



MANCHESTER CITY LIBRARY

FY 2018 ANNUAL REPORT

JULY 1, 2017–JUNE 30, 2018

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LIBRARY BOARD OF TRUSTEES

Marsha Beecy,
Chair

Patricia Cornell,
Secretary

Robert Walsh,
Treasurer

Joanne Barrett
James Craig
Robert Lord
Ken Snow

INTRODUCTION

FY2018 was a year of planning as we prepared to start the renovation of our Youth Services Area in FY 2019. We also launched our partnership with the Manchester School District in June of 2018 to bring the “bookmobile” back on the road! Our goal in the upcoming year is to continue to make library services more accessible!



MANCHESTER CITY LIBRARY



BRANCH LIBRARY

On behalf of the library staff and myself I wish to thank our library users for your support and tutelage as we continue to move our services forward.

Sincerely,

Denise M. van Zanten

FISCAL YEAR 2016 STATISTICS

Materials Borrowed	376,447
Visits to our Buildings	310,506
New Cardholders	3,060
Meetings Hosted	1,077
Program Attendance	17,554
Questions Answered	63,113
Website/Blog usage	244,002
Materials Added	11,825
Wifi Usage	28,800
Computer Usage	32,536



LIBRARY PROGRAMS FOR ADULTS

- Afternoon at the Movies
- Book sales
- Holiday Decorating – Nancy Godbout & Aimee Lindh
- Computer Classes MS Excel 2010
- Computer Classes MS Word
- Computer Classes Intermediate Excel
- Family Movie @ West
- Brown Bag Book Club
- Book Discussion Group
- How to Use Essential Oils
- Local History Discussion – McDonald Empire with John Clayton
- Hippo Press Film Festival – Silent Films
- Ask a Muslim Anything
- Improv Q & A
- Kindness & Cruelty – Willa Cather in Jaffery
- Patron Appreciation Day
- AARP Program – Work for Yourself
- Workshop on the College Process
- Senior Scam Prevention
- Author Lou D'Allesandro
- Adult Coloring Party
- Visit Your National Parks
- Bicycle Odyssey Across America
- How to Grow Fruit in Small Spaces
- Fake News

PROGRAMS FOR TEENS

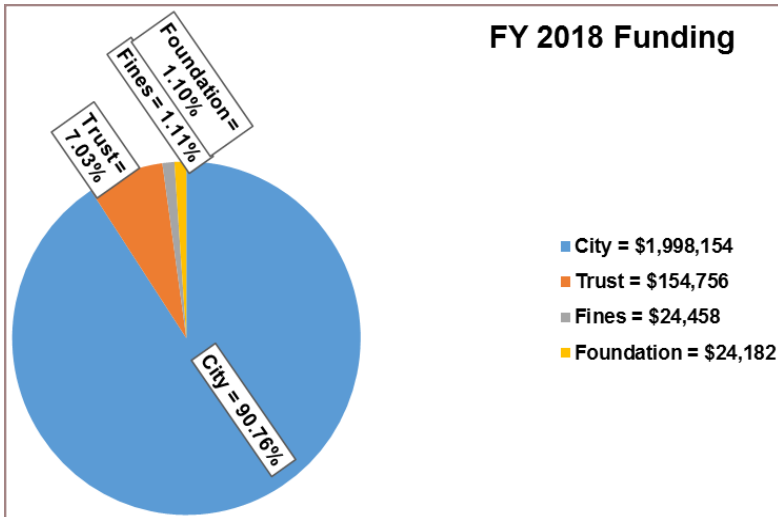
- Recycled Book Art
- King of the Granite Hill Tournament
- Teens Create - Bathbombs
- College Prep Workshop
- Teen Minute to Win It
- Escape from the 1980's
- Glitter Slime
- Trivia Contest

