

LOWER MERION LIBRARY SYSTEM



2013 Annual Report

Table of Contents

CHAPTER 1

State of the System	3
Board of Directors	5
Library Renovation Projects	6
Building for the Future: the Campaign for Lower Merion Libraries	9
The Processing Center	10
Collection Development	12
System-Wide Adult Services	13
System-Wide Youth Services	15
Legislation (and Libraries)	17
Staffing	17
Staff Recognition & Development	19
Grants	21
Public Relations	22

CHAPTER 2

The Year in Technology	25
------------------------	----

CHAPTER 3

Performance Measures & Budget Goals	27
Measuring the System	27
Budget Goals	30

CHAPTER 4

Finance & Budget	33
Aggregate Budget Review 2013	34

CHAPTER 5

Ardmore Free Library	35
Bala Cynwyd Memorial Library	39
Belmont Hills Library	45
Gladwyne Library	49
Ludington Library	53
Penn Wynne Library	61

APPENDIX

Annual Departmental Report
Activity Statistics
Circulation Statistics by Format Type
Total 2013 Circulation by Library
Item Circulation by Collection
Virtual Library Report

THE YEAR IN REVIEW

The Lower Merion Library System

State of the System



The Year of Reading Dangerously

Having worked in libraries for over 40 years and having been a user of libraries far longer, I confess to some amusement at the current fascination with declaring libraries dead, print defunct, and the electronic book and device the future, the whole future, and nothing but the future. I confess to mild annoyance as well when I realize that these statements are being made by some of our best journalists few of whom appear to have any genuine understanding of the public library, how it operates, and what it has meant to generations of Americans. The idea that technology has buried the library is especially trying to those in our field, given that libraries have been technical entities as long as technology has been around.

Regardless of how a book is read or how information is retrieved, the library remains active and essential – a place to which people gravitate physically or electronically in order to read, think, learn and communicate. Public programs are presented there, free of charge. The Internet is provided, free of charge. Great art and great thought are offered on shelves and in databases, free of charge to everyone. This gift – the public library – is extraordinary and has to be one of the most profound gifts in the free world.

Beginning in September 2013, all six libraries in Lower Merion Township were finally open again after more than three years of various closures for renovation and repair. At the end of the year, more than 621,000 visitors had come through the doors. Over 1.1 million circulation transactions had taken place; more than 65,000 reference questions had been answered, and 920 public programs had been offered to almost 32,000 adults and children. Those are pretty substantial numbers for a year of only partial operation and not the kind of report anyone would associate with a dead or dying institution.

Yes, the library is changing. So are all of us, as we engage new technologies and seek new avenues for growth. Pundits may declare whatever they like. Come visit this lively enterprise, in person or online, and draw your own conclusions.

 *Christine Steckel, Director of Libraries*

Lower Merion Library System Board of Directors 2013

Barbara Bisgaier, *President*
Member-At-Large

George T. Manos, *Vice President*
Commissioner Delegate

Lea Bramnick
Member-At-Large

Barbara F. Hirsh
Member-At-Large

Phyllis A. Rosenberg
Member-At-Large

Annette M. Sussman
Ardmore Library Delegate

Michael Gordan
Bala Cynnyd Library Delegate

Jamie Perrapato
Belmont Hills Library Delegate

Justin Kimball
Gladwyne Library Delegate

J. Barton Riley
Ludington Library Delegate

Betty Ann Izenman
Penn Wynne Library Delegate

Paul A. McElhaney
Commissioner Alternate

C. Brian McGuire
Commissioner Alternate

Philip Rosenzweig
Commissioner Alternate

Library Renovation Projects

Bala Cynwyd Library Renovation & Expansion



As Ludington Library's reopening was the big story in 2012, so the Bala Cynwyd Library's reopening was 2013's Wow Library! event of the year. Having closed its doors Saturday, December 31, 2011, the Bala Library reopened them on Sunday, May 19, 2013, with a warm and wonderful neighborhood party that brought out hundreds of neighbors and friends to see a

truly spectacular transformation of space. Although the library addition added only 6,000 square feet on two floors, it cleared the major barriers to organization of workflow and made both floors a haven for library users, Internet and public program enthusiasts.

Designed by The VITETTA Group, the library renovation involved five contractors and was managed by The Foreman Group.

Ludington Library Renovation & Expansion

Although Ludington Library reopened in 2012, work on the basement continued in 2013. The Information Technology Center, the two storage rooms, restroom facilities and a hallway received ceiling fixes.

What had been considered the future home of the Lower Merion Library Foundation found a new occupant when Ludington acquired a tenant. PATV – Public Access Television for Narberth and Lower Merion – moved into this space following action by the Board of Commissioners late in the year. To continue PATV's broadcast efforts, a Comcast feed had to enter the basement and is a project scheduled for early 2014.

Ludington's used Book Store has been a great success; the new meeting rooms, and the Reading Porch continue to attract users. Further info on Ludington's first renovated year is available in the Local Library section of this report.

Ardmore Library Repair

In November 2012, the Ardmore Library closed for repairs designed to fix leaks, re-plaster and repaint the ceiling, and replace the windows in the Main Room of the library. As forensic analysis continued, however, project engineers discovered that extensive work would be necessary to ensure that the building's infrastructure, in particular its rafters, would be strong and secure through the upcoming decades.

Ardmore Library Renovation Project

As repairs moved forward, the VITETTA architectural team worked with Township staff and the Ardmore Library Board to rethink the library's initial renovation design, moving a proposed interior elevator outside the building to make additional space

available inside as well as ensuring that the mezzanine would be accessible to the public.

Placed discreetly around the corner from the entrance, the elevator tower merges with the historical character of the building in keeping with the recommendation of the Township's Historical Commission. Because the project had not been re-examined since 2008, the Township Engineer led a Deferred Maintenance Review to make sure all necessary fixes would be tackled by the construction. The VITETTA Group, project architects, took the proposed construction documents to the 50% mark, and the Township sought an independent cost estimate from the Philadelphia firm, Becker and Frondorf.



Following an extensive discussion of cost and design, the Board of Commissioners approved sending the project out for bid at its December 18th Meeting. VITETTA will prepare 100% construction documents and take next steps on the project early in 2014. From repair to renovation the Ardmore Library will be both a beautiful reinvention and a continuing use of historical space.

As 2013 concluded, the possibility existed that the Ardmore and Penn Wynne projects might move forward together.

Gladwyne Library Renovation Project



As LMLS and the Township entered 2013, it was obvious that various groups in the Gladwyne community had conflicted feelings about the proposed project which centered on the addition of an elevator to the historic structure. These feelings ranged from strong support to adamant rejection of the project.

In an effort to address these concerns, the Township and VITETTA met with the Gladwyne Library Board, the Library League, HARB (the Historical and Architectural Review Board) and members of the public, offering a history of the project's development and responding to questions. Although these efforts did not bring about a united effort behind the project, they did result in much-needed clarity, a new design for the proposed elevator, and a more complete cost estimate for the project.

Because the Gladwyne Library is owned by its local board, an Agreement had to be forged to protect taxpayer interests in funds expended for the project. The Agreement was put together by the Gladwyne Board's attorney, the Township Solicitor, and Commissioner Dan Bernheim, in whose ward the library is located. The Agreement

was completed in 2013, but not presented to the Board of Commissioners for approval due to the lack of project consensus and an agreed upon start date.

Penn Wynne Library Renovation Project

2013 saw an historic exchange of ownership for the Penn Wynne Library when the Penn Wynne Library Board sold the library and its property to the Township for \$1. To arrive at the sale, the Township Engineer conducted a Phase I Environmental Study of the property, noting only that some asbestos remediation would be necessary.



The Township Engineer also led a Deferred Maintenance Review in which The VITETTA Group and Library Staff assisted. VITETTA was told by the Board of Commissioners to take construction documents to the 50% mark, and the Township sought an independent cost estimate for the project from the Philadelphia firm, Becker and Frondorf.

At its December 18, 2013 Meeting, the Board of Commissioners reviewed the Penn Wynne design and cost, then voted to send the project out for bid. VITETTA will prepare 100% construction documents and take next steps on the project early in 2014.

As noted above, 2013 concluded with the possibility that both Ardmore and Penn Wynne would move forward together. This would allow maximum flexibility in project administration and cost control.

Belmont Hills Library Renovation Project



Currently planned for construction in 2016/2017, the proposed Belmont Hills Library Renovation will add a beautiful meeting room and a new entrance to this attractive and active small library. As the year closed, the Township Engineer met with Head Librarian Pat Rayfield to review deferred maintenance and to hear firsthand from the field her assessment of “living with” the building.

Over the past few years the Belmont Hills Library has been the site of several small but well chosen upgrades. In 2013, using a grant from Commonwealth Libraries, the Belmont Hills Board and staff concentrated on improving the look and feel of the Children’s area of the library. A stunning mural was the final item to be placed, and the library is now a truly welcoming environment waiting only for the planned renovation improvements.

 *Christine Steckel, Director of Libraries*

Building for the Future: the Campaign for Lower Merion Libraries

2013 was the fifth full year of fundraising under *Building for the Future*. The Bala Cynwyd Library reopened on May 19, 2013, allowing donors to get a look at what their donations yielded, and the public response was overwhelmingly positive. Prior to the Grand Reopening, a campaign appeal went out to the Bala Cynwyd Library catchment area, looking to capitalize on the momentum of the impending opening. Major donors were treated to a lovely reception at the library on May 9th.



Michael Golden, Jr., Charlie Bloom, and Helen Weary at the Bala Cynwyd Library donor reception in May

Drs. Eli Dweck and Linda Bagley dedicated the Conference Room in the Bala Cynwyd Library. In addition to generous private support, the Capital Campaign benefitted from private foundation and corporate support, including gifts from the Jack Miller Family Foundation, the Paul L. Newman Foundation in memory of Audrey E. Whitman, and the Widener Memorial Foundation in memory of Sarah C. Robb. Ludington Library received significant support from the Ginsburg Family Foundation, accompanied by an archive of *Fortune* magazines. Bala Cynwyd Library received generous gifts from Wells Fargo, Perrotto Builders, Ltd., and Foreman Construction Managers.

Community appeals were sent in September to households in the areas surrounding Bala Cynwyd and Ludington Libraries offering the opportunity to participate in the campaign and to receive permanent recognition for gifts above a certain threshold. Overall, the campaign added 380 donors and ended 2013 with \$2.7 million committed. To date, the Lower Merion Library Foundation has given \$1.6 million to the Township of Lower Merion in support of the library renovation projects.

In December, the Board of Commissioners voted to move forward with obtaining construction documents for the Ardmore and Penn Wynne Library projects. We hope to gear up those campaigns as the projects get closer.

The Lower Merion Library Foundation's contract with campaign consultants Schultz & Williams ended on December 31, 2013. The Foundation will make a decision about additional resources to staff the campaign pending further developments on the library projects.

Lower Merion Library Foundation

Capital Campaign Committee

Charles J. Bloom, Chairman

Barbara Bisgaier
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
Bernard McNamee
Mary Ann Meyers
J. Barton Riley
David Sonenshein
Helen S. Weary

The Processing Center

For the first time in several years, the Processing Center was no longer the temporary home to staff who was assigned here while their libraries were under renovation. Bala Cynwyd Library staff left in April to return to their new library and the Processing Center staff was on its own again. The biggest advantage to having extra staff here during the renovation projects was the added help with the delivery. Since joining MCLINC, our daily deliveries continued to rise. The stats showed that Processing staff unpacked more than 1,200 more bins in 2013, over 2012. That averages out to 30,000 more items. The delivery, unpacking and packing bags and bins, has changed the workflow of the Processing Center. For some of the staff, half of their work day now is spent on the delivery.

Another factor that returned to normal was the increased spending on collection materials. For the first time in years, all libraries were open and spending resumed to its pre-renovation levels. This resulted in a dramatic increase in orders arriving here. We had not seen volume of orders with that impact in five years. With special orders and end-of-year spending, it was a challenge to stay on top of things.

Processing staff took over the responsibility of the storage items assigned here and began running the Pick List each day. Staff ensured that reserve items are “picked” from the shelves and sent on their way each morning, either to a Township library or one of the MCLINC libraries. They also shelve the items upon their return here.

We hired a temporary worker in October to assist with the shifting and merging of the Ludington and Bala collection stored here. When Bala staff returned to their library in the spring, their collection returned with them, with the exception of items designated for Remote Storage. These items had to be merged with the existing Ludington items. The new employee completed the shifting and merging task in December and then

began work on the shifting of the Fiction collection. She also assisted with other tasks in Processing, as needed.

In December, the Library Show was filmed here. LMTV set up their cameras in Processing and, with the help of Lenore Forsted, the Head of Processing was interviewed and explained the workings of the department. The crew filmed aspects of the delivery, the meeting room and the high-density storage, as well as staff activities. The goings-on of the Processing Center will be a secret no longer.

Statistics

2013 Monthly Statistics

	Books	A/V	TOTAL Bibliographic Records* Created	Items Entered	RFID
January	875	196	1,071	1,518	N/A
February	680	154	834	1,464	N/A
March	776	209	985	1,608	N/A
April	819	278	1,097	2,248	N/A
May	856	142	998	2,231	1,642
June	726	102	828	1,565	1,575
July	637	40	677	1,263	1,263
August	910	61	971	1,876	1,859
September	672	83	755	2,050	2,020
October	849	105	954	2,478	2,478
November	596	91	687	1,893	1,893
December	701	72	773	1,942	1,942
TOTAL	9,097	1,533	10,630	22,136	14,672

**Items by title and the corresponding information attached to those titles.*

Items Received

	Adult	Juvenile	TOTAL
January	1,189	752	1,941
February	1,022	769	1,791
March	1,115	747	1,862
April	1,002	755	1,758
May	1,376	625	2,001
June	941	248	1,189
July	1,255	1,073	2,328
August	1,598	816	2,414
September	1,452	374	1,826
October	1,599	850	2,449
November	2,132	1,236	3,368
December	872	617	1,489
TOTAL	15,553	8,862	24,416

Bins Unpacked

	From LMLS	From MCLINC	TOTAL
January	337	370	707
February	313	293	606
March	308	302	610
April	313	327	640
May	340	317	657
June	370	300	670
July	421	356	777
August	420	352	772
September	414	340	754
October	448	339	787
November	443	307	750
December	425	270	695
TOTAL	4,552	3,873	8,425

 Susan Leigh, Head, LMLS Processing Center

Collection Development

In addition to the usual purchasing and processing of materials, there were four areas of interest in 2013 for collections.

Online Materials

Two additions to online materials were made when Ludington purchased the online version of Morningstar and Montgomery County purchased Zinio, an online database of magazines. Morningstar is only available on one computer at Ludington as access from home for multiple users was simply too expensive. Zinio is available for all County residents with a valid library card. OverDrive, our e-audiobook and e-book vendor, upgraded their user interface to make downloading easier and a concerted effort was made in 2013 to train all staff in helping the public use and download these materials.

