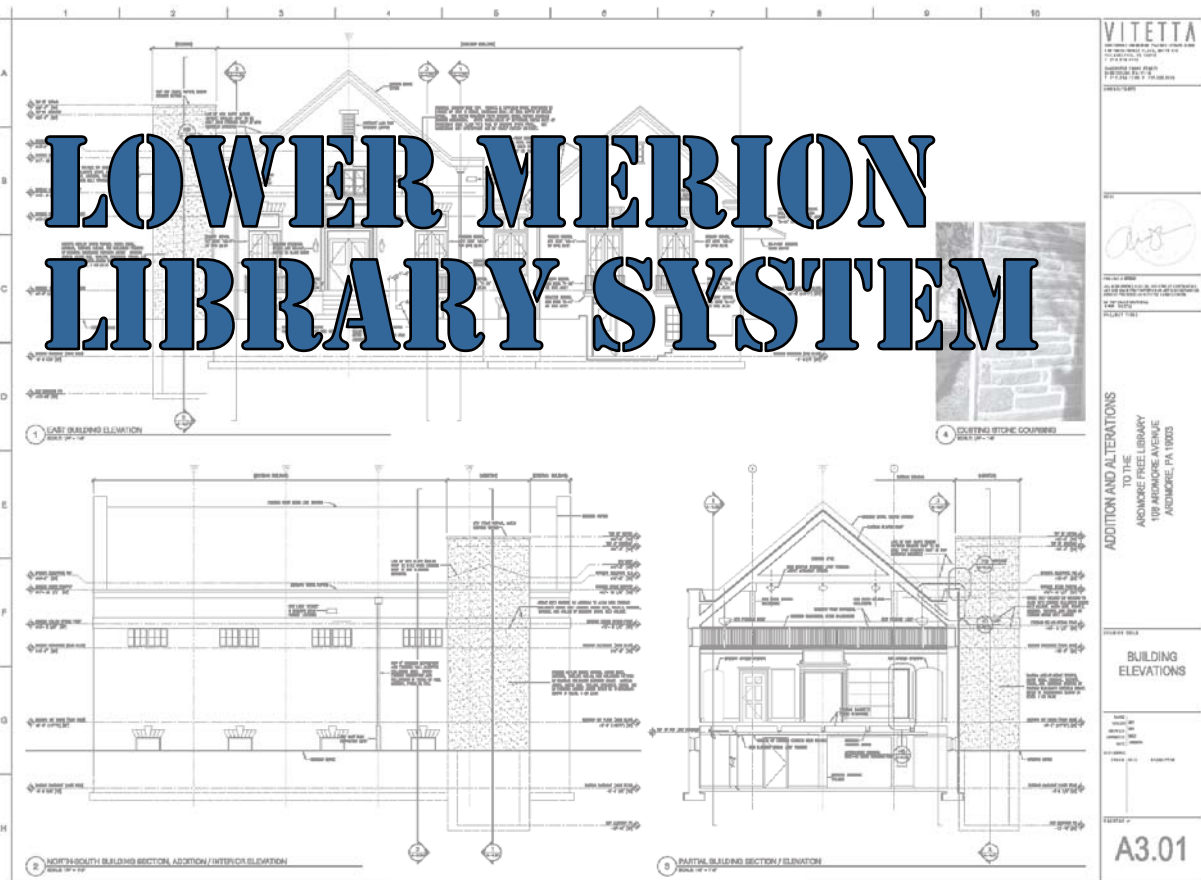


# LOWER MERION LIBRARY SYSTEM



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FAX: 215-592-1235  
WWW.VITETTA.COM

PROJECT NO. 1000

DATE: 10/1/03

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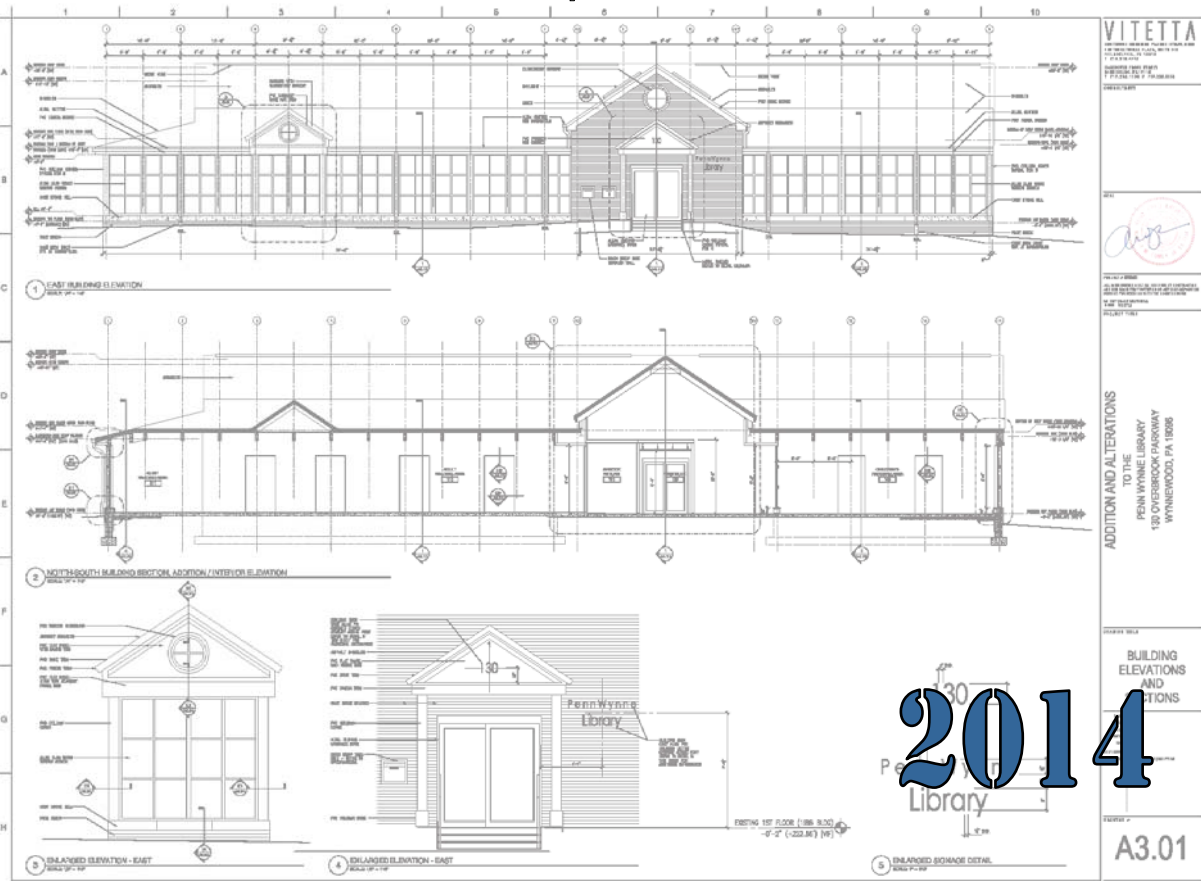
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## ARDMORE LIBRARY / PENN WYNNE LIBRARY



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2014

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THE YEAR IN REVIEW

# The Lower Merion Library System

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## State of the System



*The More Things Change, the More Things Change (not Shakespeare)*

Lower Merion's Department of Libraries is located on the Third Floor of the Township Administration Building. We don't get a lot of visitors – mostly other Township staff, FedEx, UPS and our own Inter-Office Mail guy (Mike). A few weeks ago, however, a different sort of visitor dropped by – not a person, exactly, but a piece of statuary. And it wasn't a small or dainty piece either, but over two feet tall and possessing great presence. It's name? "Will." As in – Will Shakespeare.

Will is on loan to us until the Ardmore Library (his home) is renovated which should make him a guest through most of this year. Interestingly, of the random visitors who walked in our door since his arrival, everyone knew him on sight. That's quite a feat for a poet and playwright who was born over 450 years ago and about whose identity a certain mystery yet remains.

Buoyed by this immediate recognition factor, I felt suddenly good about everything from the viability of libraries, to cultural literacy. I even experienced what the poet Lawrence Ferlinghetti once called a "rebirth of wonder." So, when someone asked me how I thought Will might react to the Internet, his own words seemed amazingly apt:

"We know what we are, but know not what we may be."

In all moments of change and transition, there will always be anxiety about the unknown. Yet I would invite everyone to visit Will when he returns, late in 2015, to his longtime home in the Ardmore Library, and I would invite everyone as well to find his sonnets and plays on the shelves of what will certainly be a wonderful Penn Wynne Library – (also under construction).

For those of us who live with and through literature ... remember: All's well that ends well. See you at the newly renovated Ardmore & Penn Wynne Libraries – ASAP.

 Christine Steckel, Director of Libraries



# Lower Merion Library System Board of Directors 2014

Barbara Bisgaier, *President*  
*Member-At-Large*

George T. Manos, *Vice President*  
*Commissioner Delegate*

Michael Gordan, *Secretary*  
*Bala Cynnyd Library Delegate*

Lea Bramnick  
*Member-At-Large*

Barbara F. Hirsh  
*Member-At-Large*

Phyllis A. Rosenberg  
*Member-At-Large*

Ann Kirschner  
*Ardmore Library Delegate*

Shari Steinberg  
*Belmont Hills Library Delegate*

Pamela Clark  
*Gladwyne Library Delegate*

Gregg Adelman  
*Ludington Library Delegate*

Betty Ann Izenman  
*Penn Wynne Library Delegate*

Paul A. McElhaney  
*Commissioner Alternate*

Anna Durbin  
*Commissioner Alternate*

Rick Churchill  
*Commissioner Alternate*

# Library Renovation Projects – A 2014 Update

## Ludington Library Renovation & Expansion



Voted “Best of the Main Line – Libraries” in 2014, Ludington easily won the hearts of those who had waited two and a half years for it to open in September 2012. From the laptop lovers’ Reading Porch to the stunning Lancaster Avenue reading and Internet space, Ludington is often the place to be on weekends, nights and almost any time. Wow! Also in 2014, Ludington opened its lower level to Public Access

Television and is currently undergoing a series of small maintenance upgrades not originally part of the 2010-2012 renovation.

## Bala Cynwyd Library Renovation & Expansion

Six thousand square feet later, the Bala Cynwyd Library has experienced a beautiful makeover and a finished project. From its new colored glass windows to its wonderfully restored Children’s Department mural, Bala is a feast for the eyes and a wonderful space in which to study, connect, meet, read and think. Congratulations to all!



## Ardmore Library Renovation Project

To offer accessibility on two floors and a mezzanine level, Ardmore Library went through several designs and a difficult repair project before arriving at the solution shown here. If you look closely, you’ll see a stone tower in which an elevator connects levels and services. Putting the elevator on the outside of the building allowed maximum use of interior space in the Library System’s oldest facility.



Interestingly, and as we said at this same time last year, the Ardmore Library Renovation and the Penn Wynne Library Renovation were taking separate paths toward the finish line, only to arrive there simultaneously and to end up partners going out to bid. Drama for drama, however, both projects had some breath-holding moments, from high

bids and not enough bidders in May to a complex as well as skittish November rebid climate. Fall being the charm, however, both projects went forward when the Board of Commissioners approved the much better November bids.



#### Penn Wynne Library Renovation Project

Drastically in need of space, an accessible meeting room and seating, and study space, the Library System's third highest circulating library joined the Ardmore Renovation for two bidding cycles. Following the November bids both libraries prepared to close in 2015.



#### Gladwyne Library Renovation Project



When the Keystone Recreation, Park and Conservation Fund opened its competitive Grants for Public Library Facilities, the Gladwyne Project happened to be in the right timeframe with the right scope of work. Following requests for Letters of Intent in April, the Township and the Library System joined forces to apply for the highest available grant amount – \$500,000 – to help the Gladwyne Library make its

three and a half floors accessible by enclosing a glass elevator in an extended entryway.

In January 2015, the state notified the Township and Library System that the funding was awarded to the Gladwyne Project.

#### Belmont Hills Library Renovation Project

A new meeting room, new electrical system, new entryway and new side entrance await the Belmont Hills Library in a planned 2016-2017 renovation. If it moves forward, it would complete the library renovation project group.



 *Christine Steckel, Director of Libraries*

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

2014 was the sixth full year of fundraising under *Building for the Future*. The Ardmore and Penn Wynne Library projects went out for bid in April 2014. Among other issues, the bids came in higher than anticipated and were rejected. With no active or scheduled projects in 2014, the Capital Campaign was relatively quiet. Pledge

payments continued to be made and some unsolicited private gifts continued to come in.

Recognition plaques went up at Ludington Library for both Ludington and General Campaign donors. Work was done to finalize the information for the Bala Cynwyd Library Capital Campaign recognition plaque in conjunction with some of the Bala Cynwyd Library Board's other recognition plaques.

The Ardmore and Penn Wynne Library projects went back out for bid in November 2014 and achieved desired results. The Township's Board of Commissioners voted to move forward with the projects in 2015. The Ardmore and Penn Wynne Library Boards are gearing up for Capital Campaign activity.

Overall, the campaign received 54 new donations and ended 2014 with \$2.7 million committed. To date, the Lower Merion Library Foundation has given \$1.8 million to the Township of Lower Merion in support of the library renovation projects.

**Lower Merion Library Foundation**  
*Capital Campaign Committee*

Charles J. Bloom, Chairman

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  
Ruth S. Laibson  
Bernard McNamee  
Mary Ann Meyers  
J. Barton Riley  
David Sonenshein  
Helen S. Weary

## The Processing Center

The library system bid farewell and happy retirement to the Head of Processing in February. Processing Center duties carried on for the next few months, with ordering, invoicing, cataloging and the delivery all being performed by the hard-working Processing Center staff. A new Head of Processing was hired in May, and since then, the backlog of materials to be cataloged has decreased dramatically.

Cataloging numbers continue to rise every year. LMLS added over 4,000 more records to the catalog this year than in the previous year, and over 5700 more items were added to the library collections this year. In addition, the delivery statistics increased by 1000 more bins over last year's numbers.

Recent changes in cataloging rules present new challenges for cataloging staff. The old cataloging system, AACR, dates back to the traditional card catalog. With the addition of new digital and online formats and resources to our collections, the old system is no longer relevant. RDA (Resource Description and Access) is a new set of guidelines and instructions designed to better describe all types of content and media in the digital age. MCLINC has begun to implement these changes, and staff are learning and adjusting to the new rules and terminology of RDA. The goal is to have a more streamlined, user-friendly catalog.

The Processing Center is preparing to host the collections of the Ardmore and Penn Wynne libraries during their renovations in 2015. As a result of damage caused by a faulty sprinkler, some repairs were made to the building this year, including new carpeting and fresh paint on the ceiling and walls.

#### Statistics

##### *2014 Monthly Statistics*

	<b>Books Cataloged</b>	<b>A/V Cataloged</b>	<b>TOTAL Bibliographic Records* Created</b>	<b>Items Entered/ RFID Tagged</b>
January	756	65	821	2,032
February	451	94	545	1,264
March	829	148	977	1,930
April	892	27	919	2,422
May	1,036	58	1,094	2,732
June	1,297	85	1,382	2,544
July	1,831	146	1,977	2,878
August	1,525	161	1,686	2,364
September	1,187	188	1,375	2,320
October	1,315	206	1,521	2,607
November	1,268	188	1,456	2,377
December	1,023	203	1,226	2,374
<b>TOTAL</b>	<b>13,410</b>	<b>1,569</b>	<b>14,979</b>	<b>27,844</b>

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

### ***Items Received***

	Adult	Juvenile	TOTAL
January	1,529	462	1,991
February	1,009	472	1,481
March	1,291	676	1,967
April	1,363	1,518	2,881
May	1,635	523	2,158
June	1,277	715	1,992
July	1,387	339	1,726
August	1,235	581	1,816
September	1,544	724	2,268
October	1,285	1,692	2,977
November	1,412	612	2,024
December	1,007	802	1,809
<b>TOTAL</b>	15,974	9,116	25,090

### ***Bins Unpacked***

	From LMLS	From MCLINC	TOTAL
January	392	344	736
February	414	267	681
March	475	311	786
April	492	389	881
May	483	293	776
June	519	325	844
July	541	371	912
August	499	350	849
September	471	345	816
October	449	356	805
November	372	287	659
December	409	312	721
<b>TOTAL</b>	5,516	3,950	9,466

 Meg Mozi, Head, LMLS Processing Center

## Collection Development

### Digital Collections

2014 was the year that the Lower Merion Library System took a major plunge into the sea of Digital Collections. Previous to 2014, most of the digital collections offered to Lower Merion residents, aside from the *New York Times Historical Backfiles*, were available through the Montgomery County district center and were paid for by state funding. These included: Overdrive for e-books and e-audiobooks; Zinio for digital magazines; and Tumblebooks for children's storybooks. In 2014, LMLS set aside

\$10,000 to begin a collection of e-books strictly for Lower Merion patrons. The Head Librarians and the Youth Services Coordinator took a hard look at several e-book vendors over the course of several months and finally decided on OneClick Digital. We started purchasing titles at the very end of June and by the end of the year had purchased 114 adult fiction titles, 76 adult non-fiction titles and 88 children's and young adult titles. It has been an interesting experience dealing with the different pricing structures and publishers' restrictions.