PROGRAMS FOR CHILDREN

- Wildlife Encounters
- Magician Chris Herrick
- Musician Steve Blunt
- Harpist Lisa Washington Calvo
- Musician Matt Loosigian
- Family Movies
- Read to Hazel/Logan
- Dinosaur Hunt
- Pokemon Go! Walkabout
- Majestic Theatre – Velveteen Rabbit
- Children's Summer Storytime
- Eric Carle Celebration
- Harvest Celebration
- After School Afternoons
- Preschool Dance Party
- Toddler Storytimes
- Lapsit Storytimes
- Family Storytimes
- Science Afternoons
- Halloween Costume Party
- Maker Mondays
- Polar Express Party
- Children's New Year's Eve Party
- Crafts Around the World
- Winter Coloring
- Coloring & Crafts Morning
- Family Game Night
- Lego Lab
- Winter Break Activities
- Pokemon Club
- Life Size Candyland
- Train Party
- Messy Art Morning
- Dr. Seuss Storytime
- Owls of the World: Who's watching you?
- Minion Party
- Gaming Afternoon
- Spring Celebration
- Ronald McDonald's "It's Book Time with Ronald McDonald"
- Teddy Bear Picnic & Parade
- We are Going on a Bug Hunt
- Summer Crafts
- Family Storytime
- Star Wars Afternoon
- Come Read to Cody
- Come On, Let's Boogie
- Read to Cookie
- Sock Hop
- Polar Express Storytime
- Let's Play Music
- Puppet Workshop

FUNDING SOURCES

In Fiscal Year 2018 the Library Department received and expended funds from the following sources:



City funding provides for our personnel and most of our major operational costs. It also allows for some materials to be purchased for both library buildings.

Library Trust Fund Income continues to provide full funding for library programs, staff development, our equipment and furnishing needs as well as additional funds for library materials based upon their restrictions. Proceeds from our book sales are added to our Trust Fund accounts but are kept aside to pay for discounted library museum passes.

Library Fines continue to assist us in pur-

chasing the majority of our new library materials, maintain our public computers and allow for some upkeep and repair of our library buildings per State Law.

The Manchester City Library Foundation is the non-profit fundraising arm of the Library. Funds are raised via their annual appeals, special fundraising events and they expend the interest from a restricted endowment. Funds are used to purchase items from the library's Wish List and to help promote library services.

DIVISION REPORTS

YOUTH SERVICES

by Karyn Isleb, Head of Children's Services:

During the past year, there were a lot of programs happening in the Youth Services Division. We continued the ever-popular Halloween party, New Year's celebration, Winterfest celebration, Dr. Seuss party, Spring Egg Hunt, Teddy-Bear Picnic, Family Game Night, After School Afternoons, Pokemon Club, Movies, Legos Lab, Messy Art Storytime, Minion Party, Train Party, Read to Cody/Hazel/Logan/Cookie, Storytime in the Gallery at the Currier, Storytime at the Mall of New Hampshire, Makerspace at Barnes & Noble as well as our weekly storytimes. Our fami-

lies had great times at all our events.

The summer reading program *Build a Better World* began in June. The response was amazing. There were 307 children participated in the 10-week program. They read over 2271 books during the summer. We kicked the program off with a Touch a Truck event with help from Manchester Police, Fire, Public Works and Transportation. We hid a gnome for the kid's weekly scavenger hunt. It was hidden all over the library, giving families the opportunity to check out areas that they had not seen in the library. *Majestic Theater* ended the summer with their version

(Continued on page 4)

(Continued from page 3)

of *The Velveteen Rabbit*. We worked with many community agencies to bring the library to them. The children's room staff visited 21st Century Summer program at Gossler Park and Beech Street School, Alphabits and Brookside Church. St. Marie's Child Care and Wee Play came for our Messy Art programs. We read stories, made crafts and signed up the kids for the summer reading program.

We said a sad good-bye to David who went to Goffstown Public Library to become their Head of Adult Services. We welcomed Rose to our crew. Rose has been a Children's Librarian both in schools and public libraries in Massachusetts and Hawaii.

