ceremony to be held in April 2013.

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

## Grants

### Preschool Connections Grant

In 2012, Belmont Hills Library was awarded a \$2,500 Preschool Connections Grant, a federal program funded through the Library and Technology Act (LSTA). The grant has many fulfillment requirements, which include: books and materials may be no higher than three shelves tall; shelves may be no more than two-thirds filled; all open shelving is to be used for exhibiting books and materials. Through a series of workshops, recipients are taught new research on reading readiness and methods on making children and parents life-long library users. This has been a most rewarding program. The work required by the grant is expected to be completed by July 2013.

### Try It Grant

Also in 2012, Robyn Langston and Amy Michener-Wall prepared and submitted a Library Services Technology Act (LSTA) Try It Grant proposal to the Office of

Commonwealth Libraries. Try It Grants are designed “to aid individual libraries in developing projects that are new to them” and support one or more technology priorities designated by the LSTA. LMLS’ proposal focuses on training key library staff in the use of the Drupal content management system, with the goal of creating a new LMLS website that will enhance our users’ connection to our online services and information, provide improved mobile functionality, and provide customized content in the form of frequent feature updates, an events calendar, and locally-produced screencast tutorials. We’ll find out if the grant is funded in March 2013.

 Patricia W. Rayfield, Grants Coordinator

## Public Relations

Ludington Library’s reopening and library events publicity dominated Lower Merion Library Systems’ news reports in 2012. The first half of the year brought reports of ongoing issues and delays with the Ludington Library project featured in the *Main Line Times*. However, once a final reopening date was set for September 8, 2012, all momentum shifted to the preparations and excitement surrounding that day. Helen Weary, former Ludington Board President and current Lower Merion Library Foundation Campaign Committee member, had three articles published in the *Main Line Times* in the weeks leading up to Ludington’s reopening: *Green elements incorporated into new Ludington Library* (8/9/12); *Celtic Knots design feature at Ludington* (8/9/12); and, *The stories of Ludington’s statues: Columbus and ‘Beangold’s Phoenix’* (8/16/12). There were repeated announcements of opening day events and a front page article and photo spread, *Sneaking a peek at new Ludington* (7/26/12). The Grand Reopening was documented with another front page article complete with color photos on September 13<sup>th</sup>.

The Bala Cynwyd Library project, once underway early in the year, remained largely out of the news in 2012. Chris Steckel was quoted in a March article about the effects of Bala Cynwyd Library’s closure on Narberth Library. Updates on the status of the project were regularly posted on the Lower Merion Library System website ([www.lmls.org](http://www.lmls.org)). Considerations on the Ardmore and Gladwyne Library projects by the Township’s Board of Commissioners and the community were the source of several articles. At year’s end, issues with both projects were still under discussion. However, a repair project and temporary closure of Ardmore Library commenced in November, making the front page of the *Main Line Times* on November 22<sup>nd</sup>.

On the programming front, the Lower Merion Library System’s Community Health Fair, held at Ludington Library on Saturday, October 6<sup>th</sup> in conjunction with PaLA’s Libraries and 21<sup>st</sup> Century Literacies initiative, PA Forward, was advertised in the *Around Town* section of the *Main Line Times* on October 4<sup>th</sup>. Presenting the fair made it possible for LMLS to partner with several local organizations. The latest One Book One Lower Merion series took place in November 2012, featuring *Doc* by Mary Doria Russell. The 2011 program had been limited to the author visit, but 2012 programming was in line with previous One Book installments, and included a panel

discussion, book review, and a movie in conjunction with the Bryn Mawr Film Institute in addition to the author appearance. There was wonderful coverage in the *Main Line Times*, including color photographs and articles describing upcoming events and coverage following the author's appearance.

Local library events were featured in the *Main Line Times* and [www.patch.com](http://www.patch.com). Highlights this year included the 7<sup>th</sup> Annual Ardmore Library Kitchen Tour; Ardmore Library's Charlotte Miller Simon Poetry Contest; Bala Cynwyd Library's Sylvia Glickman Memorial Concert (held at The Woman's Club of Bala Cynwyd during the library's renovation); the 18<sup>th</sup> Annual Belmont Hills Library Poetry Contest; Gladwyne Library's Arts & Crafts Show and 62<sup>nd</sup> Annual Plant Sale; and Penn Wynne Library's 12<sup>th</sup> Annual 5K Run/Walk.

✉ Jennifer DeAngelis, *Administrative Secretary*





## The Year in Technology

### *Forging Ahead*

#### MCLINC

We continued our membership in the Montgomery County Library and Information Network Consortium (MCLINC). MCLINC provides our Circulation and Cataloging Systems, public catalog interface, Wide Area Network, and is also our Internet Service Provider. In November, we and MCLINC oversaw the upgrade of Polaris, our integrated library system (ILS) to version 4.1. Version 4.1 gave us a redesigned public catalog interface, improved mobile functionality, and the option for library users to receive checkout receipts via email or text message. MCLINC also worked on behind-the-scenes preparations for rolling out e-commerce in 2013. In the coming year, library users will be able to pay library fines and fees by credit card from home.

#### LMLS Website

The LMLS website was the main spot for announcing library notices and events throughout the year – notably status updates on the library construction projects at Bala Cynwyd and Ludington Libraries.

In May, the website published three video tutorials produced by Reference Librarian Robyn Langston for library users on using Overdrive, our e-book service. The tutorials were viewed over 1,400 times in 2012 and are still actively accessed by our users.

Amy Michener-Wall and Robyn Langston wrote and submitted an LSTA grant proposal that would fund a major website revision in 2013.

#### Ludington Opening


Preparations for the September 8<sup>th</sup> reopening of Ludington Library were a major focus of 2012. Technology staff configured and installed twenty staff workstations, stand-alone health & business information kiosks, and two self-check stations. Ludington also became the first of our libraries to implement RFID technology, with nine RFID circulation workstations, three RFID-enabled book return chutes, and two sets of RFID security gates.

#### General Computing

Our technology consultants, Advanced Workstations in Education (AWE), rolled out all-new public PCs with updated Desktop Management (LIS) and Print Control (LPT One) systems at Ludington (24) and Penn Wynne (4) Libraries.

In February, AWE and local technology staff set up an Ardmore Annex site in the meeting room of the Processing Center. This location provided staff workspace and four additional public access PCs for use while both Ludington and Bala Cynwyd Libraries were closed. The Annex closed in August, just before Ludington's reopening.

Technology staff completed the installation of new staff PCs that were purchased in 2011.

 *Amy Michener-Wall, Technology Assistant*  
*& Robyn Langston, Reference Librarian*

## Performance Measures & Budget Goals

### Measuring the System

#### *The Library*

The full statistical portrait of the 2012 Library System appears in an appendix at the end of this report. Those who enjoy crunching numbers will find much of interest there. Before undertaking a quick analysis, however, it would be important to remember that LMLS is in transition, as it has been since 2009. Here are just a few of the changes absorbed by the Library System over time and visible in its statistical reports:

- 1) All six libraries have not been open simultaneously since the end of 2009.
- 2) Ludington, the System's resource library, was closed from 2010 – 2012.
- 3) Sunday Service has been available in only one location since 2010.
- 4) Collection purchasing has been reduced by \$120,000 annually for 3 years.
- 5) DVDs, other than those less than 3 months old, may now be reserved. This means they are less available for circulation than they were in the past.
- 6) Reserve requests on all materials now carry a small fee.
- 7) The Bala Cynwyd Library was closed for all of 2012.

- 8) The Ardmore & Gladwyne Libraries were both closed for several months in 2011, 2012, and 2013.
- 9) LMLS joined MCLINC (Montgomery County Library and Information Network Consortium) in December 2010. Its patron and collection databases were merged with the other MCLINC Libraries. This opens up three times the available books and materials to Lower Merion cardholders, but LMLS also shares its available collections with other MCLINC Libraries.
- 10) LMLS has a role of “net-lender” in MCLINC, meaning that it loans more than it receives. The Montgomery County Norristown Public Library is also a net-lender, as Abington Library has been as well. Net-lenders help each library in the consortium (as well as each other) by reducing the need to purchase certain materials.
- 11) In 2012, LMLS Libraries were open 3,200 fewer hours.

#### The Virtual Online E-World

New in the 2012 report are statistics on the “Virtual Library.” These statistics monitor the ups and downs in the electronic and online use of our libraries. These may surprise many people who truly believe the book in print is dead, and only e-materials count. To date e-books, whether read on the kindle or another device, remain approximately 2% of our total circulation. Nonetheless that circulation, by comparison with 2011, increased more than 70%.

#### Performance Projections 2012

Most of the LMLS projections for 2012 were high against actuals because our assumption in mid-2011 was that Ludington would be open almost all year. Instead, Ludington didn’t re-open until September; Bala Cynwyd was closed all year, and Ardmore closed for repair in late November. At a certain point it isn’t possible to circulate more, from less.

When compared to state norms, however, the LMLS measures continued to show an extremely active Library System.

#### Circulation Rates 2012

##### Circulation rates per capita

Projected = 20.36    Actual = 16.82

Note: The statewide average circulation per capita is 6.69

Circulation per capita was lower than projections due to: 1) Continued closure of Ludington Library 2) Closure of Bala Cynwyd Library all year 3) Closure of Ardmore Library for the last month of the year 4) Allowing the public to place reserve requests on DVDs – which added shelf and travel time to each hold 5) Reserve request fees on materials, including DVDs 6) Reductions of over \$120,000 per year in collection purchasing 7) Continued reduction of Sunday service while Ludington remained closed.

Circulation Volume 2012

Circulation per hour

Projected = 85.87    Actual = 69.84

Circulation per FTE staff member

Projected = 22,211    Actual = 18,300

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

This measure is 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 2012 – Total Visits 539,301

Annual visits per capita

Projected = 11.91    Actual = 9.33

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

Library Visitation Volume 2012 – Annual Hours Open 13,927

Visits per hour

Projected = 50.26    Actual = 38.72

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 closed, and Ludington Lite open 50 hours per week for  $\frac{3}{4}$  of the year, the Library System was generally open to the public 13,927 hours per year.

Library Internet Use 2012 – 53,764

Library Internet & Wireless Logons:

Projected = 76,000    Actual = 53,764

#### Signups per public workstation:

Projected = 1,900    Actual = 1,453

In 2012 LMLS continued to deploy Ludington's public service computers at the Ardmore Library and at the "Ardmore Annex," the Processing Center's meeting room. With Bala Library closed all year, however space considerations did not allow for full use of the Ludington machines until Ludington re-opened in September. Ludington Lite, in comparison to its larger self, had only one public computer. Wireless access was strongly used throughout the year.

## Budget Goals

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

- 1) Create a process and policy for the six libraries to centralize the purchase of supplies in order to achieve both economies of scale and system-wide consistency.
- 2) Support the next phase of Building for the Future: the Campaign for Lower Merion Libraries.
- 3) Upgrade website efforts for the Library System and the Capital Campaign, including monthly updates to *Building for the Future*, *Kid Zone*, *Teen Page*, and *Boomers & Beyond*.
- 4) Create and publish both print and online booklists tied to special programming events.
- 5) Partner with local organizations in conjunction with Pennsylvania's emphasis on libraries and the five "literacies" to carry out community-based programming.
- 6) Find creative ways to raise funds for and promote One Book One Lower Merion programs.
- 7) Evaluate reference service in the Library System and create a five-year plan to include roles and resources for both the traditional and the virtual library.
- 8) Complete radio frequency identification tagging for the Ludington and Bala collections.
- 9) Complete the Bala Cynwyd Library Renovation, reopen the library, redeploy staff, and prepare for the next renovation project.