#### SWAT Weeding

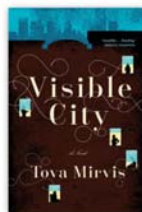
The Library System also restarted our SWAT weeding teams (a system-wide weeding approach) to deal with our growing collections. SWAT weeding had been on hiatus for four years with our largest two libraries closed. It took us until August to get SWAT weeding up and running because the shelf-list reports that the weeding teams use to make decisions had to be re-written. Since we are now part of the MCLINC Consortium, this process had become more complicated than previously. We have four adult services teams consisting of Head Librarians and Reference Librarians who meet and go over the shelf list reports making decisions about retaining or weeding materials based on their condition, age, how many times and how recently they have circulated, if they are part of a series, and other factors. Since August the teams have withdrawn 1200 items, marked 35 for storage, and transferred 7 titles from one library to another. The Children's Services SWAT teams will not resume meeting until 2016 as the Penn Wynne Children's collection will be unavailable to staff during the renovation.

We ended the year signing a contract with Hoopla, a digital platform that will allow Lower Merion residents to download audio books, music and movies. 2015 should be an exciting year for us.

 Margery Hall, Head Librarian, Ludington Library

## System-Wide Adult Services

#### One Book One Lower Merion Program



The One Book committee selected *Visible City* by Tova Mirvis to be the focal point of the events and discussions of November 2014. It is an intriguing look at the lives and inter-relationships of families in an apartment building in New York City as they watch a building next to them being renovated. The lives the characters actually have are often very different from what they reveal to others and that is where the story and characters develop depth and insights.

The first event was a panel discussion held on Sunday, November 9, at the Lower Merion Township Board Room. The panel featured Andrew Douglas, PhD, of the Bryn Mawr Film Institute who discussed the film *Rear Window*; Dr. Carla Rodgers, who spoke about the psychology of the book; and Robert Wise, of Wise Preservation Planning LLC, who spoke about historic preservation issues and how buildings get on

the National Historic Registry. There were more than 50 people in attendance and many asked terrific questions. There was a dessert reception prior to the program and there were delicious treats donated by Panera Bread as well as a One Book One Lower Merion ten year anniversary cake! Lenore Forsted, chair of One Book, also invited past members of the committee to the event and recognized all the past and present members during her remarks as the program began.

The presentation of *Rear Window* at the Bryn Mawr Film Institute was held on Wednesday, November 12, and Andrew Douglas led a seminar about the film before it was shown. There were over 100 people at the theater to see this classic film.

On Sunday, November 16, there was a children's art program led by local artist Ginny Benner. The dozen young artists created their own window art pieces inspired by the book *What's Going On In There?* by Geoffrey Grahm.

One Book One Lower Merion committee head Lenore Forsted led a vigorous book discussion at the Bala Cynwyd Library on Wednesday, November 19, with a group of 20 avid readers.

Tova Mirvis, author of *Visible City*, spoke at Thomas Great Hall on the campus of Bryn Mawr College on Sunday, November 23. There were 75 people in attendance and she received such positive comments from the audience. They thought she was a fabulous speaker and were fascinated by how she wrote the book and her insights into her characters. Several of the One Book committee had the opportunity to have brunch with Tova before her appearance and that was a wonderful experience.

The One Book One Lower Merion service project this year was a partnership with WePAC – the West Philadelphia Alliance for Children. This organization provides funds to open and staff school libraries that are currently closed and provides books for classroom libraries. David W. Brown, executive director of WePAC, spoke briefly at the panel discussion and the author appearance and \$250 was raised at the two events for WePAC.

This tenth anniversary series reminded the committee why we do this – the vibrant interaction of people and books is exciting and worthwhile and the various skills of the committee members makes the planning and implementation of the programs very enjoyable. A sincere thank you to Lenore Forsted, committee chair and to the committee: Stefanie Adams, Cathy Bowen, Susan Deitch, Eileen Gordon, Charlotte Hyer, Maria Lerman and Jane Quin.



The One Book Committee gathers at the author appearance at Bryn Mawr College.

 Judy Soret, One Book Committee

#### Adult Summer Reading

We had another successful LMLS Adult Summer Reading Club in 2014. 445 registrants read a total of 1,666 books. This year, we gave away two prizes to lucky winners: one in the middle of the summer, and one at the end of the reading period. Patrons continue to enjoy reading and having the chance to win the prizes.

As in the past, the Penn Wynne Library registered the highest numbers. The showing for all the libraries is as follows:

#### *2014 Adult Summer Reading Club Statistics*

	Registrants	Books Read
Ardmore Library	44	221
Bala Cynwyd Library	34	164
Belmont Hills Library	119	286
Gladwyne Library	40	121
Ludington Library	65	174
Penn Wynne Library	143	700
<b>TOTAL</b>	445	1,666

 Maria Lerman, Adult Summer Reading Club Committee

#### PA Forward Literacy Programs

In 2014 the Lower Merion Library System did a great deal to support “The Five Literacies,” which are the core of the PA Forward program. This was done mostly through programs held at the different libraries. It was also accomplished by allowing other organizations to use our library space for teaching, tutoring, etc.

**Basic Literacy:** Ardmore Library hosted English as a Second Language classes which were presented by the Delaware Valley Literacy Council. They also had Conversation Classes to help ESL patrons practice their day-to-day speech. Adults learning to read met with tutors provided by the Delaware Valley Literacy Council at the Ludington Library for their one-on-one sessions.

**Information Literacy:** The Ardmore Library also helped people register and prepare for GED testing. All the libraries made the Internet available for patrons so they could create resumes and search online for job opportunities. Among the library programs that fit into this category were: *Business Ownership Seminar* (Ludington Library); *LinkedIn: the Professional Networking Website* (Bala Cynwyd Library); and *Are You Afraid of Being Hacked?* (Bala Cynwyd Library).

**Civic & Social Literacy:** Among the library programs that fit into this category were: *Social Media 101*, a 3-part series (Bala Cynwyd Library); *Socrates Café* (Ludington Library); Chess Club (Ardmore Library); *Pay it Forward: Doing Good for the Good Done to You* (Bala Cynwyd Library); Local Author Fair (Ludington Library); and *Researching your Family Tree* (Ludington Library).



**Health Literacy:** Programs fitting this description included: *Psychology For the Family*, a five-part series (Ludington Library); *Medicare Made Easy* (Ludington Library); *Brain Training for Seniors* (Ludington Library); *Brain Balance* (Ludington Library); *Acupuncture and Chinese Medicine* (Ludington Library); *Functional Medicine Series* (Ludington Library); *Yoga: Not just for the Nimble* (Bala Cynwyd Library); *Dental Hygiene for Kids* (Belmont Hills Library); and *Breast Cancer Innovative Approaches for Prevention and Control* (Ludington Library).

**Financial Literacy:** Among the library programs that fit into this category were: *Maximize your Social Security Benefits* (Ludington Library); *Pre-Retirement Workshop* (Ludington Library); *Money 101 for Kids* (Ludington Library); *Special Needs Workshop* (Ludington Library); *529 College Savings Plan* (Ludington Library); *Business Ownership Seminar* (Ludington Library); and *Improving Financial Awareness and Literacy* (Ludington Library).

✉ Marcia B. Bass & Maria Lerman

## System-Wide Youth Services

### Children's Services

The children's departments in Lower Merion have been filled with excitement this year. We have hosted animal shows, magic shows, pajama story times, family bingo, games day, flower planting programs, crafts, workshops and so much more.

*Fix, Boom, Read* was the Summer Reading Club theme this year. We had 1,344 children and teens participate reading a grand total of 557,514 minutes! This year the state requested that we do more outreach. As a result of this, we visited more schools and daycares in the area encouraging students to participate in the club. We were also asked to have patrons complete a survey that asked questions about the library. 456 surveys were handed out throughout the system and 411 were returned and completed. A special thank you goes out to all of the SRC participants and to all who took the time to fill out the surveys.

GlaxoSmithKline sponsored our *Science in the Summer* program again this year. Our topic was Chemistry and it was enjoyed by all of the participants. Bala Cynwyd, Belmont Hills and Gladwyne Libraries hosted two-day sessions, while Ludington hosted four four-day sessions. We would like to thank GlaxoSmithKline for their generosity and also thanks to The Franklin Institute for administering this great program for our patrons.

Our branches held numerous science programs this summer including making volcanoes, showing science movies, doing exciting experiments, explaining the phases of the moon, and making slime. We sponsored 114 programs this summer bringing in over 6,000 patrons.

The children's librarians have been planning and programming events to align with the STEM program. STEAM/STEM is an interdisciplinary and applied approach that is



coupled with hands-on, problem based learning. STEAM/STEM is an acronym that is used for Science, Technology, Engineering, Arts and Math. In our brochures, they are designated with symbols such as S=Science, M=Math, etc. We held many events including: Bedtime Math, numerous arts and science programs and Lego building.

In conjunction with the State's PA Forward initiative, we have been hosting programs about financial literacy with the help of neighboring financial institutions. Also we have been partnering with health agencies to provide health literacy programs to our younger patrons.

#### Young Adults

Our Young Adult staff provided a wide range of services to our patrons this year. We had a YA author visit from David Lubar, author of such titles as *Sleeping Freshman Never Lie*, *Curse of the Campfire Weenies*, *Dunk* and *Punished*. This event was sponsored through funds from Montgomery County. Copies of his books were given out prior to his visit to registered teens and tweens. We also had a visit from Kelly Andrews, a local author of *Deadwood*. Teens also benefitted from a visit by Susan Shaw, author of *Tunnel Vision*, *Black-eyed Suzie* and *Boy from the Basement*, which was a PA Forward: Speak Up! initiative. Thank you to all of the hard workers and sponsors of these programs.

Ludington hosted the Montgomery, Delaware and Bucks Counties YA game workshop. Our guest speaker was a gaming expert from New York who showed us how to initiate board games for young adults as an alternative to digital media. Additional programming included workshops on careers, college preparation, Instagram, journal writing and poetry. Young Adult leaders also held movie matinees, book talks, game nights and a Batman 75th Anniversary party. We are in the process of creating more activities and exciting projects for our teens.

 Darlene Davis, Coordinator of Youth Services

## Legislation (and Libraries)

#### State Budget for Libraries

In early July 2014, Governor Tom Corbett affixed his signature to the 2014–15 state budget. For library funding, the final budget included level funding — no new cuts but also no increases. Given the unexpected revenue shortage during FY 2013–14 and the strong undercurrent of the public pension problem, level funding, including the retention of last year's \$250,000 increase for POWER Library, is a reasonable if unspectacular result.

#### Public Library Subsidy

**\$53,507,000**

The Office of Commonwealth Libraries, Bureau of Library Development, Division of Subsidies and Grants administers the State Aid to Public Libraries subsidy. Eligible public libraries use state aid to defray the day-to-day costs incurred in providing public library service. On average, state aid provides about 16-18% of public library income in Pennsylvania. To be eligible, public libraries must meet standards relating to

structure, administration and library service. Libraries apply annually for State Aid funds. The Division of Subsidies and Grants staff review applications for compliance with the library standards and to determine level of funding. The Annual Report for Public Libraries that is completed by all state aided libraries is the basis for published public library statistics.

**Library Services for Visually Impaired & Disabled** **\$2,567,000**

Pennsylvania's two Regional Libraries for the Blind and Physically Handicapped are operated by the Free Library of Philadelphia and the Carnegie Library of Pittsburgh. They have more than 70,000 individual book titles available for circulation. Many new titles are added each year. The collection is large enough to meet the general needs of most readers. When a completed application form is received, the library will mail eligible patrons catalogs of books and magazines available for selection. They also receive the bi-monthly publications Talking Book Topics and/or Braille Book Review, which announce the latest available titles. The necessary playback machines are delivered or mailed, and instructions on the use of each machine are included. All services are free of charge, including mailing and repairs. Books, magazines and the playback equipment may be sent and returned free through the United States Postal Service. Although 95% of the service is provided through the mail, patrons are invited and encouraged to visit the regional libraries in person.

**Library Access** **\$3,071,000**

Since the slashing and merging in 2009-10, Library Access funds are now used for:

- POWER Library
- Interlibrary Delivery Service
- Ask Here PA (online 24/7 reference)

**Office of Commonwealth Library** **\$1,957,000**

The Office of Commonwealth Libraries, within the Pennsylvania Department of Education, operates a major research library and leads the development of the state's public, school, academic and special libraries to meet the information, education and enrichment needs of its residents. It encompasses:


- The Bureau of State Library
- The Bureau of Library Development: Services and information for Pennsylvania libraries are coordinated by the Bureau of Library Development. The bureau works to strengthen and improve library service across the state. Pennsylvania libraries can get help from library development advisors, who travel widely to work with public, school, academic, special libraries, government officials, libraries and state institution libraries. Librarians, trustees, and others may attend Bureau-sponsored continuing education programs. The Bureau administers the [Access Pennsylvania Database](#), a catalog of the holdings of all types of libraries in Pennsylvania. The Bureau of Library Development coordinates the [POWER Library](#), a collection of databases of thousands of full text periodical articles, newspapers, a major

encyclopedia, plus photographs, pictures, charts, maps and reference materials for people of all ages. In addition, the Bureau administers more than \$95 million in library subsidies and grants for improved services, technology, public library construction and networking among all types of libraries.

- The Governor's Advisory Council on Library Development: The Governor's Advisory Council on Library Development, established by the Library Code, offers advice and recommendations to the Governor, the Secretary of Education and the State Librarian in areas relating to general policies and operations of the State Library and the Commonwealth's library program. Council members represent library trustees, librarians and lay advocates.

## State Funding Total

**\$61,102,000**

 Carolyn Conti, Staff Liaison, LMLS Legislative Committee

## Staffing

In early 2014, two full time employees retired: Patricia Rayfield, Head Librarian at Belmont Hills Library, retired at the beginning of the year; and Susan Leigh, Head of the Processing Center, retired at the end of February. These are both pivotal roles in the System and we were well aware of the need to find suitable successors. Robyn Langston, who had been promoted to Technology Librarian at the start of 2014, was then again promoted to Head Librarian at Belmont Hills in February. The search for a new Head of Processing was slightly more difficult with a host of outside candidates, but we are thrilled to have found our perfect fit in Meg Mozi, who began working with us in May.

Robyn's promotion resulted in a vacancy at Ludington Library, which we received permission to fill. Robyn's shoes, however, proved difficult to fill. The position was posted in February and interviews were conducted in April and second interviews in May. Two of the top candidates withdrew their applications early on. A third candidate accepted another job offer. The position was offered to a candidate who accepted the position, then found that she would be unable to commit to it for personal reasons and rescinded her acceptance. The search was reopened in September. Interviews were conducted in November and an offer was made. We are excited to welcome Karen Hilbert as our new Technology Librarian, beginning work in January 2015.


Due to the uncertain nature of which library renovations would be moving forward and when, our part-time vacancies remained vacant, the hours being filled by temporary employees. We added a 16-hour per week Library Assistant vacancy at Belmont Hills Library when Terry Purcell retired in May. 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)
- 17-hour per week Library Assistant, Gladwyne (since 2013)
- 17-hour per week Library Assistant, Penn Wynne (since 2013)
- 13-hour per week Library Assistant, Penn Wynne (since 2011)
- 15-hour per week Library Assistant, Floater (since 2013)
- 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 2014 with a total of three fulltime and twelve part-time vacancies. However, the Board of Commissioners voted to officially remove the Assistant Director of Libraries position during the 2015 budget process, so that position will no longer be counted as a vacancy going forward.