Radio Frequency Identification (RFID)

Once the Bala Cynwyd Library was open and operating using RFID, attention turned to the four smaller libraries. One staff RFID unit was set up in each library for the staff to begin to tag their collections. Tagging the audiovisual collection also meant changing out any non One-Time Secure Case locking cases as these are the cases that work with our Self-check units. The Processing Center also received three RFID stations and began tagging all new items for all six libraries.

DVD Circulation Change

The decision was made by the MCLINC Consortium to change how all the consortium libraries circulated series DVDs. All television series on three or more discs would be placed in one box and would circulate for 21 days. For all of the Lower

Merion libraries this meant moving those discs into one case, a time-consuming and expensive process as new multi-disc cases needed to be purchased. This change has had an adverse effect on DVD circulation figures but it has proved very popular with the public.

Off-Site Storage

Our storage facility was used to house Ludington's collection and then Bala Cynwyd's collection while those libraries were under construction. However, its original purpose was to house a collection of lesser-used materials from all six libraries that could be reserved and sent to another library. As each library moved back to its newly renovated building, it left behind that part of its collection that had been designated for storage by several years of SWAT weeding. After Bala moved out in April, the Processing Center staff began interfiling the Bala and Ludington Storage items. This enabled us to see how much space would be left to house the collection of the next library to be renovated.

📁 *Margery Hall, Head Librarian, Ludington Library*

System-Wide Adult Services

One Book One Lower Merion Program



The One Book One Lower Merion (OBOLM) Committee selected *The Burgess Boys* by Elizabeth Strout and it was a very successful year. The first event was a panel discussion entitled “Hate, Hurt and Healing” and was held in the Board Room of the Township Administration Building on Sunday, November 3 at 2 p.m. The speakers were Dr. Judith Beck, of the Beck Institute for Cognitive Therapy, and Nancy Baron-Baer, Associate Director of the Anti-Defamation League, and they led a lively discussion about many aspects of the book. There were sixty people in the audience and there were many questions and comments. Many people commented that they understood so much about the book through the extraordinary presentations.

On Thursday, November 14, OBOLM chair Lenore Forsted led a book discussion at the Bala Cynwyd Library. She had an audience of twenty-five and they had a very interactive discussion about the elements of the book.

On Wednesday, November 20, the movie *Nobody's Fool*, starring Paul Newman and Bruce Willis, was shown at Ludington Library to an audience of twenty. It tells the story of a quirky small town in Maine.

Sunday, November 24 was our main event – Pulitzer Prize-winning Elizabeth Strout spoke to an audience of 150 in the Thomas Great Hall at Bryn Mawr College. It was a very cold and blustery day but it did not keep her fans from venturing out of their warm homes. It was sunny and bright in the hall and Ms. Strout was a terrific speaker. She talked about her parents, her childhood and love of libraries, her career paths and

her joy in being a writer. She answered dozens of questions from the audience and signed books and listened intently to what her readers had to say. We received unanimously glowing comments from the audience as they were leaving – that she had been a great speaker, they loved her books, how glad they were that they came.

It was a another successful One Book One Lower Merion series, thanks to the dynamic Lenore Forsted and the committee: Cathy Bowen, Susan Dietch, Eileen Gordon, Charlotte Hyer, Maria Lerman, Jane Quin and Judy Soret.

 *Judy Soret, One Book Committee*

Adult Summer Reading

Readers in our area continued to have great interest in the 2013 LMLS Adult Summer Reading Club, making it a success once again. They read a total of 1,154 books. For the second year, we gave away one grand prize at the end of the reading period, much to the delight of the winners.

As in the past, the Penn Wynne Library registered the highest numbers. Although the Ardmore Library was closed for the summer, it managed to register 5 readers, who read 11 books.

2013 Adult Summer Reading Club Statistics

	Registrants	Books Read
Ardmore Library	5	11
Bala Cynwyd Library	32	118
Belmont Hills Library	69	276
Gladwyne Library	47	142
Ludington Library	46	190
Penn Wynne Library	72	428

As in past years, most participants reported having had a positive experience, and all looked forward to next year's reading club.

 *Maria Lerman, Adult Summer Reading Club Committee*

Home Based Business Programs

The Pennsylvania Library Association's (PaLA) "PA Forward—Libraries and 21st 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. In 2013, the Lower Merion Library System chose to focus on financial literacy.

Marcia Bass and Maria Lerman worked to identify, develop and host a series of home-based business programs presented at both the Ludington and the Bala Cynwyd Libraries in December.

- Bala Cynwyd hosted *Careers in Business Ownership* on December 3. Different methods of owning your own business and advantages and disadvantages of each were discussed, as was what makes a business right or inappropriate to run from home.
- On December 4, Bala Cynwyd held a *How to Start a Writing Career from Home* program. Local author Roz Warren discussed how she got started, how to submit writing to publishers and other useful hints.
- Ludington hosted *Service Business Essentials* on December 10. Topics included how to succeed in a service business, giving great customer service, presenting your best self to your customer, and tips on how to find your first customer.
- The workshops took a technical turn at Ludington on December 11 with the *Starting a Website for a Home-Based Business* program. Participants received an introduction to web publishing and basic information about starting their own websites.
- On December 12, Ludington wrapped up the series with *Challenges of a Start-Up Business*. Topics included learning how to turn your passion into a career, starting a boutique business, creating a business plan, and clues on how to balance work and family.

The speakers responded to volumes of questions following their presentations. The series was successful and participants left with some valuable information.

 Marcia Bass & Maria Lerman

System-Wide Youth Services

Summer Reading Club

“Dig Into Reading” was the 2013 theme for our children’s Summer Reading Club. System-wide we had a total of 614 registrants for our Elementary age level who read 252,013 minutes (over 4,200 hours). This wonderful group posted 1651 reviews.

576 preschoolers and their parents read 433,291 minutes (over 7,221 hours) during the summer. Participants from each group received books and other prizes throughout the summer such as pens, pencils, water bottles, tattoos, notepads, dinosaur eggs and other fun items.

The children's departments sponsored many programs including cooking classes, dance classes, art lessons, magic shows, pet shows and movie showings. All programs were well received by our patrons.

Science in the Summer

Ardmore, Bala Cynwyd, Belmont Hills, Penn Wynne and Ludington Libraries were privileged once again to host the Science in the Summer program this year. The topic was Genetics and the program was enjoyed by students entering grades 2 through 6. Thanks to the generosity of GlaxoSmithKline, Science in the Summer was both a fun and educational experience for all of the lucky participants.



We would like to also thank the Franklin Institute for their involvement and for hosting the end of summer party for the children and their families.

Young Adults

Congratulations and thanks to Lizzie Barrie, our new Reference Librarian at Ludington, who will also spearhead programming for the Young Adults. Lizzie has been working hard to provide services for our youth. We have had an engaging year beginning with planning and executing a banner summer for our teens. We had several movie screenings, art projects, great raffle prizes including gift certificates and signed photos from our Philadelphia sports teams.

The 2013 Summer Reading Club theme for the teens/young adults was "Beneath the Surface." We had 202 participants in this age group reading a total of 150,722.5 minutes (over 2,512 hours) this summer.

Our Young Adults hosted an author visit in collaboration with other Montgomery county libraries and Children's Book World. This year's guest was award winning author A.S. King, author of "Ask the Passengers," "Everybody Sees the Ants" and several others of high acclaim. We served light refreshments and raffled off copies of her book and Amazon gift cards. This is the beginning of a series of author visits.

Author and psychic medium Laurie Hull spoke on her experiences during Teen Read Week. This year's theme was "Seek the Unknown @ Your Library." Thanks to all of our teen/youth librarians who are doing a great job reaching this age group through creative programming and outreach.

 Darlene Davis, Coordinator of Youth Services

Legislation (and Libraries)

State Budget for Libraries

A state budget for 2013-14 was passed on time and, for the first time in six years, some library funding increases — albeit modest ones — were included.

The new state budget:

- level-funds the Public Library Subsidy at \$53,507,000;
- level-funds Library Services for the Visually Impaired & Disabled at \$2,567,000;
- increases funding for the State Library by \$11,000 up to \$1,957,000 (+ 0.5%); and,
- increases funding for Library Access/POWER Library by \$250,000 up to \$3,071,000 (+ 8.9%).

The increase for Library Access is particularly good news since PaLA has pushed hard for several years to recharge the POWER Library after the damage done by budget cuts.

 *Carolyn Conti, Staff Liaison, LMLS Legislative Committee*

Staffing

The Library System suffered a great loss with the sudden passing of Bonnie Davis, a long-time employee at the Penn Wynne Library, in February. Bonnie had been an Associate Children's Librarian and was an asset to the library and the system at large. She was a wonderful person and is truly missed.



Bonnie Davis

The Township allowed us to fill some of our vacant positions in 2013, in light of the reopening of our second largest library and the fact that all six of our libraries would be up and running with Ardmore's reopening in September, following their repair project. Due to the uncertain nature of which library renovations would be moving forward and when, however, our part-time vacancies remained vacant, the hours being filled by temporary employees. In spring, we were given the green light to hire for the following fulltime positions:

- Reference Assistant at Bala Cynwyd Library (vacant since 2009)
- Reference Librarian at Ludington Library (vacant since 2010)
- Associate Children's Librarian at Penn Wynne Library (vacant since February 2013)

These were filled with internal candidates in May, which created some additional vacancies and opportunities for promotions. We added a 17-hour per week Library Assistant vacancy at Penn Wynne Library when Jackie Schulmeister was promoted to Reference Assistant at Bala Cynwyd. Alison King, a long-time Page, was hired as the Associate Children's Librarian at Penn Wynne. (Since Pages are part of our coverage pool, this movement did not create a vacancy.) Lizzie Barrie was promoted to Reference Librarian at Ludington, which opened her former fulltime Assistant to the Head of Circulation position. In June, Jess Thompson was promoted to fill the Assistant to the Head of Circulation position at Ludington, which, in turn, opened up her previous fulltime Library Assistant position. David Nguyen, a Page, was hired to fill the vacated Library Assistant position at Ludington.

In addition to Jackie's 17-hour per week position at Penn Wynne, other part-time vacancies were created. In August, Seleema Walker resigned from her 15-hour per week Library Assistant position as a floater to take a temporary/fill-in position based at Ardmore Library. Sharyl Overhiser resigned from her 17-hour per week Library Assistant position at Gladwyne in September to pursue a career opportunity following her obtainment of a professional library degree.


The following previously vacant positions remained vacant:

- Assistant Director of Libraries (since 2010)
- Fulltime Children's Library Assistant, Bala Cynwyd (since 2008)
- Fulltime Reference Assistant, Ludington (since 2011)
- 27-hour per week Library Assistant, Bala Cynwyd (since 2009)
- 19-hour per week Library Assistant, Ardmore (since 2008)
- 18-hour per week Library Assistant, Bala Cynwyd (since 2012)
- 17-hour per week Library Assistant, Belmont Hills (since 2009)
- 13-hour per week Library Assistant, Penn Wynne (since 2011)
- 8-hour per week Library Assistant, Ludington (since 2008)
- 8-hour per week Library Assistant, Ludington (since 2010)
- 8-hour per week Library Assistant, Bala Cynwyd (since 2012)

We ended 2013 with a total of three fulltime and eleven part-time vacancies. We had started hiring Pages at the end of 2012. In 2013, we continued hiring Pages as well as Temporary/Fill-in personnel to build up our coverage pool, which had dwindled since 2008, making providing coverage difficult. With all six libraries now open and operating, this coverage is invaluable.

Towards the end of 2013, we were notified by two long-time employees of their intent to retire in 2014. Pat Rayfield, Head Librarian at Belmont Hills Library, is retiring

effective January 3, 2014; and Susan Leigh, Head of the Processing Center, is retiring February 28, 2014. We wish them happiness in their retirement and reluctantly begin the search for their successors.

 *Jennifer DeAngelis, Administrative Secretary*

Staff Recognition & Development

In-Service Day

In its 10th year, the Lower Merion Library System Staff Recognition and Development Committee planned and implemented the LMLS June 13, 2013 In-Service Day.

The 2013 Staff Recognition and Development Committee members are: Darlene Davis, Jen DeAngelis, Wendy Edwards, Jean Knapp, Susan Leigh, and Judy Soret. Thanks to all of these staff members for another fine year of committee service!

In-Service Day highlights were as follows:

- ISD was held in the new Ludington Library Meeting Room
- Full-time and regular part-time staff members were invited to ISD
- ISD was a half-day and employees returned to their libraries following ISD. The libraries were open for public service from 1:30 to 5:30 p.m.
- ISD included training and informational sessions as well as hands-on training
- Coffee & light refreshments were provided. Expenses were kept to a minimum.

Topics for the June 13, 2013 In-Service Day were as follows:

- Address from Christine Steckel, Director of Libraries
- Library Legislation & Power Library Databases Update—Mary Maguire, District Consultant Librarian
- Digital Collection Overview—Loretta Righter, Head of Reference Services, MC-NPL
- OverDrive—Andrea Philo, Electronic Resources Librarian, MC-NPL
- Three sessions of hands-on training choosing from RFID, Self-check, OverDrive using iPad, OverDrive using Kindle, OverDrive using Kindle Fire, or OverDrive using Nook

Packets distributed to all staff contained information on

- Self-Check

- RFID
- Downloading OverDrive
- LMLS General Services Pamphlet

The Staff found In-Service Day a relevant learning experience.

Employee Recognition Awards

The Library Department took an active role in the Township's Employee Recognition program, nominating staff for 2013 *Way to Go!* recognition as well as 2012 Employee Recognition Awards (ERA). Jean Knapp and Darlene Davis represented the Library Department on the Township of Lower Merion's 23rd Annual Employee Recognition Awards Committee.

The Township of Lower Merion 23rd Annual ERA ceremony was for the first time on a Wednesday – April 3, 2013 – to better accommodate employees from other work places than the Township Administration Building. The ceremony celebrated the workforce and expressed appreciation for years of service, perfect attendance, outstanding performance, and military and retiree service. Memorial tributes were given to two co-workers lost in 2012-2013. A light lunch preceded the ceremony. 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*. The ERA Committee reviewed the ceremony and award categories in a meeting following the ceremony.



Jackie Schulmeister receives
the Outstanding Library
Employee of the Year award

Libraries were well represented in both nominations and attendance at the 23rd Annual ERA ceremony. Ludington's Head Librarian Margery Hall won the Outstanding General Manager award and also accepted another award on behalf of the entire Ludington staff for the Outstanding Work Unit award. In the highly competitive category of Outstanding Employee Libraries, Jackie Schulmeister of the Penn Wynne Library (now full-time at Bala Cynwyd) won the award. Jennifer Wark of the Ludington Library was named Outstanding Frontline Supervisor. One library staff member received a Township 20-Year Service Award. Four received 10-Year Service Awards, and two library staff members received Perfect Attendance recognition.