The Children's Room formed a partnership with the Manchester School District to keep kids reading during school vacation weeks as well as the summer. For the December break, we started a Winter Reading Program for preschoolers to middle school. 402 students participated in the program. Papa Gino's and Cactus Jacks provided incentives for the program. There was also a Spring Reading Program that the school district put together a game board which the students worked on for a month.

Beginning in January, we met with the school district and other community groups to start planning for this summer Booked for Summer passport program. Students are given a passport where they have to explore their community with stops at the Currier Art Museum, SEE Science Center, Barnes & Noble, Manchester City Library and many others. There is also a section to encouraging them to keep reading. Out of those meetings came the Bookmobile. Wendy Perron from the school has wanted to bring back the Bookmobile for many years. The City Library was a part of that program. Working with Wendy and her crew along with many generous donations, the Bookmobile has become a reality. It will make 6 stops throughout the city for 5 weeks during this summer.

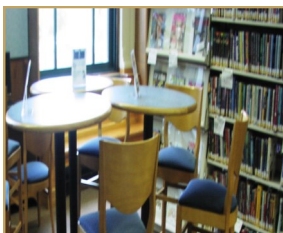
The Children's Room staff began meeting with Stibler's on the plans for the new Children's Room with construction scheduled for this fall.

The children's staff continued visiting the schools and other events during the school year. We were at school open houses, family nights, and kindergarten registration as well as monthly storytimes at two Head Start locations. We participated in In-Town Manchester's Family Fare, Kidgits programs at the mall, Makerspace weekend at Barnes & Noble, One Day of Community, CHaD's Storybook Ball and several National Nights Out programs.

It was a very exciting and busy year for us.

TEEN SERVICES

By Alex Graves, Teen Librarian



There were 42 participants in the 2017 Teen Summer Reading program, and they read a total of 344 books. Every book a teen read earned

them an entry into weekly and grand prize raffle drawings. While the number of books read was down from the previous year (accounted for by the fact that the program ran one week shorter), the number of teens who participated increased by 10%. Monthly interactive bulletin boards continued, averaging 25 responses per month. Suc-

(Continued from page 4)

Successful active programs included trivia, bath bombs, slime, and an escape room that ran 3 times with a total of 15 attendees. Outreach to St. Casimir School, MC2 Charter School, Southside Middle School, and Manchester School of Technology reached 125 teens.

In the fall we reorganized our young adult nonfiction collection to be together in the teen area, rather than scattered among adult fiction. The collection is now easy to locate and browse, and circulation has already shown to be increasing.

INFORMATION AND TECHNOLOGY DIVISION

By Steve Viggiano, Head of Information and Technology

This year the Information & Technology division continued to provide reference and technology support to patrons, pursued collection development and maintenance, promoted library services with displays and blog posts, and offered programs, computer classes and individualized instruction. We also changed some of our technology procedures to make patron interactions more efficient and less time-consuming.

Staffing

Lisa Jose was promoted out of our division to a Librarian II in Circulation. We miss Lisa, but are fortunate that she still puts in a few hours each week at the info desk in addition to all her other new duties.

Sue Harmon was promoted from part-time to full-time after Lisa's departure, and has taken on many additional responsibilities.

Theresa (Tess) Vieras joined us as a part-time Librarian I after Sue's promotion to full-time.

Rose DeNucci was promoted out of our division from part-time to full-time in Children's Services. We miss Rose, but are grateful that she's still with the Manchester City Library, and has more opportunity to put her skills and past experiences to use.

Steve Viggiano went out on FMLA for the birth of his daughter, which delayed our hiring someone to take Rose's vacant position.

Yvonne Loomis went out on FMLA for an extended period of time. We missed Yvonne, but we were grateful that we could offer our part-time librarians additional hours in the meantime.

Reference Services

Revised Internet Procedure

Userful, whose software manages our public computers, has always allowed us to generate temporary barcode numbers for guest passes, albeit with difficulty. Sue Harmon came up with a Microsoft Excel macro which allows us to quickly and easily generate temporary passes we can print and hand to patrons. No more having to walk patrons over to a PC to log them in with a guest pass!