In 2014, we continued hiring Pages as well as Temporary/Fill-in personnel to maintain our coverage pool. With all six libraries open and operating in 2014, this coverage was invaluable.

 *Jennifer DeAngelis, Administrative Secretary*

## Staff Recognition & Development

### In-Service Day

In its 11th year, the Lower Merion Library System Staff Recognition and Development Committee planned and implemented the LMLS June 12, 2014 In-Service Day.

The 2014 Staff Recognition and Development Committee members were: Darlene Davis, Wendy Edwards, Jean Knapp, Jackie Schulmeister, and Judy Soret. The SDRC was also assisted by Jen DeAngelis. 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 Ludington Library Meeting Room.

- Full-time and regular part-time staff members were invited to ISD.
- ISD was half-day. Employees returned to their libraries following ISD. The libraries were open for public service from 1:30 to 5:30 p.m.
- ISD included training and informational sessions as well as breakout sessions.
- Coffee & light refreshments were provided. Expenses were kept to a minimum.

Topics for the June 12, 2014 In-Service Day were as follows:

- Address from the Director of Libraries—Christine Steckel
- Address from the New Township Manager—Ernie B. McNeely
- Library Legislation, State and District Updates—Mary Maguire, District Consultant Librarian
- Zinio Instruction—Andy Gross, Library Representative, Recorded Books
- Library Catalog Pointers—Margery Hall, Head Librarian, Ludington Library
- Website Hints—Judy Soret, Head Librarian, Penn Wynne Library
- Breakout Sessions for Circulation, Children & YA, and Reference—Staff Presenters

Packets distributed to all staff contained information on:

- Saving Catalog Searches
- Control Key Shortcuts
- TumbleBooks
- Resources for Selecting Teen Materials
- ReferenceUSA Basic Tips and Recommended Reference Web Sites
- MCLINC Lost & Paid and Temporary Library Card Instructions
- E-Resources Available for Remote and In-Library Use
- Polaris Helpful Hints

Staff found In-Service Day a relevant learning experience.

#### Employee Recognition Awards

The Library Department took an active role in the Township's 2014 Employee Recognition Awards Committee. Margery Hall, Jean Knapp, and Jackie Schulmeister represented the Library Department on the committee.

This year the awards took on a totally new format. The ceremony for 2013 Employee Service Awards was combined with an all Township staff Picnic held in the Township Building parking lot on June 10, 2014. More than 150 Township employees were in attendance to enjoy the picnic and ceremony. Employees had the opportunity to meet Ernie McNeely, the new Township Manager.

Employees with 10, 20, 30 and 40 years of service to the Township were recognized with awards. From the Library Department Jean Knapp was honored for 40 years, Carolyn Conti for 20 years, and Annmarie Geist, Toni Stabinski, Jennifer DeAngelis, and Joan Bliss for 10 years each.

The WTG! program, which allows all staff to give a quick "thank you" to coworkers, 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

#### Keystone Recreation, Park and Conservation Fund

##### Keystone Grant for Public Library Facilities

In April 2014, Commonwealth Libraries announced the availability of funding for Keystone Public Library Facilities construction grants. A review of the grant's timing and categories for support pointed toward the Gladwyne Library Renovation Project as the first choice for an application. Therefore the Township and the Library System put together a Letter of Intent to apply, describing the project in this way:

"The Township of Lower Merion proposes to renovate one of its branch libraries, The Gladwyne Free Library. The Gladwyne Renovation Project has as its focus ADA accessibility, as well as improved safety, building efficiency, and service to Young Adults. Central to the project is the addition of an ADA compliant exterior elevator serving all floors of the library, an ADA compliant restroom on the main floor, and a new entryway to accommodate the elevator. The project includes landscaping upgrades for improved traffic and pedestrian safety, a designated Young Adult area, and reconfigured workroom space to improve staff efficiency and provide good sight lines to the main checkout desk."

After receiving an Invitation to Apply for the competitive grant, the Board of Commissioners was asked if it would support the application and whether the Library System and Township should apply. The Board agreed to support the application as

long as, if the project were funded, the Board could review both the project and the grant award and make a final determination on moving forward.

The Township and Library System received word in January 2015 that they had won the grant for the full \$500,000.

 Christine Steckel, Director of Libraries

## Public Relations

### Library Projects & News

The proposed Ardmore and Penn Wynne Library projects were a focus in 2014 and the ups and downs were reported throughout the year. The *Main Line Times* reported that the projects were approved to go out for bid and the bid advertisements went out in the spring. On June 15, the *Main Line Times* reported on the unfavorable bids received and later that month they reported that the renovations would be delayed as a result. The projects were then rebid later in the year with favorable results and were scheduled to begin in 2015.

The *Main Line Times* reported in August that the Township would be submitting an application for a Keystone Grant to support the Gladwyne Library elevator.

### Staff & Volunteers

Carolyn Conti received the SEPLA (Southeastern Chapter of the Pennsylvania Library Association) Patricia A. Dobbin Award for Library Service in November. This is a wonderful honor “given annually to a member of the library community of Bucks, Chester, Delaware, Montgomery, and Philadelphia Counties, who demonstrates one or more of the following characteristics: outstanding service, exceptional commitment, distinguished leadership, significant contribution(s), unique ability, sound judgment.” Carolyn is truly deserving of this distinction and we are pleased to have the opportunity to work with her.

Volunteer and library ally Lenore Forsted continued to promote the Library System through *The Library Show* with LMTV, as well as by continuing to chair the One Book Committee, which she first implemented in 2004. We are most grateful for her continued efforts and support.

### Programs


The latest One Book One Lower Merion series took place in November, featuring *Visible City* by Tova Mirvis. Programming in 2014 included a panel discussion, movie, children’s art project, and a book discussion, in addition to the author appearance. There was a wonderful article in the *Main Line Times* describing upcoming events, and an advertisement for the panel discussion in *The Philadelphia Inquirer*.

Local library events were also featured in the *Main Line Times*. Highlights this year included the 9th Annual Ardmore Library Kitchen Tour and the Charlotte Miller

Simon Poetry Competition; an article on the Giving Back program at Bala Cynwyd Library, as well as mentions of their Demystifying Social Media series, Yoga Talk, and Open Mic events; Gladwyne Library League's Craft Show, Junior Author Contest, and 64<sup>th</sup> Annual Plant Sale. As always, updates on various happenings of the Library System were posted on the Lower Merion Library System website ([www.lmls.org](http://www.lmls.org)).

#### Printing

We were sorry when Township Printer Bill Rattigan announced plans to retire at the beginning of 2015, though we knew it would be coming. Bill has been the man behind the scenes producing beautiful documents for us for over 40 years! He did wonderful work for us printing the local libraries' annual brochures, the events listings, as well as a myriad of other important documents throughout the year. He will be greatly missed!

 *Jennifer DeAngelis, Administrative Secretary*



## The Year in Technology

### MCLINC

2014 was LMLS's fourth 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 2014 MCLINC migrated to a new internet service provider – Beacon. This change was undertaken to increase bandwidth and reduce downtime due to network problems. Also as part of this change was the implementation of OpenDNS, a new internet filtering program.

MCLINC also implemented a new notification program, Pidgin, which is used to send messages from MCLINC headquarters to workstations in the field.

### 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 and library programming were posted frequently. The website connects our users to our online databases and services – this year we added links to our OneClick Digital service and a link to the new State resource, PowerKids Library. Updates to the Campaign section and improvements to the e-resources page were also made.


Library technology staff continued to plan for a move to a hosted website service, as well as to prepare for a major website redesign/revision, both of which will take place in 2015.

### General Computing

Library Technology Staff completed many other tasks and projects in 2014, including:

- Producing monthly and annual statistical reports.
- Maintaining daily and weekly backup tapes for the file server.
- Updating and maintaining equipment inventory.
- Completing inventory and recycling project of surplus computer hardware.
- 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 complete the public PC rollout that was begun in 2013.
- Working with technology partners AWE, MCLINC, and Beacon to resolve compatibility issue with our wireless service and Lower Merion School District issued laptops.
- Working with Sentry Technology to resolve ongoing problems with RFID materials check-in functionality (project continues in 2015).
- Configuring and maintaining the management software for the Summer Reading Program (E\*Vanced Summer Reader).
- Assisting with the process of hiring a new Technology Librarian (who begins in January 2015).
- Purchasing and configuring four new laptop computers.
- Preparing reports for use by SWAT weeding teams.

 Amy Michener-Wall, Technology Librarian

## Social Media Policy

### Social Media Policy

In March a Social Media Policy Committee was created in order to establish policies that would guide social media use in the libraries. Robyn Langston (Head Librarian, Belmont Hills Library), Chris Ross (Ludington Library Board Member), and Susan Tabor-Kleiman (Bala Cynwyd Library Board Member) researched and wrote the new policies that were presented to the LMLS Board in October. These policies are meant to encourage further exploration of these applications, while also promoting respect and civility.

The six libraries are all using Facebook to engage patrons, and there are many other social media applications that the libraries would like to explore, such as Pinterest, and Twitter. After thoroughly researching policies other public libraries were using, as well as the social media protocols that corporations have created, the committee created policies as well as guidelines tailored to the specific needs of LMLS:

- Social Media Policy Guidelines for Patrons – These guidelines are quick reminders about acceptable engagement with social media intended to be easy to understand. The guidelines can also be represented graphically, and easily distributed at service desks.
- Social Media Policy Guidelines for Staff – These are guidelines for staff designed to be consulted when using social media in the libraries, or when exploring and/or registering for new apps while representing the library.

- Social Media Policy for the Public – This policy is designed to encourage opinion and discussion when using library social media applications, while making unacceptable use of these applications clear, and the resultant action LMLS may take.
- Social Media Policy for Staff/Volunteers – This policy serves to define for staff how they may represent LMLS when using social media, as well as how to respond to public comment.

The guidelines and policies were unanimously approved by the LMLS Board. They have been submitted to the Township Solicitor for final approval.

 *Robyn Langston, Belmont Hills Head Librarian*



## Performance Measures & Budget Goals

### Measuring the System

#### 2014 Statistical Highlights:

- 647,898 visitors were counted.
- 1,064,958 items circulated.
- 84,571 items were loaned to other libraries.
- 40,323 items were borrowed from other libraries.
- 71,958 Reference questions were answered.
- 35,973 people attended 1,265 programs.

Complete Statistics for the year are in the Appendix.

#### Service Measures Analysis 2000 - 2013

In response to an inquiry regarding circulation and turnstile counts in the Lower Merion Library System, staff prepared an analysis. Budgets for library materials were also included.

Because a specific question was raised regarding the decreases these measures show between 2009 and 2013 (-25%), an Action/Decision Summary has been included to identify circulation losses directly attributable to five impact categories.

Comments on Turnstile Count follow the Action/Decision Summary.

Year		Turnstile Count		Circulation		Materials Budget
2000		Not Available <sup>1</sup>		1,094,005		\$624,079
2001		Not Available <sup>1</sup>		1,197,528		\$646,547
2002		774,091		1,332,223		\$735,532
2003		769,277		1,395,392		\$678,052
2004		796,269		1,340,204		\$678,369
2005		821,903		1,368,824		\$678,445
2006		823,255		1,404,047		\$702,409
2007		792,296		1,406,670		\$702,430
2008		790,740		1,423,466		\$704,735
2009		812,173		1,478,050		\$705,265
<b><i>2010 – 2013 Various System Libraries Closed / State Funding Reduction</i></b>						
2013/14 <sup>2</sup>		621,343		1,109,802		\$564,811

<sup>1</sup>Prior to 2002 only Bala Cynwyd Library & Ludington Library had turnstiles.

<sup>2</sup>A composite year for statistical comparisons – at the end of 2014, all six libraries will have been open for one calendar year.

#### Actions and Decisions having an Impact on Circulation, Turnstile Count and Materials Budgets 2009 – 2013/2014.

In December 2009, Commonwealth Libraries (the state library) announced a major funding reduction for public libraries in Pennsylvania. The reduction included the elimination of ACCESS Pennsylvania Reimbursements to assist libraries in providing service to non-residents, as per the ACCESS PA Statewide Card Program.

The cumulative loss to LMLS in annual state funding was \$370,000 – dollars used specifically to support technology provision and materials purchasing.

The loss of that funding was the catalyst for a number of policy and procedural changes which went into effect between 2010 and 2014. The changes all had an impact on both circulation and turnstile counts.

<b>Action/Decision Summary - Impact on Circulation Reductions</b>		
1. Financial Cuts from State Saw funding for new materials cut by \$140,454 which resulted in 9,378 fewer items being purchased. 50-80% of a library's circulation comes from new materials. Estimate circulation loss as a minimum of:	65,646	counts in 2013
2. Decision made to put all series DVD of 3 or more discs in one box Previously each disc had circulated independently in its own box. Series range from 3-8 or more discs. [MCLINC Decision] Using an average of 4 discs per title - estimate this decision cost:	87,552	counts in 2013
3. Decision made that all series DVDs of 3 or more discs to circulate for 3 weeks instead of 1 week [MCLINC Decision] Estimate this decision cost:	50,890	counts in 2013
4. Decision made to allow DVDs to be reserved/held Estimate 1% of DVD collection was being held on any given day. Reserves are held for a patron to pick up for 3 days. Estimate this decision cost:	28,392	counts in 2013
5. Decision made to join MCLINC at end of 2010 ILLs went from 2,121 a year in 2009 to 83,292 in 2013. An item sent to a MCLINC library could be away from home library from 10-30 days, minimum. Estimate this decision cost:	121,757	counts in 2013
<b>Total in lost circulations:</b>	<b>354,237</b>	

This lost circulation estimate accounts for all but 4% of the downturn in circulation. It should be noted that 2009 was the height of the recession, and LMLS experienced its highest circulation count in that year. Public libraries all over the country also experienced major increases in use during that time.

#### Turnstile Counts, 2009 – 2013

Measures of circulation are often measures of materials availability. Taking out materials is one of the primary reasons to visit a library. If fewer materials are available for various reasons, or if loan periods are extended, the frequency of library visits may decrease.

Big-picture economics as well as changes in lifestyle have an impact on library visits.

- In a recovering economy, people tend to have less leisure time, including library time.
- Due to changes in technology more people manage their library visits online than did so previously. All the statistical areas below have increased from 2011 thru 2013/14.
  - a) 67% of all renewals are online renewals (Turnstile count impact).

- b) 50% of all holds/reserve requests are placed online (Turnstile count impact).
- c) Wireless logins, Internet signups, Electronic Newsletters (Wowbrary subscriptions) and web site visits have generally increased.
- Book drops in the two renovated libraries are open 24/7. Library users don't have to enter the library to return their materials.

Attendance at library-sponsored events is another reason to visit a library. Counts both of programs offered and program attendance in 2014 are strong, showing only a projected 6% drop over 2009, a recession year.

Use of meeting rooms, both by library staff for public programming and by citizen groups, has also shown increases during the renovation years.

- For example: Ludington's two new meeting rooms have four times the use they had prior to the renovations.

#### Preliminary Conclusions: Statistical Comparisons 2000 – 2013.

For purposes of comparison, statistics should be consistent over time, including what is measured and how it is measured. Environmental factors should also be consistent.

Between 2009 and 2013/14 many policies and procedures which govern circulation changed. This had a fundamental impact on circulation and turnstile counts. The changes put in place were directly related to evolving socio-economic conditions.

It is the view of staff that from a statistical perspective the Library System remains strong, despite a significant period of transition.

Performance Projections, Counts & Baseline Measures  
Circulation Rates 2014

#### Circulation rates per capita

Projected = 18.40    Actual = 18.42

Note: The statewide average circulation per capita is 6.69

Circulation Volume 2014

#### Circulation per hour

Projected = 62.78    Actual = 62.85

#### Circulation per FTE staff member

Projected = 18,314    Actual = 18,336



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 2014 – Total Visits 647,868

Annual visits per capita

Projected = 10.96    Actual = 11.20

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

Library Visitation Volume 2014 – Annual Hours Open 16,943

Visits per hour

Projected = 37.40    Actual = 38.24

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 2014 – 90,559

Combined Library Internet & Wireless Logons:

Projected = 85,236    Actual = 90,559

Signups per public workstation:

Projected = 2,186    Actual = 1,632

In 2014, with all six libraries open, wireless usage continued to increase over 2013 (19%). Wired usage was strong as well, increasing by 9% on a static number of available public computers.