Retiring Assistant Township Manager Pat Ryan received the 2012 Outstanding Senior Manager award.

A highlight of the ERA ceremony is the drawing to determine who gets a vacation house for a week. This year, Roz Warren of Bala Cynwyd Library won a November time-share week in Bermuda courtesy of Mary Jane Gibley.

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*.

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

Grants

Technology Grant Applications

In 2013, we were notified that our application for a Library Services Technology Act (LSTA) Try It Grant was denied. LMLS’s proposal focused on training key library staff in the use of the Drupal content management system, with the goal of creating a new LMLS website.

In the spring, we submitted a grant proposal to the Gladys Brooks Foundation for the purchase of three online databases that would significantly enhance the depth, breadth and availability of informational resources to our library patrons. We learned late in the year that we were not awarded the grant.

Although disappointed in the outcome of the grant applications, the Library System benefited from the planning and idea exchange required in both applications. Use will definitely be made of that experience in future.

Preschool Connections Grant

Belmont Hills Library was awarded a \$2,500 Preschool Connections Grant (a federal program funded through the Library and Technology Act) in 2012. The fulfillment requirements of the grant were started in 2012 and completed in 2013. As part of the grant, 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. In support of the grant, the Belmont Hills Library Board decided to match the grant's funding by hiring Philadelphia muralist designer Eurhi Jones to design, create and install panels for the children's room. The panels will hide the unattractive metal shelving support rods that can be seen above the wall shelving. The children’s area of the Belmont Hills Library has benefitted greatly from the receipt of this grant.

Grant Coordinator

Pat Rayfield, the Library System’s part-time grant coordinator and fulltime Head Librarian at Belmont Hills Library, announced plans for her retirement beginning in January 2014. It is anticipated that her replacement will also assume the role of part-time grant coordinator.

 *Patricia W. Rayfield, Grants Coordinator*

Public Relations

Bala Cynwyd Library Reopening

Among the top news stories relating to the Lower Merion Library System in 2013 was the reopening of the Bala Cynwyd Library following its renovation project. The year opened with a front page article in the *Main Line Times* featuring a library projects update which anticipated the opening of the Bala Cynwyd Library in April. As the actual opening moved closer, on April 28, the *Main Line Times* did a feature on 'Old favorites part of Bala Cynwyd Library renovations,' complete with color photos. This article highlighted items such as the mural in the children's room and the fireplace on the first floor of the library and showed them as they appear in the renovated library. The opening day festivities were also announced in an article on the same date.

The donor reception was memorialized in an article and photo spread. The May 19th grand reopening of the Bala Cynwyd Library was featured on the front page of the *Main Line Times* the following week. The article reported on the hundreds of people who turned out for the reopening of the library, despite the rainy weather. The public was thrilled to have their library back in operation.

Library Projects & News

The trials of the proposed Gladwyne Library project were reported on throughout the spring. The *Main Line Times* reported on February 21st that the revised designs for the Gladwyne Library project were to be presented. Shortly thereafter was a front page article, 'Gladwyne community divided over library project,' which was then followed up by 'Gladwyne Library project shelved, Ardmore, Penn Wynne move ahead' on April 14. On April 21st, the *Main Line Times* reported the Board of Commissioners' decision not to make Gladwyne Library "last in line."

On April 25, Stanley and Arlene Ginsburg were recognized for their donation of a collection of *Fortune* magazines to Ludington Library, dating to the 1940s, accompanied by a significant financial gift to the Lower Merion Library Foundation benefitting Ludington. Bonnie Squires wrote a lovely editorial about Ludington's enhanced role as a community center following its renovation, appearing in the *Main Line Times* on August 25. The 'Year in Architecture' edition of *Library Journal*, November 15, 2013, included mentions of both the Ludington and Bala Cynwyd Library renovation projects. In the fall, it was reported that the public access channel may find new home in the basement of Ludington Library.

Updates on the status of the projects and library closures were regularly posted on the Lower Merion Library System website (www.lmls.org). Ardmore Library's September 3 reopening following their repair project was also announced in the *Main Line Times*. In December, the Board of Commissioners voted to move forward with seeking construction bids for the Ardmore and Penn Wynne Library projects. The estimated costs were reported in an article on December 8.

The libraries were mentioned in a number of *Main Line Times* History articles throughout the year. On January 3, Gladwyne Free Library, Ludington Library, and

Penn Wynne Library were mentioned in 'Main Line Firsts.' On March 10, the article 'Hear us roar: A look at great women of the Main Line' mentioned Ethel Saltus Ludington and her husband's contributions to Ardmore and Ludington Libraries in her honor. Bala Cynwyd Library's previous locations were identified in 'From firehouse to clubhouse to school house: A look back at the many homes of the Bala Cynwyd Library' on May 12.

Staff & Volunteers

The Township's Employee Recognition Awards (ERA) Ceremony took place on April 3 and was reported on in the *Main Line Times*. Several Library System employees took home awards (see *Staff Recognition & Development* section).

Senator Daylin Leach honored Bonnie Davis posthumously as the 2013 Public Librarian of the Year at his fifth annual Librarians of the Year awards ceremony on April 19. Her family was on hand to accept the award on her behalf.

Irene Marks, outgoing President of the Bala Cynwyd Library Board, was honored as *Main Line Times*' Volunteer of the Week on May 12. The article focused on the work she has done on the library board. Scott Kalner was also a Volunteer of the Week in May. The article about him mentioned his prior service on the Bala Cynwyd Library Board.

Lenore Forsted, a tireless proponent of libraries, continued to promote the Library System through *The Library Show* with LMTV. Lenore is always able to convince people, even reluctant ones, to become television stars and discuss relevant library topics.



Michael Gordan, Charlie Bloom, Marcia Bass and Lenore Forsted prepare for taping of *The Library Show*

Programs

The latest One Book One Lower Merion series took place in November, featuring *The Burgess Boys* by Elizabeth Strout. Programming in 2013 included a panel discussion, book review, and a movie 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. Highlights this year included the 8th Annual Ardmore Library Kitchen Tour; GlaxoSmithKline's Science in the Summer program at Bala Cynwyd Library; Belmont Hills Library's Community Festival; the Summer Reading Program kickoff at Ludington Library; and Penn Wynne Library's Annual Craft Show.

✉ Jennifer DeAngelis, Administrative Secretary

The Year in Technology

All Systems Go!

MCLINC

2013 marked LMLS's third year as a member of 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 2013, MCLINC rolled out e-commerce functionality, enabling users to pay fines and fees by credit card from home.

Toward year-end MCLINC issued an RFP to increase network bandwidth for all of MCLINC. The contract will be awarded and the increase will be implemented in 2014.

MCLINC provided new anti-virus software – Webroot – for all staff and public workstations. LMLS technology staff revised public PC reimaging instructions to include an additional step for installing Webroot.

LMLS Website

The LMLS Website is an important location for announcing library events and notices – especially those that arise suddenly. Status updates on weather emergencies, library programming, and the construction projects at Ardmore and Bala Cynwyd Libraries were frequently posted.

Library technology staff reorganized the webpage interface to library e-resources to make them easier for patrons to find.

Although a technology grant for website development was not awarded, LMLS managed to find funding for major website redesign/revision in 2014. Technology Librarians Robyn Langston and Amy Michener-Wall attended a month-long e-course in Drupal, the content management system which will be used for the website redesign.

Library Reopenings

Bala Cynwyd Library reopened in May after a 16-month closure for extensive renovations. Thirteen staff, ten public and one self-check workstations were configured and installed. Bala became the second library in the system to implement Radio Frequency Identification (RFID) technology – installing two RFID-enabled book chutes, four RFID circulation workstations, and a set of RFID security gates.

Ardmore Library reopened after a 9-month closure for major repairs. Four staff and six public PC workstations were configured and installed before the patrons returned in September.

General Computing

Library Technology Staff completed many other tasks and projects in 2013, including:

- Purchasing six ELS workstations (Early Learning Station) – one for each library for use by preschoolers. Ludington Library also purchased for itself an AfterSchool Edge workstation, designed for grade-school students.
- Updating QuickBooks accounting software to the current version at all the libraries.
- Producing monthly and annual statistical reports.
- Maintaining daily and weekly backup tapes for the file server.
- Providing internal support and troubleshooting for hardware, software, and network issues (in coordination with MCLINC and AWE when necessary).
- Working with technology partner AWE to diagnose and solve ongoing problems with the public PC rollout. (project continues in 2014)
- Working with Sentry Technology to resolve ongoing problems with RFID materials check-in functionality. (project continues in 2014)
- Configuring and maintaining the management software for the Summer Reading Program (E*Vanced Summer Reader).
- Configuring and installing new Windows 7 PCs for staff and circulation workstation (project continues in 2014)

 Amy Michener-Wall & Robyn Langston, Technology Librarians

Performance Measures & Budget Goals

Measuring the System

“Rock and Roll is Here to Stay” – Danny & the Juniors, 1958

Although it’s doubtful that most Americans agreed with Danny & the Juniors in 1958, it’s obvious the doo-wop Philly group guessed correctly, at least for the next 55 years or so. For those of us who live and die by statistical measures, projecting usage and listening to numbers can be a very serious subject.

When the Ardmore Library opened its doors on September 3, 2013, all six members of the Lower Merion Library System were serving the public together for the first time in over three years. The result statistically was very strong.

- Circulation transactions topped 1.1 million.
- Reference questions topped 65,000.
- Internet signups, with wireless logins, hit 81,000.
- More than 620,000 visitors broke the laser beam counters.
- The LMLS collection totaled more than 435,000 books and audio-visual items at year-end.

Although the full statistical portrait of the 2013 Library System appears in an Appendix at the end of this report, a few items are certainly worth noting here.

- All six libraries have not been open at full strength since 2009.
- Ludington, the System’s resource library, celebrated one year in its new building on September 8, 2013.
- Both Bala Cynwyd & Ludington Library were open for Sunday Service again in September 2013 for the first time since 2010.

- Collection purchasing has been reduced by \$120,000 annually for 3 years.

A User and A Reference Study

The availability of all six libraries open at regular hours from September through December enabled the Library System to gather statistics from two important statistical studies: A User Study and a Reference Study. The user study crunched numbers on the public's use of the libraries during every hour the libraries are open for business. A subset of this study was focused on the provision of Reference Service. Many in library-land feel that Reference has seen the greatest impact from technology, and a significant portion of the public shares an anecdotal belief that Reference and Reference Librarians are no longer used or of use in libraries.

As this report goes to press, both studies have just concluded, and the numbers are being verified. The User Study was designed to be of use in "rightsizing" the libraries by focusing hours open in the right times and places, and The Reference Study was designed to be of use in distributing professionals when and where they are most needed.

The Virtual Online E-World

The "Virtual Library" is what LMLS terms its online counterpart. Want to search the library's catalog and place a reserve request on a book or DVD? You can do it 24/7 electronically. Want to pay a fine by credit card? You can do it 24/7 electronically. Want to read a book without ever setting foot in a physical library? You can do it 24/7 electronically. And here are some additional facts from our 2013 Virtual Statistics:

- Although e-books remain only 2% of our total circulation, that circulation, by comparison with 2012, increased more than 28%. [Note for those who love the printed book: they increased in circulation by 20% over 2012.]
- Reference questions answered by professional staff using online databases increased by 200% over 2012 measures.
- Library users placed more than 31,000 holds online, representing 49% of all holds placed.
- Almost 146,000 renewals were placed online, representing more than 66% of all renewals.
- 20,951 WOWbrary! Newsletters were sent to Lower Merion library users at their request – a 32% increase.
- Wireless logins increased by 164%, and wireless users spent over 4 million minutes logged in at Lower Merion Libraries.

Performance Projections 2013

LMLS performance projections for 2013 were very close on circulation transactions and circulation volume but high against actuals for library visits. This was due primarily to our assumption in mid-2012 that the Bala Cynwyd Library would open in early

March and Ardmore would be closed all year. Instead, Bala Cynwyd opened later than anticipated while Ardmore opened earlier.

When comparing performance, we tend to factor against 2009 totals – the highest performance year in System history. This is somewhat unfair, however, in that multiple changes in policy and procedure were introduced after 2009, and all had an effect on circulation.

Nonetheless, if 2013 measures were used to project a full year open at full strength, the result would show an extremely strong Library System with over 1.25 million circulation transactions and visitation in the 700,000 range.

Circulation Rates 2013

Circulation rates per capita

Projected = 19.02 Actual = 19.19

Note: The statewide average circulation per capita is 6.69

Circulation Volume 2013

Circulation per hour

Projected = 76.63 Actual = 77.31

Circulation per FTE staff member

Projected = 20,113 Actual = 20,292

Note: The statewide average per FTE staff member in our population group is approximately 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 2013 – Total Visits 621,343

Annual visits per capita

Projected = 11.93 Actual = 10.75

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

Library Visitation Volume 2013 – Annual Hours Open 14,354

Visits per hour

Projected = 48.07 Actual = 43.28

Visitation volume is figured by dividing total visits by the annual number of public service hours available at Lower Merion libraries. With Ludington open, Bala closed

from January through May 18, and Ardmore closed for eight months, the Library System was generally open to the public 14,354 hours during 2013.

Library Internet Use 2013 – 81,093

Combined Library Internet & Wireless Logons:

Projected = 76,348 Actual = 81,093

Signups per public workstation:

Projected = 1,363 Actual = 1,723

In 2013, with both Ludington and Bala Cynwyd Libraries open, wireless usage increased dramatically (164%). Wired usage was strong as well, however, increasing by 29% on a static number of available public computers.

Budget Goals 2013

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

- 1) Complete the Bala Cynwyd Library Renovation, reopen the library, redeploy staff, and prepare for the next renovation project.
- 2) Improve marketing strategies for the Lower Merion Library System making use of traditional print and online digital services.
- 3) Work with MCLINC on Phase II of a system-wide bandwidth upgrade to enable faster and more effective Internet provision.
- 4) Develop new online tutorials to assist the public in placing reserve requests and interacting with the MCLINC database.
- 5) Partner with local organizations in conjunction with Pennsylvania's emphasis on libraries and literacy to carry out a *Home Business How-to Program*.
- 6) Carry out Part II of a system-wide Reference Study evaluating reference services, resources and expectations for both the traditional and the virtual library.
- 7) Complete the RFID tagging for the Bala Cynwyd, Ardmore and Gladwyne Collections as well as all new collection material entering the library system.
- 8) Design and develop a new web site for LMLS making use of a content management system.

- 9) Support the next phase of Building for the Future: the Campaign for Lower Merion Libraries.