*Christine Steckel, Director of Libraries*

## Finance & Budget 2012

### Township Funding

The Lower Merion Library System finished 2012 with 13 vacancies, including 5 fulltime and eight part-time positions. This resulted in a total of 7.93 Full Time Equivalents now missing from the library workforce and accounted for an approximate \$470,000 reduction in salaries, wages and benefits. A December 2012 budget decision by the Board of Commissioners gave the Library System an additional \$115,000 to use for book and materials purchasing in 2013. This was especially important as Ludington's closure extended into September and Bala Cynwyd's year-long closure reduced their income and book-buying abilities.

Capital expenditures continued for the Ludington Renovation, the cost of which is currently being expressed as \$9.7 - \$10.1 million, not including delay claims or litigation. Bids on the Bala Library Renovation were approved in November 2011 with a budget estimated at \$7.3 million.

### State Funding

State funding held at \$200,000 for 2012, 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 2012 to pay for technology provision.

### Local Library Funding

Some of the LMLS local libraries began experiencing revenue reductions from fund drive efforts, beginning in 2010. Others had an opposite experience. The fund drive average over ten years was approximately \$361,000. Fines & fees were also more volatile in 2010 & 2011. The System average over ten years for revenue from fines and fees was \$205,000. 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 2012 Audit is beginning as this Annual Report is being written.

# Aggregate Budget and Aggregate Financial Review 2012

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 - 2012

Sources of Funds	2012 Budget	2011 Budget	2010 Budget
Township of Lower Merion (Full Employment)	\$ 4,134,506	\$ 4,133,855	\$ 4,031,571
Township of Lower Merion (Estimated Actual)*	\$ 3,684,506	\$ 3,762,354	\$ 3,707,802
LMLS State, Local & Federal Funds	\$ 198,656	\$ 199,430	\$ 592,114
Ardmore Library	\$ 53,675	\$ 38,902	\$ 29,830
Bala Cynwyd Library	\$ 47,500	\$ 158,600	\$ 143,300
Belmont Hills Library	\$ 25,095	\$ 24,467	\$ 24,467
Gladwyne Library	\$ 101,200	\$ 81,000	\$ 81,000
Ludington Library	\$ 149,430	\$ 212,587	\$ 204,085
Penn Wynne Library	\$ 76,800	\$ 76,800	\$ 84,575
<b>TOTAL</b>	<b>\$ 4,336,862</b>	<b>\$ 4,554,140</b>	<b>\$ 4,867,173</b>
Township - (Capital Improvements)**	\$ 9,389,000	\$ 3,810,000	\$ 5,190,942
Uses of Funds	2012 Budget	2011 Budget	2010 Budget
Township of Lower Merion (Full Employment)	\$ 4,134,506	\$ 4,133,855	\$ 4,031,571
Township of Lower Merion (Estimated Actual)*	\$ 3,684,506	\$ 3,762,354	\$ 3,707,802
LMLS State, Local & Federal Funds	\$ 201,656	\$ 199,430	\$ 592,114
Ardmore Library	\$ 53,647	\$ 32,902	\$ 38,721
Bala Cynwyd Library	\$ 57,500	\$ 158,600	\$ 143,300
Belmont Hills Library	\$ 25,095	\$ 24,467	\$ 24,467
Gladwyne Library	\$ 109,139	\$ 112,889	\$ 112,889
Ludington Library	\$ 178,900	\$ 200,365	\$ 204,085
Penn Wynne Library	\$ 76,800	\$ 76,800	\$ 84,575
<b>TOTAL</b>	<b>\$ 4,387,243</b>	<b>\$ 4,567,807</b>	<b>\$ 4,907,953</b>
Township - (Capital Improvements)**	\$ 9,389,000	\$ 3,810,000	\$ 7,600,000

\* NOTE: The Estimated Actual has funds for vacant positions removed.

\*\* NOTE: Capital improvements include preventative maintenance & renovations



## The Six Libraries

### Ardmore Free Library



*Circulation – 208,530 ▪ Visitors – 141,293 ▪ Internet Use Sign ups – 21,677*  
*Reference & Information Questions – 11,984 ▪ Program Attendance – 6,156*

#### Overview

2012 was a glorious year with the odds ever in Ardmore Library's favor. Ardmore Library rang in the New Year charged with multiple responsibilities, extended service hours (70 hours each week including Sundays), scheduling adjustments, newly assigned staff, and shifting collections. Staff completed the physically taxing chore of unpacking and shelving more than 6,000 items (including Bala Cynwyd's entire Young Adult collection) in fewer than two days. The conversion of the Processing Center meeting room to a public internet center caused Ardmore to lose its community meeting space and necessitated locating alternate meeting sites for our groups, clubs and classes. All tasks were performed while meeting "new" patrons, continuing to serve Ardmore patrons and making everyone feel welcome. Patrons especially appreciated the staff parking in the nearby Township lot freeing up additional parking spaces for their use.

Ardmore hosted four *Science in the Summer* sessions, four levels of Summer Reading Clubs, two book clubs, GED and ESL classes and myriad children and adult programs. There was a record turnout for the Charlotte Miller Poetry Celebration, a very successful Annual Fund Drive, a terrific Kitchen Tour and a profitable year in the Book Shop.

In September, the library returned to its normal service hours (51 hours per week), welcomed back our meeting groups and said goodbye to Ludington and Bala staff. In

November, we were charged with organizing and implementing a plan for the library's closing for a much needed maintenance and restoration project. We again located alternate meeting spaces for our groups, returned all borrowed Bala materials and readied the library for closing. The long-awaited maintenance and restoration project was scheduled to begin on January 2, 2013. Staff met the challenges of 2012 with the professionalism that has come to be associated with the outstanding level of customer service library patrons have come to expect.

#### Staff

Once again, Ardmore Library staff is to be applauded. The overall attitude and camaraderie of the staff creates a wonderful work environment. Ardmore is a calm and welcoming enclave where patrons, both old and new, feel at home. Gail McCown, a Ludington employee backfilling at Ardmore, was named *Outstanding Library Employee*. Her three story times each week and creativity in planning and implementing numerous children's programs, at little or no cost to the library, were lauded. Karen Miles was nominated for her exemplary customer service skills while Seleema Walker and Dawnita Brown were cited for their daily work ethic, dependability and willingness to dive in and do whatever job needed to be done, often without being asked. Jane Quin, Eileen Plociennik (a Bala Cynwyd employee filling in at Ardmore), and Seleema Walker were nominated for the 17<sup>th</sup> District Librarian of the Year Award.

Staff attended the annual In-Service Day and served on various committees including: Adult Summer Reading, One Book One Lower Merion, and the Lower Merion Library System Community Health Fair. Staff also attended various webinars on customer service, guiding the reluctant reader and computer graphics.

#### Programming

Ardmore joined the Montgomery County Literacy Network (MCLN). The Network connects people who need literacy help with Montgomery County organizations that provide adult literacy assistance. This alliance should help promote the GED program throughout Montgomery County.

Ardmore GED Coordinator Priscilla Ewing was the keynote speaker at the Delaware County Literacy Council graduation at Widener University. Four Ardmore students earned their GED. What a fantastic accomplishment for the students, tutors and Ardmore Library!!

Reverend Mike Giansiracusa, Rector of Saint Mary's Episcopal Church, is graciously hosting the Tuesday and Thursday evening GED classes and some evening ESL sessions. The proximity of St. Mary's to the library is a welcome blessing for the students. The accommodations are wonderful and we are so thankful that St. Mary's gave us a home.

1<sup>st</sup> Wednesday Book Club had a wonderful year of spirited discussions on an eclectic list of titles featuring biographies, popular fiction, mysteries, historic fiction, history and the classics. The group continued their practice of holding a luncheon meeting at the Wyndham Alumnae House on the campus of Bryn Mawr College.

“Between the Covers,” the Adult Summer Reading program, was a big success. Mysteries, political thrillers, biographies and cookbooks proved among the most popular reading choices. Due to budget restrictions, a grand prize was given at the end of the program as opposed to weekly prizes.

Many Ardmore patrons participated in the two System-wide programs. Patrons attended the LMLS Community Health Fair to learn about health, fitness and nutrition and to gather answers to many of their health-related questions. Patrons also enjoyed the One Book One Lower Merion programs surrounding *Doc* by Mary Doria Russell.

Ardmore staff and board hosted a “Thank You Patrons Open House” on Tuesday, November 22<sup>nd</sup>. Patrons were again made aware of the work included in the maintenance and restoration project and were given the good news of a tentative reopening in early spring. Patrons were pleased that the book and movie drops will remain open and that the Poetry Celebration and Kitchen Tour will take place.

#### Children's Services

As usual, the Children's Library was the center of activity. Every month was packed with entertaining and educational programs. Our children's librarians hosted 173 story times, implemented 19 special programs and participated in 35 classroom visits benefitting 4,746 children. Once again, we were blessed with a plethora of student volunteers. We could not have survived without our student helpers' endless supply of energy.

Jane France, Bala Cynwyd's Children's Librarian, joined us for two days each week to assist Dawnita Brown in the evaluation and weeding of the children's non-fiction and reference collections. Purchase of new titles to establish a broad-based updated collection for our children was made possible through a generous grant from the Ardmore Library Board. Reading Olympic books, popular series titles and middle and elementary school summer reading titles were also added to the collection.

Children enjoyed participating in Ardmore's many special programs including: Famous Folks Day, a Kite Workshop, Pioneer Craft Day, Percussion Jam Session, Star Wars Day, and the Teddy Bear Tea Party. Throughout spring break, craft tables were set up for children to make spring collages and wreaths.

State Representative Tim Briggs joined us to celebrate Dr. Seuss' birthday. Representative Briggs read *Hop on Pop* and the children joined in the celebration with dancing and birthday refreshments.

Two very special story times that showcased a sign/interpreter afforded children the opportunity to listen while an interpreter signed a story. The library received books and DVD Book Kits on American Sign Language. The program was funded by a Verizon Thinkfinity Grant.

Earth Day was celebrated with great fanfare: The Clean Air Council did a workshop on leaf-rubbing and children made gardening sets and potted plants in biodegradable pots

for their own gardens. Following Earth Day, the Firefly Garden Ornament Workshop taught kids to create ornaments from recycled materials.

A full complement of sixty-five budding scientists joined us for GlaxoSmithKline's *Science in the Summer* program on Simple Machines administered by The Franklin Institute. Ardmore hosted the Ludington sessions and easily filled all four classes.

From the Summer Reading Kick-off Party, which featured crafts and hand-dipped ice cream, to the raucous closing party, which featured Miss Val and DJ Karaoke Chris, the summer reading programs were a big success. Three children's summer reading clubs: Preschool (Read to Me), Children (Dream Big – READ!), Teens (Own the Night) ran throughout the summer with 198 participants reading 33,097 minutes.