## Budget Goals 2014

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

- 1) Prepare for the next Library Renovation Project by reassigning materials, completing RFID tasks, and planning staff redeployment.
- 2) Align Youth Services programming and collection building with state and national Common Core Standards in education.

- 3) Develop an “opt-in” email list for library users interested in receiving direct notice of library events and service updates.
- 4) Add e-book purchasing to collection development strategies in the six libraries.
- 5) Continue to strengthen library system bandwidth, while researching Voice-Over IP phone systems and café style wireless access for the public.
- 6) Create public programs, in partnership with local organizations, linked to civic and social literacy as part of Pennsylvania’s emphasis on Libraries and Literacy.
- 7) Carry out Part III of a system-wide Reference Study evaluating reference service, resources and expectations for both the traditional and the virtual library.
- 8) Complete RFID tagging for Ardmore, Gladwyne and Penn Wynne Library collections and continue to tag all new collection material entering the Library System.
- 9) Launch a new website for LMLS making use of a content management system, and select a web hosting service for the new site.
- 10) Support the next phase of “Building for the Future: the Campaign for Lower Merion Libraries.”



*Christine Steckel, Director of Libraries*

## Finance & Budget 2014

### 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 five 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 2013 through December 2014, 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 and 2014. At the end of 2014, state funds were used for a trial year of *hoopla*, a pay-as-you-use-it service available only to Lower Merion residents.

Estimated Actual Township funding for library operations is projected for 2014 at \$4,427,355.

Capital expenditures continued for the Ludington Library basement upgrade. The Bala Cynwyd Library Renovation was closed out, and the Ardmore and Penn Wynne Renovations were prepared for bid openings in May and November.

Estimated Actual Township funding for library capital expenditures is projected for 2014 at \$4,220,000.

### State Funding

State funding held at \$193,448 for 2014, 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 almost all its state funding in 2014 to pay for technology provision.

### 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.

# 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 – 2014

Sources of Funds	2014 Est. Actual	2014 Budget	2013 Actual
Township of Lower Merion (Operating)*	\$ 4,185,874	\$ 4,427,355	\$ 4,386,291
LMLS State, Local & Federal Funds	\$ 195,063	\$ 198,276	\$ 193,720
Ardmore Library	\$ 41,910	\$ 41,910	\$ 36,993
Bala Cynwyd Library	\$ 151,750	\$ 151,750	\$ 103,358
Belmont Hills Library	\$ 23,851	\$ 26,725	\$ 34,070
Gladwyne Library	\$ 108,212	\$ 105,900	\$ 73,677
Ludington Library	\$ 210,585	\$ 218,615	\$ 205,220
Penn Wynne Library	\$ 61,233	\$ 68,800	\$ 63,627
<b>TOTAL</b>	<b>\$ 4,978,478</b>	<b>\$ 5,239,331</b>	<b>\$ 5,096,956</b>

Township - (Capital Improvements)**	\$ 471,738	\$ 4,220,000	\$ 2,460,939
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Uses of Funds	2014 Est. Actual	2014 Budget	2013 Actual
Township of Lower Merion (Operating)*	\$ 4,185,874	\$ 4,427,355	\$ 4,386,291
LMLS State, Local & Federal Funds	\$ 195,096	\$ 198,276	\$ 207,550
Ardmore Library	\$ 37,960	\$ 37,960	\$ 31,847
Bala Cynwyd Library	\$ 151,750	\$ 151,750	\$ 146,328
Belmont Hills Library	\$ 26,293	\$ 26,725	\$ 27,393
Gladwyne Library	\$ 107,564	\$ 105,845	\$ 91,416
Ludington Library	\$ 208,613	\$ 208,615	\$ 193,462
Penn Wynne Library	\$ 60,925	\$ 72,921	\$ 74,744
<b>TOTAL</b>	<b>\$ 4,974,075</b>	<b>\$ 5,229,447</b>	<b>\$ 5,159,031</b>

Township - (Capital Improvements)**	\$ 471,738	\$ 4,220,000	\$ 2,460,939
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\* NOTE: 2013 Actual is from End of Year Aggregate spreadsheets and the Twp Actual includes Federal funds used for the Ardmore Library Repair Project and Twp costs that benefit Library Operations from other departments (Insurance, for example), that are not included in the 2014 Budget and Est. Actual

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

## The Six Libraries

### Ardmore Free Library



*Circulation* – 72,606 ▪ *Visitors* – 67,831 ▪ *Internet Use Sign ups & Wireless Logons* – 9,167  
*Reference & Information Questions* – 5,191 ▪ *Program Attendance* – 2,710

#### Overview

2014 was a challenging year at the library. The early winter months were spent weathering snow and ice storms, choosing furnishings and, once again, getting ready to close in June for the renovation project. When the decision was made to rebid the projects, staff scrambled to plan summer programming and to unpack materials and supplies slated for storage. In mid-December, staff once again entered preparation mode for the upcoming renovations scheduled for early 2015. As always, Ardmore staff seamlessly redirected their efforts and met the demands head-on. The year was both busy and productive. The library had wonderful programming and spectacular fund raising events. Staff arrived each day with a pleasant and positive attitude ready to welcome and serve the patrons.

#### Staff

Once again, Ardmore staff met the challenges of an ever-changing schedule of events and the day-to-day operations of the library. They did so with incredible flexibility and a willingness to go the extra mile to provide exemplary library services and creative programming.

Page Phillip Howe joined the staff. Cat Grant, Mary Ellen Nobel, Virginia Dean, Trinia King-Jones and Maria Aghazarian ably continue to supplement the staff.

Staff attended the annual in-service day and served on various System committees including: One Book One Lower Merion, Reference and Usage Study, Interlibrary Loan Policy, e-book vendor selection and Summer Reading Clubs. Staff also attended various webinars on e-books, customer service and collection development. Jane Quin participated in a presentation to the Lower Merion Library System Board featuring the book and material selection process. She also oversaw the Belmont Hills and Processing Center staff while new heads of both divisions were chosen.

Staff completed RFID tagging the entire adult non-fiction and non-book material collections. However, the majority of the Ardmore collection and the entire children's collection still need to be RFID tagged a project which was severely impacted by having to twice return the RFID Deactivator/Reactivator Workstation for repair. The project should be completed by November.

#### Programs & Services

Adult library programs focused on adult literacy in cooperation with the Delaware County Literacy Council and the Montgomery County Literacy Network. On a sad note, Paul Sude, the English as a Second Language class teacher, passed away in March after a long illness. Paul was an enthusiastic and gifted teacher and is deeply missed by his students and all of us at Ardmore Library. Working throughout the summer and adding additional tutoring sessions in the fall proved well worth the efforts of the GED tutors and students. Seven students passed all the exams and earned their GED certificates. Students are now following the newly restructured GED curriculum. The Delaware County Literacy Council agreed to supply calculators, white boards and books. The Montgomery County Literacy Network provided access codes for the students to take practice tests online. Currently 13 students are enrolled in the program. The Delaware County Literacy Council was given state approval to hire an ESL teacher for Ardmore. Sixteen students are enrolled in the class which began meeting in September. Students meet twice each week in three 10-week sessions. Once again, Reverend Mike Giansiracusa, Rector of Saint Mary's Episcopal Church, has agreed to host the GED and ESL classes during the upcoming renovation project. The library is ever grateful to Saint Mary's.

Throughout the year, the library participated in various community drives. Ardmore patron Ricky Coleman used the library as a drop-off center for his "Give the Basics" Eagle Scout project. Patrons were able to drop-off personal care products and household supplies for the residents of Ardmore House. Patrons also participated in the Certa-Pro Painters Coat Drive and in the summer annual food drive. The library enrolled in the Amazon Smile program and has been encouraging patrons to choose Ardmore Library as their favored non-profit when purchasing from Amazon. The library receives .5% of all eligible sales. A state-of-the-art network printer was installed for staff and public use. Patrons now have the option to print in black & white or color. Copy Systems provides all maintenance and supplies and pays the library a small commission for having the printer.

Other adult programs included:

- Jane Austen Program: The Annual Jane Austen Program was wonderful. Paul Savidge, regional director of the Jane Austen Society of North America, presented a delightful program – *Walking the Footpaths of Jane Austen and Elizabeth Bennet* – on November 15<sup>th</sup>. Mr. Savidge shared personal photographs of his trek through Austen’s homeland. The photographs coupled with his vast knowledge of all things Austen made for an enchanting program. Thirty people gathered to “walk the footpaths” of and learn about Austen’s life and writings. Thank you to former head librarian, Peggy Newman, for planning and hosting the annual celebration.
- 1<sup>st</sup> Wednesday Book Club: Members discussed an eclectic library of titles including fiction and non-fiction, new and old. Some titles read included: *Reading My Father: A Memoir* by Alexandra Styron, *The Worst Hard Time* by Timothy Egan, *Unaccustomed Earth* by Jhumpa Lahiri and *The Light Between Oceans* by M.L. Stedman. 1<sup>st</sup> Wednesday is a wonderful, fun and educational club. New members are always welcome!
- Adult Summer Reading Club: Karen Miles and Debbie Moran planned and administered the very successful adult summer reading program. Patrons registered for the program and logged their reading titles and ratings online. Over 50 adults joined the Summer Reading Club. Weekly raffles for gift certificates donated by Ardmore merchants included: John Henry’s Pub, Mapes, McDonalds and Viva Video. Those certificates and two gift baskets (summer gardening and Christmas in July) were a real incentive to join the club.

#### Children’s Services

Staff was busy throughout the year hosting 81 programs for 1,671 participants – an incredible number of programs and participants, especially considering that Ardmore was not chosen to host *Science in the Summer* and summer reading club participation was tabulated separately. Also, expecting to be closed for renovations, staff had to make quick adjustments to stop packing and start planning for summer. Within a matter of days, staff put together summer programming and the preschool through adult summer reading clubs –all without missing a beat. A plethora of programs ran throughout the year including old favorites (Teddy Bear Tea Party, Polar Express Adventure, and Dr. Seuss’s Birthday) and many new programs. Blocks, LEGOS, stuffed animals and puzzles were made available for individual play. The Early Learning Stations continued to be quite popular with 1,441 sessions. Children enjoyed the craft weeks featuring a different craft each day held during all school vacations. Children also enjoyed: Take Your Child to the Library Day featuring a treasure hunt, games, puzzles, book and author quizzes; a crochet workshop; the weekly chess club and a Thomas the Tank Engine train-themed story program.

Dawnita Brown led the children and teen reading clubs for 110 preschoolers, elementary students and teens. Ms. Val presented the opening day festivities which included creating watermelon visors. Throughout the summer children enjoyed many

science-based programs including: Dawnita Brown's *Fixx Boom Read*, Trinia King-Jones' *Cereal Science* and Mary Ellen Nobles' *Moon Science*. Ms. Val's mid-summer tie-dye Workshop attracted dyers of all ages.

Swoop, the Philadelphia Eagles' mascot, made a special visit at the summer reading closing party. Adults and children enjoyed the visit, took part in an Eagles' trivia contest, posed for pictures with Swoop, participated in lawn games and feasted on popcorn and green treats. Swoop presented Gardenia Brooman, our mistress of ceremonies, with an autographed Swoop doll which is now on prominent display in the library.

In October, Ardmore celebrated Teen Read Week with a Greek Trivia Program presented by board member Trish Cavallaro. The program was a roaring success with 50 plus people who joined us to participate in or watch the Greek trivia contest. Thank you to Children's Book World for donating book prizes for our winners. The annual Thanksgiving *LEGO Fest* was a rousing success with 98 builders joining us to create masterpieces of every shape and size. LEGO treats and prizes were awarded throughout both days of the festival. Thank you to DK Publishing for providing the prizes and sponsoring the annual program.

Finally, Ms. Val's program *Traditions around the World* ended the year. 158 children participated in the three-part event and learned about holiday traditions including Christmas, Kwanzaa, and Hanukkah. Children created special crafts, feasted on festive treats, joined in song and dance and listened to stories. The program was followed by an entire week of crafting which drew 90 participants. Each day a new craft was featured including; origami, duct tape fun, paper airplanes and models and, of course, lots of stickers, glue, markers and glitter.

The staff is to be commended for planning such creative, entertaining and educational programming throughout the year.

#### Board Activities


Under the leadership of Board President Karen Cosentino, the board worked diligently throughout the year. The Ardmore Board is to be commended for the tremendous energy, effort and time committed to planning the Poetry Celebration and the Kitchen Tour. Both one day events, which require hundreds of hours of planning and preparation, were simply perfect. The daily operation of the bookstore, the planning and implementation of the Annual Fund Drive and the various other programs and activities the Board planned and administered throughout the year benefit the library and the Ardmore community. Trish Cavallaro and Judy Yellin joined the board. Trish led a young adult trivia program with record attendance and Judy is chairing the Ardmore Capital Campaign. Ann Kirschner completed her term of office on the Board. During her tenure, Ann served as board president, vice president, treasurer, book shop chair, kitchen tour chair. Ann's dedication, hard work, good humor and can-do attitude will be missed. Ann has agreed to work on the Ardmore Capital Campaign.



Board members organized and administered the library's four major programs:

- Recipe for Renovation Kitchen Tour: Come spring, the easily identifiable Kitchen Tour lawn signs dotted the township landscape announcing the ninth annual tour. This year's tour was greatly enhanced by the addition of some very creative marketing ideas. For the first time, the tour had a dedicated website: [www.ardmorekitchentour.org](http://www.ardmorekitchentour.org), with live links from the library web and Facebook pages; the opportunity to purchase tickets online; a discounted advance ticket sale; the addition of platinum sponsorships and a raffle for a "Chef's Tasting Menu for Four," generously provided by A La Maison in Ardmore. Seven homeowners from Ardmore, Narberth, Wynnewood and Merion Station opened their doors to friends of the Ardmore Library to showcase their recently renovated kitchens. Tour goers explored the kitchens and talked to contractors, owners and designers. Refreshments from the Main Line's best caterers and retailers were offered at several of the kitchens. Record-breaking attendance, perfect weather and spectacular kitchens blended together for a wonderful fundraiser.
- Charlotte Miller Simon Poetry Celebration: The ninth annual poetry contest drew over 200 entries for the children's, teens and adult poetry categories. Entries from 31 schools were received. The contest is administered completely online and is sponsored through an endowment established by the Miller family with prize money funded by Jonathan and Christine Miller. The local cable station covered the contest and interviewed Jonathan Miller. Viewers learned about the interesting life of Charlotte Miller, her love of poetry and the history of the Ardmore poetry celebration.
- Annual Fund Drive: Ardmore Library had a very successful fund drive. The board made the decision to solicit only within the library catchment area despite the fact that neighboring libraries are also soliciting within the 19003 zip code area. Ardmore Library is most grateful for the generosity of the patrons.
- Book Store: The book store also had a profitable year generating much needed funds for the library. Board members worked tirelessly gathering, sorting and displaying donated books. Many wonderful books and materials were donated and staff added many titles to the collection.

The Board's dedication is admirable and greatly appreciated. It is a privilege to work with such a devoted group of individuals.

 Jane Quin, Head Librarian

## Bala Cynwyd Memorial Library



*Circulation – 287,061 ▪ Visitors – 152,951 ▪ Internet Use Sign ups & Wireless Logons – 23,773  
Reference & Information Questions – 104,297 ▪ Program Attendance – 9,994*

### Overview

Bala Cynwyd Library completed its first full year in the beautiful newly renovated building. The collection is easier to access, meeting facilities are being well used, library programming very active, and the library is serving as a true community center.

### Staff & Volunteers

BCL still has a vacant full time and one part time vacant position in the Junior Room as well as one part time vacant position in the Adult Room. Temporary staff and special coverage hours were used to plug in these staff vacancy holes. Front Line Supervisors Carol Cobaugh, Jane France and Maria Lerman worked tirelessly to develop ever changing staff schedules. With Ardmore and Penn Wynne closing for 2015 renovation, temporary staff will be leaving and re-deployed staff will arrive.

Department Heads Carol Cobaugh and Jane France were on leave in December and will continue to be on leave in January. Maria Lerman, Jackie Schumeister and Jean Knapp took over their duties during their absence.

The 2013 Employee Service Awards were combined with an all Township staff picnic held on June 10, 2014. Jean Knapp was honored for 40 years of service while Joan Bliss was honored for 10 years.