 *Christine Steckel, Director of Libraries*

Finance & Budget 2013

Township Funding

The Township of Lower Merion is the largest funder of library operations, providing 85% of all necessary revenue. Since 2008, the Township has been holding positions vacant following normal attrition patterns. The result at the end of 2012 was 13 vacancies, including 5 fulltime and eight part-time positions. By the end of 2013, this number had grown to 19. To open all six libraries fully staffed from September through December, however, the Township allowed the Library System to promote staff to fill all but three of the fulltime vacancies and to hire temp coverage personnel to fill the part-time vacancy hours. This continued to result in savings to the Township of \$230 – 380,000 per year.

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 of both libraries.

Estimated Actual Township funding for library operations is projected for 2013 at \$3,904,741.

Capital expenditures continued for the Ludington and Bala Cynwyd Library Renovations, under construction, and for design work on the proposed Gladwyne Renovation as well as the Ardmore and Penn Wynne Renovations

Estimated Actual Township funding for library capital expenditures is projected for 2013 at \$2,615,650.

State Funding

State funding held at \$200,000 for 2013, 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 2013 to pay for technology provision.

Estimated Actual State funding for library operations is projected for 2013 at \$193,448.

Local Library Funding

The Lower Merion Library System depends on funding from the six local libraries to cover books and materials as well as to support public programs for all ages.

Estimated Actual Local Library funding for collections and programs is projected for 2013 at \$513,406.

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.

Lower Merion Library System Aggregate Budget Review – 2013

Sources of Funds	2013 Est. Actual	2013 Budget	2012 Actual
Township of Lower Merion (Operating)*	\$ 3,904,741	\$ 4,249,880	\$ 3,809,811
LMLS State, Local & Federal Funds	\$ 202,563	\$ 201,926	\$ 204,244
Ardmore Library	\$ 37,087	\$ 46,360	\$ 74,573
Bala Cynwyd Library	\$ 103,358	\$ 144,700	\$ 59,216
Belmont Hills Library	\$ 29,765	\$ 24,467	\$ 36,229
Gladwyne Library	\$ 73,677	\$ 91,200	\$ 134,364
Ludington Library	\$ 205,025	\$ 187,050	\$ 98,308
Penn Wynne Library	\$ 64,494	\$ 68,800	\$ 77,351
TOTAL	\$ 4,620,709	\$ 5,014,383	\$ 4,494,095

Township - (Capital Improvements)**	\$ 2,615,650	\$ 4,214,000	\$ 6,778,603
-------------------------------------	--------------	--------------	--------------

Uses of Funds	2013 Est. Actual	2013 Budget	2012 Actual
Township of Lower Merion (Operating)*	\$ 3,904,741	\$ 4,249,880	\$ 3,809,811
LMLS State, Local & Federal Funds	\$ 198,950	\$ 201,926	\$ 196,195
Ardmore Library	\$ 34,160	\$ 46,360	\$ 40,567
Bala Cynwyd Library	\$ 146,637	\$ 151,750	\$ 57,032
Belmont Hills Library	\$ 23,087	\$ 24,467	\$ 24,472
Gladwyne Library	\$ 91,416	\$ 101,592	\$ 111,730
Ludington Library	\$ 193,462	\$ 185,050	\$ 127,234
Penn Wynne Library	\$ 61,506	\$ 77,921	\$ 70,602
TOTAL	\$ 4,653,961	\$ 5,038,946	\$ 4,437,643

Township - (Capital Improvements)**	\$ 2,615,650	\$ 4,214,000	\$ 6,778,603
-------------------------------------	--------------	--------------	--------------

* NOTE: The 2013 Budget includes full staffing and does not reflect vacancies.

** NOTE: Capital improvements include preventative maintenance & renovations

The Six Libraries

Ardmore Free Library



Circulation – 27,531 ▪ Visitors – 17,407 ▪ Internet Use Sign ups & Wireless Logons – 3,096
Reference & Information Questions – 2,301 ▪ Program Attendance – 2,486

Overview

2013 started in September, with the opening of the library after a nine-month maintenance and restoration project. We missed having the library open. It was not unusual for patrons to “drop-in” on the contractors or to greet us with the woeful refrain, “When will the library open?”

Contractors continued working throughout August while staff reorganized and readied the library. The children’s collection was weeded and rearranged. The circulation desk area was reorganized to expand the space, extra carrels were eliminated and furniture in the reading room was repositioned to allow better access to the mystery collection.

Staff and patrons were delighted to celebrate the opening with a Welcome Back Open House. Miss Val hosted a special party for children. Young and old alike were happy to have the opportunity to see one another and to catch up on the neighborhood news. Patrons are delighted that the repair work has restored the library to its former beauty.

Staff & Volunteers

Gardenia Brooman, Maria Aghazarian and Virginia Dean have joined the staff.

Dawnita Brown received a ten-year service award.

Volunteers have been busy re-casing DVDs and music CDs to comply with RFID tagging and self-check-out.

Programs & Services

Some programs continued during the closing: Summer Reading Clubs for tots, children, young adults and adults was administered online and the meeting room in the library Processing Center became the classroom/lab for *Science in the Summer*. GED and ESL classes were held at St. Mary's Episcopal Church. The book and DVD drops were open throughout the project for the convenience of our patrons. Finally, the Ardmore Board worked tirelessly to host the Charlotte Miller Simon Poetry Celebration and the Recipe for Renovation Kitchen Tour.

Once the library reopened, all services were restored.

Patrons can pay fines and lost material fees from their home computer.

The Library System is gathering data to determine how and when all six libraries are being used. During one week in September, October, November and December, staff recorded hourly counts of people, internet and wireless usage and the number and nature of all questions asked. Circulation data was also collected on an hourly basis.

Book Store: To the delight of patrons, the book store opened in September and continues to be a strong source of revenue for the library.

1st Wednesday Book Club: Members celebrated the 10th Anniversary of the club with a potluck luncheon in April. Throughout the year, members participated in spirited discussions of an eclectic list of titles. Although many are "Charter Members" of the club, new book lovers are always welcome.

Jane Austen Anniversary Program: *Pride and Prejudice: Past Present and Future* was a delightful program in celebration of the 200th Anniversary of the publication of Austen's masterpiece. Participants were treated to a riveting talk by Elizabeth Steel, Vice President of the Jane Austen Society of North America. Ms. Steel answered questions while sharing tea with our many guests.

GED: Students and tutors were happy to return to the library. Testing and registration for the fall GED program took place on September 17th and classes resumed on the 19th. GED tutors are working with a full complement of students. Tutors held special sessions for students eligible to complete testing before the state mandated changes took effect in January. Five students passed all the exams and earned their GED.

ESL: The ESL program continues in popularity with a very active day program. The Delaware County Literacy Council continues to recruit and assign tutors for the Ardmore evening classes. The conversation class each Monday morning has a full complement of students.

Children's Services

The Lego Star Wars Program: It was hard to tell who had more fun, the adults or the kids, at the 3rd Annual LEGO FEST. Tables and chairs were added, builders spilled over into the children's room – and still they came. 215 guests attended the two-day event with a few builders coming both days. Children created LEGO models, worked on activity sheets and enjoyed LEGO snacks. Once again, DK Publishing sponsored the annual LEGO event and supplied the raffle prizes.

Dinosaur Dig was a raving success with our future paleontologists. They learned about dino digs, shared dinosaur snacks and puzzles and participated in a raffle.

The Pigeon's Birthday Party: Children feasted on chocolate chip cookies, sang and participated in activities while celebrating their ever-favorite author, Mo Willems.

Story time continues to be very popular. Miss Val is our guest storyteller once a month, allowing Dawnita Brown to attend junior book selection meetings.

Miss Val presented a very popular fall craft program and a special Thanksgiving story song and craft workshop.

The **Ardmore Music Training Center** performed a lively preschool concert.

Bethel Academy students, led by Nahjee Grant, visited the library to prepare for their trip to the Franklin Institute. Students received science activity books to complement their visit to the Planetarium and the IMAX Theater.

Board Activities

Barbara Montgomery and Neeti Verma completed their terms on the board. Their contributions have been immense and the library and the Ardmore community have greatly benefitted by their hard work, creativity, generosity and dedication. Ruth Berman and Lee Rubin left the board due to other commitments. Jeff Silver and Barbara Matteucci joined the board. The 2014 board has a full complement of new officers with strong leadership and experience to shepherd the library and Board through the challenges of the next two years.

The Board rose to meet the many challenges of a closed library.

Charlotte Miller Simon Poetry Celebration: 2013 saw the virtual version of The Charlotte Miller Simon Poetry Celebration. There were a record number of entries and the Award Ceremony, held on March 17th was, as always, a great program. Winning poets shared their poems and joined the Miller Family and 117 guests at a lovely reception in the main lobby of the Township Building.

Recipe for Renovation Kitchen Tour: Like the poetry contest, the kitchen tour was incredibly successful. Tour-goers were able to register and purchase tickets online or on the day of the tour. A perfect day and magnificent kitchens blended together for a terrific tour and a wonderful fundraiser.

Maintenance & Restoration Project (December 2012 – August 2013)

The restoration and maintenance project started in January and was expected to be completed in April. The project included:

- Thirteen clerestory windows in the main reading room were repaired and restored
- Ninety water-damaged rafters were replaced or received support beams
- Extensive re-plastering was completed in the main reading room and loft
- Exterior masonry was re-pointed
- Landscape was re-graded and drainage added
- A new flagstone patio at the front of the building was an unexpected bonus of the re-grading project.

The Township Engineer temporarily paused the Repair Project in order to address a rafter issue. The schedule was then modified due to the severely deteriorated roof rafter ends and lintel/sole plate. The damaged rafter ends were removed and new wood rafter ends were spliced to restore strength and eliminate future deterioration. Additional maintenance issues were assessed and scheduled for completion during the restoration or renovation projects.

Although the project took longer than expected, patrons are delighted with the bright beautiful library.

Renovation Project

Approval was given for a feasibility study for relocating the elevator to the southeast corner of the library to allow handicap access to the loft and to better utilize interior space. The scope of the project was expanded to include some deferred maintenance issues and some much needed cosmetic improvements.

The Library Committee voted in favor of recommending the Ardmore Renovation Project to the Board of Commissioners. The full Board approved the project on December 18th.

 *Jane Quin, Head Librarian*

Bala Cynwyd Memorial Library



*Circulation – 189,066 ▪ Visitors – 95,823 ▪ Internet Use Sign ups & Wireless Logons – 13,696
Reference & Information Questions – 31,501 ▪ Program Attendance – 4,687*

Overview

Bala Cynwyd Library opened with a grand celebration in a beautiful newly renovated building on Sunday, May 19, 2013. 1,037 people attended with a circulation of 1,907 during the three hours open. The Opening Committee and Chair Joel Fram planned a fantastic day with Cub Scout Pack 581 conducting the flag ceremony; Irene Marks, Liz Rogan and George Manos addressing the crowd; and the official ribbon-cutting. Throughout the afternoon, events included the Lower Merion Jazz Ensemble Band, a PowerPoint presentation of the History of the Bala Cynwyd Library by the Lower Merion Historical Society, children's dancing from the UpBeat Dance Company, and clowns. A brochure produced with the help of Township staff, Joel Fram and Leon Levine included a history of the library. Patrons were invited to sign guest books. Media coverage by NBC10, the *Main Line Times*, the *Philadelphia Inquirer*, and KYW was exceptional.

Staff & Volunteers

Bala Cynwyd Library staff remained redeployed to other LMLS libraries for the first part of the year. Jane France and Jean Knapp worked fulltime at the LMLS Processing Center where the BCL collection was housed. Bala Cynwyd staff returned to BCL in May to prepare for reopening.

The big staff news was that the fulltime BCL Library Reference Assistant position vacant since 2009 was posted and the position filled when Jacqueline Schulmeister was promoted from part-time at Penn Wynne.

BCL still has a vacant fulltime position in the Junior Room as well as two part-time vacant positions. Redeployed staff, temporary staff and special coverage hours were used to plug these staff vacancy holes. Front Line supervisors Carol Cobaugh, Jane France and Maria Lerman worked tirelessly to develop ever-changing staff schedules.

Sunday staff were scheduled and trained for work in the renovated building when BCL reopened on Sundays again in September. Thursday night hours also were reinstated in September.

Library Assistant Eileen Plociennik was on an extended leave February through the end of April and most of the fall through the end of the year.



Carol Cobaugh checks items out to Commissioner Liz Rogan in the reopened Bala Cynwyd Library

The 23rd Annual Township Employee Recognition Awards ceremony was held April 3, 2013. Jackie Schulmeister of the Penn Wynne Library (now fulltime at Bala Cynwyd) won the 2012 Outstanding Employee Libraries award. BCL staff member Patsy Gruenberg received a 20-Year Service award.

BCL staff participated in library and Township committees including Township Employee Recognition Awards Committee, Staff Recognition and Development Committee, Library Renovation Meetings, Adult and Children's Summer Reading Clubs, One Book One Lower Merion, MCLINC Circulation and MAC, and various other committees.

BCL continues to have a solid group of volunteers that strengthened after the library reopened.

Collections

Work began early in the year to reintegrate parts of the BCL collection on loan to Ardmore and Belmont Hills back into the BCL collection housed at the Processing Center remote storage shelves.

Staff worked diligently to RFID the BCL collection housed in storage at the Processing Center. Adult books were identified to be housed in the new Junior Room Parent/Teacher section. New BCL books were assigned to Ludington until we reopened so that they were accessible to our patrons.

By April, with the help of JP Jay Associates, Inc., we further refined our collection shelving plan for moving back to BCL.

Orders were placed with the two generous gifts to BCL. The donations included \$3,000 from Irene Tan from the very end of 2012 for books and related media for Young Adults in the name of Christian Mobo & Peter Mobo, and \$1,000 from Leslie Glickman in May for children's science books and materials in the name of Lawrence F. Brass, MD, PhD.

Programming

BCL offered the following adult programs and series: *Sundays @ 2 Concert Series*; *Great Books*; *Summer Reading: Understanding and Demystifying College Admissions*; *The Common Application*; *Meditation: Plain and Simple*; and *Alternative Medicines: Be Wary*. BCL also hosted a *Book Review for One Book One Lower Merion* and two programs for the *LMLS Home-Based Business Workshops*.

Facilities & Equipment

Copy Systems, our public copier vendor, replaced the three vended public copiers from the library. The public computer printer coin-op service is now also connected to the vended Copy Systems 1st floor copier/printer for color or black and white copies.

Renovation

Renovation, including shelving and furniture installation, was completed during the beginning of the year. Between March 18 and April 8, Wayne Moving and Storage moved items back to BCL that were in storage at the Processing Center and at Wayne Moving. Computer and phone installation followed. New BCL books being housed and circulating at Ludington were returned to BCL. The process went smoothly and BCL was able to open to the public on May 19, 2013, to much media coverage and fanfare.