Children created Lego masterpieces and enjoyed feasting on special Lego snacks at the 2<sup>nd</sup> Annual Lego Fest. The two-day festival is always a lot of fun and children are already looking forward to the 2013 fest. We owe a special thank you to DK Publishing for donating the prizes.

#### Board Activities

2012 was a busy and productive year for the Ardmore Board. In addition to their tireless work (over 1,400 volunteer hours) on fundraising and educational programs, the Board also provided a special grant to the children's library and oversaw the conservation of the Clevenger Memorial Fountain.

The Ardmore Board graciously provided a generous grant to purchase books, audiobooks and materials for the children's library. Jane France, Bala Cynwyd's Children's Librarian, and Gail McCown, from Ludington's Children's Department, assisted children's librarian Dawnita Brown in choosing books to augment and strengthen the children's collection. With these additional funds, the library was able to purchase much needed science, math, history and biography titles as well as audiobook kits, Reading Olympic books and the entire middle school reading list in print and audio format.

In 2012 the Board funded the very important conservation of the Clevenger Memorial Fountain. Kreilick Conservation, LLC completed conservation work in November. The sculpture and plaques were cleaned, patinated, waxed and buffed. The deteriorated joints of the upper and lower basin were re-pointed. The Fountain, erected in 1924 through a trust established by Kate Clevenger in honor of her brother, remains a favorite and much-loved retreat for our patrons.

Two board members completed their terms of office. Barbara Montgomery and Neeti Verma will surely be missed for their dedication and hard work. We welcomed new members Ruth Berman, John Makransky, Karen Ramsey, Lee Rubin, Kay Sweet, and Charlotte Thomas.

The Board was well-represented at the March 26<sup>th</sup> Trustees Orientation for Local and System Board Members. Chris Steckel, Director of Libraries, presented a PowerPoint

presentation covering the history of public libraries and the organization and funding structure of the Lower Merion Library System. Attendees had the opportunity to ask questions and meet other local board members.

Board President Ann Kirschner met with Jane Williams (Schultz & Williams) to discuss the Ardmore phase of the capital campaign and the role of the board within the campaign. All members of the Ardmore Board have contributed to the Capital Campaign and are looking forward to having an active role within the campaign.

Board members Ann Kirschner, Neeti Verma, Ruth Berman, and Priscilla Ewing, GED Coordinator, joined me to film the Ardmore Library edition of the LMTV *Library Show*. The restoration/maintenance project, proposed renovations plan and the many programs – including the poetry contest, kitchen tour, book club, GED classes and the bookshop – offered at the library were the focus of the program. The program aired throughout the month of November.


Board members organized and administered our four major programs:

- The kick-off party for the Recipe for Renovation Kitchen Tour was held on March 25. Guests toured the completed Landover Project. The 1950's stone colonial has undergone a major rehab and is a show and tell of eco-friendly materials that are sustainable, recyclable, conducive to a healthy lifestyle and careful of our carbon footprint. The Landover Project was also included in the tour on April 29. The Kitchen God certainly smiled on the **7<sup>th</sup> Annual Recipe for Renovation Kitchen Tour**. Well over 200 people took the self-guided tour of nine area kitchens. Guests enjoyed visiting the new and newly renovated kitchens, hearing tips on design and renovation, meeting homeowners, designers and contractors, and nibbling on tastings from Carlino's and DiBruno Brothers.
- The **7<sup>th</sup> Annual Charlotte Miller Simon Poetry Celebration** was our most successful to date. The poetry contest has become a very popular and much-anticipated program and is a wonderful community event. Three hundred twenty-seven poets entered the contest with teen entries hitting a record level and 27 area schools represented. One hundred thirty seven guests gathered for the 7<sup>th</sup> Annual Awards Ceremony in the board room of the Township Administration Building. It was the perfect setting for our winning and honorable mention poets to share their odes with family, friends and the Miller Family. The Lower Merion Narberth Public Access channel televised the ceremony.
- Ardmore Library had a very successful **Annual Fund Drive**. This was the second year of using a mailing house for the drive. Contributions increased 17% over last year. Ardmore Library is most grateful for the generosity of our patrons.

- The **Book Shop** had a very profitable year generating much needed funds for the library. A special thank you to the many volunteers who spend hours sorting through donations and keeping the shelves fully stocked with enticing buys. Many beautiful books were donated and staff took the opportunity to add some titles to the collection.

#### Maintenance & Restoration

Ardmore Library closed on November 24<sup>th</sup> for a five month restoration/ maintenance project. Through a federally funded Community Development Block Grant, cracked and destroyed plaster will be replaced and/or repaired; the thirteen clerestory windows will be restored and repaired; and, the handrail leading to the children's library will be replaced. Two designated areas in the front and rear of the property will undergo drainage and re-grading to allow for the positive flow of water away from the building. Staff worked for three weeks preparing the building for the construction project. The project should be completed by early spring.

 *Jane Quin, Head Librarian*



## Bala Cynwyd Memorial Library



*Circulation – 11,790 ▪ Visitors – 0 ▪ Internet Use Sign ups – 5*  
*Reference & Information Questions – 44 ▪ Program Attendance – 386*

### Overview

2012 was a year of change, realignment, and growth for Bala Cynwyd Library. Beginning January 1, 2012, the library closed to the public so that renovation preparations could begin. The moving and shelving companies worked during January and the renovation began on February 6, 2012.

### Staff & Volunteers

Bala Cynwyd Library staff members were redeployed in January to cover vacancies in open LMLS libraries. The remaining staff was assigned to the Processing Center to assist in Ludington RFID tagging and in staffing the Library Annex for public Reference and computer service while Ludington remained closed. Another redeployment shift of staff to different libraries occurred in September when Ludington reopened. In late November, Ardmore closed for repairs which resulted in one staff member being reassigned. Jane France and Jean Knapp, located at the Processing Center, were happy to have space and equipment to manage Bala Cynwyd Library business during the entire year.

Linda Lytle elected not to be redeployed and resigned. Susan Steinmetz resigned in the Fall to take a fulltime job elsewhere. They join the other Bala Cynwyd Library vacant positions from the departures of Darlene Davis, Barbara DeFeo and Karen Frederick. Head of Circulation Carol Cobaugh was on leave through February, returning part-time in March and fulltime in April.

The 2011 22<sup>nd</sup> Annual Township Employee Recognition Awards Ceremony was held March 20, 2012. Bala Cynwyd Library staff members Kristen Thomas Clarke, Lorraine Halpin and June Koch received *10-Year Service Awards*. Jean Knapp and Maria Lerman received *Perfect Attendance Awards*.



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

We were fortunate to have volunteer Autumn Calvacante rejoin us mid-year. Autumn handled all the McNaughton book processing and returns for the library. We are extremely grateful to have her volunteer service.

#### Collections

With most of the library's collection in storage at Wayne Moving & Storage until Ludington reopened, new books, the Young Adult collection, and some audiovisual materials were sent to Ardmore and Belmont Hills Libraries until Ludington reopened in September.

In February, a small percentage of materials that patrons returned after the library closed for renovation were sent to be stored offsite with Wayne Moving until the library reopens in 2013.

From January through August, Bala Cynwyd Library staff assisted Ludington staff with the RFID process of Ludington's books housed at the Processing Center. Staff also helped with sorting the daily interlibrary delivery, shelving books, and doing the daily pick-list of reserved books housed at the Processing Center.

Children's Librarian Jane France assisted Ardmore Library Junior Room during this time period with non-fiction collection development. Using a variety of tools, Jane provided Ardmore with a list of subjects and books to update particular areas in Ardmore Library children's non-fiction collection.

Wayne Moving & Storage brought the books and AV stored since January 2012 to the Processing Center between July 31 and August 7, 2012. RFID work began on the Bala collection shortly thereafter.

Most Bala Cynwyd Library materials were then housed at the Processing Center in remote storage. They were listed with the Assigned Branch as LMLS Remote Storage and are available by placing a hold.

Then with Ardmore Library closed for repairs starting November 26, 2012, adult and juvenile Bala Cynwyd books and AV currently on loan to Ardmore were moved to the Processing Center. RFID work, data entry, and re-shelving some 5,000 plus items were involved. Shifting materials and moving shelves to accommodate the returned items was necessary. New materials were assigned to Ludington for circulation. 2012 Bala Cynwyd Library periodicals, received and housed at the Processing Center until Ludington reopened, were moved to the back of the Processing Center building.

With no source of collection income except the Bala Cynwyd Library Fund Drive, the library's collection purchasing was greatly reduced in 2012. Bala Cynwyd was, however, able to continue purchasing throughout the year with the provided book budget.

There were several special projects for collection work. Bala Cynwyd Library's older music CDs that are in jewel cases are being transferred to new secure RFID cases. Next year we will label and do computer data entry for Bala books designated as permanent remote storage. Adult books on the subject of parenting need to be reassigned to the Junior Room as that is where they will be housed in the renovated Bala Cynwyd Library.

Before the library reopens, Bala's materials will have to be gathered from where they are stored. The majority of the collection is on the Processing Center compact shelving along with about fifty boxes of returned items stored in the closet. Belmont Hills still has a sizable part of the Bala collection and newer books are at Ludington. All of these materials will have to be integrated at the renovated Bala Cynwyd Library.

#### Programming

Bala Cynwyd Library offered the following 2012 adult program series:

- Piano Duets by Marja Kaisla and Gyls Hodos in the Sylvia Glickman Memorial Concert Series on February 12; and Bradley Sowash, Magical Musician: The Art of Improvisation, on November 11. The Woman's Club of Bala Cynwyd kindly donated the space for the concerts. The **Sundays @ 2 Concert Series** is organized by BCL Board member Gilya Hodos.
- Great Books Foundation: Great Conversations 2 and Great Books Conversations 5. Great Books met every month except June and July in the Levering Mill House.

Bala Cynwyd Library staff offered story time at Ardmore Library September through November.

#### Facilities & Equipment

Copy Systems, our public copier vendor, removed the three vended public copiers from the library. They also removed and stored the public computer printer coin-op service. We applied for and received a refund for the unused portion of Bala Cynwyd Library's Checkpoint Security maintenance contract.

#### Renovation

In January 2012, the Foreman Program and Construction Managers were named to the Bala Cynwyd Library renovation project as the Township's Owner's Representative. They joined Perrotto Builders Limited (General Contractor), Dual Temp (Plumbing), Myco Mechanical (Mechanical), Affordable Fire Protection (Fire Suppression), and Electri Tech (Electrical). Vitetta is the architect.

December 31, 2011 was the last day that the library was open before the moving process began. On January 2, 2012, Wayne Moving started moving library books, audiovisual materials, furniture and staff files and supplies. Items were designated as follows: storage with Wayne until renovation is complete; storage with Wayne until Ludington reopened; move to Processing and the Annex minimal supplies and furniture; and move some library materials to Belmont Hills and Ardmore Libraries for use by patrons. They completed the job in six days on January 10. Two days later, on January 12, J.P. Jay Associates, Inc. began removing all of the shelves from the library. This process was completed on January 19. The emergency egress was completed and on February 6, renovation of Bala Cynwyd Library began.