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, and various other committees.

BCL continues to have a solid group of volunteers assisting the library each week.

#### Collections

With BCL's new display shelves the library was able to have timely and topical book and audio visual displays on materials of current interest for patrons to borrow.

In an effort to improve the music score collection, BCL purchased new scores to update the music collection.

The LMLS SWAT weeding process resumed in the fall beginning in the adult fiction section.

#### 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*; *Social Media 101 Series*; Melissa Klapper presenting *Ballots, Babies & Banners of Peace*; Eric Blasco and Jason Butsch *Gardening Talks*; Larry Cohan on *Yoga*; *Open Mic Night*; *Pay It Forward: Doing Good for the Good Done to You*; Joseph Harford on *Are You Afraid of Being Hacked*; and *The Way Things Were*. BCL also hosted a Book Review for One Book One Lower Merion.

#### Facilities & Equipment

Copy Systems, our public copier and computer printer vendor, removed one little used copier from the library. The public computer printer coin-op service is now connected to the vended Copy Systems' first floor copier/printer for color or black and white copies. In addition there is a second first floor Copy Systems' copier. Both are well used and profitable.

The Neighborhood Club continued planting gardens in three areas not landscaped by renovation. The results were spectacular through the spring, summer and fall.

#### Renovation

BCL punch list items were addressed resulting in nearing renovation close-out.

The elevator problems seem to be corrected with the hiring of Kone to service the elevator.

The Township installed two more bike rack loops to meet BCL biking patron requests.

#### Board Activities

Thanks go to all the BCL Board members who actively participate in various committee and officer functions.

Katherine Hubbard began her term as BCL Board President in January 2014. A number of Board members completed their full terms in December. We thank them all for their significant contributions to the BCL Board.

Towards the end of the year the Board started the process of opening a brokerage account in an effort to find additional sources of revenue through stock donations.

#### Other Activities

The BCL Events and Services brochure was updated for 2014-2015.

#### Community Support

The Board and staff of the BCL are very grateful to the community members who continue to generously support the Library's Annual Fund Drive. Newsletters as well as Fund Drive appeal letters are mailed twice a year.

The BCL Board is completing plans for new plaques to honor library supporters.

#### Reference Department

Maria Lerman, *Head Reference Librarian*

We really settled into our lovely new building in 2014. Patrons continue to compliment the expansion and redesign of the library, and we are happy to add our compliments as staff members. The added access to natural light, as well as the expanded spaces, makes for a much more enjoyable and comfortable working experience.

As I've written before, we're grateful for the inclusion of Jackie Schulmeister as our Reference Assistant. She can always be counted upon to take on numerous new jobs, and to perform them with a high degree of responsibility and accuracy. Jackie gets along well with others; she's a true team player. She also brings to the job a friendliness and kindness, both of which have a very positive effect on everyone, staff and patrons.

Jackie Schulmeister is working on organizing the library's historical Archival materials. She also oversees all our book and audio donations: organizing, rotating, storing, and recycling those we cannot use. We have several very efficient volunteers who offer us many hours of much needed assistance.

The Reference team selects materials, and creates colorful fliers for, the displays that grace our shelves noting holidays, seasons, and special days.

Committees: Maria serves on the LMLS Adult Summer Reading Committee. 34 patrons registered for the LMLS Adult Summer Reading Club at Bala Cynwyd, reading and rating a total of 164 books. Two prizes were awarded to two lucky winners. Additionally, she serves on the One Book One Lower Merion committee, and has been interviewed for the LMTV Library Show on several occasions to talk about the program.

Jackie served on the ERA Committee for part of 2014. She also serves on the In-Service Day committee, which is responsible for coming up with ideas for the day, engaging speakers, enlisting staff members to act as instructors during break-out sessions on specific topics, and making sure we have great food on hand.

#### Circulation Department

Carol Cobaugh, *Head of Circulation*

Bala Cynwyd Library continues to be active with patrons coming to the library to use the Internet, wireless service, books, music CDs, books on CD and DVDs. Great Courses continue with popularity. Our patrons are also checking out downloadable books.

The Library's Circulation Department had three returning college students this year as summer help. Ciara Atchley, Lenna Blistein, and Jesse McCarthy provided excellent assistance to our regular staff. They were invaluable to the circulation head who kept them busy with projects all summer. They waited on customers, shelved books, aided in processing audio-visual materials, helped reference with book donations, and basically did anything asked of them.

Our Young Adult Summer Reading Program was *Spark a Reaction* with an emphasis on science. We had 63 teen participants logging in 28,540 minutes. Our programs included a science program with Mr. Sullivan, a Lower Merion teacher; a Tai Chi demonstration; Game Night with a Wii system; and a Creative writing program with our Board President, Katherine Hubbard. The highlight of the summer came in August when we had 35 participants for a Forensics Night with the Lower Merion Police Department, followed two days later with a murder mystery pizza party that had 28 teens using their forensics skills in various parts of the library building while trying to solve a murder. The Philadelphia Union had provided prizes for everyone that night since the program was based around soccer.

Bala Cynwyd Library patrons report with regularity about how fine our staff is. Not only are they competent, helpful, courteous, enthusiastic and hard working; they provide one of the friendliest of library atmospheres. Our patrons have come to expect excellent service at our library and we deliver. Smiles and good humor go a long way in providing such consistent customer service. I want to thank Eileen Plociennik, June Koch, Lorri Halpin, Roz Warren, Cat Grant, Dianne Dillman and all the Junior Room staff who have contributed in making this year a pleasure.

Children's Department

Jane France, *Children's Librarian*

### ***2014 Year End Junior Room Statistics***

	<b>Total</b>	<b>Participants</b>
Reference Questions	6,727	
Directional Questions	8,105	
Story Time	145	6,332
Special Programs	32	891
Class Visits	161	1,884
Early Literacy Station Sessions	3,106	
Summer Reading Registration	498	
Hours Read for Summer Reading	4,115	

The theme this year for the Summer Reading Club was *Fizz! Boom! Read!* The Junior Room summer reading club again proved to be successful. We displayed materials as it centered on the theme covering a wide range of subjects such as art books, food science, science experiments, animal books, folk tales as well as the subject of Chemistry that tied into *Science in the Summer!* The decor came from the children

themselves. The participants received a coloring sheet that most participants brought back to us artfully decorated and was displayed in the library!

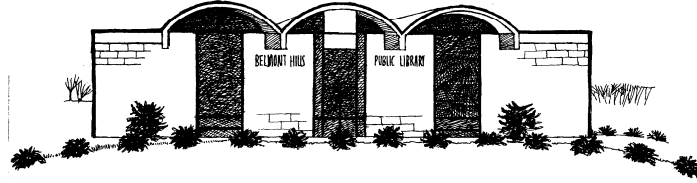
At BCL we did a great deal of programming. We had three STEM programs developed by the staff: worms, space, and food science, weekly story time, magic show, *Science in the Summer* and a special story telling event called: Folktales from around the world! Every child who participated in SRC was able 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 Happy Meal from McDonalds! 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. The junior room has worked hard and developed STEAM (Science, Technology, Engineering, Art & Math) programming to our junior room this year. By offering cultural/entertaining, educational 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 – 33,752 ▪ Visitors – 31,329 ▪ Internet Use Sign ups & Wireless Logons – 1,847  
Reference & Information Questions – 4,932 ▪ Program Attendance – 897*

### Overview

This was a year of many transitions at the Belmont Hills Library. However, staff gracefully weathered every change as we took a fresh look at our resources, and made the most of what we have here, a community committed to this library! Without the help of dedicated staff, board members, and volunteers we would never have made the progress we did in improving our facilities, implementing effective programming, and improving the service we provide “on the hill.”

### Board Activities

This year Jamie Perrapato served as our Board President, John Mayer served as our Vice President, Susan Callahan as our Treasurer, and Martha Garber as Board Secretary. Shari Steinberg served as our Library System Board delegate. We welcomed new Board Members Priyanka Setty, Andrea Casher, and Richard Callogero Glover. We were saddened to say goodbye to long time Board Member Helen Johnson after she announced her retirement. Her humor and insight will be missed.

The board worked hard to make our Belmont Hills Library Poetry Contest for elementary school students in April a success. We received 67 dazzling entries, many from well beyond Belmont Hill’s borders. We recognized award winners at our annual Poet’s Party at the Township Building. Judge and poet A.V. Christie gave out all of the awards to the children, as many proud parents beamed. A special thank you goes to Board Member Helen Johnson for working so hard to make this event a success.



Belmont Hills Library’s Poet’s Party

The board also ran another successful Belmont Hills Flea Market. The weather was beautiful, and vendors were pleased with the turnout. Much time and energy was put into making this event successful, and as always we were grateful.

In October the board (with the indispensable help of staff member Jackie Leming) ran another successful “Halloween on the Hill” fundraiser at the Belmont Hills Firehouse. We were touched by the thoughtfulness and generosity of our patrons as they donated amazing gift baskets that were raffled off, as well as delicious food, for the big night. A wonderful night of music, dancing, and merriment was had by all.

#### Staff

We said goodbye to Head Librarian Pat Rayfield early in the year. Pat’s enthusiasm and dedication to the Belmont Hills Library, and the Lower Merion Library System throughout her 26 years of service was missed this year. We thank her for all of her tireless efforts to make this library a better place for our community, and we wish her the very best. I was warmly welcomed to Belmont Hills Library in February. As a long-time reference librarian at Ludington Library this was uncharted territory for me, and I welcomed the opportunity to make a positive impact here. Pat left behind a smooth sailing ship that I have learned to navigate through many expected, and unexpected, twists and turns.

In May we said goodbye to staff member Terry Purcell as she announced her retirement. We also miss Terry a great deal, and we wish well in all of her new adventures. After Terry’s departure we were left with a staff shortage, fortunately we were able to bring in Jennifer Kuhns, a Sunday staff member at Ludington, to help with our summer coverage. In the fall we persevered, and were able to hire three temporary employees, Zach Cady, Melissa McCloy, and Joanna Hurd, all of whom helped us to make it through to the end of the year. We also hired James Cato, a new page who has also been a welcome addition.

We were also thrilled to learn that the entire Belmont Hills Library staff was nominated for Senator Daylin Leach’s annual *Librarian of the Year* award. Jackie Leming and page Ashley Cappelli were able to attend the awards presentation and proudly represent our library.

#### Collections

With a fresh eye on collections at Belmont Hills an effort was made to make our small Reference Collection more nimble by removing dated material, and freeing up shelf space for other materials. In addition, we continued to enhance our “Young Adult Corner,” and while by no means a complete project we were able to add an appealing café table in that area courtesy of the board. We carefully sorted the Young Adult materials, and consequently created a “Middle School Reader” section for those books which we determined were not Young Adult material. We hope these changes will appeal to this discerning crowd.

#### Programming

Belmont Hills Library provided the community with a wide variety of programming in 2014. We strived to offer something for everyone. In addition, we explored new ways to advertise our programs which included everything from a sandwich board sign on our front lawn that the Board generously provided, to a Facebook page that was created for Belmont Hills Library in addition to our “Friends of the Belmont Hills



Library” Facebook page, to new online advertising opportunities like the *Main Line Neighbors*, and the *Main Line Times*. We hope that as we continue to advertise programs more extensively, program attendance will increase.

#### Children’s Highlights:

- Local Author Jon Richter read from his book *Let’s Play Football*. Children and parents had a great time listening to his book aloud.
- We were called upon to host *Science in the Summer* for two sessions, and we were happy to do so. This year the program’s focus was on chemistry, and 32 children participated in this rewarding experience.
- This year’s Summer Reading Program theme was *Fizz Boom Read*, and 79 children participated.
- We welcomed back Flow Circus, an always popular program featuring juggling, and magic. We had an incredible total of 62 children stop by!
- Narberth Ambulance visited, Chief Flanagan read a book to our lucky group of participants, and then graciously provided a tour of an ambulance parked in our driveway.
- We asked kids to submit pictures of their favorite vacation spots, and displayed them in the library for all to see for *Art Gallery Night*. We had a great turnout on our gallery night with 35 participants stopping by to see and be seen.
- *The Authors and Illustrators Speak Up for PA Libraries* program was developed by the Pennsylvania Library Association this year. Libraries were paired with local authors in their service area. We were fortunate to have local children’s author Doug Wechsler stop by for a fascinating talk about his life’s work studying animals and insects.
- Almost 40 children stopped by for the popular *The Hilarious Magic of Sam Sandler* program. It was practically standing room only as Sam Sandler delighted everyone, including parents!



The Hilarious Magic of Sam Sandler program

Young Adult: Former College Admissions Counselor Cigus Vanni stopped by to host *Understanding and Demystifying College Admissions*, an always well attended four-part series.

#### Adult:

- *Do You Need a Generator?* was a timely topic (especially after the winter of 2014!), and we had an enthusiastic turnout.
- The CPR, *Get Your Certification* class was a great opportunity for the community to become certified.

- The *Instagram: All You Need to Know* lecture on the popular app was very informative and well attended.
- We were impressed with our Adult Summer Reading Club numbers this year: 119 adults participated in the program here at Belmont Hills! A special thanks to staff member Gwen Gatto for taking over the adult portion of the program on short notice. She worked hard to procure appealing and creative prizes!

#### Facilities

We worked to improve the look of the library this year, discarding old chairs that had seen better days, and an old display cabinet that was broken, and last but not least, sprucing up signage. We also cleared out our book sale area, recycling many books that were not selling. We managed to expand our book sale by using some extra shelf space near our front desk. We did a good deal of back office cleaning as well, making more room for supplies in both our back office, and in our HVAC Room. This is an ongoing effort that we are looking forward to continuing in 2015.

We also received a new heater at the end of December for which we are extremely grateful. The Facilities Department installed this successfully for us just in time for the start of the 2015 winter season.

 Robyn Langston, Head Librarian

## Gladwyne Library



*Circulation – 78,909 ▪ Visitors – 46,068 ▪ Internet Use Sign ups & Wireless Logons – 4,219  
Reference & Information Questions – 6,804 ▪ Program Attendance – 4,435*

### Overview

The Gladwyne Library continues to serve all comers, with well-rounded collections, friendly, professional staff, in an historic, well-maintained building. Once again we received a subsidy for collections from Lower Merion Township for which we are most grateful, and even with signs of improvement in the economy and the fundraising climate, the Board continues to wrestle with maintaining a much needed revenue stream. The Montgomery County Library & Information Network Consortium (MCLINC) continues to allow our patrons to gain easy access to the collections of the other public libraries in Montgomery County, and patrons are well-pleased with the quick turn-around on reserve titles. On December 15, 2014, the Lower Merion Township Board of Commissioners voted to move forward with the Ardmore and Penn Wynne Library Renovation Projects. The two projects will be under construction simultaneously during the course of 2015. Both libraries are scheduled to close to the public at 5 PM on or about January 17, 2015. If the projects run according to the tentative schedule, the two libraries would reopen on or about November 18, 2015. In the meantime, the Gladwyne Library renovation project, which in 2013 had been put on hold while community relations issues and an agreement with the Township were ironed out, was addressed through application for a Keystone Grant from Commonwealth Libraries (the State Library). Keystone Grants are specific to library construction and can award up to \$500,000 in support of eligible projects. The grant application was submitted by the Township on October 6, and a decision is expected early in 2015. The Gladwyne Board of Trustees is looking forward to sorting out the various issues in 2015, 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) gained new members in 2014 and ended the year with twenty-four members, up from twenty-two in 2013, but down from twenty-seven 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.) In 2014 we received substantial donations in memory of John Lovering Truscott and Hart Stotter. We also received an extremely generous gift of \$10,000 from Mrs. Mary Hopkins Biddle. Even so, the Board is committed to finding new ways to raise money in 2015. Again, we are extremely grateful to the Gladwyne Library League which pledged \$20,000 to the Board to help balance the 2015 budget. The Board held a very successful Book Signing wine and cheese event with renowned architect, artist and sculptor Charles E. Dagit, Jr. He spoke with passion about his new book *“Louis I. Kahn Architect: Remembering the Man and Those Who Surrounded Him.”* Eric Faerber produced two wonderful and informative newsletters which kept the community up-to-date and enlightened. Member emeritus, Jo Gabel turned 102! Bob Eaddy continues as President for another year, as we bid sad farewell to Trish Hueber, Kay Gately, Justin Kimball, Nancy Arndt, and Ellen DeMarinis.