After the library successfully reopened on May 19 there were building and renovation issues to address in the punch list. These included such items as phone, shelving and furniture corrections, landscaping, HVAC, leaks and door issues. Vitetta and Perrotto Builders, LTD addressed the problems. By the end of the year, most, but not all, punch list items were corrected.

The Library also received new FAMCO installed security cameras inside and outside.

The Neighborhood Club installed gardens in three areas not landscaped by the project. We look forward to seeing the results in the spring.

RFID installation including a new Book Return Room where patrons can drop their materials in the slots outside the building 24/7 were also part of the project. Patrons are thrilled to be able to return their books from outside all day long and staff is enjoying the room replacing the exterior book return bins.

Renovation also included the installation of a Brightsign vestibule monitor that the library is using to promote library programs and services.

Board Activities

Thanks go to all the BCL Board members who met formally every month and continued to support BCL, even though it was closed until May, through various committee and officer functions.

BCL Board President Irene Marks, Fund Drive Chair Kate Farrell and Board Member Joe Becker rotated off the Board at the end of the year. Vice President Kathy

Hubbard will be the new BCL Board President beginning her term as President in January 2014. We thank them all for their significant contributions to the BCL Board.

Other Activities

At year's end we continued to have problems with the United States Postal Service and other vendors in returning to our permanent address.

We also developed a new 2013-2014 BCL Events and Services brochure.

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 BCL Building for the Future Campaign Committee together with *Lower Merion Foundation Building for the Future Campaign for Lower Merion Libraries* did a second fund appeal mailing to our community.

The BCL Board and Campaign worked together to develop new plaque recognition for previous BCL donors as well as Campaign donors. New room and chair plaque recognition for the Linda Bagley and Eli Dweck Conference Room were ordered and are ready for placement. All will be installed in 2014.

Library supporters responded generously to the 2013 Annual Fund Drive appeal. The BCL Board worked with Delve to create a new way of honoring our fund drive donors. On August 17, the new acrylic *Bala Cynwyd Library 2012 Honor Scroll* was installed to be used each year to honor our generous donors.

Reference Department

Maria Lerman, *Head Reference Librarian*

After spending several months preparing and organizing our materials, and orienting ourselves to our beautiful new library, the Bala Cynwyd Library reopened on May 19, 2013. During those weeks we interviewed candidates for the open Reference Assistant position; we were extremely fortunate to have Jackie Schulmeister accept the position when offered to her. She transitioned into her new duties seamlessly, and has been of invaluable help to the library in a variety of areas, working with a friendly, positive, eager-to-learn attitude, much to the delight of the entire staff.

We also welcomed back our loyal patrons, and quite a few new ones, all of whom had wonderful things to say about the renovations. We accepted a good number of volunteer applications, and we accepted several applicants who have given us much appreciated help organizing and shelving materials.

We've been kept busy with our usual Reference duties, acting as the person-in-charge in the Head Librarian's absence, helping patrons with readers' advisory, and providing general computer and online assistance.

Committees: Since she was chosen as the Library Employee of 2012, Jackie has served on the ERA Committee.

Maria serves on the One Book One Lower Merion Committee, which chose *The Burgess Boys* as its 2013 book. At the last of its programs, author Elizabeth Strout appeared and spoke to a very engaged and entertained large crowd of readers.

Maria serves on the LMLS Adult Summer Reading Committee. One grand prize was given out to one very happy participant. Bala's numbers this year are 32 registrants and 118 books read.

Together with Marcia Bass, Maria worked on the Home Based Business programs presented at both the Ludington and the Bala Cynwyd Libraries in December.

Circulation Department

Carol Cobaugh, *Head of Circulation*

The Bala Cynwyd Library was closed for the first four months of 2013 while renovations were being completed. During that time, the Bala Cynwyd Staff was deployed at other LMLS libraries. The staff deployed to the Processing Center was busy processing all new materials and preparing Bala's standing collection for use with the new RFID system. We also started repackaging all of the audiovisual collection.

By the spring, most of the staff returned to Bala Cynwyd to prepare the building for the Grand Opening on May 19. Many changes came with the new building and staff was eager to acclimate to all the new areas. We now have several lovely reading areas, a tutor room, and a smaller conference room on the first floor and a separate Young Adult Room.

Temporary staff was hired and hours were given to current staffers to fill the hours left by promotions and retirements. We also hired five new pages.

Our goals for 2014 will be to continue and finish tagging all material for the RFID system; expand our young adult summer reading base; search for new ways to draw more people to our library and make our library the place to be; and finally to continue to uphold our high standards of quality customer service.

Children's Department

Jane France, *Children's Librarian*

2013 Year End Junior Room Statistics

	Total	Participants
Reference Questions	3,577	
Directional Questions	4,742	
Story Time	49	1,834
Special Programs	31	1,080
Class Visits	79	823
Summer Reading Registration	564	
Hours Read for Summer Reading	4,250	

The library had the grand reopening on May 19th. The junior room settled in quickly and geared up for summer reading. The theme this year was Dig into Reading. The Junior Room summer reading club proved to be successful. We featured books centered on the theme as it tied to our programming and we had great materials on display covering a wide range of subjects, from cookbooks, to art, magic and biographies, as well as genetics that tied into Science in the Summer! The decor came from the children themselves. The participants received a coloring sheet of their choice which most brought back to us to be displayed in the library!

The Lower Merion Library System used Evanced software to manage the summer reading program. The software allows participants to log into their account from home and log in the amount of time they were reading as well as post reviews of books.

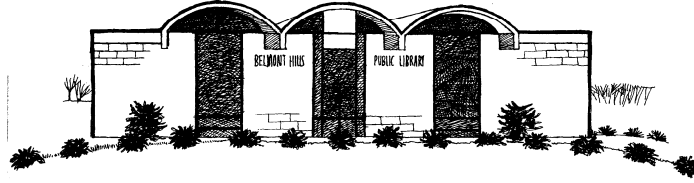
At BCL we did a great deal of programming. We had special pajama story times, weekly toddler dance classes called Global Rhythms, weekly story time, cooking classes, magic Show, Science in the Summer, and even a Safari Party! Every child who participated in SRC was able to pick incentive prizes each time they came into the library. Children also received a free gift book on their third summer reading visit to the library. In addition, the Junior Room provided small prizes and other fun tokens such as bookmarks, stickers, pencils and coupons for a free ice cream sponsored by Wendy's! The program was well-received by both parents and children.

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

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

 *Jean Knapp, Head Librarian*

Belmont Hills Library



Circulation – 61,105 ▪ Visitors – 54,504 ▪ Internet Use Sign ups & Wireless Logons – 2,142
Reference & Information Questions – 187 ▪ Program Attendance – 3,904

Overview

Statistically speaking, this was a difficult year for us. We watched our circulation statistics plummet as patrons found their way back to the newly renovated Bala Cynwyd Library. Not only do we miss the Bala Cynwyd patrons, but we miss all those “reserve” quarters that swelled our coffers while Bala Cynwyd was closed.

Unique to Belmont, many of our summer patrons are in bathing suits. Our library is a respite from the heat, a hideaway from the kids, a place to wait out the thunderstorm. Patrons in flip-flops and swimwear sink into our bean bags, read our newspapers, and - just maybe - snooze off for awhile waiting to hear the “all clear.” Sometimes, we’re a safe destination for errant little boys, deemed “lost” by their caretakers but once again “found” playing computer games on our PCs. Belmont may be small, but our library is a destination, a welcoming safe haven, a shelter for the community. Kudos go to our staff who manage to thrive on its decidedly different beat.

Board Activities

The board membership remained intact. Janet Harmelin and Colleen Kochanowicz shared the job of president; Jamie Perrapato served as Belmont’s Lower Merion Library System Board delegate; Susan Callahan as treasurer and Martha Garber as board secretary.

In November, once again the board hosted “....The Hills are Alive” fundraiser at the Belmont Hills Fire House. Like last year, it was an evening of good food, dancing and drinks. Incredible gift baskets were raffled off. Eagles and Sixers tickets, rounds of golf at Bala Golf Club, jewelry, as well as other treasures were auctioned off. Smaller than last year’s event but just as elegant, the evening was a financial success as well as an opportunity to reach out to our Belmont Hills neighbors.

Staff

Once Bala Cynwyd Library reopened, Joan Bliss and Lorrie Halpin returned to their original positions, leaving our library with a critical staff shortage. In response to our short staffing, Patricia Bailey was assigned to Belmont. For more than thirty years, Pat worked as Ludington’s Head of Circulation. Now retired, Pat works part-time for the

Library System. Pat's years of experience are evidenced by her ability in working with the public as well as her knowledge of policies and procedures. We are especially grateful to have her as part of our staff.

In October, I officially announced my retirement from the Lower Merion Library System. This was a difficult decision for me, as I will miss my co-workers and patrons who I have befriended over 26 years of service.

Collections

While Bala Cynwyd Library was closed, our shelves and table tops were stuffed with Bala's books and materials. After Bala reopened, we had to pack up all of Bala's treasures and send them back. The view was staggering. The shelves seemed so bare! It was difficult for the patrons as well, no longer having the depth and variety of materials to which they had become accustomed. There was no affordable way to make up the vacuum created by the loss of Bala's materials.

Programming

In March, the 4-H of Southeastern Pennsylvania held a 5-week babysitting course at our library. Graduation was held on March 28th, with nine girls receiving their certificates.

On June 1, Belmont hosted a Community Festival. "Merge," of Manayunk, performed a dance routine on the lawn, and a musical group played in the afternoon. There were crafters, jewelry smiths, a farmer's market and lots of food.

Belmont Hills Library hosted several programs for adults, including a Job Search & Challenges in a Changing World Workshop series and a LinkedIn Seminar in April. In May, Christine Oiyja from Society for Financial Awareness presented a program on Social Security; Jim Bevlock from "Flower Power" Herban Design created small, yet unique, simple artistic flower arrangements; and psychologist Carrie Spaulding, the "Thirty-Something Life Coach," did a special seminar "Getting Stronger Every Day: Building Resilience in Children," focusing on how to teach children to face challenges and take good care of themselves in the process.

We pushed sign-ups for our adult and children's reading programs. Each week, children were awarded prizes for reading - from free books to special giveaways. Adults competed to win our giant basket filled with bottles of wine, champagne flutes, wine glasses, "nosh" and a small library of summertime reads.

Cigus Vanni hosted four sessions of his famous Getting into College preparatory course. In true Cigus style, tee-shirts were given out as door prizes, and Cigus once again dazzled anxious parents with the ins and outs of getting their children into the colleges of their dreams.

Children's Services

The children's area looks better than ever following our implementation of the requirements for the Preschool Connections Grant. In support of the grant, the

board matched the grant's funding and hired Philadelphia muralist designer Eurhi Jones to design, create and install panels for the children's room. The mural was dedicated in January 2014.

Eighty eight children submitted poems to our Annual Poetry Contest (66 online, and 22 using the paper form). The poetry contest party was held at the Township Building on April 27th. In May, we had 33 players for Family Bingo, a perfect program for a rainy afternoon.

We hosted another round of *Science in the Summer*. Despite all the storm and stress from SIS sign-ups, it always turns out to be a rewarding experience for the library as well as our junior scientists. Throughout the summer, we had our usual run of special story hours and programs - from Bingo to Patti Schaefer in pajamas; from the "Hilarious Magic of Sam Sandler" to the brilliant Flow Circus. We armed ourselves with multiple copies of school reading list paperbacks, gave away tickets to the Blue Rocks, and coupons for ice cream and Dunkin' Donuts.

In October, Jackie Leming hosted our annual Pumpkin Decorating craft program where forty-six young participants decorated pumpkins and made lighted jack-o-lanterns using empty plastic milk containers and battery-operated tea lights. The milk containers were not only clever but a huge hit with the kids.

Facilities

Miraculously, the building appears to be intact, except for some minor flooding that seems to come from the back doorsill. We have started to look at the library building with thoughts of renovation, which is currently anticipated for 2017.

 Patricia W. Rayfield, Head Librarian

Gladwyne Library



Circulation – 100,074 Visitors – 54,183 Internet Use Sign ups & Wireless Logons – 5,385
Reference & Information Questions – 8,391 Program Attendance – 3,354

Overview

Patron activity in 2013 subsided a bit for the Gladwyne Library. Following major renovations, Ludington Library reopened in September 2012 and Bala Cynwyd Library reopened in May 2013, so many of our temporary visitors returned to their beautiful new “home” libraries. However, we expect to continue seeing some of these folks from time to time and are hoping they will still consider Gladwyne Library as their second library “home.” Ardmore Library was also closed in 2013 for water infiltration repairs, but was reopened in September and thus LMLS returned to full operating hours. 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 struggled to maintain the much needed revenue stream. 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 2013, the Gladwyne Library and Ardmore Library renovation/elevator projects were split apart and the Gladwyne project was put on hold while community relations issues and an agreement with the Township are ironed out. The Ardmore project was paired with the Penn Wynne project (after the Township voted to acquire the Penn Wynne Library), and both projects will go to bid in 2014. The Gladwyne Board of Trustees is looking forward to sorting out the various issues in 2014, but service continues as usual and we 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 a little more in 2013 with only nineteen members, down from twenty-seven members in 2012 and twenty-nine 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). One small extra fundraising event – selling pizza for the Super Bowl – raised only \$400. Clearly the Board will need to focus additional efforts at traditional and innovative new

ways to raise money in 2014. We are extremely grateful to the Gladwyne Library League which pledged \$35,500 to the Board to help balance the 2014 budget. It is an extraordinary amount, and will not be forthcoming at that level in subsequent years. Eric Faerber, who had a year off the Board, nevertheless volunteered to work on the newsletter and produced two wonderful editions which kept the community informed and enlightened. Member emeritus Jo Gabel turned 101! Justin Kimball will step down as President in January and will be succeeded by Bob Eaddy.

Staff

The hardworking staff lost one member in 2013. Sharyl Overhiser resigned in August to take a full-time professional position at the Free Library of Philadelphia. We bid a sad adieu, but at the same time were extremely proud of Sharyl, who worked very hard to earn a Masters degree in Library Science. Even though the Township is still not filling vacancies, approval was granted to hire temporary help, so we welcomed Tracy Ulmer who is filling Sharyl's hours that were not picked up by existing staff. Our Saturday page Erin Collins returned from Rome so we gave back to Bala our "borrowed" pages Ciara Atchley and Dianne Dillman. Saturdays are now covered by Erin and Marjorie Goldman. Summer hours were covered by former page Michael Karasick. Our volunteers continue to serve faithfully, and we gain so much from having them. Several major LMLS and Township retirements will surely affect Gladwyne Library, including Township Manager Doug Cleland, Assistant Township Manager Pat Ryan, Belmont Hills Head Librarian Pat Rayfield, and Head of Processing Susan Leigh. Carolyn Conti served as Chair of the LMLS Ad Hoc Art Exhibit Policy Committee.