Renovation progress was immediately noted with a monthly status report on the LMLS website. By March the exterior demolition was complete and the Junior Room mural was removed and packed for storage. In May structural steel, electric and plumbing was the focus. By summer's end, the geothermal well-drilling and roofing work were complete. The geothermal system was tied-in during October. Painting began in November, the drywall was hung, and boiler room and parking lot work were completed. At the end of the year project construction was nearing completion. Geothermal inspections were completed and the new elevator inspection will be completed in January. Wall framing, drywall, painting, boiler room and system start-ups are nearing completion.

Throughout the year, the renovation shelf vendor, J.P. Jay Associates, Inc., kindly met with and provided shelf drawings for Bala Cynwyd Library supervisors concerning arrangement of material on the new layout.

#### Board Activities

Thanks go to all the Bala Cynwyd Library Board members who met formally every month and continued to support the library, even though it was closed, through various committee and officer functions. The Board accepted the kind offer of The Bala Cynwyd Woman's Club to use Levering Mill House for monthly meetings. We welcomed four new Trustees to the Board in the Fall. Kathy Hubbard accepted the Board Vice-President position.

#### Other Activities

The United States Postal Service accepted Bala Cynwyd Library's application to forward first-class mail for one year to the Processing Center. We also temporarily changed address information with many vendors, including Wolper, the magazine subscription agency. A Verizon voicemail/message account was set up so patrons are notified that the library is closed for renovation.

Bala Cynwyd Library completed the PA Department of Revenue Application for Sales Tax Renewal application which was approved through October 2017.

#### Community Support

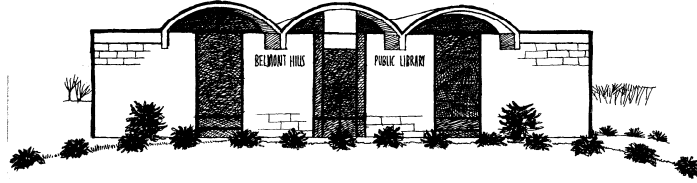
The Board and staff of the Bala Cynwyd Library are very grateful to the community members who generously supported the Library's capital campaign and Annual Fund Drive.

The Bala Cynwyd Campaign Committee met throughout the year with the Lower Merion Foundation Building for the Future Capital Campaign. On April 18, Bala had a Capital Campaign VIP Reception for Friends and Supporters at the home of Bala Cynwyd Library Board President Irene and Bruce Marks. Author William Lashner was the special guest at the event. The Bala Cynwyd Campaign also hosted cultivation events on November 8 and 12 at Ludington complete with tours of the new renovations. Supporters also responded generously to a special capital campaign mail appeal that was sent in December.

Library supporters responded especially generously to the 2012 Annual Fund appeal. Even though the library was closed, the Annual Fund had one of its strongest years ever, raising over \$65,000, including a leadership gift from Wells Fargo Bank. 2012 Annual Fund donors will be recognized in the Spring 2013 Bala Cynwyd Library Newsletter.

 *Jean Knapp, Head Librarian*

## Belmont Hills Library



*Circulation – 98,151 ▪ Visitors – 55,591 ▪ Internet Use Sign ups – 2,432*  
*Reference & Information Questions – 1,634 ▪ Program Attendance – 3,562*

### Overview

Statistically, 2012 was the “year of all years.” Circulation and visitor statistics were almost double that of 2011, thanks to the closures of Ludington and Bala Cynwyd Libraries. Belmont was transformed into a mini version of the Bala Cynwyd Library. Belmont’s collection was compressed and extra shelving was added to accommodate the tsunami of Bala materials. Books, DVDs and audios arrived in an endless caravan of bins and boxes filled to the brim. Not only were we flooded with Bala’s materials, we were now welcoming Bala’s loyal patrons who dearly missed their library and favorite staff members.

Once boxes and bins were unpacked and the chaos subsided, a manageable workflow evolved. Initially thinking we would never survive this onslaught, we now look around and relish the fruits of our labor. Our shelves are lush with Bala’s extensive collections. When Bala reopens, our patrons will surely miss the depth and variety. We will miss the Bala patrons as well, and the steady stream of quarters culled from their many reserves.

The year can only be described as incredible, testing wills and might! It was a crash course in squeezing a big library into a small space. Initially, stress was a culprit from having to adjust to new personalities, while coping with lines at the circulation desk and lost patrons trying to find their way. Without a doubt, this transformation required huge changes in mindsets, turning outliers into a cohesive working team.

### Board Activities

There were few changes in our board’s membership. Mary Anne Jordan resigned from the board. Jamie Perrapato took over the role as Belmont’s LMLS Board Delegate. In November, the board hosted a fundraiser called “...The Hills Are Alive.” Held in the Belmont Hills Fire House, it was an evening of dancing, food and drink. Incredible baskets filled with gifts, Eagles and 76er tickets, a gift certificate from Bala Golf Club, and jewelry were auctioned off. The evening was a giant success financially, and socially in reaching out to our Belmont Hills neighbors.

#### Staff

When Ludington Library finally opened its doors this past September, we lost Barbara Schuette (20 hours per week) and Doug Jarett (12 hours per week) who were called back to their old positions. This has been a major loss in staff coverage, especially in light of the increase in business due to Bala's closure for renovation and now Ardmore Library's closure for their repair project. Joan Bliss and Lorri Halpin are still with us, but will return to Bala when it opens in April.

#### Collections

It is difficult to talk about collections, especially when every inch of shelving and surface area is covered with a mix of Bala and Belmont materials. Belmont's limited budget does not afford the depth and variety that may be found in Bala's purchasing. This disparity in spending is most apparent, especially now that the two collections are sharing shelf space. It will be interesting to see the vacuum created when Bala opens and all their materials returned to their rightful location.

#### Programming

Despite its size and budget, Belmont manages to provide several great programs each year:

- In April, the Library hosted its annual Poetry Contest. It ended with a grand rewards ceremony at the Township Administration Building at the end of National Library Week.
- Once again, the Library was selected as a site for GlaxoSmithKline's *Science in the Summer* program, a weeklong 8-session classroom featuring a science (i.e. electricity, simple machines, amoebas, etc.).
- In celebration of our summer reading clubs, we had two outstanding shows: The Hilarious Magic of Sam Sandler and Flow Circus, whose mission is to inspire teen reading through juggling and magic.
- Programming includes children's story hours. In 2012, we offered two story hours per week: Mondays with Joan Bliss and Tuesdays with Gwen Gatto.
- Former Children's Librarian Patti Schaefer visited us in October, donned in full witch regalia for a scary evening of Halloween stories. In the spring, Patti Schaefer reappeared in full princess elegance to host our annual Princess Tea Party (yes...princes are welcome as well).
- For the grown-ups, Tri-County Paranormal Society came in April to report on new ghost sightings and Main Line haunted houses. Cigus Vanni was back with his standing-room-only 4-week program on getting your child into the college of their dreams. Belmont and Ludington shared speaker Dr. Rachel Sobel, who spoke about developmentally disabled students and college.

#### Children's Services

Belmont Hills Library was awarded a \$2,500 Preschool Connections Grant, a federal program funded through the Library Services and Technology Act. Of the grant's many fulfillment requirements, the children's collection had to be heavily weeded and

shelving brought down to a reachable height for children. In compliance with the grant, almost 2,000 children's books have been weeded by Jackie Leming, an enormous undertaking, despite our short-staffing. The grant requires story hours to include music, motion, manipulatives (special toys), parent/child playtime and other activities that support reading readiness. Joan Bliss and Gwen Gatto have already incorporated these teaching skills into their story hours. The grant requirements are expected to be fulfilled by July 2013.

#### Facilities

The building remains unscathed despite some serious storms throughout the year, though Hurricane Sandy managed to topple a 50-year old black locust tree behind the library.

 *Patricia W. Rayfield, Head Librarian*





## Gladwyne Library



*Circulation – 133,203 ▪ Visitors – 66,146 ▪ Internet Use Sign ups – 5,685*  
*Reference & Information Questions – 14,865 ▪ Program Attendance – 2,776*

### Overview

2012 was an extremely busy year for the Gladwyne Library. With both the Bala Cynwyd Library and Ludington Library closed for renovations, we saw many new faces and have done our best to maintain our collections and provide seamless service to everyone who walks into our doors. We hope that, with the Ludington September reopening and the expected spring 2013 reopening for Bala, their patrons will still consider Gladwyne Library as their second library “home” and come back to see us from time to time.

Once again we received a subsidy for collections from Lower Merion Township for which we are most grateful, and with the economy and the fundraising climate still a bit flat, the Board tried some new strategies for bringing in much needed revenue. Our partnership with MCLINC – the Montgomery County Library & Information Network Consortium – continues to allow our patrons to gain easy access to the collections of the other public libraries in Montgomery County.

In 2012 the Gladwyne Library and Ardmore Library renovation/elevator projects were moved forward together for consideration by the Lower Merion Township Commissioners. Because Gladwyne Library is in an historic district, and is owned by the Board of Trustees, we are still in the midst of sorting out these various issues, but are confident that regardless, we will remain the “Heart of the Village.”

### Board Activities

Membership in our high-donor Maud and Stuart Bell Society (gifts of \$1000 or more) slipped just a little in 2012 with twenty-seven members down from the twenty-nine members in 2011. (There were twenty-two members in 2010, and our all time high was forty-nine in 2007, just before the 2008 financial crisis). The overall General Fund Drive revenue did not drop though, and it may be signs of an improving economy, but it also reflects the Board’s efforts at some additional fundraising events. In May, a

Mom's Pizza sale netted close to \$500, and in October, over eighty people attended a Sunday wine-tasting event held at the lovely Deaconess House. Moore Brothers did an excellent job of presenting the featured wines, DiBruno Brothers provided ample and delicious food, and the silent auction for gift certificates from local Gladwyne businesses and fine wines brought in over \$1,500. The total proceeds amounted to \$8,000.

In 2013 the Board plans to continue looking at traditional and innovative ways to raise money. We are grateful to the Gladwyne Library League which pledged \$15,000 to the Board to help balance the 2013 budget. The Foundation Committee of the Board will also focus on soliciting donations for the proposed elevator project.

Eric Faerber edited two wonderful newsletters which kept the community informed and entertained, and has generously agreed to continue as editor in 2013, despite the fact that he will be going off the Board. Member emeritus Jo Gabel turned 100! Justin Kimball continues as President through 2013.

#### 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. With our Saturday page, Erin Collins, away in Rome for a semester, we borrowed three people from Bala Cynwyd to fill those critical hours. Ciara Atchley, Dianne Dillman, and Marjorie Goldman have now become part of our group and continue to cover Saturdays and fill in for emergencies, even though Erin is back. Summer hours were split among Erin and pages Michael and Andrew Karasick. We gained one volunteer, Alida McIlvain, but after several months she decided to move on, as did another volunteer, Shirley Kurland. Other volunteers continue to serve faithfully. It was decided to hold the Volunteer Dinner every-other year, so we will look forward to it again in 2013. We had two energetic student volunteers over the summer – Payton Cuddy and Jacob Elkin.

Alicemarie Collins joined Sharyl Overhiser in earning her Masters degree in Library Science from Drexel University in October. We are *so* proud of both of them – it is encouraging to see new faces joining the profession.

Carolyn Conti has retired from the Board of the Southeast Chapter of the Pennsylvania Library Association (SEPLA), having served in various capacities since 1998.