Databases & electronic resources

As Sarah St. Martin mentioned in her report, the library added Hoopla Digital to its offerings. We also revised our databases page to make it more user-friendly, arranging resources by topic instead of just alphabetically.

Research

Patrons can now submit research requests electronically, as opposed to only in writing.

(Continued on page 6)

(Continued from page 5)

This is another step in making services more efficient, and less reliant on paper.

NH Room

Eileen Reddy worked with Sarah St. Martin, Dawn Bliss and Susanna Magdziarz to weed and better organize the Manchester section of the NH Room's vertical file.

Programs, Outreach and patron engagement

The I&T staff coordinated and participated in a variety of programs and activities throughout the year.

Programs

Eileen Reddy organized successful book sales in September, January and April. Lisa Jose taught several Computer Basics classes at the Senior Center of the West Side.

Amy Hanmer taught introductory courses on Microsoft Word and Excel.

Rose DeNucci started a book discussion group offsite in association with Liberty House.

Displays

The I&T staff, along with some tech services staff, continue to share responsibility for creating displays promoting library services and collections. Blog posts and lists of recommended works in the catalog often accompany the displays. Rose DeNucci took over the coordination of this endeavor from Sarah St. Martin, but has since moved from Information & Technology to Children's Services.

Technology

We purchased five new Windows laptops, with Office 365, for staff use.

Professional Development & Involvement

- Amy Hanmer continues to serve on the GMILCS PAC committee, and attended the READS fall conference
- Yvonne Loomis continues to serve on the GMILCS RefNet committee.
- Eileen Reddy continues to chair the library's safety committee, and is responsible for the library's volunteers.
- Sue Harmon has taken over for Steve Viggiano on the GMILCs TechNet committee.
- Lisa Jose and Steve all attended the New England Library Association's fall conference in Burlington, VT.
- Staff received AtoZdatabases training from AtoZ staff.

Technical Services

By Sarah St. Martin, Head of Technical Services

During Fiscal Year 2018, the Technical Services Division added nearly 11000 items to the collection. Out of these additions, 520 items were donations. Staff were very busy on a daily basis keeping up with cataloging, processing and in-

voicing these items.

A few new collections were added this year to the library. The Children's room purchased LaunchPads, which are tablets that have pre-loaded educational programs focusing on literacy. We also started purchasing Nintendo Switch

(Continued on page 7)

(Continued from page 6)

video games, and added Game Informer magazine.

The other new exciting service we started in September was Hoopla. Content may be streamed or downloaded to a device, and includes thousands of ebooks, audiobooks, movies, TV series, music and comics such as Marvel. This is a pay-per-use model, and because we need to stay within our budget, checkouts are limited to 4 per cardholder each month. Since the service was launched, the usage has continued to grow each month. Hoopla is constantly adding more content and features, such as syncing with Apple TV and Alexa. This service complements CloudLibrary, OverDrive, and RBDigital, our other digital ebook, audiobook, and magazine platforms, by offering videos and music, in addition to simultaneous use (no holds!).

The collaboration with the Manchester Historic Association, where they were scanning some of our photographs that they did not own, was completed. These photos can be viewed in their online catalog by searching "CML," for Carpenter Memorial Library. There were 277 photographs that they did not previously have, which now the public can view. Additionally, the library donated 11 postcards that we had in our NH Room to the MHA for their extensive postcard collection.

In mid-May, we began ordering over 800 children's and young adult books for the bookmobile, which started running this summer. We also worked with the Queen City Rotary to purchase books in honor of their guest speakers. Their generous donation has helped add many quality children's books while paying tribute to their presenters.

For the main floor collection, we worked on new signage for the fiction and nonfiction areas, and shifted the first section of nonfiction to the empty wooden shelves so we could reduce the overall shelf height in that area. We added the West Branch's items to the state catalog so that they will be available for Inter Library Loan to other NH libraries.