Collections

SWAT weeding may resume in 2014 now that two major renovation projects have been completed. Spending on collections had remained stable thanks to the Township, which helps significantly with funding for our McNaughton subscription and periodical budget, and the special contribution from the Library League. 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. We continue to send our materials all over the county to MCLINC library patrons. To celebrate National Library Week, we held the Annual Book Drawing, as usual. Every time a patron checks 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 are selected for the drawing – books appealing to patrons of all ages. As a member of the Montgomery Library District, LMLS is now offering a new e-resource for our patrons. Zinio is an online service that allows patrons to download digital copies of magazines to a computer, tablet, or mobile device. LMLS embarked on a survey to measure how and when the six libraries are being used. We are measuring hourly circulation, attendance, Internet use and the number and nature of questions asked. In 2014, LMLS staff will begin a "Future of Reference" project to explore the library role in the digital and social media world.

Programming

Two successful book discussion series were held in the spring and fall – **The Way We Lived: Comedies of Manners of a Bygone World** (*Excellent Women*, *The Bookshop*, *Our Kind*) and **The Keepers of the House** (*Father Melancholy's Daughter*, *The Optimist's Daughter*, *The Keepers of the House*). These series were funded by the Gladwyne Library League and Upper Merion Library. The Library also noted Banned Books Week and Choose Privacy Week with displays on the front desk. The Library League kept busy with their usual lineup of educational and fundraising activities – Fall Kickoff Coffee (this year with stylist Darci Henry), the Junior Author Contest, Annual Arts and Crafts Show, local Garden Tour, Cocktail Party, the 63rd Annual Plant Sale, and the Memorial Day Parade and Block Party. The League's popular Annual Book Review program returned with Judith Olson replacing Marilyn Caltabiano, who retired in 2011. The League continues to support all Children's programming and pay for certain reference services, special collections, and special projects. Gladwyne Library again was represented in the Township cable TV show featuring each LMLS library. Gladwyne Library happily participated in the ninth 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 Kidzart! for Thanksgiving, Firefighter Matt, Mom's Clean Air Force, Story time with Jill Savitz, and Engineering for Kids. The Summer Reading Club theme was "Dig Into Reading" and featured the Merge Dance Studio, a Dinosaur Party, a Pirate Party, the Detective La Rue Crime Caper and several special craft sessions. The Science in the Summer program was not held at Gladwyne this year. The Library League's annual Junior Author Contest is always a hit.

Facilities

As noted above, the Township Board of Commissioners voted to suspend action on Gladwyne Library's elevator project pending more community input. No money was allocated towards the project. Commissioners Brown and Bernheim met with the Gladwyne Library Board to explore ways to seek broader community involvement through focus groups and outreach. In April, a representative from Vitetta, Chris Steckel and Peter Seidel went before the Historical Architectural Review Board (HARB) for a review of the redesigned renovation project. This was not a full application for the Certificate of Appropriateness, but to get feedback from HARB and affirmation that the redesigned conceptual drawings addressed previous issues of concern to them. HARB members indicated that the project is headed in the right direction. Justin Kimball met with Commissioner Bernheim and Township Solicitor Gil High regarding the agreement between the Township and the Gladwyne Board. While all parties agreed on the terms, the document has not been signed because of specific reference to a start date.

In other facility activities, Trustee Beverly Keefer cleaned the easy chairs in the Browsing Room and repaired the worn arms; extra planters were added in the front of

the building to improve pedestrian safety; the HVAC contract has been awarded to McLoughlin Plumbing Heating and Air Conditioning, and it has been noted that the boiler is 30 years old.

 *Carolyn Conti, Head Librarian*

Ludington Library



Circulation – 584,306 Visitors – 306,323 Internet Use Sign ups & Wireless Logons – 50,622
Reference & Information Questions – 122,806 Program Attendance – 13,040

Overview

2013 was our first full year open in our new building. The building itself continued to give us problems as well as many new opportunities. On every front we experienced triumphs and successes as well as difficulties and challenges. Throughout the year the dedicated staff and volunteers worked diligently to make patrons' experiences at Ludington as positive as possible and to make sure the operations of the library ran smoothly.

Facilities

At the beginning of the year there were still a number of punch list items outstanding, such as lights in the new book area, and missing doors to a display case and the new bookstore, which were slowly completed. Throughout the year we experienced ongoing problems with the front doors, the new elevator, HVAC balancing issues, and leaks around some of the big windows and from the old section of the roof. By the end of the year, many problems were fixed but some are still being worked on. In the process, both staff and Township personnel learned a lot about how things work and how to keep them working.

Questions arose about the amount of lighting in and around the building after hours. A number of meetings were held with Township personnel and engineers. A change was made to the time clocks that govern the outside lights but no change was made to the emergency lights that stay on in the building.

We experienced a number of power outages and other power problems in late spring and over the summer months. Some had to do with problems with the fire alarm system which led to a decision to switch out the smoke detectors in the high ceiling and replace them with a beam system which can be monitored more easily. This work will be done early in 2014. The other electrical outages were due to load settings on the electrical systems.

Also in the spring, some of our library internet computers for the public developed a "gremlin." Many hours were spent by Ludington staff; staff from AWE, our

technology consultants; as well as Township Information Services Department staff on trying to find and fix the problem which also showed up at the Bala Cynwyd Library after it opened and at the Ardmore Library, but not at the Gladwyne or Penn Wynne Libraries. Although no explanation has yet been found, the gremlin appears to be mostly vanquished or at least quiescent.

The RFID system had a rough year. Ludington started off the year with a problem of books backing up in the return chutes which necessitated changes to the bins that catch the books. Chute 3 was not working properly and there were multiple problems with the staff stations and the self-check stations. A letter was sent to Sentry in February and many of our problems were fixed. However, some problems continued, although on a more sporadic basis, and we also discovered that while the chutes were checking the items in they were not turning the security bit back on which meant the staff had to recheck everything. At the end of the year, another letter to Sentry President Peter Murdoch was prepared and sent by the Township. On the plus side, Sentry technicians worked with us to improve the reports from the security gates so we could report on the real savings we were seeing in the theft of materials.

New equipment purchased included a new disc cleaning machine and a new ELS station and an After School Edge station, both of which were paid for by money received from the Friends of Ludington.

Staff

It was a hectic year for staffing with a lot of interviewing, new faces, and changing positions. We started the year with two full-time and two part-time vacancies. Those hours were being back-filled by staff from the Bala Cynwyd Library until they reopened in May. We were then given permission to fill one of our full-time vacancies – a Reference Librarian position. After interviewing a number of qualified internal candidates, Liz Barrie, working as our Assistant to the Head of Circulation, was promoted to the reference position. This led to another round of interviews to fill Liz's position which was given to Jessica Thompson, a full-time staff member from the Circulation Department. A third round of interviews led to the appointment of David Nguyen to fill Jessica's position. Even more interviews took place to fill vacant Sunday and temporary help positions. Our remaining vacancies are being filled with temporary help using Special Coverage funds.

The Children's Department had to cope with three staff members being out on extended leaves, ranging from 10 days to 5 weeks, throughout the year.

The annual Township Employee Recognition Awards honored the Ludington staff in a big way on April 3. The entire staff was named the Work Unit of the Year for 2012; Head of Circulation Jennifer Wark was named the Front Line Supervisor of the year; and Head Librarian Margery Hall was named the General Manager of the Year.



Margery Hall accepts the Work Unit of the Year award on behalf of Ludington Library's staff

On a sadder note, staff received a special counseling session after dealing with the tragic death of an infant in the library in February. Staff did everything they could to assist emergency personnel but it was an emotional trauma for all involved.

Several of our more talented staff members took part in the staff art exhibit at the end of the year.

Programs & Services

Our new facility has made it possible to really diversify our programs and services to the public and nowhere was this more evident than in our gallery. The art exhibit area experienced its first full year of exciting and varied shows by local artists and arts organizations. Early in the year, the Philadelphia Calligraphers' Society presented a very impressive show of their members' many talents. In late spring the Main Line Art Center presented its annual Outreach exhibit showcasing wonderful arts and crafts by a group of exceptional special needs artists. During the summer months, two back-to-back exhibits by another group of talented artists and craftspeople from the Center for Creative Works filled both the exhibit wall and the display cases. Fall brought a very exciting show when members of the Philadelphia Calligraphers' Society installed a special Zentangle exhibit. Zentangle is a specific drawing technique used to create structured line patterns in an easy to learn, meditative way. The group also held four wildly popular beginner Zentangle classes in the library's large meeting room. The year ended on a personal note with our Staff Art & Craft Exhibit featuring eight library system staff members exhibiting jewelry, paintings, drawings, photographs, ceramics, sculpture, and fiber arts in the display cases. Concurrently, on the exhibit wall, were imaginative and colorful works by the Delaware Valley Collage Collaborative.

Overall, the library held 294 programs which were attended by 13,040 people. Programs included story times; craft programs; movies; college admissions and planning programs; financial wellness and starting your own business programs; flower arranging and gardening programs; retirement, Alzheimer, and stress reduction programs; as well as many more programs for a variety of ages.

Our new young adult room allowed us to double our young adult programs. During the summer reading club for young adults we held two arts and crafts workshops, three movie screenings and a visit from award winning author A.S. King. In the fall, Teen Read Week and its theme "Seek the Unknown @ Your Library" was celebrated with a visit from a paranormal investigator and a screening of *Iron Man 3*. Cigus Vanni presented his annual college admissions lecture series, and we had a screening of the movie *Elf* to kick off the Holiday season.

Another big success was our used bookstore which finally opened on January 24. It has proven tremendously popular and our book store volunteers have worked very hard throughout the year to make it such a success. The bookstore raised over \$38,000 for the library.

Other highlights of the year include:

- A local author's fair which we hope to make an annual event highlighted 20 local authors and their works.
- The Library took a major role in Bryn Mawr Day 2013 by sponsoring a very popular petting zoo.
- Ludington purchased an online subscription to Morningstar and through the County we can now offer Zinio, an online magazine database.
- MCLINC initiated a change in DVD circulation policies which necessitated putting all of the discs of a television series season in one box and circulating them for 21 days instead of our usual 7. Changing out the boxes has been time consuming but the change has been very popular with patrons.
- Ludington initiated a change in our handling of reserves and they are now in a self-service mode where patrons can pick up their own reserves and use a self-check machine or come to a service desk to check them out.

Reference Department

Robyn Langston, *Technology Librarian*, on behalf of Marcia Bass

This was yet another year of adapting to the ever-changing world of information consumed, remixed, and “retweeted,” if you will. We saw evidence of this while we answered 40,618 reference questions, and helped when needed during 50,622 internet sessions. Our new building and new technologies kept us busy reevaluating how to best serve our patrons against this backdrop. Many of our accomplishments, and of course challenges, in the past year reflect this.

Resource Review: We began the year by offering full access to all of the microfilm we were able to unearth from the basement. Soon after this, we reached another milestone when the “Pat Carson Memorial Bookstore” in the basement opened to great fanfare. Marcia Bass worked tirelessly with volunteers to make the new bookstore a real success. And what a success it has been – folks are still coming in droves.

We were able to offer patrons some new database options like Zinio (downloadable magazines), and a subscription to Morningstar (financial investment research). We also prepared for the rollout of the Affordable Care Act, by preparing both online and print resources for anyone who needed guidance. And last but not least, our old standbys, the tax forms, still brought in a lot of traffic.

In addition, the Pennsylvania Office of Commonwealth Libraries redesigned the look and feel of Power Library, the statewide database portal for Pennsylvania public libraries. We have, and continue to work on, promoting the databases with a much improved user interface.

OverDrive (ebook and audiobook downloadable database) also improved its user interface. We worked to try to promote the changes by becoming more familiar with all downloadable formats, and by preparing handouts as well. Patrons continue to

embrace ebooks, and the county consortium has clearly worked to expand our selection. We also welcomed Head of Reference Services at Norristown Public Library, Loretta Righter, to our In-Service Day in June for a timely tutorial on ebooks for all staff.

We certainly witnessed the continuing rise of the mobile device as our wireless statistics prove. However, we still offer a great deal of help at our computer stations as well. That is never without its challenges, and this year was no exception. Robyn Langston worked with our technology partner AWE to solve issues on our computers pertaining to file storage and patron privacy. In addition, we encountered a bizarre computer problem that we feel we have finally gotten a handle on through much research and documentation as several of our computers were “infected” with a computer glitch that made some of our machines inoperable for short periods of time.

Robyn also worked on identifying tools that would benefit the staff in unique ways. She created a “Copyright Refresher” document that was distributed to all of the libraries in the system. In addition, she and Wendy also worked to create a “Staff Blog,” customizing a Google Blogger site for easy internal staff communication. Bala Cynwyd is now deciding if they too will create their own blog.

Staffing: Although we had to say goodbye to Maria Lerman as she returned to the Bala Cynwyd Reference Department when they reopened, we were fortunate to have Lizzie Barrie join our team. She has been a terrific addition to this department, and has already accomplished a great deal. Lizzie has taken over the YA collection and given it a much needed facelift through extensive weeding. She also ran the YA portion of our Summer Reading Program and offered some fantastic prizes this year.

The Library System held an In-Service Day for all staff in June. Wendy Edwards was on the In-Service Day Committee and her input, coupled with her background in reference, was invaluable. She worked hard to ensure that the program would cover downloadable training for *all* staff so that everyone could gain a basic comfort level.

Programming: Marcia Bass worked diligently all year long to make sure that Ludington was supplied with an interesting mix of programs, a little something for everyone. Here are just some of the outstanding programs she put together: *Gardening Tips and Tricks; A Show and Tell; Health Happiness and Beauty; Stress Reduction Workshop; Flower Power; and Cancer Healing Odyssey.*

Looking Ahead: It was a great year to be in a part of the Reference Department. We look forward to what 2014 will bring. We hope to create blocks of time for patrons to make appointments with us for further instruction on topics like how to upload and save pictures from a digital camera, or becoming familiar with social networking sites. We’d also like to continue to support job seekers by perhaps developing programs that would help meet their needs, as this continues to be an area of concern for many patrons we assist at the computers. And of course our final goal is to assist all patrons as they continue to experience what is in a sense “information overload.” We will continue to navigate choppy digital waters, shore up the best print resources we can

find, and try to make the process of obtaining information a meaningful one for our patrons, and not just a deluge.

Circulation Department

Jennifer Wark, *Head of Circulation*

For the Circulation Department, 2013 was a year of many staffing changes. When Bala Cynwyd library reopened in May, we lost all of their workforce that were assisting at Ludington. A number of our current part-time staff worked extra hours in order to backfill those hours, but once the Ardmore branch reopened after repairs, we needed to hire a number of temporary part-time employees. We had many applicants to choose from, so between Ludington and Bala Cynwyd we interviewed and hired over a dozen applicants to work various weekday shifts and Sundays. Training the new coworkers was a big undertaking and each fulltime staff member stepped in to assist with this task.