#### Collections

We operate as a neighborhood library, with significant funds allotted to popular materials – bestsellers, music, audio and DVDs – as opposed to reference and research collections. As expected, our circulation rose because of the availability of these popular items (we'd like to think), but certainly the extra traffic from Ludington and Bala patrons was a factor. We continue to send our materials all over the county to MCLINC library patrons. We are so fortunate that the Library League will again help support our collections budget in 2013 with their contribution to the Board of \$15,000.

Lower Merion Township helps significantly with support for our McNaughton subscription and periodical budget.

To celebrate National Library Week, we held the Annual Book Drawing as usual. Every time patrons check out materials during that week, they may put their name in a box that corresponds to a brand new book on display that they hope to win, one entry per day per patron. A variety of high-interest books appealing to patrons of all ages are selected for the drawing.

#### Programming

Two successful book discussion series were held in the spring and fall – **The Way it Was: Stories of Marriage in the Past** (*My Antonia, Water for Elephants, On Chesil Beach*) and **Murder and Mayhem: Mysteries by Women Writers** (*Gandy Night, And Then There Were None, Case Histories*). 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 the highlights included a special Behind the Scenes Tour at the Philadelphia Museum of Art Perelman Building. Two interesting areas were visited – the Costume and Textile Study Room and the Paper Conservation department. 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. While the League did not hold their Annual Book Review program with Marilyn Caltabiano due to her retirement, they have located a possible replacement – Judith Olson – and hope to resume this popular event in 2013. The League continues to support all Children's programming, and pay for certain reference services, special collections, and special projects. Gladwyne Library participated in the Township cable TV show featuring each LMLS library. We showcased the important work of the League and provided an in-house library tour. Gladwyne Library happily participated in the eighth 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, and Halloween (Primp a Pumpkin). Other special programs were an exercise series for various ages (The Groove is Back, It's Pink Dynamite Time, Baby & Me Exercise), Kidzart! for Thanksgiving, and an author/illustrator excursion to Bioko Island with hands-on activity about sea turtles. The Summer Reading Club theme was "Dream Big – READ!" and featured the Elmwood Park Zoo. The *Science in the Summer* program was a two day event with the theme of Simple Machines. The Library League's annual Junior Author Contest is always a hit. This was the last year the League will bind the entries.

#### Facilities

On May 1, Peter Seidel, Property Committee Chair, presented the preliminary design of the Gladwyne renovation/elevator project to the Township Historical Architectural Review Board (HARB) in application for a Certificate of Appropriateness. HARB expressed some concerns that the design was not sympathetic enough with the

character of the building or the Village, and tabled the application. On June 6, the Library Committee of the Board of Commissioners (BOC) were presented with a recommendation to proceed with the construction documents for both the Ardmore and Gladwyne Libraries, both of which entail the installation of elevators. The Board tabled the motion until July in order for a Gladwyne public meeting to be held to provide feedback to the Board. On June 26<sup>th</sup> a community meeting was held prior to the Gladwyne Civic Association meeting to give the community an opportunity to provide input on the proposed renovations to the Gladwyne Library including an exterior elevator at the main entrance. The Historical Architectural Review Board had already asked architect Vitetta to make some adjustments to the design. On July 11, the Library Committee again tabled the joint Ardmore/Gladwyne projects. On July 18, the Library Committee, and subsequently the full BOC, voted to move forward with a plan to simultaneously renovate both libraries. The Gladwyne project will be undertaken upon compliance with HARB recommendations, and with community and trustee input. A necessary agreement between the Township and the Gladwyne Board must be secured and approved, along with an independent cost estimate. Over the summer, Vitetta revised the conceptual drawings to address HARB concerns. They also explored the possibility of installing an interior elevator after a structural engineer determined that this is possible, Vitetta presented both plans to the Board on October 9, 2012. The Board took no action. On November 1, the Board received the draft agreement from the Township and sent it to the consulting lawyer. Justin Kimball met with Township representatives to clarify a number of question not addressed by the agreement. (The consulting lawyer prepared a revised agreement to address Board concerns, which was received in early January 2013). Vitetta presented both plans to the Gladwyne Library League Board on November 7, 2012. At their November 15 meeting, the Board reaffirmed its commitment to proceed with the revised exterior elevator design and to reject the interior elevator design. In 2013 the final agreement, public input, HARB Certificate of Appropriateness, and independent cost estimate must all be addressed.

Other facility activities: damaged trash enclosure and retaining wall repaired, incoming driveway bollards replaced, vestibule handrails sanded, sidewalk drainage conduit replaced, handicapped railing repaired, carpets cleaned by Township contractors.

 *Carolyn Conti, Head Librarian*

## Ludington Library



*Circulation – 334,076 ▪ Visitors – 172,977 ▪ Internet Use Sign ups & Wireless Logons – 17,601  
Reference & Information Questions – 48,461 ▪ Program Attendance – 4,352*

### Overview

2012 can be divided up into “Before” and “After.”

#### Before

From January through June, Ludington continued to function as Ludington Lite in the trailers while work continued on the new building. The main emphasis both for the staff at the trailers and the staff at our storage facility in the Processing Center was on RFID tagging the collection and preparing it for the move back. Fortunately with the Bala Cynwyd Library closed, we had additional staff members to help out. The entire Ludington collection was RFID tagged, DVDs and music CDs were placed into new lockable boxes, and all items that were to remain permanently in storage were pulled, labeled and changed in the computer.

*Moving:* The summer months were devoted to moving back and getting the library ready to open. Shelving was installed starting June 19, furniture started to arrive on July 9, and the move of the collection back from the Processing Center began. In August, all of the computers, RFID gates, chutes and staff stations, self-check machines, and vending machines were installed. The trailers closed on August 25 and the collection and furniture housed in the trailers were moved to the building. On the evening of September 6, a Reception and Preview was held by the Lower Merion Library Foundation for major donors to the Capital Campaign. Then, finally, on September 8, Ludington opened its new doors to the public.

*Grand Opening:* Former Board President Helen Weary and her Opening Day Committee had put together a wonderful program. Radio Station B101 provided music and Buzzbee the Bee was a hit with the children. At 10:00 a.m., Board President Gregg Adelman started the festivities. He introduced Commissioner Scott Zelov, Lower Merion Board of Commissioners President Liz Rogan, and Ludington Library Board member and Chairman of the LMLF Board Charlie Bloom, who all spoke briefly. Then Charlie introduced our keynote speaker, Stuart Diamond, Pulitzer Prize-winning journalist and author of *Getting More: How You Can Negotiate to Succeed in Work*

*and Life.* At approximately 10:30 a.m., Chris Steckel and Margery Hall cut the ribbon and the community got their first look at the library.

During the day we had local children's author Gene Barretta and the Main Line Art Center's Arts Alive Mobile in the children's room; Martha Cornog, columnist for *Library Journal* spoke to parents and kids about graphic novels in our new YA room; and later authors Martin Leicht and Isla Neal were also in the YA room. Anne DeCock from Viking Culinary Center was in our cookbook section talking about cookbooks, and Bryn Mawr Hospital spun its Wellness Wheel in our Health Section. A DVD on Bryn Mawr history and the Bryn Mawr 100 played in our new meeting room.

However, the biggest news was the astounding number of people who came to the library throughout the day. It literally took our breath away. Our people counters could not keep up with the crowds coming in but still counted 3,324 people. We circulated 3,895 items in that one day and processed 146 new registrations! The reaction of the community to the library was very positive.

After

In the weeks and months after September 8, the library remained very busy even as staff and public became acclimatized to the new building, the new equipment, and the new services. From September 8 through December 31, Ludington was visited by 101,356 patrons, who checked out 196,774 items. 16,307 patrons used our Internet computers or our wireless during that same time period.

*Building:* As with any new or renovated building, there is a transitional period as new systems are actually in use. We experienced problems with our automatic doors, with the HVAC system, and with some of our RFID equipment. There was also work to be completed in the basement and other punch list items still to be completed by the contractors. We ended 2012 with the basement level still not inspected, so our Patricia Carson Memorial Bookstore has been unable to open. There are also a few punch list items still outstanding.

*Staff:* Ludington reopened with two fulltime and two part-time positions vacant. These vacancies were filled by Bala Cynwyd Library personnel. Roseann Geist from our Children's Department was out for four months. Some of her hours were also filled by Bala Cynwyd Library personnel and in December by some Ardmore Library personnel. While working at the Ardmore Library, Gail McCown from our Children's Department won the township's Employee Recognition Award as the *Outstanding Library Employee*. We have also been blessed with a number of volunteers who have joined us since we reopened. They have been helping to set up the bookstore and to re-shelve materials. We have also hired five new pages to replenish a dwindling supply of these vital employees.

*Services:* The library held ten adult programs, two young adult programs and ninety-two children's programs after we opened and they were attended by a total of 4,352 patrons. Besides these programs, our large and small meeting rooms were booked a

total of 91 times by local groups and organizations. Our new entrance gallery has held three art shows; two of the shows were from the Main Line Art Center and one by the students of the Jack M. Barrack Hebrew Academy.

All in all, it was a momentous year with an extraordinary reopening after a long closure, and the public has welcomed us back in droves!

Reference Department

Marcia Bass, *Head Reference Librarian*

Although Ludington didn't open officially until September 8, staff members were busy at work before that, insuring that everything was in place and would be available to our patrons for the Grand Opening. After the opening we were all especially busy helping our patrons to get acquainted with the very different layout of the new building, how to use the self-check machines, where the vending machines were, etc. Also, the concept of Service Desks (where all their needs could be met with one stop) was an idea they were not used to.

We started our programming in October in the new, high-tech large meeting room. Among the topics included were:

- College planning for students with Aspergers and ADHD
- Welcome to the United States: Resources for Immigrants
- March through history with a soldier of the Civil War
- Understanding Social Security in the 21<sup>st</sup> Century
- Healthy Aging Workshop Series

We once again have a large number of very dedicated volunteers. In December alone they logged in more than 151 hours. They have been especially helpful in working to get the Ludington bookstore open as soon as possible.

As always the public Internet terminals have been extremely busy. The need for staff help is still somewhat demanding as many patrons require assistance with their various endeavors. In order to try to help people logon to their assorted e-book readers, we now have sheets of instructions with the detailed steps necessary for the Nook, Kindle, I-Pad, etc.

Our tax forms have not yet arrived, which is quite unusual for this time of year. We have assured our patrons that we will make them available as soon as they are delivered.

The present Reference Department staff has really become a team. We are lucky to have Maria Lerman here while Bala Cynwyd remains closed for renovations. The staff has provided excellent reference service to our patrons, attended MAC meetings, SEPLA meetings, helped the Technology Assistant, written reports, proctored exams, ordered bus schedules and driving manuals and all the other facets necessary to have a successful department.

Throughout 2012, the Circulation department was one of continual change. The first few months of the year the staff was located at the temporary Ludington Lite and our Processing Center assisted with the day to day procedures at the trailers. They also processed all new items added to our collection and in preparation of the addition of our new RFID system, repackaged the audiovisual materials.

By midyear the staff focused on packing up Ludington Lite and assisted with the move back to the renovated library. The new building brought about many changes in the role of the Circulation staff; now with two service desks both the Circulation and Reference staff cover each desk so we are able to answer and complete most questions and transactions at each station. A continual goal of each department has been to cross-train and now with the two service desks, we have been able to successfully combine the two departments to work together.