#### Staff

The staff has remained largely intact, although we officially lost Erin Collins, and hired two new library pages – Luke Powell and Will Russell – to work on Saturdays. Both young men are splendid workers. The Township is still not filling vacancies, but the temporary help hours remain, so Tracy Ulmer continued to work all year. Her hours will be cut back in 2015 since we will take on some backfill hours with the closing of Ardmore and Penn Wynne Libraries. Summer hours were again covered by former page Michael Karasick. Our volunteers continue to serve faithfully, and we gain so much from having them. Rosemarie Rosengarten has been with the library for 10 years, and Jean Stotter and Carolyn Conti had 20 years employment anniversaries. Carolyn Conti was honored by being selected to receive the Patricia A. Dobbin Award, established by the Southeast Chapter of the Pennsylvania Library Association.

#### Collections

SWAT weeding resumed in 2014 and will continue in 2015, despite the two major renovation projects that are scheduled. 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 for National Library Week, as usual. Every time patrons check out materials during that week, they may put their name in a box that corresponds to the 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.

#### Programming

Two successful book discussion series were held in the spring and fall. The first was “The Sins of the Fathers Visited on the Children: Dealing with Childhood Trauma” (*Bastard Out of Carolina*, by Dorothy Allison, *The Little Friend*, by Donna Tartt and *The*

*Memory Palace*, by Mira Bartok), and the second was “America’s First Families: Native Americans at Home in Their World” (*Laughing Boy*, by Oliver La Farge, *The Beet Queen*, by Louise Erdrich, and *Indian Killer*, by Sherman Alexie). 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 flower arranger, Karen Duffy) the Junior Author Contest, Annual Arts and Crafts Show, the 64<sup>th</sup> Annual Plant Sale, and the Memorial Day Parade and Block Party. The League’s popular Annual Book Review program continued with Judith Olson for her second visit since Marilyn Caltabiano retired. While the League continues to support all Children’s programming, and pay for certain reference services, special collections, and special projects, they have started a process to re-examine their mission and ability to raise funds for the Library.


Gladwyne Library again was represented in the Township cable TV show featuring each LMLS library. Gladwyne Library happily participated in the tenth 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 a Craft Bonanza, Valentine’s Day card creations, Earth Day celebration, Mother’s Day remembrance, Moon Magic, and making Candy Houses. Other special programs were Kidzart!, Pajama Storytime, and the Crazy 8s Club – which makes learning mathematics fun by allowing kids to build stuff, run and jump, and make a mess. The Summer Reading Club theme was “Fizz, Boom, Read” and featured the Merge Dance Studio, a visit from author Dave Lubar, a Curious George Party, Slime Time with Kidzart, Bedtime Math Bingo, Jitterbug Music, and a Lunar Module Project with Engineering for Kids. The *Science in the Summer* program featured Chemistry this year, and is sponsored by GlaxoSmithKline and the Franklin Institute. The Library League’s annual Junior Author Contest is always a hit. Lastly, we had another author visit with local writer Nikki Maloney who has created the entertaining “Peppermint” series.

#### Facilities

As noted above, the renovation project is in a dormant phase while we wait for news from Commonwealth Libraries on the Keystone Grant. Other building issues included the installation of a backflow preventer valve on our water pipe to protect water quality in the event of a break, the installation of a gutter heating system to prevent ice build-up in on the roof, and carpet and window cleaning courtesy of the Township. We changed our landscapers from Conroy to Ruggieri and are satisfied with the decision. In November we had five long lengths of copper downspouting stolen from the exterior of the building. This was promptly reported to Township Police and Insurance. The missing downspouts were replaced with brown aluminum and Township insurance covered the costs involved.

 Carolyn Conti, Head Librarian

## Ludington Library



*Circulation – 471,790 ▪ Visitors – 270,402 ▪ Internet Use Sign ups & Wireless Logons – 46,732*  
*Reference & Information Questions – 102,071 ▪ Program Attendance – 14,101*

### Overview

2014 was a very successful year in many ways. We had over 270,000 visitors to the library, circulated almost half-a-million items, held 370 programs, had our meeting rooms used 520 times, added 11,180 new items, offered 20 different art exhibits, and designed a new logo for the library. The year did hold many challenges as well with a bad winter season, a 10 month search for a replacement Technology Librarian and 2 months with no elevator service between floors. All of our success can be attributed to our staff who give their all.

### Facilities

A lot of the problems that plagued us in 2013 were fixed including the leaks from the old roof and most of the HVAC problems. Even though some new problems cropped up, we also saw updates and improvements to the building and its technological equipment.

There was a big push to finally finish the basement work that had not been included in the renovation project. Phase 1 which concentrated on fixing ceiling penetrations and removing old plumbing was begun at the very end of 2013 and finished in the first quarter. Phase 2 fixed the problem with the ceilings in the IT Center and in the corridor outside it. Phase 3 includes painting the old work room and the storage room behind it and putting down new flooring. By the end of 2014, the painting was completed with just the flooring to go.

Our new elevator went down for a month in the spring and again from November 3 through the end of the year. Hopefully a new service contract with the manufacturer will keep that elevator in much better working order. Our old elevator was discovered to need the shaft replaced. This was replaced but by year's end it had still not been inspected by the State. That left us with 2 months of no elevator service between the floors at all.

Improvements to the building included replacing the smoke detectors in the new North wing with a beam detector; adding panic buttons to all of the service desks; installing the Capital Campaign donor signs and new additional bookstore signs. Our data lines were replaced and our Internet computers were also upgraded.

PATV, who had moved into our basement at the very end of 2013 moved out in 2014.

The RFID software on our self-check machines was upgraded to allow multiple item check out but the problem with the return chutes continues. Meetings have been held both with Sentry and with other vendors to seek a solution.

#### Staff

When Robyn Langston, our Technology Librarian, left us in February to become the Head Librarian at the Belmont Hills Library, she left us with a vacancy that proved difficult to fill. Our first round of interviews resulted in our top candidates turning us down so we had to re-open the search. Fortunately our top candidate this time accepted the offer and she will start in January 2015.

We had two staff members this year who were nominated for Senator Daylin Leach's Librarian of the Year Award: Liz Barrie from our Reference Department and Gail McCown from our Children's Department.

A meeting was held in February with school librarians from Lower Merion High School, Harrington High School, Welsh Valley Middle School, and Bala Cynwyd Middle School to discuss mutual interests and how we could support each other's roles.

A request from the Board of Trustees resulted in all staff wearing nametags featuring their first names and the new Ludington logo. This has resulted in a friendlier, more personal atmosphere at the service desks. Patrons are also much more apt to stop one of the staff members out on the floor to ask a question.

#### Programs & Services

Our new Ludington has allowed us to dramatically increase the amount of programming we are able to do for the public. We have increased our adult programming by 72%, almost quadrupled our young adult programming, and increased our programs for children by 42%. We also held 20 different exhibits in our "art gallery", often two at a time, one in the display cases and one hung on the walls. These included exhibits from groups like Baldwin School, Bound Together, the Main Line Art Center Outreach, Friends Central School, and the Radnor National Art Honor Society, as well as by talented individuals.

Our used book store has been doing well even through the two months with no way to get books down to replenish the shelves except by hand carrying them down. In 2014 it brought in \$28,783 for the library and all of the work is done by volunteers.

For the third year in a row, Ludington was an integral part of Bryn Mawr Day held on the Saturday after Labor Day. In 2012 our Grand Opening was held on that day and

in 2013 and 2014 the library sponsored a petting zoo for the children and sold used books.

In 2014, the library joined the ranks of other libraries across the country and installed an “Awesome Box” where patrons could return those items they thought were really good and wanted to recommend to others. Each week a list is created from the items in the box which is available to patrons to peruse for suggestions.

Reference Department

Marcia Bass, *Head Reference Librarian*

Although this was our second complete year in the renovated Ludington Library, people were still coming through the Lancaster Avenue entrance for the first time and marveling at the sight of the impressive lower level. In our new home, the Reference Department has accomplished quite a bit this year. In addition to the large number of reference transactions completed this year the following is a rundown of what transpired in the reference Department.

Since the patron Internet stations are located on our level, a great deal of our time was spent helping patrons access the Internet, using the Reservation Station, printing and especially when they had problems formatting their documents, etc. We have also helped patrons in the library and over the phone gain access to our eBooks and audio books. In addition, Reference department staff had to take on additional tasks with the Technology Librarian position being unfilled most of the year.

This year twenty-three adult programs were held at Ludington. This was a record number for us and the programs ranged the gamut. The titles included: Successfully navigating the teenage mind; Socrates Café; How to get enough sleep; Brain Training for seniors; Researching your family tree; Put an end to bullying; Improving Financial awareness and literacy; Benefits of acupuncture; Money 101 for kids; Round table discussion on the escalating problem in the Ukraine; Be your own boss; Pre-Retirement planning; Redefining the role of motherhood; Everything you always wanted to know about dentistry; Parenting in the preschool years; Brain development in children with autism, Aspergers and ADHD; 529 college savings plans; Native plant designs and edible landscapes; How to maximize your social security benefits; Shimmer with style; Help for children with special needs; Wreath making; Functional medicine. We already have lined up some very interesting programs for next year.

The reference staff attended numerous meetings and served on a number of committees. Wendy Edwards went to an ALA preconference program entitled “Genealogy for Librarians,” and afterwards created an extremely helpful pamphlet for patrons interested in doing their own family research. She also served on the In-service Day Committee and the Interlibrary Loan Committee. Robyn Langston attended a SEPLA presentation and MAC committee meetings. Lizzie Barrie attended monthly Digital Collection Committee meetings and shared her detailed notes with library staff members. We all served on the Reference Development Committee and took part in monthly SWAT meetings.



Again this year Wendy Edwards spent a great deal of time dealing with interlibrary loan requests. She was also in charge of scheduling all the display areas in the library and making sure the spaces were used properly. Lizzie Barrie did an incredible job as the Young Adult Librarian and held programs, did displays, etc., to appeal to the hard to target teens in the area.

Among our other tasks in 2014 were the management of the Pat Carson Memorial Bookstore (almost \$29,000 earned this year), weeding of outdated health books, proctoring services for students, the provision of federal and state tax forms, the ready availability of transportation schedules and driver's license manuals and anything else we could think of to provide the best customer service and fulfill the needs of our patrons.

Circulation Department

Jennifer Wark, *Head of Circulation*

In 2014 the Circulation Department focused on our goal of cross training with our Reference Department. Due to a shortage in the department the circulation staff filled in many hours assisting with various job duties.

In addition to working with the Reference department, a number of the staff directed sessions on downloading books to their devices and often assisted with guidance and troubleshooting with our public computers. They participated in organizing programs and promoting them with displays in the library and entries on our Facebook page.

An "Awesome Box" was brought in to assist the public and staff on Readers advisory. Patrons can return materials that they feel are "awesome" in this box and a list is compiled that patrons can access for suggestions for something good to read, watch or listen.

With the vast number of people coming through our doors every day the circulation staff remains as busy as ever. Aside from assisting the patrons with their accounts whether it's in the library or on the telephone, the staff processes materials being added to our collection and lends a hand to our volunteers that organize the materials that are donated daily for our Book Sale room.

Our volunteers have devoted over 1,000 hours of service this year assisting the staff with shelving, donated materials and various other job duties.

The two meeting rooms at Ludington are in high demand with 520 meetings booked throughout the year. The auditorium is equipped with audio-visual aids which has created a high demand for groups wanting to meet at this branch. The circulation staff is often setting up and instructing how to use the equipment.

Since technology is continually evolving and instrumental in our system, our goals for 2015 are to get all staff adept with how to download materials to their devices. We will take a more active approach in educating the public about the services the library provides for them and what they can access from home and encouraging the public to use our self check stations. We will be expanding on our Readers Advisory assistance

by creating a more detailed book of lists for the staff to use as suggestions for the patrons. Our Book Sale room is popular among our patrons so we'd like to work on improving the organization to make it more accessible for people looking for particular items. Circulation staff would also like to expand on the programs we have participated in and to find other ways to promote the use of our wonderful library system.

Children's Department

Darlene Davis, *Youth Services Coordinator*

2014 was a great but challenging year for the junior department. We began with a very snowy and blistery winter, battled the summer heat but ended with a beautiful mild December. Despite the weather, illnesses and no elevators for a few months, we held 173 story times and 119 special programs. Our total attendance for the year was 12,660 children and their caregivers. We thank each of you for your patronage and for letting us serve you this year.

We have shifted several sections to make room for our growing collections. Volunteers from The Shipley School have helped with our shelf reading and reorganizing projects. A special thank you goes out to all of the students and staff who have put in their time to help us.

In February, Gail McCown and several reading specialists in the area hosted a mini reading conference. We gave out copies of the book *Reading Magic: Why Reading Aloud to Our Children Will Change Their Lives Forever* by Mem Fox. This was made possible by a generous donation through a Montgomery County Verizon grant. Additional copies were distributed to neighboring schools as part of our outreach initiative. We received a thank you note from the famed author Mem Fox which was very exciting.

A partnership was formed with the Design School at Harcum College. In celebration of the 70<sup>th</sup> Anniversary of continued publishing for the Caldecott Honor book *The Hundred Dresses* by Eleanor Estes, copies of the book and T-shirts were donated to the school for the students to design their own dresses using the T-shirts. The creations were modeled during a fashion show at the school.

Another great partnership was also formed this year with Franklin Mint Federal Credit Union. We had the privilege to meet the Berenstain Bears who made several appearances at the library to the delight of children, parents and staff. This was also a financial literacy program in accordance with the PA Forward initiative.

We held a "Let's Read Math" program funded by a grant from Verizon. Children were given booklets after the program to take home as well as other fun gifts such as calculators, math games, automatic minute and second timers and many other prizes. Special thanks go out also to Gail McCown for her generous donations.

Children were once again invited to partake in the fairy garden and dinosaur ranch this year. Participants could make projects to take home or they could make them for the garden which is outside the library near the Ada Mutch Building.

*Fizz Boom Read* was the theme for this year's Summer Reading Club. We had 243 registrants logging in a total of 68,715 minutes and writing 316 reviews. Also during the summer we hosted two four-day sessions of *Science in the Summer*. Our theme, Chemistry, was well received by the students. Thanks to GlaxoSmithKline for providing this service to our patrons. Keeping up with the science theme, we held a Mad Scientist party. We had six stations set up in the junior room using various objects and materials to perform experiments. The children built ramps, hydrated and dehydrated objects, used magnets to attract items that contain iron and other fun and exciting projects. The summer also allowed us to show movies to our children and their families. We showed *Tangled*, *The Lego Movie*, *Despicable Me 2* and *Frozen*.

We ended the year with an elaborate, fun-filled Countdown to Noon. Our regular story time was held which was followed by our New Year's craft. We were then entertained by Mr. Tom, who had the children and their families singing and dancing. Our countdown began and we ended the celebration with bubbles, horn blowing, treats and lots of cheers. The staff in the junior room is grateful for a wonderful 2014 and look forward to a spectacular 2015 with our patrons.

Young Adult Services

Liz Barrie, *Reference Librarian*

2014 was a year full of activities for young adults. Currently, we are attempting to build a better relationship with the young adults in our area, and to figure out what services they want from their local library. As part of that effort the Young Adult Room has been revamped to make it more appealing to teens. Young Adult fiction is now separated by genre, and the graphic novels are now arranged so that the "big name" Marvel and DC Comics series are shelved together by character to make them easier to navigate.

In February, we hosted a *Blind Date with a Book* program. Readers were invited to choose from a display of books, wrapped in Valentine's paper, judging the books only by a 'personal ad' that listed the book's genre, and three other hints about the plot. After reading their book, participants were invited to fill out a "Rate Your Date" card to let us know what they thought. Over 20 books were checked out, and we got a lot of positive feedback from patrons. In March, we held a program for Teen Tech Week and we went through the first hour of training in computer coding, using resources provided by the [website code.org](http://website.code.org). In April, there was so much interest in our Young Adult *Book Hedgehog* program that we opened it up to all ages. We had 19 elementary to adult participants who recycled old paperback books into adorable hedgehogs! In May, we held two Young Adult programs. Writing coach Julie Owsik Ackerman ran a workshop for high school juniors and their parents about getting started on writing college application essays. Nine people attended, and it was so well-received that the participants asked Julie to do another, longer, college essay workshop. The day before Mother's Day, we hosted a craft program where teens could make roses out of duct-tape.