Of the many strengths that we acquired from our 2012 goals, cross-training with the other departments really helped out with our training of the new staff. We continued this goal in 2013 with the other departments which enhanced our efficiency to serve the public as well as unifying the library and creating a closer bond among departments. The Blog that was created for Ludington staff has also improved the lines of communication between coworkers.

More changes in staff personnel for the Circulation department came when Elizabeth Barrie, who was my assistant, was promoted as a Reference Librarian for Ludington. With her vacancy, Jessica Thompson was promoted and David Nguyen went from part-time to fulltime. All three promotions bring a great deal of technical knowledge to this library so we are now able to offer more assistance with the ever-changing electronic resources that the public seek from their library.

Ludington remains as busy as ever with over 300,000 people walking through our doors! Even with the new hires, we are grateful that the interest of volunteers continues with over 1,300 hours logged in to assist with various job duties throughout the library. The self-check has made it possible for the public to check out their items quickly, privately and avoid lines when we are busy. In 2013, we have changed our reserve pick-up procedures to make them self-serve for the public, again allowing them to choose what method of check out they prefer. Our delivery keeps the staff very busy with all the incoming and outgoing materials that we handle. We average between 15-30 bins a day during the week. All of the Circulation staff processes new materials being added to our collection as well as assisting with the repackaging of all our series DVDs. Our meeting rooms are in high demand with 405 scheduled meetings and events and our audio equipment capabilities has allowed more groups to consider our branch for their meetings.

2013 has been a productive year for the Circulation Department. We focused on the goals we had set and have worked out many of the organizational issues we were dealing with from the reopening of the new building in September 2012. Our goals for 2014 are to encourage the patrons to utilize all the library has to offer, from self-check, library programs and events, E-Z park cards, and other resource information. Cross-

training will continue in 2014 to keep everyone updated on new information as well as keeping the department organized and efficient so the staff can provide the best customer service to our patrons.

Children's Department

Darlene Davis, *Youth Services Coordinator*

2013 has been an interesting and fun-filled year. We held story times three times a week and had several special story times as well throughout the year. Our biweekly crafts are still popular and have been enjoyed by both adults and children. Some of our creative crafts included making snowmen, snowflakes, holiday themes, decorating pretzels and many summer reading club themes crafts.

We had 147 story times with over 3,500 people in attendance! Additionally, we held over 115 special programs with more than 4,900 people attending. During the summer months, we had Monday Movie Madness in our large meeting room for our children and their guardians.

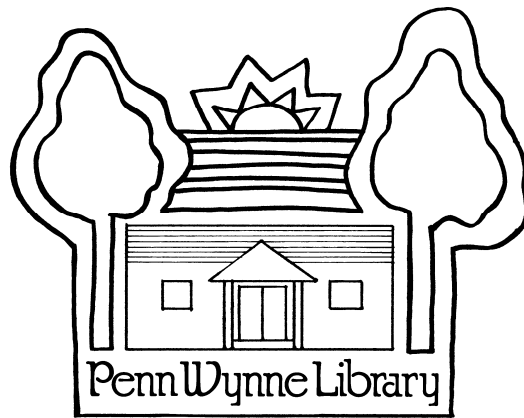
Once again, GalxoSmithKline sponsored the Science in the Summer program. We hosted a four-day session from July 8-11 for two levels of students which proved successful. Our classes were full of enthusiastic children as they learned about Genetics. Participants and their families were also invited to attend an end of the summer event held at the Franklin Institute.

This year's theme for the Summer Reading Club was Dig Into Reading. Prizes included books, water bottles, dinosaur eggs, fans, fancy ink pens and so much more! There were 130 registrants in the elementary program who read a total of 39,625 minutes. The preschool program had 145 registrants and they were read a total of 22,126 minutes for the summer. We are looking forward to an even better turn out next year. Thanks to all who participated in 2013.

The junior room staff is grateful for our volunteers who put in close to 1,100 hours of their valued time. Thanks a million to all of you.

 Margery B. Hall, *Head Librarian*

Penn Wynne Library



*Circulation – 147,720 ▪ Visitors – 93,103 ▪ Internet Use Sign ups & Wireless Logons – 6,152
Reference & Information Questions – 10,832 ▪ Program Attendance – 4,517*

Overview

2013 was a year of many changes in personnel, collections, patrons and programs. The Penn Wynne Library suffered a terrible loss on February 14 when Children's Librarian Bonnie Davis passed away after a short illness. Her death left a terrible void in the hearts of the staff and patrons and her family requested memorial gifts be given to the library and we received nearly \$3500 in her honor. It was hard to carry on with the usual business of the library when so many patrons were crying at the front desk.

The library's circulation and visitor count went down from last year once Bala Cynwyd Library reopened in May. We had 93,103 visitors and 6,152 Internet and wireless sign ups. We took in \$3,932 from reserve fees. There were 1,473 sessions on our children's Early Literacy Station and our patrons downloaded 2,930 audio books, eBooks and Kindle books from OverDrive. Penn Wynne Library sent 16,610 items to fill reserves to other Lower Merion and MCLINC libraries and we received 16,152 items to fill requests here.

Board Activities

This year the Board of Trustees voted to sell the library to the Township of Lower Merion to prepare for possible renovation and did all the necessary paperwork to complete the sale.

The Board and members of the public spoke enthusiastically at Board of Commissioners meetings, encouraging them to vote yes for the renovation. Board member Seana Valentine was kind enough to join Lenore Forsted on the LMT Cable TV Library Show. The spring newsletter focused on the renovation proposal, library events and a tribute to Bonnie Davis.

The Board was also very involved in the 13th Annual Penn Wynne 5K Run/Walk on October 12th. We had a pasta dinner the night before with food prepared and donated

by Boston Style Pizza. The weather was a factor – terribly stormy the days before – so we had less runners than we would have liked but everyone who participated had a good time. The Board also organized a second “Stories Under the Stars” which featured Penn Wynne Elementary School Librarian Mr. Tabb, Alison King and other guest readers, pizza and brownies to kick off the Summer Reading Club.

Staff

Bonnie’s unexpected death brought such incredible sadness to the whole staff and the community she served. She was honored by Senator Daylin Leach when she was selected as “Public Librarian of the Year” in his annual Librarian of the Year contest. She was also remembered at the Township Employee Recognition Award Ceremony.

Our own Jackie Schulmeister won the “Library Employee of the Year” in the Lower Merion Township Employee Recognition Awards. Jackie was also selected to take the available Reference Assistant position at Bala Cynwyd Library and began her new duties on May 6. Alison King, our page who had been working at Drexel’s Health System’s Library and was finishing her Master of Library Science degree at Drexel University, was selected to take on the Associate Children’s Librarian position. Several new pages were hired; Lesley Furton, Sarah Knight and Ayanna Gardner joined us and have proved invaluable. We were fortunate to have staff from Bala Cynwyd Library and Ardmore Library to help us keep our circulation desk running smoothly.

Collections

This year we focused on keeping the children’s room functioning and adding new labels and collections. We purchased all the titles on the Lower Merion School District Summer Reading List, going as far as buying them from Amazon and eBay if the titles were no longer in print. When Alison took over, she went through the children’s fiction, book by book, to familiarize herself with the collection and to add genre labels to the books to make it easier for browsers to find the kind of books they like. Now it is easy to find sports, mystery, historical, scary or fantasy books or any other type you are in the mood for! Alison also created a “High Interest” collection that includes all the kinds of books children ask for the most – Star Wars, super heroes, Legos, princess and fairy stories, Barbie, and vampires – all in one section. It has become a go-to spot for our young readers and their parents and it is a huge help for the staff.

Another big change in our collection was following the MCLINC directive that all DVD sets that had three or more discs needed to be packaged together and now circulate for 21 days – now it is easier to order and receive the whole season of Downton Abbey or Breaking Bad. We also began placing RFID (radio frequency identification) tags in our materials and our new material will already have RFID placed in them by the Processing Center staff.

Programming

This year we had several town meetings led by Commissioner Rick Churchill. In March, he led “Common Sense Gun Laws” and there was a full house on September 12 for the meeting about the crime that had been going on in the neighborhood. Officers from Lower Merion Police Department were helpful in both meetings.

We had some great programs for children – a magic show, a LMPD K-9 team program at which the officer talked about how police dogs are trained and used, local actor Gabriel Nathan appeared as The Cat in the Hat at our Dr. Seuss birthday party, and Riverbend Environmental Education Center presented “Amazing Animals and Artifacts.” We also had a full session of Understanding and Demystifying College Admissions presented by Cigus Vanni.



Our Summer Reading Club theme was “Dig Deep – Read” and we had 164 children who read 55,627 minutes, which is 927.1 hours (or 39 days)! We had 72 adults in the Adult Summer Reading Club and they read 419 of the 1,155 books recorded for the System. We had a Safari Party to start the SRC and had fossil making, art programs, our annual pet show, Captain Hook

presented pirate stories, and we had lots of wizard wannabees at our Harry Potter birthday party.

2013 ended with a New Year’s Eve at noon program that the Penn Wynne Civic Association and we shared. There were 170 people here to watch the fire truck raise and then drop the huge piñata filled with candy and noisemakers to make 2014 start with lots of fun!

Children's Services

This was a year of changes. Alison has withdrawn many books, added many new titles, changed collections and shifted locations, all to make the children’s library more attractive and easier to use. Alison is now doing the story time once a week and she has developed a real following. We had 79 story times with 2,667 children and caregivers. Alison started as Associate Children’s Librarian at the busiest time of the year and she rose to the challenge of getting Science in the Summer organized and operational – we had a full roster for the study of genetics. She did a great job planning and running the programs during the summer and beyond and has taken on her new position with great enthusiasm.


Facilities

This was the year that the Penn Wynne Library became an official property of Lower Merion Township and we are very grateful for that. The staff met with architects from Vitetta to discuss the plans for the renovation to be sure that we all agree on what needs to be done and how the library should function. The plans were presented by Director Chris Steckel at a Library Committee meeting and the vote to renovate was passed. The vote at the full Board of Commissioners meeting also was positive so now the project is out for bid. The Penn Wynne Library Board ordered and paid for a brand new heating system to replace the system that no longer functioned and the staff and patrons were always very cold in the winter.

2013 was a year like no other in recent history in terms of staffing changes – we were very grateful to have had Sue Witte from Bala Cynwyd, Dawnita Brown and Jane

DeHaven from Ardmore and we still have Marjorie Goldman helping us to cover some staffing holes. We lost three members of our library family that we can never forget: Bonnie Davis, who made the library such a welcoming place for children and adults for many, many years. We also lost Hank Inman, who led the Shakespeare group that meets at the library and was a devoted library user for decades. His friends contributed \$750 to the library and we have purchased Shakespeare DVDs and books in his honor. We also lost long-time board member Jean Freed, who has been a library lion for most of her 90 years. She led the board in the 1970s and 1980s and is the reason the expansion of 1985 happened. Her friends and family donated \$3500 in her honor.

We look forward to the excitement of the possible start of renovation to the library and the challenges that will accompany the changes.

 *Judith Soret, Head Librarian*

Appendix: 2013 Statistics

	2013	2012	2011
CIRCULATION			
PRINT ITEMS:	706,200	589,188	665,467
NON-PRINT:	403,602	383,487	441,935
Total Circulation	1,109,802	972,675	1,107,402
ADULT/JUVENILE BREAKDOWN			
Adult Material	719,448	646,218	716,157
Juvenile Material	390,354	326,457	391,245
ISL/ILL ACTIVITY			
ILL Loaned	83,292	86,625	94,349
ILL Borrowed	42,989	39,266	37,977
ISL LOANED WITHIN LMLS	35,032	38,152	37,981
REFERENCE SERVICES			
Reference Questions Total	65,894	33,077	55,496
Using Inhouse Material	25,617	19,701	32,059
Using Online Databases	40,233	13,368	23,437
E-Reference	44	8	0
Information Questions	110,124	56,394	64,983
Internet Sign-up /Wireless	81,093	53,764	61,907
PATRON REGISTRATION			
New Borrowers	5,764	4,404	3,148
Resident Active Borrowers	31,925	31,472	39,527
All Active Borrowers	322,051	325,708	422,128
PROGRAMS			
Adult	76	169	291
Computer Instruction	7	0	32
Other Adult	108	3	6
Young Adult	21	2	4
Juvenile Story Hours	387	471	462
Other Juvenile Programs	216	93	114
Class Visits	109	44	184
Total Programs	924	782	1,093
PROGRAM ATTENDANCE			
Adult/Attendance	4,533	4,098	5,019
Computer Instruction/Attendance	7	0	32
Other Adult/Attendance	1,526	0	150
Young Adult/Attendance	222	35	24
Juvenile Story Hours/Attendance	15,148	14,892	13,991
Other Juvenile Programs/Att.	8,180	3,274	3,219
Class Visits/Attendance	2,372	650	2,529
Total Program Attendance	31,988	22,949	24,964
TURNSTILE			
Ardmore	17,407	141,293	115,468
Bala Cynwyd	95,823	0	185,411
Belmont Hills	54,504	55,591	32,164
Gladwyne	54,183	66,146	62,918
Ludington	306,323	172,977	101,587
Penn Wynne	93,103	103,294	90,649
Total Turnstile Count	621,343	539,301	588,197
Key Staff Activity Statistics			
Books/A.V. Added	33,752	26,522	43,833
Books/A.V. Withdrawn	25,140	18,108	28,314
Current Collection Size	435,331	426,719	418,305
Current Number of Titles			
Overdue Notices	8,720	6,437	6,061
Volunteer Hours	6,519	6,530.00	6,721.05
Off-Site Storage ISL Circulation	1,493	6,364	5,247
PROCESSING CENTER			
Titles Cataloged	10,630	11,780	13,773
Titles deleted from Database	0	0	0

CIRCULATION	2013	2012	% CHANGE 2012 TO 2013	2011	% CHANGE 2011 TO 2012	% CHANGE 2011 TO 2013
ARDMORE	27,531	208,530	-86.80%	156,423	33.31%	-82.40%
BALA CYNWYD	189,066	11,790	1503.61%	428,565	-97.25%	-55.88%
BELMONT HILLS	61,105	98,151	-37.74%	52,034	88.63%	17.43%
GLADWYNE	100,074	133,203	-24.87%	116,695	14.15%	-14.24%
LUDINGTON	584,306	334,076	74.90%	205,108	62.88%	184.88%
PENN WYNNE	147,720	186,926	-20.97%	148,577	25.81%	-0.58%
TOTALS	1,109,802	972,675	14.10%	1,107,402	-12.17%	0.22%