In November we were given permission to hire five new Pages to fill the numerous vacancies that we have had over the past few years. In addition to the new hires, we had a surge of interest in volunteers. We went from two volunteers at Ludington Lite and added twenty-three new people that worked over 425 hours.

Now that we are ADA accessible and able to accommodate larger numbers of groups in our meeting room, the interest has increased tremendously. In just the four months that Ludington has been open in 2012, we had 91 meetings in our two facilities.

Our goals for 2013 will be to continue to develop the cross-training within all the departments and to enhance the day to day routine of job duties and make them more organized and efficient.

The opening of Ludington brought about a lot of changes in the junior room. We opened with the absence of a fulltime employee, new machines, and limited pages. Although overwhelmed for a while, we still provided excellent service to our patrons.

In September we had story times daily from Monday through Friday with an attendance of 649. We also held crafts each Monday and Wednesday. Additionally, we had a special back to school program utilizing fall leaves. The attendance for the three special programs was 87.

October was a busy month for us also. We continued with the daily story times and crafts following the Monday and Wednesday story hours. There was family arts studio held on a Tuesday afternoon where the children and their families created scarecrows and wind chimes. Doc Bresler's Cavity Busters joined us for a special story time where they showed children how to brush their teeth. They gave away take home treasures including a toothbrush for each child. There were twenty-one story times and the attendance was 899. There were 102 in attendance for the special programs.



The month of November was even busier than September and October in the junior room. We had twenty-one story times and 997 people attended. We continued with the crafts following story hour on Mondays and Wednesdays. Also there was a Thanksgiving craft where the children created centerpieces using beautiful dried flowers and fresh herbs. Five preschool classes from The Shipley School visited us. They were given tours of the children's room by our staff. We gave them special bags of treats to take home. There were 72 children.

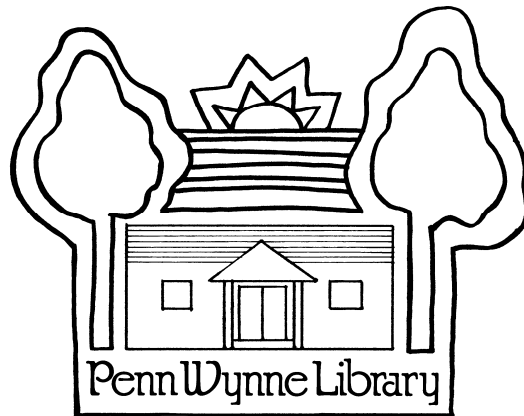
Due to the closing of the Ardmore Library at the end of November, three of their staff members joined our junior room team. This allowed us to get many of our books shelved and processed. We started having story times only on Tuesdays, Wednesdays and Thursdays in December. Our special program for the month was a winter wonderland craft. The children and adults who attended this program made cinnamon sugar to put on their toast, sparkle snowflakes and other fun crafts. Each person was given a treat bag to take home. The special icing on the cake for this program is that it really snowed that day which made everything extra nice! There were twelve story times with an attendance of 660. The attendance for the special programs was 283.

Also in December, we began the hiring process for some much needed pages. Several of them have already started working. We are awaiting the start of a few others as well.

 *Margery B. Hall, Head Librarian*



## Penn Wynne Library



*Circulation – 186,926 ▪ Visitors – 103,294 ▪ Internet Use Sign ups – 6,364*  
*Reference & Information Questions – 12,483 ▪ Program Attendance – 5,717*

### Overview

2012 was a year of transitions – with both of the Lower Merion Library System’s largest libraries closed for renovation, the four smaller branches became more important than ever and our circulation and turnstile count reflect the changes. We had 103,294 visitors this year, up from 90,649 in 2011. Our circulation was 186,926 up from 148,577 last year and we saw record numbers of reserve items coming and going – we loaned 15,526 items and received 8,864 – it is no wonder that we often have six or more shelves of reserve items waiting for pickup! All those reserves generated fees of \$3,891, which is over one thousand dollars more than last year. The patrons are much more comfortable with the material coming from all around the county and are delighted with the variety of material at their fingertips.

### Board Activities

The Penn Wynne Library Board has again risen to the challenges of fundraising in difficult economic times. They have created newsletters, fund drive appeal mailings, and did a fabulous job in organizing and overseeing the 12<sup>th</sup> Annual 5K Run and pasta dinner the night before. We had great weather for the events and a terrific turnout – we even ran out of numbers for the runners who wanted to sign up on the morning of the race. Fox 29 newscaster Karen Hepp was our master of ceremonies and we had wonderful local support from Boston Style Pizza, which supplied all the pasta dinners. Buca de Beppo supplied delicious salads; Bryce’s Catering provided desserts and Wawa supplied juice cartons for the pasta dinner. Whole Foods supplied fresh fruits and wholesome treats for the runners after the race and the board got other local businesses to donate their products or services to make the day an enjoyable one for people of all ages.

The board has also been looking towards the library renovation project and to that end, invited members of the township managerial staff to attend a board meeting to determine what would need to be done to insure that the project would go through. It was unanimously decided that the Penn Wynne Library Board would offer to sell the library building to the Township of Lower Merion. If the Township accepts the offer, renovation plan issues regarding property setback, impervious groundcover and an enlarged building footprint would be negated. The lawyers on the board created a letter of agreement between the Board and the Township to sell the building to the township and the final details are being worked out between both parties.

The staff and the community at large are very grateful to the board members who spend so much of their time working to improve the library and what it offers to our patrons.

#### Staff

Bonnie Davis, Cyd Nathan and Jackie Schulmeister again did an exceptional job in a very challenging environment. The sheer number of patrons coming through the door was daunting and we were enormously grateful to have had Roseann Geist from Ludington, and Susan Steinmetz and Sue Witte from the Bala Cynwyd Library to assist us – I don't know how we could have survived without them!

Jackie Schulmeister and Ronald Frazier, our maintenance man, received their *10-Year Service Awards* from the township; and Cyd Nathan, Annmarie Geist and Judy Soret were all nominated by patrons in Senator Daylin Leach's Librarian of the Year event.

The staff organized and ran the Spring Craft Fair – we raised almost \$750 for the library through table fees, a bake sale and raffle sales. We had more than 300 visitors that afternoon and this event brings in an entirely different audience to the library.

We had 338 hours of volunteer service and we appreciate all the time and skills that they offer to us and the patrons. The Head Librarian participated in the One Book One Lower Merion program, the Employee Recognition & Staff Development Committee, and the Community Health Fair. All the staff, including pages Matt Buczek, Evie Furton, Annmarie Geist and Alison King, did an amazing job this year. It was a very busy year and everyone did their best to provide excellent customer service, no matter how long the lines at the desk were and how many people asked for book and movie recommendations, they always smiled and took the time to make each patron feel important.

#### Collections

This year we focused on moving materials around to make collections easier to use. We changed our reference area to reflect the use of the collection and moved the large print books into the large alcove. That has resulted in a much better use of the books – it is easier for the patrons to browse there and much easier for the staff to help the patrons without having to leave the main room. We shifted the Young Adult material, all the audiobooks and removed the spinners from the children's room, all of which makes finding and shelving material much easier. We have been weeding the

collections and shifting shelves and moved some of the adult fiction to a set of shelves that used to hold nonfiction. All of the adult audiobooks are now labeled by author, rather than letter, making it easier for patrons to find the book they are looking for. We have expanded our collection of series DVDs to include many PBS series, popular television series and travel, exercise and nonfiction DVDs. We purchased some PBS mystery series DVDs in memory of a dear volunteer, Betty Schwartzman, who had loved mysteries, and her family and friends donated over three thousand dollars to the library. We also purchased a beautiful painting of a mother and baby elephant entitled *Under the Mango Tree* that was painted by Nua-An, an elephant who lives in the Elephant Conservation Center in Thailand, in Betty's honor and it is hanging in the children's room. Another former board member, Helen Stephens, passed away and her family requested gifts to the library and we have received over two thousand dollars in her honor and she left the library a bequest of five hundred dollars in her will. We have added art, science and history titles in Helen's honor.

#### Programming

Penn Wynne Library has been the site of several town meetings led by Commissioner Rick Churchill, and Township Manager Doug Cleland has been his guest speaker. State Representative Tim Briggs has a staff member at the library every month to assist his constituents with problems and we always participate in his food drives. Representative Briggs and Senator Daylin Leach also participate in our 5K Run as runners and/or donors. Cigus Vanni presented his Understanding and Demystifying College Admissions series to a packed house in May.

Penn Wynne Library added an additional story time to our usual schedule to counteract the loss of story times since Bala Cynwyd Library closed. Roseann Geist brought a vitality and enthusiasm that endeared her to parents and children alike – she was a huge hit! The Summer Reading Club is always popular at Penn Wynne – this year's theme was "Dream Big – READ!" We had 237 children participate and they read for 1,272 hours (or 53 days!). The Adult Summer Reading Club was a big success – Penn Wynne's sixty readers logged 455 books of the 914 system total. The kick-off event to the Summer Reading Club was an evening of special guests reading to sixty children. We had Penn Wynne Elementary School Librarian Mr. Tabb, representatives from Children's Book World and Boston Style Pizza, and Roseann Geist, Ludington's wonderful storyteller. We had the Animal Safari Party that focused on nocturnal animals, Groove & Rock – an interactive music and dance event, art classes, pajama story times, our annual pet show as well as other events like Chinese New Year's programs throughout the year.

#### Children's Services

Bonnie Davis did a wonderful job in keeping the Children's Room up to date and filled with great books and movies for children and parents. We had 106 story hours attended by 4,087 children and caregivers. She organized and ran the full *Science in the Summer* program – this year it was Simple Machines, which teaches basic physics. All of the events during the Summer Reading Club were selected and run by Bonnie and she supervised the decorating of the library and children's room to go with the theme. She participated in book selection meetings, ordered books, movies, prizes for the

Summer Reading Club, weeded her collection and made sure our fish tank is always filled with beautiful fish.

#### Facilities

The Penn Wynne Library has had some exciting moments this year – there were pipes that burst over some bookshelves, and water that filled the basement resulting in late night/early morning visits from the firemen. We painted the front step neon yellow to help patrons realize there is a step into the library. We survived Hurricane Sandy and, unlike many Wynnewood residents, never lost our power so we were mobbed with people looking for warmth, lit rooms and outlets to charge their phones and devices. Our air conditioners worked wonderfully during the hot summer but we continue to have heating issues.

It has been an exciting and eventful year – Penn Wynne was the test site for the new public workstations installed by AWE. The improvements have made the patrons very happy and the staff has not had many difficulties with the programs either. With Ludington now open and Ardmore Library closing in November, we have seen some other traffic pattern changes but Penn Wynne Library is like the little engine that could – it just keeps on doing what it does best – provide wonderful community service with a smile!