This fiscal year also saw some changes to the Technical Services staff. Deb Durant, a loyal employee, passed away in March. Her work ethic and laughter has been greatly missed. Sarah Ballard was promoted from the part-time Office Assistant position, and it's been wonderful having her full time. Rachel Stover was promoted from a Page to the part-time Office Assistant position in June, with a starting date of August.



Throughout the year staff have consistently kept up with ordering, processing, and withdrawing materials. We've attended GMICLS meetings and local, regional, and national conference to keep up with professional development and stay abreast of current library technologies and practices.

Outreach and Patron Engagement

By Caleb Moshier, Head of Outreach Services

The Manchester City Library has increased its online outreach this year. In particular we have been successful at generating more active followers of our social media. More of our media posts have been shared by individuals and organizations, this is vital to keeping Manchester City Library in the public consciousness of the patron base. Our social media team has done a good job of increasing this engagement by providing interesting media and showcasing our programming successes.

Both branches have had visually interesting displays for both our physical and digital collections. Our environment is both welcoming and helpful and we can hopefully keep up this high standard

(Continued on page 8)

(Continued from page 7)

of atmosphere. Most new patrons appear to feel comfortable asking questions at the information desk and sign up for a new library card at the circulation desk.

New programs like the Saturday Matinee movies have brought in “new faces” into the library and are bringing in a more diverse population. Programs such as the Improv Comedy Q&A hosted by a local acting troupe provided entertainment, education and culture for our local population. Other programs like the Fake News discussion with guest speaker Randall Mikkelsen generated a lot of buzz online but less physical attendance at the library. There have been a lot of lessons learned this year about programming at Manchester City Library and we can continue to improve our numbers for adult events.

Some West Manchester Branch Library programs have continued to see success as new patrons have discovered the space. Patron participation and use of the building has been slowly increasing this year. While there have been an increased number of patrons at West there have been few successes at adult programming there so far. Most of the successful programs at West have been children’s programming and family programs. Currently we are working on increasing the visibility of the West Manchester Branch Library.

Circulation Services

by Carlos Pearman, Head of Circulation

Staffing

Fiscal Year 2018 was another year of Change for the Circulation Division. New Head of Circulation Carlos Pearman hired Lisa Jose from Information and Technology to fill the vacant Librarian II position. Lisa has adapted quickly to the pace in circulation and has taken over division scheduling. She has been an excellent addition to the division.

FY 2018 also marked the departure of long time circulation clerk Michelle Pelletier, who chose to pursue work outside of the library field. We were sad to see her go, but were fortunate to have the opportunity to promote part time library clerk Susanna Magdziarz to fill the vacant position.

Our page compliment also had significant changes. Rachel Stover was hired as Office Assistant in Technical Services. The division also added two library pages, Sheila Dubois and Delia Patch, who have capably performed in their roles.

Services

The circulation division continues to provide front line customer service to our varied patron base. This fiscal year, circulation staff checked out 376,447 items and registered 3,060 new patrons. Despite ongoing technical issues, the division completed 1,041 patron generated interlibrary loan

requests and lent out 1,730 items to other libraries in state. Each day the division performs admirably, pulling and packing items for GMILCS delivery and processing large amounts of incoming materials for our patrons.



The division is also professionally active. Librarian II Lisa Jose continues to work as chairperson of the NHLA scholarship committee.

Eleanor Croteau has contributed to the selection process for new statewide ILL software. Divisional staff also participate in projects in and around the library, including rotating displays on the main floor and in the children’s room.

Interlibrary Loan

FY 2018 has been a challenging year for the provision of interlibrary loan services due to the continuing outage of the statewide ILL software. Led by Circulation clerk Eleanor Croteau, staff has stepped up admirably in order to handle ongoing disruption to their workflow. The division continues to support three library sponsored book clubs in addition to an offsite book club at Birch Hill Terrace, an assisted living facility.