ACTIVITY STATISTICS - SYSTEM TOTAL 2013 BY LIBRARY

	Ardmore	Bala Cynwyd	Belmont Hills	Gladwyne	Ludington	Penn Wynne	Off-Site Storage	Total
Turnstile	17,407	95,823	54,504	54,183	306,323	93,103	0	621,343
Internet Use / Wireless	3,096	13,696	2,142	5,385	50,622	6,152	0	81,093
Microfilm Usage	0	0	0	0	0	0	0	0
REFERENCE ACTIVITY								
Reference Questions Answered	1,236	13,849	0	3,865	40,618	6,326	0	65,894
Using Inhouse Material	851	5,370	0	3,566	11,400	4,430	0	25,617
Using Online Databases	385	8,479	0	299	29,174	1,896	0	40,233
E-Reference	0	0	0	0	44	0	0	44
Information Questions Answered	1,065	17,652	187	4,526	82,188	4,506	0	110,124
Referred to Another Library	16	81	154	195	170	0	0	616
Referred From Another Library	0	129	87	230	188	0	0	634
PROGRAMS								
Adult	2	19	14	12	22	7	0	76
Computer Instruction	0	0	0	0	7	0	0	7
Other Adult	94	0	0	12	0	2	0	108
Young Adult	0	0	9	0	12	0	0	21
Juvenile Story Hours	15	58	59	39	137	79	0	387
Other Juvenile Programs	16	31	18	20	106	25	0	216
Class Visits	0	79	0	19	10	1	0	109
Total Programs	127	187	100	102	294	114	0	924
PROGRAM ATTENDANCE								
Adult/Attendance	202	504	2,383	598	354	492	0	4,533
Computer Instruction/Attendance	0	0	0	0	7	0	0	7
Other Adult/Attendance	943	0	0	203	0	380	0	1,526
Young Adult/Attendance	0	0	36	0	186	0	0	222
Juvenile Story Hours/Attendance	131	2,280	1,193	1,058	7,819	2,667	0	15,148
Other Juvenile Programs/Att.	517	1,080	292	886	4,451	954	0	8,180
Class Visits/Attendance	693	823	0	609	223	24	0	2,372
Total Program Attendance	2,486	4,687	3,904	3,354	13,040	4,517	0	31,988
ISL/ILL ACTIVITY								
ILL Loaned	3,961	11,106	6,445	13,567	35,550	10,603	2,060	83,292
ILL Borrowed	1,333	5,748	3,853	4,628	18,978	8,449	0	42,989
ISL Loaned	2,853	3,992	3,899	7,656	9,098	6,041	1,493	35,032
VOLUNTEER HOURS	234.00	808.50	240.00	1,172.00	3,752.50	312.00	0.00	6,519.00
HOLDINGS								
Items Added								
Adult Non-Fiction	419	2,122	236	827	2,239	690	3,019	9,552
Adult Fiction	995	2,235	508	1,435	2,892	1,470	3,100	12,635
Juvenile Non-Fiction	210	408	48	186	301	206	61	1,420
Juvenile Fiction	410	1,131	265	797	1,521	965	173	5,262
Videos	0	0	1	0	0	0	0	1
DVDs	187	688	150	360	880	275	0	2,540
Sound Recordings	67	410	103	642	967	151	0	2,340
Software	0	0	0	0	0	0	0	0
Microfilm	0	0	0	0	0	0	0	0
Sheet Music	0	2	0	0	0	0	0	2
Puppets	0	0	0	0	0	0	0	0
Total Items Added	2,288	6,996	1,311	4,247	8,800	3,757	6,353	33,752
Items Withdrawn								
Adult Non-Fiction	53	8,024	69	807	288	413	59	9,713
Adult Fiction	325	2,129	581	740	951	775	100	5,601
Juvenile Non-Fiction	986	168	1	349	28	377	0	1,909
Juvenile Fiction	863	419	13	594	426	743	0	3,058
Videos	0	0	5	126	0	198	0	329
DVDs	352	1,186	49	499	1,385	187	0	3,658
Sound Recordings	0	169	0	546	109	47	0	871
Software	1	0	0	0	0	0	0	1
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
Total Items Withdrawn	2,580	12,095	718	3,661	3,187	2,740	159	25,140
Collection Totals								
Adult Non-Fiction	7,084	32,419	4,600	11,495	48,679	11,927	10,551	126,755
Adult Fiction	13,095	22,205	3,461	9,583	29,444	11,256	8,839	97,883
Juvenile Non-Fiction	3,385	14,718	3,064	4,933	20,608	5,659	67	52,434
Juvenile Fiction	9,262	20,361	1,754	8,621	19,542	9,144	631	69,315
Videos	618	1,160	197	407	1,622	0	0	4,004
DVDs	3,580	7,936	2,219	5,292	14,520	2,812	0	36,359
Sound Recordings	1,910	13,122	702	6,519	16,791	2,548	541	42,133
Software	-1	16	2	1	0	0	0	18
Microfilm	0	0	0	0	5,065	0	0	5,065
Sheet Music	0	1,365	0	0	0	0	0	1,365
Puppets	0	0	0	0	0	0	0	0
Total Holdings	38,933	113,302	15,999	46,851	156,271	43,346	20,629	435,331
Periodical Titles	35	143	30	68	197	39	0	512

2013 Circulation Statistics by Format Type

Ardmore

Adult AV	9,256	All Adult	18,290
Junior AV	1,984	All Junior	9,241
Adult Book	9,034	All AV	11,240
Junior Book	7,257	All Book	16,291
TOTAL	27,531		

Bala Cynwyd

Adult AV	43,665	All Adult	105,987
Junior AV	13,108	All Junior	83,079
Adult Book	62,322	All AV	56,773
Junior Book	69,971	All Book	132,293
TOTAL	189,066		

Belmont Hills

Adult AV	16,342	All Adult	37,671
Junior AV	3,556	All Junior	23,434
Adult Book	21,329	All AV	19,898
Junior Book	19,878	All Book	41,207
TOTAL	61,105		

Gladwyne

Adult AV	35,069	All Adult	72,627
Junior AV	4,849	All Junior	27,447
Adult Book	37,558	All AV	39,918
Junior Book	22,598	All Book	60,156
TOTAL	100,074		

Ludington

Adult AV	205,095	All Adult	397,628
Junior AV	35,403	All Junior	186,678
Adult Book	192,533	All AV	240,498
Junior Book	151,275	All Book	343,808
TOTAL	584,306		

Penn Wynne

Adult AV	29,695	All Adult	87,245
Junior AV	5,580	All Junior	60,475
Adult Book	57,550	All AV	35,275
Junior Book	54,895	All Book	112,445
TOTAL	147,720		

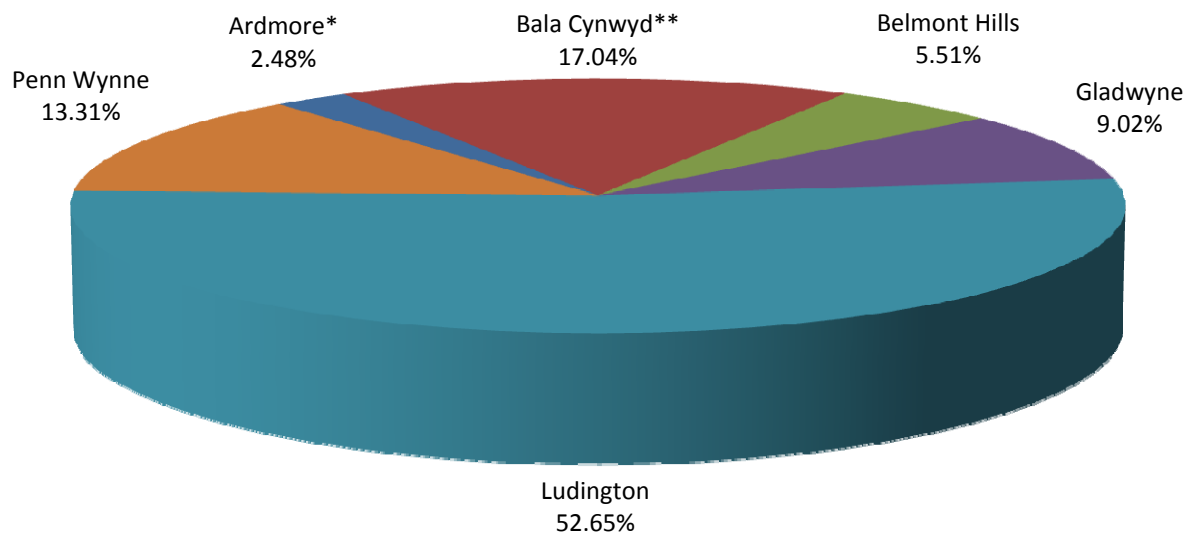
System Total

Adult AV	339,122	Total All Adult	719,448
Junior AV	64,480	Total All Junior	390,354
Adult Book	380,326	Total All AV	403,602
Junior Book	325,874	Total All Book	706,200

GRAND TOTAL

1,109,802

Total 2013 Circulation by Library



*Ardmore Library was open for 4 months in 2013

**Bala Cynwyd Library was open for 7 months in 2013

Item Circulation by Item Stat Class
System Total 2013 - by Branch

	Ardmore	Bala Cynwyd	Belmont Hills	Gladwyne	Ludington	Penn Wynne	Total
Adult Non Fiction							
000s	72	488	121	307	2,015	388	3,391
100s	88	1,206	337	433	4,281	875	7,220
200s	115	620	184	283	2,745	584	4,531
300s	371	3,157	953	1,902	10,716	2,118	19,217
400s	34	242	17	67	1,003	142	1,505
500s	66	915	188	324	2,733	522	4,748
600s	726	6,499	1,950	3,824	19,953	4,685	37,637
700s	254	3,124	1,006	1,656	9,786	3,035	18,861
800s	149	1,039	488	422	4,648	893	7,639
900s	301	5,326	1,399	4,336	18,564	3,392	33,318
Biography	329	2,857	990	1,571	8,534	2,079	16,360
Periodicals	241	3,428	1,150	1,710	6,637	1,257	14,423
Sheet Music	1	243	12	4	18	16	294
YA Non-Fiction	16	40	42	43	210	64	415
Other Non-Fiction	549	203	428	104	88	804	2,176
Total Adult Non-Fiction	3,312	29,387	9,265	16,986	91,931	20,854	171,735
Adult Fiction							
Adult Fiction	5,555	32,448	11,807	19,470	99,274	36,106	204,660
YA Fiction	150	443	224	1,004	1,116	516	3,453
Total Adult Fiction	5,705	32,891	12,031	20,474	100,390	36,622	208,113
ILL	17	44	33	98	212	74	478
Total Adult Print	9,034	62,322	21,329	37,558	192,533	57,550	380,326
Adult Non-Print							
Book on CD	537	6,074	1,522	5,905	33,108	4,785	51,931
Book on Tape	4	18	67	17	96	78	280
Cassette	0	4	5	0	6	2	17
CD-ROM	1	6	4	0	17	10	38
Compact Disk	417	4,840	1,196	3,362	31,234	2,595	43,644
DVD	5,039	24,111	12,067	22,703	128,953	18,813	211,686
Sound Media Player	41	52	276	636	7,213	191	8,409
Video	12	38	104	62	176	76	468
Downloadable Audiobooks	846	2,303	282	628	1,104	800	5,963
Downloadable E-Books	2,245	6,133	748	1,669	2,939	2,129	15,863
YA Non-Print	9	53	42	50	207	80	441
Other Non-Print	105	33	29	37	42	136	382
Total Adult Non-Print	9,256	43,665	16,342	35,069	205,095	29,695	339,122
Total Adult	18,290	105,987	37,671	72,627	397,628	87,245	719,448
Jr. Non-Fiction							
J000	13	167	20	52	402	52	706
J100	7	60	40	70	300	78	555
J200	17	272	66	43	475	169	1,042
J300	289	2,009	636	546	5,125	1,330	9,935
J400	8	192	68	57	418	97	840
J500	305	3,360	975	1,152	7,569	2,451	15,812
J600	200	1,758	382	570	4,072	950	7,932
J700	112	1,735	248	350	3,365	975	6,785
J800	60	586	204	255	1,563	433	3,101
J900	130	1,724	471	582	4,820	1,436	9,163
Jr Biography	277	1,053	596	369	2,604	1,703	6,602
J Periodicals	1	262	8	3	348	5	627
J Other Non-Fiction	97	215	179	46	192	140	869
Total Jr Non-Fiction	1,516	13,393	3,893	4,095	31,253	9,819	63,969
Jr Fiction	5,741	56,578	15,985	18,503	120,022	45,076	261,905
J Other Print	0	0	0	0	0	0	0
Total Jr. Print	7,257	69,971	19,878	22,598	151,275	54,895	325,874
Jr. Non-Print							
J Book on CD	102	1,356	179	526	2,500	580	5,243
J Book-Cassette Kit	1	9	22	4	5	20	61
J Other Kits	42	500	126	54	1,112	91	1,925
J Cassette	0	1	9	2	17	2	31
J Compact Disc	36	321	104	195	1,378	161	2,195
J DVD	1,789	10,789	2,834	3,956	29,615	4,642	53,625
J Sound Media Player	1	86	11	46	743	13	900
J Video	3	46	263	3	25	25	365
J Other AV	10	0	8	63	8	46	135
Total Jr. Non-Print	1,984	13,108	3,556	4,849	35,403	5,580	64,480
Total All Junior	9,241	83,079	23,434	27,447	186,678	60,475	390,354
Total	27,531	189,066	61,105	100,074	584,306	147,720	1,109,802

VIRTUAL LIBRARY REPORT
2013

	2013	2012
Downloadables		
Overdrive Audiobooks	5,962	4,357
Overdrive eBooks	7,069	5,405
Kindle Books	8,796	7,254
TOTAL	21,827	17,016
Reference		
E-Reference	44	8
Ref Q. using Online DBS	40,233	13,368
E-mail Notices Sent		
Holds	43,211	40,175
Overdues	8,669	6,605
OPAC Searches	414,832	319,581
On-line renewals	145,933	115,897
Percent of total on-line renewals	66.49%	61.00%
On-line holds placed	31,508	26,427
Percent of total holds placed	48.97%	45.86%
Database Usage		
Mango	953	1,031
POWER Library Databases	6,336	1,773
NYT Historical	2,277	2,542
Philadelphia Inquirer	185	254
Reference USA	1,805	2,024
Ancestry.com	8,489	0
Tumblebooks	3,144	3,019
Early Literacy Station	6,138	6,849
Newsletters Sent		
WOWbrary!	20,951	15,878
Internet Signup	58,581	45,251
Wireless Usage		
Logins	22,512	8,513
Time Used (minutes)	4,024,921	1,520,921.30
Website Information		
Total Visits	410,103	352,830
Return Visits	285,154	226,133
New Visits	124,819	126,697
Unique Visitors	183,799	174,966
Mobile device hits	77,459	41,457
All renewals placed	219,474	189,993
All holds created	64,337	57,622