To prepare for the summer, we gathered high school summer reading lists from nearby schools. In addition to making the lists available for patrons, I also gathered book sale copies of these books to do a special display. In June, we held a Summer Reading

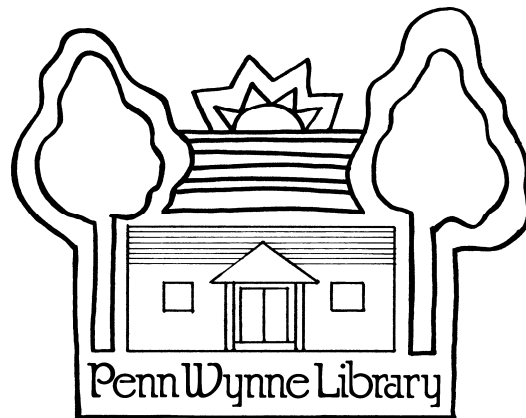
Kickoff party for all ages. Gail McCown and I visited the Bryn Mawr Farmers' Market across the street and gave out information about all of our summer programs. Children were provided with materials to make textured dinosaurs and/or fairy nests to go along with the fairy garden/dinosaur ranch that the Children's Department has set up. Following the Farmers' Market, we moved into Ludington's Reading Porch to continue. We held a raffle for season passes to Six Flags Great Adventure that were donated to us by the radio station Wired 96.5 FM – anyone who came to the table to get information about our summer programs was allowed to enter. We also gave out 50 free cookies that Insomnia Cookies donated – they were very popular! Our Summer Reading sign up began on June 23. The first 20 teens who signed up received goodie bags filled with earbuds, Phillies souvenirs, bookmarks, and a coupon for a free RedBox rental. Prizes were awarded weekly to teens who log their reading minutes. As part of the summer programs we held a screening of *The Hunger Games: Catching Fire*. Later in the month, we were visited by Young Adult author Elisa Ludwig who led a *Creating Characters that Spark a Reaction* writing workshop. In July, Julie Ackerman had 14 students attend her college essay workshop. We hosted author David Lubar, who talked about writing and ate pizza with 18 teens. Jessica Thompson and I also hosted a recycled earring workshop for six teens and adults.

One of the highlights of September was Banned Books Week. I put up a large display in the Young Adult room and highlighted the week with daily posts on the topic on the Library's Facebook page. In October, we had a number of events for teens at the library. To get ready for Teen Read Week, which had the theme *Turn Your Dreams into Reality*, we held a program to make dream journals out of recycled materials. Psychologist Christina Eckhart led a program on how to interpret dreams. Writing coach Julie Ackerman returned with another college application essay workshop. Finally, the Haverford School Poetry Club presented what will hopefully be the first of many poetry readings with teens from local high schools—over 50 people attended! Every Monday in November, Cigus Vanni presented his ever-popular programs about College Admissions. I attended a half-day workshop on the educational value of gaming and game design hosted by MCLINC, and learned a lot about how gaming engages young people and encourages learning in nearly every area you can think of (math, creativity, art, etc.). As part of the PA Forward Speak Up for Libraries program, Ludington hosted Young Adult author Susan Shaw. Despite advertising in the LMLS newsletter, on Facebook, at Main Point Books, at every high school in the area, and at Rosemont and Bryn Mawr College's creative writing communities, no one came to see the talk.

Towards the end of the year, we circulated a survey to teens to figure out what sort of activities teens would want to attend and when they would be able to come to the Library. Thus far, the most popular options seem to be movie screenings and video gaming programs. The teens have indicated that they are most likely to be available on Saturday and Sunday afternoons. This information will be used to make our Teen programming stronger in 2015!

 Margery B. Hall, Head Librarian

## Penn Wynne Library



*Circulation – 120,840 ▪ Visitors – 79,287 ▪ Internet Use Sign ups & Wireless Logons – 4,821  
Reference & Information Questions – 12,014 ▪ Program Attendance – 3,836*

### Overview

2014 was quite a year – hopes raised, then dashed, and raised again! The library renovation so dear to the hearts of the board is finally going to happen! It took a second round of bids but it was worth the wait. 2014 was a brutal winter with three snow days and six late openings or early closings and so many people without electricity! The library was the place to come to get warm, charge your phone, see your neighbors and get a book to read by candlelight! Cozy Penn Wynne Library has been the heart of the community and this year, more than many others, really proved how well loved and well used it is.

### Board Activities

The Penn Wynne Library Board of Trustees made it their mission to advocate for the library's renovation project with the Board of Commissioners. They were at every meeting that the library projects were discussed and many spoke passionately about why the library is so important to our community. Board President Bill Powell and Vice-President Betty-Ann Izenman both appeared on *The Library Show*, on the township cable channel, with Lenore Forsted. Bill also participated in the annual Penn Wynne Civic Association meeting for a discussion of "Downtown Penn Wynne – What Will the Future Look Like?"

The Board worked on fundraising ideas, created fund drive letters and agreed to join the Penn Wynne Elementary School for a 5K Run/Walk that will benefit both organizations. Members of the board also worked on an ice cream social at Wynnewood Valley Park to raise money for a former board member, Seana Valentine, who had just moved back to Chicago with her family. Seana, her husband and two children were in a horrific car accident that left her a widow and in a coma. The library and other civic organizations worked together and raised \$8,000 for Seana's medical care.

The Board has been working tirelessly on getting the library ready for renovation by planning a sale of library furniture and equipment that we will not need in our beautiful new building.

#### Staff

This year the staff were involved in many activities – Alison King, our children’s librarian, took over the story hours and developed a very large following. Cyd Nathan was Penn Wynne’s representative on the Adult Summer Reading Club and once again encouraged our patrons to participate and we had 143 of the 447 registrants and they logged 712 of the 1,678 reviews! Cyd and Alison were also nominated in State Senator Daylin Leach’s “Librarian of the Year” contest. The staff also organized our annual craft fair and our page, Annmarie Geist, received her 10-year service award from Lower Merion Township.

Alison King took over the library’s Facebook page and has done an exceptional job in posting events, pictures, and links to other sites and making our Facebook page so appealing. We registered the Penn Wynne Library in AmazonSmile so that online purchases will generate funds for the library. We also joined Better World Books, which we use to sell books that we no longer need; it also raises funds for the library.

We were fortunate to have had Marjorie Goldman all year as a temporary employee and we hired three new pages: Mayuri Bhargava, Colin Richardson and Ellie Tecofsky-Feldman. Our longtime page Lesley Furton used her library experience to get a job running the library at St. Gabriel’s School and we are very proud of her.

The Head Librarians of LMLS gave a presentation of our book selection methods and explained how a book gets on our shelves at an LMLS board meeting. I was also involved in the system wide action team (SWAT), which is our system for weeding the library collections. I handle the books to see what condition they are in and the teams decide what should be withdrawn or kept. I also was part of the In-Service Day committee and was honored to be a judge at the Penn Wynne Civic Association 4<sup>th</sup> of July parade.

#### Collections

Our goal this year was to get all the materials in the children’s room tagged for RFID circulation. Alison organized a troop of volunteers, enlisted the help of the pages and part-time staff, and got everything tagged! We also changed the boxes that our music CDs circulate in, and they also got tagged. All of the library’s DVDs and audio books are tagged and the DVD sets of three or more now are packaged together and circulate for three weeks.

Alison added a large number of children’s books on CD in preparation for summer trips and they were a big hit. The Summer Reading Cart was also the success that we expect. We start with almost two full carts of books and as the summer progresses, the shelves get more and more empty! When we have the Reading Olympics cart assembled, the same thing happens.

We also began doing the condition reports for the adult fiction to prepare for our SWAT weeding. It helps us to know exactly what is circulating and what is not.

#### Programming

The library hosted many programs for children, including a Safari Party, a Colonial Plantation program featuring a sheep named Alanis, a Dr. Seuss birthday party, yoga for kids, an engineering event where they built a tube roller coaster and even a look inside the Narberth Ambulance! Alison hosted special story times, some featuring her favorite books, we had a princess and knight story time, the Playful Chef helped the children make dirt desserts in the summer and gingerbread houses in December. For music lovers we had family music concerts as well as Beatles for Babies and Baby Boogie!

We had the well attended series on *Understand and Demystifying College Admissions* presented by Cigus Vanni – he always draws a big crowd.

Alison started a monthly Lego Club and the kids love building all kinds of things. We had asked patrons if they had any Legos they no longer wanted and we got a wonderful collection that way! Alison also started a baby story time, especially for infants up to 18 months using nursery rhymes, repetition and songs to enhance the baby's language skills. She has a very devoted crowd of babies and caregivers and moms!

We shredded an already beat up book to be the centerpiece of our Teen Read Week contest. The teens had to guess the title of book by reading some of the shredded pages. The winner got an iTunes gift card and they had a great time figuring out which book was shredded.

We also had an unusual display for Banned Books Week – we covered many challenged books with brown paper and attached a statement describing why the book was challenged. The patrons were fascinated and horrified to read about what was said about well loved and classic works. The books really circulated and it was a very thought provoking exhibit.

We also partnered with the Penn Wynne Civic Association to celebrate New Year's at Noon on December 31<sup>st</sup> when the Penn Wynne fire truck raised its ladder and dropped a huge glittering piñata ball into the street and the kids scrambled for noisemakers and candy. It was a very exciting way to end the year!

#### Children's Services

Penn Wynne Library was a vibrant, exciting place for children this year. Alison had 49 story times with 1,741 children and 37 other programs for 1,466 children. She had great participation in the Summer Reading Club *Fizz Boom Read*. 228 readers read for 62,063 minutes – that's 43 days! We had anticipated closing for renovation in July and when that did not happen Alison had to quickly get into the planning mode and plan programs and events for the rest of the summer. She has organized many events ranging from animal habitats to sewing tote bags and her enthusiastic story times are

very popular. We received a new Early Literacy Station through LMLS and the new touch screen is a bit hit with the kids.

#### Facilities

This was our first full year as a township property and we were very grateful for the township help when our water heater burst in the basement and again when a sprinkler head begin spurting water near the bookshelves. The quick response from the township crews saved the day! The township's cleaning service also washed our windows and cleaned our carpets. The library was one of 16 lucky places that lost power on October 27 and when the power was restored the computers weren't able to come back up for more than a day, which caused much patron angst!

The library was the site of multiple meetings regarding the renovation project and we met to discuss colors, furniture and arrangements. After the disappointing first round of bids, when no general contractor bid on our project, we were hopeful that things would go differently in the fall bidding, which they did. The project got all the necessary bids; the Board of Commissioners approved the project, and we look forward to our lovely new library!

It has been an exciting year and despite the sorrow and panic we feel about closing, we know it will all be worth the inconvenience to have a new space for our community of readers.

 *Judith Soret, Head Librarian*



## Appendix: 2014 Statistics

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**ANNUAL DEPARTMENTAL REPORT  
2014**

**LIBRARY DEPARTMENT**

	2014	2013	2012
<b>CIRCULATION</b>			
PRINT ITEMS:	708,821	706,200	589,188
NON-PRINT:	356,137	403,602	383,487
<b>Total Circulation</b>	<b>1,064,958</b>	<b>1,109,802</b>	<b>972,675</b>
<b>ADULT/JUVENILE BREAKDOWN</b>			
Adult Material	661,511	719,448	646,218
Juvenile Material	403,447	390,354	326,457
<b>ISL/ILL ACTIVITY</b>			
ILL Loaned	84,571	83,292	86,625
ILL Borrowed	40,323	42,989	39,266
ISL LOANED WITHIN LMLS	35,981	35,032	38,152
<b>REFERENCE SERVICES</b>			
Reference Questions Total	71,958	65,894	33,077
Using Inhouse Material	24,354	25,617	19,701
Using Online Databases	47,570	40,233	13,368
E-Reference	34	44	8
Information Questions	163,351	110,124	56,394
Internet Sign-up /Wireless	90,559	81,093	53,764
<b>PATRON REGISTRATION</b>			
New Borrowers	4,393	5,764	4,404
Resident Active Borrowers	31,247	31,925	31,472
All Active Borrowers	316,055	322,051	325,708
<b>PROGRAMS</b>			
Adult	117	76	169
Computer Instruction	0	7	0
Other Adult	124	108	3
Young Adult	38	21	2
Juvenile Story Hours	493	387	471
Other Juvenile Programs	268	216	93
Class Visits	225	109	44
<b>Total Programs</b>	<b>1,265</b>	<b>924</b>	<b>782</b>
<b>PROGRAM ATTENDANCE</b>			
Adult/Attendance	2,788	4,533	4,098
Computer Instruction/Attendance	0	7	0
Other Adult/Attendance	1,059	1,526	0
Young Adult/Attendance	418	222	35
Juvenile Story Hours/Attendance	19,657	15,148	14,892
Other Juvenile Programs/Att.	8,167	8,180	3,274
Class Visits/Attendance	3,884	2,372	650
<b>Total Program Attendance</b>	<b>35,973</b>	<b>31,988</b>	<b>22,949</b>
<b>TURNSTILE</b>			
Ardmore	67,831	17,407	141,293
Bala Cynwyd	152,951	95,823	0
Belmont Hills	31,329	54,504	55,591
Gladwyne	46,068	54,183	66,146
Ludington	270,402	306,323	172,977
Penn Wynne	79,287	93,103	103,294
<b>Total Turnstile Count</b>	<b>647,868</b>	<b>621,343</b>	<b>539,301</b>
<b>Key Staff Activity Statistics</b>			
Books/A.V. Added	32,421	33,752	26,522
Books/A.V. Withdrawn	16,143	25,140	18,108
Current Collection Size	451,609	435,331	426,719
Current Number of Titles			
Overdue Notices	9,407	8,720	6,437
Volunteer Hours	5,932	6,519.00	6,530.00
Off-Site Storage ISL Circulation	1,434	1,493	6,364
<b>PROCESSING CENTER</b>			
Titles Cataloged	14,979	10,630	11,780
Titles deleted from Database	0	0	0

CIRCULATION	2014	2013	% CHANGE 2013 TO 2014	2012	% CHANGE 2012 TO 2013	% CHANGE 2012 TO 2014
ARDMORE	72,606	27,531	163.72%	208,530	-86.80%	-65.18%
BALA CYNWYD	287,061	189,066	51.83%	11,790	1503.61%	2334.78%
BELMONT HILLS	33,752	61,105	-44.76%	98,151	-37.74%	-65.61%
GLADWYNE	78,909	100,074	-21.15%	133,203	-24.87%	-40.76%
LUDINGTON	471,790	584,306	-19.26%	334,076	74.90%	41.22%
PENN WYNNE	120,840	147,720	-18.20%	186,926	-20.97%	-35.35%
<b>TOTALS</b>	<b>1,064,958</b>	<b>1,109,802</b>	<b>-4.04%</b>	<b>972,676</b>	<b>14.10%</b>	<b>9.49%</b>

### ACTIVITY STATISTICS - SYSTEM TOTAL 2014 BY LIBRARY

	Ardmore	Bala Cynwyd	Belmont Hills	Gladwyne	Ludington	Penn Wynne	Off-Site Storage	Total
Turnstile	67,831	152,951	31,329	46,068	270,402	79,287	0	647,868
Internet Use / Wireless	9,167	23,773	1,847	4,219	46,732	4,821	0	90,559
Microfilm Usage	0	0	0	0	11	0	0	11

## REFERENCE ACTIVITY

Reference Questions Answered	2,618	28,038	636	3,423	29,943	7,300	0	71,958
Using Inhouse Material	1,907	8,128	29	2,899	5,809	5,582	0	24,354
Using Online Databases	711	19,910	607	524	24,100	1,718	0	47,570
E-Reference	0	0	0	0	34	0	0	34
Information Questions Answered	2,573	76,259	4,296	3,381	72,128	4,714	0	163,351
Referred to Another Library	43	193	13	193	127	0	0	569
Referred From Another Library	39	182	7	221	124	0	0	573

## PROGRAMS

Adult	12	27	9	30	31	8	0	117
Computer Instruction	0	0	0	0	0	0	0	0
Other Adult	107	0	0	17	0	0	0	124
Young Adult	0	10	4	1	23	0	0	38
Juvenile Story Hours	45	145	33	38	183	49	0	493
Other Juvenile Programs	36	32	21	33	109	37	0	268
Class Visits	0	161	1	39	24	0	0	225
<b>Total Programs</b>	<b>200</b>	<b>375</b>	<b>68</b>	<b>158</b>	<b>370</b>	<b>94</b>	<b>0</b>	<b>1,265</b>