 *Judith Soret, Head Librarian*

## Appendix: 2012 Statistics

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**ANNUAL DEPARTMENTAL REPORT  
2012**

**LIBRARY DEPARTMENT**

	2012	2011	2010
<b>CIRCULATION</b>			
PRINT ITEMS:	589,188	665,467	691,868
NON-PRINT:	383,487	406,863	496,095
<b>Total Circulation</b>	<b>972,675</b>	<b>1,072,330</b>	<b>1,187,963</b>
<b>ADULT/JUVENILE BREAKDOWN</b>			
Adult Material	646,218	716,157	787,779
Juvenile Material	326,457	391,245	400,184
<b>ISL/ILL ACTIVITY</b>			
ILL Loaned (includes items sent to MCLINC)	96,214	94,349	857
ILL Borrowed (includes items received from MCLINC)	39,266	37,977	868
ISL LOANED WITHIN LMLS	38,152	37,981	46,854
<b>REFERENCE SERVICES</b>			
Reference Questions Total	33,077	55,496	52,479
Using Inhouse Material	19,701	32,059	32,165
Using Online Databases	13,368	23,437	20,270
E-Reference	8	0	44
Information Questions	56,394	64,983	54,215
Internet Sign-up /Wireless	53,764	61,907	69,186
<b>PATRON REGISTRATION</b>			
New Borrowers	4,404	3,148	3,448
Resident Active Borrowers	31,472	39,527	38,240
All Active Borrowers	325,708	422,128	409,318
<b>PROGRAMS</b>			
Adult	169	291	109
Computer Instruction	0	32	55
Other Adult	3	6	55
Young Adult	2	4	1
Juvenile Story Hours	471	462	472
Other Juvenile Programs	93	114	120
Class Visits	44	184	259
<b>Total Programs</b>	<b>782</b>	<b>1,093</b>	<b>1,071</b>
<b>PROGRAM ATTENDANCE</b>			
Adult/Attendance	4,098	5,019	4,041
Computer Instruction/Attendance	0	32	59
Other Adult/Attendance	0	150	432
Young Adult/Attendance	35	24	35
Juvenile Story Hours/Attendance	14,892	13,991	14,805
Other Juvenile Programs/Att.	3,274	3,219	3,270
Class Visits/Attendance	650	2,529	3,493
<b>Total Program Attendance</b>	<b>22,949</b>	<b>24,964</b>	<b>26,135</b>
<b>TURNSTILE</b>			
Ardmore	141,293	115,468	116,256
Bala Cynwyd	0	185,411	184,532
Belmont Hills	55,591	32,164	29,828
Gladwyne	66,146	62,918	66,960
Ludington	172,977	101,587	122,965
Penn Wynne	103,294	90,649	92,881
<b>Total Turnstile Count</b>	<b>539,301</b>	<b>588,197</b>	<b>613,422</b>
<b>Key Staff Activity Statistics</b>			
Books/A.V. Added	26,522	43,833	29,168
Books/A.V. Withdrawn	18,108	28,314	45,318
Current Collection Size	426,719	418,305	402,786
Current Number of Titles			
Overdue Notices	6,437	6,061	2,047
Volunteer Hours	6,530	6,721.05	5,597.47
Off-Site Storage ISL Circulation	6,364	5,247	7,802
<b>PROCESSING CENTER</b>			
Titles Cataloged	11,780	13,773	18,240
Titles deleted from Database	0	0	19,078

CIRCULATION	2012	2011	% CHANGE 2011 TO 2012	2010	% CHANGE 2010 TO 2011	% CHANGE 2010 TO 2012
ARDMORE	208,530	156,423	33.31%	171,067	-8.56%	21.90%
BALA CYNWYD	11,790	428,565	-97.25%	439,879	-2.57%	-97.32%
BELMONT HILLS	98,151	52,034	88.63%	49,794	4.50%	97.11%
GLADWYNE	133,203	116,695	14.15%	133,613	-12.66%	-0.31%
LUDINGTON	334,076	205,108	62.88%	240,252	-14.63%	39.05%
PENN WYNNE	186,926	148,577	25.81%	153,358	-3.12%	21.89%
<b>TOTALS</b>	<b>972,675</b>	<b>1,107,402</b>	<b>-12.17%</b>	<b>1,187,963</b>	<b>-6.78%</b>	<b>-18.12%</b>

# ACTIVITY STATISTICS - SYSTEM TOTAL 2012 BY LIBRARY

	Ardmore	Bala Cynwyd	Belmont Hills	Gladwyne	Ludington	Penn Wynne	Off-Site Storage	Total
Turnstile	141,293	0	55,591	66,146	172,977	103,294	0	539,301
Internet Use / Wireless	21,677	5	2,432	5,685	17,601	6,364	0	53,764
Microfilm Usage	0	0	0	0	6	0	0	6
<b>REFERENCE ACTIVITY</b>								
Reference Questions Answered	4,972	0	967	7,791	13,322	6,025	0	33,077
Using Inhouse Material	4,320	0	499	6,975	3,418	4,489	0	19,701
Using Online Databases	652	0	468	816	9,896	1,536	0	13,368
E-Reference	0	0	0	0	8	0	0	8
Information Questions Answered	7,012	44	667	7,074	35,139	6,458	0	56,394
Referred to Another Library	328	0	260	412	59	0	0	1,059
Referred From Another Library	2,967	0	226	693	88	0	0	3,974
<b>PROGRAMS</b>								
Adult	117	14	8	11	10	9	0	169
Computer Instruction	0	0	0	0	0	0	0	0
Other Adult	0	3	0	0	0	0	0	3
Young Adult	0	0	0	0	2	0	0	2
Juvenile Story Hours	173	0	83	40	69	106	0	471
Other Juvenile Programs	19	0	15	20	18	21	0	93
Class Visits	35	0	0	4	5	0	0	44
<b>Total Programs</b>	<b>344</b>	<b>17</b>	<b>106</b>	<b>75</b>	<b>104</b>	<b>136</b>	<b>0</b>	<b>782</b>
<b>PROGRAM ATTENDANCE</b>								
Adult/Attendance	1,410	386	395	698	251	958	0	4,098
Computer Instruction/Attendance	0	0	0	0	0	0	0	0
Other Adult/Attendance	0	0	0	0	0	0	0	0
Young Adult/Attendance	0	0	0	0	35	0	0	35
Juvenile Story Hours/Attendance	3,882	0	2,417	1,301	3,205	4,087	0	14,892
Other Juvenile Programs/Att.	448	0	750	615	789	672	0	3,274
Class Visits/Attendance	416	0	0	162	72	0	0	650
<b>Total Program Attendance</b>	<b>6,156</b>	<b>386</b>	<b>3,562</b>	<b>2,776</b>	<b>4,352</b>	<b>5,717</b>	<b>0</b>	<b>22,949</b>
<b>ISL/ILL ACTIVITY</b>								
ILL Loaned	14,307	1,650	8,912	13,920	37,138	10,552	9,735	96,214
ILL Borrowed	9,551	75	5,288	5,131	10,537	8,684	0	39,266
ISL Loaned	6,050	1,459	4,815	7,232	7,258	4,974	6,364	38,152
<b>VOLUNTEER HOURS</b>	<b>3,326.00</b>	<b>189.00</b>	<b>300.00</b>	<b>1,367.00</b>	<b>1,010.00</b>	<b>338.00</b>	<b>0.00</b>	<b>6,530.00</b>
<b>HOLDINGS</b>								
<b>Items Added</b>								
Adult Non-Fiction	545	1,510	275	916	2,478	1,069	328	7,121
Adult Fiction	1,286	1,375	432	1,324	2,629	1,585	2	8,633
Juvenile Non-Fiction	294	285	33	153	313	127	0	1,205
Juvenile Fiction	730	818	154	882	1,048	942	0	4,574
Videos	0	0	6	0	67	0	0	73
DVDs	286	110	161	474	750	490	0	2,271
Sound Recordings	113	77	74	938	899	368	176	2,645
Software	0	0	0	0	0	0	0	0
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	0	0	0
<b>Total Items Added</b>	<b>3,254</b>	<b>4,175</b>	<b>1,135</b>	<b>4,687</b>	<b>8,184</b>	<b>4,581</b>	<b>506</b>	<b>26,522</b>
<b>Items Withdrawn</b>								
Adult Non-Fiction	497	726	5	423	1,442	1,154	0	4,247
Adult Fiction	682	1,193	147	1,725	620	1,430	0	5,797
Juvenile Non-Fiction	110	57	457	321	621	447	0	2,013
Juvenile Fiction	313	234	1,991	791	807	522	0	4,658
Videos	19	0	0	2	0	0	0	21
DVDs	90	98	2	18	9	32	0	249
Sound Recordings	287	307	132	111	199	45	0	1,081
Software	0	0	0	0	0	36	0	36
Microfilm	0	0	0	0	0	0	0	0
Sheet Music	0	6	0	0	0	0	0	6
Puppets	0	0	0	0	0	0	0	0
<b>Total Items Withdrawn</b>	<b>1,998</b>	<b>2,621</b>	<b>2,734</b>	<b>3,391</b>	<b>3,698</b>	<b>3,666</b>	<b>0</b>	<b>18,108</b>
<b>Collection Totals</b>								
Adult Non-Fiction	6,718	38,321	4,433	11,475	46,728	11,650	7,591	126,916
Adult Fiction	12,425	22,099	3,534	8,888	27,503	10,561	5,839	90,849
Juvenile Non-Fiction	4,161	14,478	3,017	5,096	20,335	5,830	6	52,923
Juvenile Fiction	9,715	19,649	1,502	8,418	18,447	8,922	458	67,111
Videos	618	1,160	201	533	1,622	198	0	4,332
DVDs	3,745	8,434	2,118	5,431	15,025	2,724	0	37,477
Sound Recordings	1,843	12,881	599	6,423	15,933	2,444	541	40,664
Software	0	16	2	1	0	0	0	19
Microfilm	0	0	0	0	5,065	0	0	5,065
Sheet Music	0	1,363	0	0	0	0	0	1,363
Puppets	0	0	0	0	0	0	0	0
<b>Total Holdings</b>	<b>39,225</b>	<b>118,401</b>	<b>15,406</b>	<b>46,265</b>	<b>150,658</b>	<b>42,329</b>	<b>14,435</b>	<b>426,719</b>
<b>Periodical Titles</b>	<b>35</b>	<b>143</b>	<b>28</b>	<b>69</b>	<b>197</b>	<b>40</b>	<b>0</b>	<b>512</b>

## 2012 Circulation Statistics by Format Type

### Ardmore

Adult AV	59,755	All Adult	129,855
Junior AV	16,758	All Junior	78,675
Adult Book	70,100	All AV	76,513
Junior Book	61,917	All Book	132,017
<b>TOTAL</b>	<b>208,530</b>		

### Bala Cynwyd

Adult AV	7,236	All Adult	9,826
Junior AV	88	All Junior	1,964
Adult Book	2,590	All AV	7,324
Junior Book	1,876	All Book	4,466
<b>TOTAL</b>	<b>11,790</b>		

### Belmont Hills

Adult AV	25,207	All Adult	57,266
Junior AV	6,689	All Junior	40,885
Adult Book	32,059	All AV	31,896
Junior Book	34,196	All Book	66,255
<b>TOTAL</b>	<b>98,151</b>		

### Gladwyne

Adult AV	45,490	All Adult	94,097
Junior AV	6,668	All Junior	39,106
Adult Book	48,607	All AV	52,158
Junior Book	32,438	All Book	81,045
<b>TOTAL</b>	<b>133,203</b>		

### Ludington

Adult AV	146,262	All Adult	245,963
Junior AV	24,123	All Junior	88,113
Adult Book	99,701	All AV	170,385
Junior Book	63,990	All Book	163,691
<b>TOTAL</b>	<b>334,076</b>		