### PROGRAM ATTENDANCE

Adult/Attendance	211	769	230	527	422	629	0	2,788
Computer Instruction/Attendance	0	0	0	0	0	0	0	0
Other Adult/Attendance	828	0	0	231	0	0	0	1,059
Young Adult/Attendance	0	118	24	10	266	0	0	418
Juvenile Story Hours/Attendance	859	6,332	391	1,502	8,832	1,741	0	19,657
Other Juvenile Programs/Att.	812	891	252	1,018	3,728	1,466	0	8,167
Class Visits/Attendance	0	1,884	0	1,147	853	0	0	3,884
<b>Total Program Attendance</b>	<b>2,710</b>	<b>9,994</b>	<b>897</b>	<b>4,435</b>	<b>14,101</b>	<b>3,836</b>	<b>0</b>	<b>35,973</b>

## ISL/ILL ACTIVITY

ILL Loaned	7,941	19,086	4,933	11,145	31,372	9,291	803	84,571
ILL Borrowed	4,593	9,793	2,138	3,582	13,902	6,315	0	40,323
ISL Loaned	5,369	5,824	3,136	6,501	9,343	5,177	631	35,981

## VOLUNTEER HOURS

364	1,307	8	1,115	2,843	296	0	5,932
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## HOLDINGS

### Items Added

Adult Non-Fiction	507	2,936	261	837	2,800	667	0	8,008
Adult Fiction	886	2,991	538	1,295	3,309	1,403	0	10,422
Juvenile Non-Fiction	222	520	88	155	570	141	0	1,696
Juvenile Fiction	473	1,798	464	832	2,296	829	0	6,692
Videos	0	0	0	0	0	0	0	0
DVDs	295	749	173	423	1,093	482	0	3,215
Sound Recordings	93	346	146	526	1,112	145	0	2,368
Software	0	11	0	0	0	0	0	11
Microfilm	0	0	0	0	0	0	0	0
Sheet Music	0	9	0	0	0	0	0	9
Puppets	0	0	0	0	0	0	0	0
<b>Total Items Added</b>	<b>2,476</b>	<b>9,360</b>	<b>1,670</b>	<b>4,068</b>	<b>11,180</b>	<b>3,667</b>	<b>0</b>	<b>32,421</b>

### Items Withdrawn

Adult Non-Fiction	175	832	438	390	1,323	972	4	4,134
Adult Fiction	1,087	1,100	689	467	1,622	1,539	121	6,625
Juvenile Non-Fiction	33	29	50	304	127	351	0	894
Juvenile Fiction	124	252	42	381	1,253	315	0	2,367
Videos	0	5	463	0	0	0	0	468
DVDs	14	187	122	23	543	101	0	990
Sound Recordings	24	53	98	13	404	73	0	665
Software	0	0	0	0	0	0	0	0
Microfilm	0	0	0	0	0	0	0	0
Sheet Music	0	0	0	0	0	0	0	0
Puppets	0	0	0	0	0	0	0	0
<b>Total Items Withdrawn</b>	<b>1,457</b>	<b>2,458</b>	<b>1,902</b>	<b>1,578</b>	<b>5,272</b>	<b>3,351</b>	<b>125</b>	<b>16,143</b>

### Collection Totals

Adult Non-Fiction	7,416	34,523	4,423	11,942	50,156	11,622	10,547	130,629
Adult Fiction	12,894	24,096	3,310	10,411	31,131	11,120	8,718	101,680
Juvenile Non-Fiction	3,574	15,209	3,102	4,784	21,051	5,449	67	53,236
Juvenile Fiction	9,611	21,907	2,176	9,072	20,585	9,658	631	73,640
Videos	618	1,155	-266	407	1,622	0	0	3,536
DVDs	3,861	8,498	2,270	5,692	15,070	3,193	0	38,584
Sound Recordings	1,979	13,415	750	7,032	17,499	2,620	541	43,836
Software	-1	27	2	1	0	0	0	29
Microfilm	0	0	0	0	5,065	0	0	5,065
Sheet Music	0	1,374	0	0	0	0	0	1,374
Puppets	0	0	0	0	0	0	0	0
<b>Total Holdings</b>	<b>39,952</b>	<b>120,204</b>	<b>15,767</b>	<b>49,341</b>	<b>162,179</b>	<b>43,662</b>	<b>20,504</b>	<b>451,609</b>

Periodical Titles - Print	34	125	34	64	154	45	0	456
Periodical Titles - Electronic								136

## 2014 Circulation Statistics by Format Type

Ardmore	Adult AV	18,570	All Adult	44,490
	Junior AV	5,399	All Junior	28,116
	Adult Book	25,920	All AV	23,969
	Junior Book	22,717	All Book	48,637
	TOTAL	72,606		

Bala Cynwyd	Adult AV	54,008	All Adult	155,659
	Junior AV	18,727	All Junior	131,402
	Adult Book	101,651	All AV	72,735
	Junior Book	112,675	All Book	214,326
	TOTAL	287,061		

Belmont Hills	Adult AV	9,254	All Adult	21,034
	Junior AV	2,237	All Junior	12,718
	Adult Book	11,780	All AV	11,491
	Junior Book	10,481	All Book	22,261
	TOTAL	33,752		

Gladwyne	Adult AV	26,564	All Adult	57,346
	Junior AV	3,513	All Junior	21,563
	Adult Book	30,782	All AV	30,077
	Junior Book	18,050	All Book	48,832
	TOTAL	78,909		

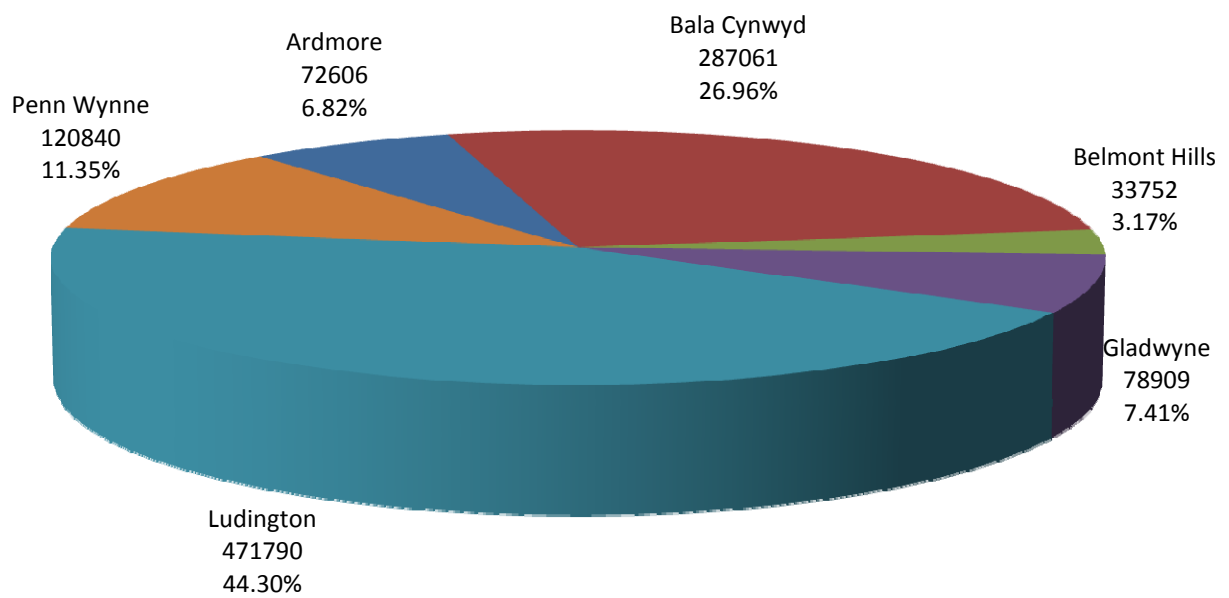
Ludington	Adult AV	159,827	All Adult	314,958
	Junior AV	28,062	All Junior	156,832
	Adult Book	155,131	All AV	187,889
	Junior Book	128,770	All Book	283,901
	TOTAL	471,790		

Penn Wynne	Adult AV	24,389	All Adult	68,024
	Junior AV	5,587	All Junior	52,816
	Adult Book	43,635	All AV	29,976
	Junior Book	47,229	All Book	90,864
	TOTAL	120,840		

System Total	Adult AV	292,612	Total All Adult	661,511
	Junior AV	63,525	Total All Junior	403,447
	Adult Book	368,899	Total All AV	356,137
	Junior Book	339,922	Total All Book	708,821

GRAND TOTAL	1,064,958
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## Total 2014 Circulation by Library



Item Circulation by Item Stat Class  
System Total 2014 - by Branch

	Ardmore	Bala Cynwyd	Belmont Hills	Gladwyne	Ludington	Penn Wynne	Total
<b>Adult Non Fiction</b>							
000s	127	745	37	182	1,254	220	2,565
100s	400	1,913	119	405	3,270	742	6,849
200s	312	1,089	87	283	2,576	462	4,809
300s	1,128	5,151	552	1,508	8,272	1,850	18,461
400s	126	389	23	42	1,379	123	2,082
500s	203	1,638	116	291	2,509	425	5,182
600s	2,209	10,853	998	3,293	15,049	3,546	35,948
700s	658	5,062	417	1,238	9,282	2,242	18,899
800s	428	1,831	128	316	3,903	714	7,320
900s	1,176	9,476	423	3,285	14,936	2,564	31,860
Biography	989	4,888	556	1,440	7,335	1,486	16,694
Periodicals	566	4,837	762	1,199	4,849	606	12,819
Sheet Music	3	539	0	2	15	3	562
YA Non-Fiction	71	111	23	33	160	75	473
Other Non-Fiction	397	433	240	102	863	175	2,210
<b>Total Adult Non-Fiction</b>	<b>8,793</b>	<b>48,955</b>	<b>4,481</b>	<b>13,619</b>	<b>75,652</b>	<b>15,233</b>	<b>166,733</b>
<b>Adult Fiction</b>							
Adult Fiction	16,352	51,442	7,136	16,146	78,478	27,983	197,537
YA Fiction	743	1,154	131	935	791	367	4,121
<b>Total Adult Fiction</b>	<b>17,095</b>	<b>52,596</b>	<b>7,267</b>	<b>17,081</b>	<b>79,269</b>	<b>28,350</b>	<b>201,658</b>
<b>ILL</b>	<b>32</b>	<b>100</b>	<b>32</b>	<b>82</b>	<b>210</b>	<b>52</b>	<b>508</b>
<b>Total Adult Print</b>	<b>25,920</b>	<b>101,651</b>	<b>11,780</b>	<b>30,782</b>	<b>155,131</b>	<b>43,635</b>	<b>368,899</b>
<b>Adult Non-Print</b>							
Book on CD	1,754	10,399	624	4,760	27,253	4,093	48,883
Book on Tape	6	23	9	3	38	39	118
Cassette	5	21	3	0	32	2	63
CD-ROM	4	30	0	0	5	2	41
Compact Disk	1,310	6,707	691	2,830	18,942	1,936	32,416
DVD	13,976	30,239	6,499	16,143	92,265	14,623	173,745
Sound Media Player	172	116	172	477	7,385	103	8,425
Video	27	60	26	32	133	34	312
Downloadable Audiobooks	337	1,661	314	595	3,593	907	7,407
Downloadable E-Books	828	4,140	817	1,528	9,209	2,326	18,848
YA Non-Print	27	130	30	46	162	95	490
Other Non-Print	124	482	69	150	810	229	1,864
<b>Total Adult Non-Print</b>	<b>18,570</b>	<b>54,008</b>	<b>9,254</b>	<b>26,564</b>	<b>159,827</b>	<b>24,389</b>	<b>292,612</b>
<b>Total Adult</b>	<b>44,490</b>	<b>155,659</b>	<b>21,034</b>	<b>57,346</b>	<b>314,958</b>	<b>68,024</b>	<b>661,511</b>
<b>Jr. Non-Fiction</b>							
J000	21	261	12	40	289	41	664
J100	21	112	4	37	174	67	415
J200	68	362	34	32	416	100	1,012
J300	718	3,087	201	379	3,771	935	9,091
J400	69	289	20	41	297	64	780
J500	1,148	5,372	481	792	7,019	2,082	16,894
J600	588	2,853	200	451	3,486	781	8,359
J700	466	2,636	129	254	3,192	764	7,441
J800	190	824	110	148	1,244	304	2,820
J900	525	3,414	247	274	3,612	922	8,994
Jr Biography	956	2,657	265	235	3,004	1,414	8,531
J Periodicals	0	322	7	6	284	6	625
J Other Non-Fiction	107	126	112	32	131	121	629
<b>Total Jr Non-Fiction</b>	<b>4,877</b>	<b>22,315</b>	<b>1,822</b>	<b>2,721</b>	<b>26,919</b>	<b>7,601</b>	<b>66,255</b>
Jr Fiction	17,835	90,307	8,567	15,316	101,776	39,600	273,401
J Other Print	5	53	92	13	75	28	266
<b>Total Jr. Print</b>	<b>22,717</b>	<b>112,675</b>	<b>10,481</b>	<b>18,050</b>	<b>128,770</b>	<b>47,229</b>	<b>339,922</b>
<b>Jr. Non-Print</b>							
J Book on CD	233	1,998	221	337	2,520	621	5,930
J Book-Cassette Kit	5	16	4	5	32	23	85
J Other Kits	127	608	73	28	677	76	1,589
J Cassette	0	2	6	0	1,363	0	1,371
J Compact Disc	110	478	136	138	1,166	143	2,171
J DVD	4,893	15,064	1,740	2,950	21,538	4,695	50,880
J Sound Media Player	13	102	17	14	727	5	878
J Video	5	39	33	3	8	12	100
J Other AV	13	420	7	38	31	12	521
<b>Total Jr. Non-Print</b>	<b>5,399</b>	<b>18,727</b>	<b>2,237</b>	<b>3,513</b>	<b>28,062</b>	<b>5,587</b>	<b>63,525</b>
<b>Total All Junior</b>	<b>28,116</b>	<b>131,402</b>	<b>12,718</b>	<b>21,563</b>	<b>156,832</b>	<b>52,816</b>	<b>403,447</b>
<b>Total</b>	<b>72,606</b>	<b>287,061</b>	<b>33,752</b>	<b>78,909</b>	<b>471,790</b>	<b>120,840</b>	<b>1,064,958</b>

**VIRTUAL LIBRARY REPORT**  
**2014**

	2014	2013
<b>Downloadables</b>		
Overdrive Audiobooks	7,407	5,962
Overdrive eBooks	6,625	7,069
Kindle Books	12,223	8,796
OneClickDigital*	562	0
Zinio	1,689	839
<b>TOTAL</b>	<b>28,506</b>	<b>22,666</b>
<b>Reference</b>		
E-Reference	34	44
Ref Q. using Online DBS	47,570	40,233
<b>E-mail Notices Sent</b>		
Holds	44,495	43,211
Overdues	9,340	8,669
<b>OPAC Searches</b>	400,484	414,832
<b>On-line renewals</b>	139,581	145,933
<b>Percent of total on-line renewals</b>	61.36%	66.49%
<b>On-line holds placed</b>	29,180	31,508
<b>Percent of total holds placed</b>	48.20%	48.97%
<b>Database Usage</b>		
Mango	1,729	953
POWER Library Databases	5,116	6,336
NYT Historical	921	2,277
Philadelphia Inquirer**	0	185
Reference USA	1,352	1,805
Ancestry.com	38,707	8,489
Tumblebooks	5,865	3,144
<b>Early Literacy Station</b>	18,299	6,138
<b>Subscriptions</b>		
WOWbrary! Newsletters	22,945	20,951
<b>Internet Signup</b>	63,660	58,581
<b>Wireless Usage</b>		
Logins	26,899	22,512
Time Used (minutes)	4,799,406	4,024,921
<b>Website Information</b>		
Total Visits	405,280	410,103
Return Visits	271,211	285,154
New Visits	134,089	124,819
Unique Visitors	192,939	183,799
Mobile device hits	99,727	77,459

\* Subscription started 6/1/14

\*\* Subscription ended 9/1/13