### Penn Wynne

Adult AV	38,096	All Adult	109,212
Junior AV	7,116	All Junior	77,714
Adult Book	71,116	All AV	45,212
Junior Book	70,598	All Book	141,714
<b>TOTAL</b>	<b>186,926</b>		

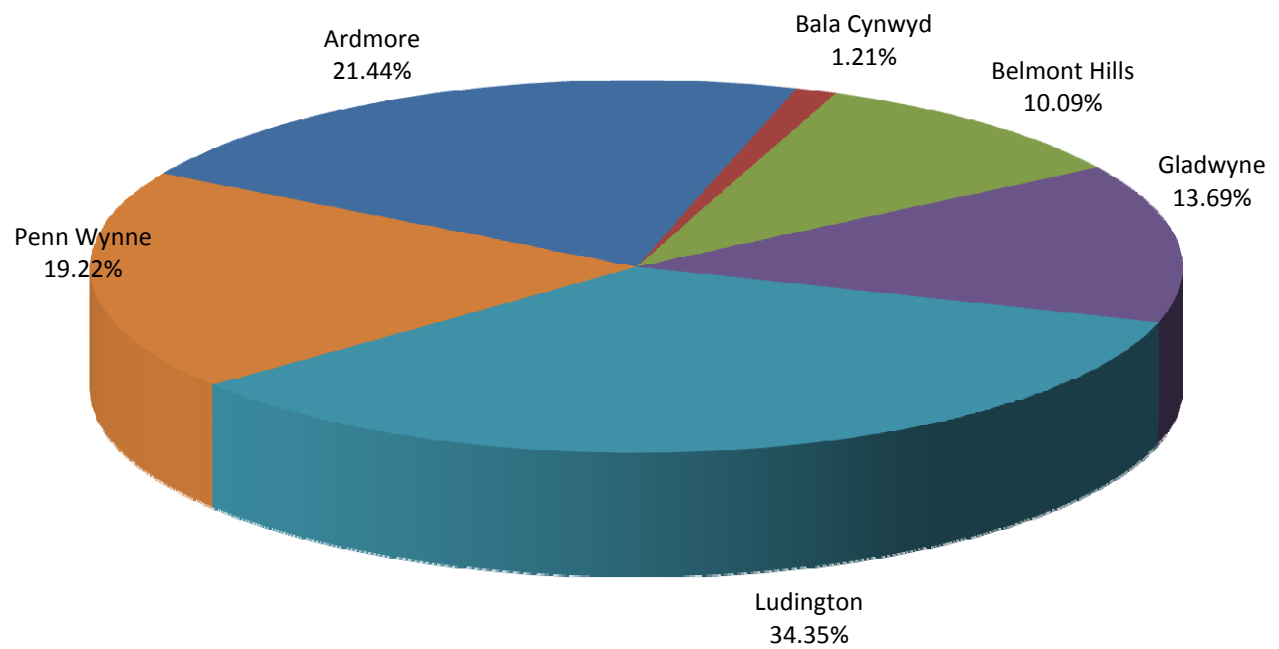
### System Total

Adult AV	322,045	Total All Adult	646,218
Junior AV	61,442	Total All Junior	326,457
Adult Book	324,173	Total All AV	383,487
Junior Book	265,015	Total All Book	589,188

### GRAND TOTAL

<b>972,675</b>
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## Total 2012 Circulation by Library



Item Circulation by Item Stat Class  
System Total 2012 - by Branch

	Ardmore	Bala Cynwyd	Belmont Hills	Gladwyne	Ludington	Penn Wynne	Total
<b>Adult Non Fiction</b>							
000s	335	20	161	386	888	493	2,283
100s	1,125	41	490	598	1,771	1,273	5,298
200s	676	35	278	280	1,331	560	3,160
300s	3,093	194	1,389	2,377	5,107	2,933	15,093
400s	334	9	64	92	489	188	1,176
500s	614	57	223	382	1,241	787	3,304
600s	6,049	464	3,214	5,068	10,101	6,279	31,175
700s	2,179	203	1,101	2,128	4,710	4,240	14,561
800s	1,193	52	491	529	1,911	1,250	5,426
900s	4,246	216	1,591	5,739	9,495	4,901	26,188
Biography	3,212	83	1,908	2,238	4,693	2,584	14,718
Periodicals	1,388	110	1,551	2,024	5,572	1,331	11,976
Sheet Music	35	11	8	1	13	3	71
YA Non-Fiction	72	1	57	35	68	68	301
Other Non-Fiction	887	16	447	234	591	1,358	3,533
<b>Total Adult Non-Fiction</b>	<b>25,438</b>	<b>1,512</b>	<b>12,973</b>	<b>22,111</b>	<b>47,981</b>	<b>28,248</b>	<b>138,263</b>
<b>Adult Fiction</b>							
Adult Fiction	43,867	1,069	18,768	25,393	50,974	42,278	182,349
YA Fiction	684	9	302	1,021	709	496	3,221
<b>Total Adult Fiction</b>	<b>44,551</b>	<b>1,078</b>	<b>19,070</b>	<b>26,414</b>	<b>51,683</b>	<b>42,774</b>	<b>185,570</b>
<b>ILL</b>	<b>111</b>	<b>0</b>	<b>16</b>	<b>82</b>	<b>37</b>	<b>94</b>	<b>340</b>
<b>Total Adult Print</b>	<b>70,100</b>	<b>2,590</b>	<b>32,059</b>	<b>48,607</b>	<b>99,701</b>	<b>71,116</b>	<b>324,173</b>
<b>Adult Non-Print</b>							
Book on CD	6,685	210	2,916	7,792	20,588	6,055	44,246
Book on Tape	74	0	94	51	23	139	381
Cassette	25	1	49	11	60	321	467
CD-ROM	19	0	5	5	8	3	40
Compact Disk	4,633	237	1,704	4,757	18,787	3,788	33,906
DVD	45,384	186	18,800	30,114	97,853	24,986	217,323
Sound Media Player	317	9	541	756	5,470	333	7,426
Video	85	1	219	101	117	44	567
Downloadable Audiobooks	695	1,903	231	518	911	660	4,919
Downloadable E-Books	1,709	4,682	569	1,274	2,240	1,622	12,097
YA Non-Print	88	3	35	63	117	88	394
Other Non-Print	41	3	44	47	87	57	279
<b>Total Adult Non-Print</b>	<b>59,755</b>	<b>7,236</b>	<b>25,207</b>	<b>45,490</b>	<b>146,262</b>	<b>38,096</b>	<b>322,045</b>
<b>Total Adult</b>	<b>129,855</b>	<b>9,826</b>	<b>57,266</b>	<b>94,097</b>	<b>245,963</b>	<b>109,212</b>	<b>646,218</b>
<b>Jr. Non-Fiction</b>							
J000	80	9	40	122	185	105	541
J100	104	0	63	83	92	78	420
J200	219	2	63	61	299	239	883
J300	2,326	53	1,020	834	2,115	2,070	8,418
J400	177	3	71	87	191	125	654
J500	3,764	164	1,946	1,422	2,755	3,442	13,493
J600	1,588	26	744	1,001	1,538	1,470	6,367
J700	1,267	66	509	737	1,576	1,460	5,615
J800	569	25	272	316	686	701	2,569
J900	1,782	44	839	844	1,633	1,673	6,815
Jr Biography	1,218	42	781	453	601	1,195	4,290
J Periodicals	13	4	28	9	189	30	273
J Other Non-Fiction	425	6	421	183	450	531	2,016
<b>Total Jr Non-Fiction</b>	<b>13,532</b>	<b>444</b>	<b>6,797</b>	<b>6,152</b>	<b>12,310</b>	<b>13,119</b>	<b>52,354</b>
Jr Fiction	48,385	1,432	27,399	26,286	51,680	57,479	212,661
J Other Print							
<b>Total Jr. Print</b>	<b>61,917</b>	<b>1,876</b>	<b>34,196</b>	<b>32,438</b>	<b>63,990</b>	<b>70,598</b>	<b>265,015</b>
<b>Jr. Non-Print</b>							
J Book on CD	973	33	339	571	1,424	760	4,100
J Book-Cassette Kit	8	0	30	4	3	8	53
J Other Kits	251	6	418	135	177	139	1,126
J Cassette	10	0	18	0	3	6	37
J Compact Disc	286	9	220	237	827	168	1,747
J DVD	15,193	35	5,296	5,594	20,599	5,949	52,666
J Sound Media Player	24	5	49	109	1,066	44	1,297
J Video	3	0	315	12	16	35	381
J Other AV	10	0	4	6	8	7	35
<b>Total Jr. Non-Print</b>	<b>16,758</b>	<b>88</b>	<b>6,689</b>	<b>6,668</b>	<b>24,123</b>	<b>7,116</b>	<b>61,442</b>
<b>Total All Junior</b>	<b>78,675</b>	<b>1,964</b>	<b>40,885</b>	<b>39,106</b>	<b>88,113</b>	<b>77,714</b>	<b>326,457</b>
<b>Total</b>	<b>208,530</b>	<b>11,790</b>	<b>98,151</b>	<b>133,203</b>	<b>334,076</b>	<b>186,926</b>	<b>972,675</b>

**VIRTUAL LIBRARY REPORT**  
**2012**

	2012	2011
<b>Downloadables</b>		
Overdrive Audiobooks	4,357	3,964
Overdrive eBooks	5,405	4,697
Kindle Books	7,254	1,307
<b>TOTAL</b>	<b>17,016</b>	<b>9,968</b>
<b>Reference</b>		
E-Reference	8	0
Ref Q. using Online DBS	13,368	21,865
<b>E-mail Notices Sent</b>		
Holds	40,175	36,453
Overdues	6,605	6,219
<b>OPAC Searches</b>	<b>319,581</b>	<b>330,644</b>
<b>On-line renewals</b>	<b>115,897</b>	<b>128,646</b>
<b>Percent of total on-line renewals</b>	<b>61.00%</b>	<b>60.45%</b>
<b>On-line holds placed</b>	<b>26,427</b>	<b>19,607</b>
<b>Percent of total holds placed</b>	<b>45.86%</b>	<b>37.27%</b>
<b>Database Usage</b>		
Mango	1,031	1,469
POWER Library Databases	1,596	1,292
NYT Historical	2,542	3,477
Philadelphia Inquirer	254	627
Reference USA	2,024	2,345
Ancestry.com	0	0
Tumblebooks	3,019	997
<b>Early Literacy Station</b>	<b>6,849</b>	<b>6,828</b>
<b>Subscriptions</b>		
WOWbrary! Newsletters	15,878	3,214
<b>Internet Signup</b>	<b>45,251</b>	<b>59,811</b>
<b>Wireless Usage</b>		
Logins	8,513	2,043
Time Used (minutes)	1,520,924	331,988
<b>Website Information</b>		
Total Visits	352,830	340,323
Return Visits	226,133	203,015
New Visits	126,697	137,308
Unique Visitors	174,966	180,245
Mobile device hits	41,457	15,710
<b>All renewals placed</b>	<b>189,993</b>	<b>212,819</b>
<b>All holds created</b>	<b>57,622</b>	<b>52,602</b>