



MANCHESTER CITY LIBRARY

FY 2015 ANNUAL REPORT

JULY 1, 2015–JUNE 30, 2016

Denise van Zanten
Library Director

Dee Santoso
Deputy Library Director

CONTRIBUTORS

Dara Bradds
Head of Circulation Services

Mary Gallant
Administrative Assistant

Amy Graves
Head of Teen Services

Karyn Isleb
Head of Youth Services

Fran Ryan
Accountant I

Sarah St. Martin
Head of Technical Services

Steve Viggiano
Head of Information and
Technology Services

Debra Young
Clerk II, Graphic Designer

Library Board of Trustees

Marsha Beecy,
Chair

Patricia Cornell,
Secretary

Joanne Barrett

Jim Craig

Robert Lord

Steve Solomon

Jeff Hickock

INTRODUCTION



MANCHESTER CITY LIBRARY

During the past Fiscal Year the library staff was focused on cleaning up and renovating our West Manchester Branch Library. It was a challenging task given the flood the building suffered during the winter of 2015. However with hard work and a lot of help we were able to completely revamp the building to improve services to the west side of Manchester. The branch now has a modern heating and cooling system, new flooring, paint colors, and furnishings. The layout of the building was also rearranged to serve as a modern library with specially created areas for studying, reading and utilizing electronic equipment. I would encourage everyone to stop in at the branch to enjoy the newly designed spaces and collections.

While we worked on the branch we also continued to provide library services from the Main Library building. The Library welcomed new staff members and added over 3,300 new library members during this past fiscal year!

The Library also partnered with the University of North Texas to host a co-hort for Master of Library and Information Science students. We were their “onsite” location for multi-day classes in both January and June. Hosting students who will be joining the library profession has been very rewarding and we hope to continue the partnership. As my management team lays out the achievements of their divisions during this very hectic year in their reports I wish to express my gratitude to my staff and the Library Trustees for helping our libraries to thrive this past year. And a very special thank you to our library users for all the support you offered while we renovated the west branch!



WEST BRANCH LIBRARY

FISCAL YEAR 2016 STATISTICS

Our usage statistics are slightly lower this year due to the temporary closing of our branch from its flood in February of 2015. It re-opened on May 2, 2016.

Circulated 425,933 library items.

Visited by 336,072 library patrons.

Added 3,308 new library card holders.

Hosted 1,066 meetings and programs in our meeting rooms that were attended by 24,738 people.

Answered 24,738 questions

Had 169,167 visits to our website and blog.

Added 11,576 new library materials to the collection

LIBRARY PROGRAMS

JULY 1, 2015 – JUNE 30, 2016

Programs for "Grown ups" included:

Afternoon at the Movies
 Book sales
 American Red Cross – Citywide Blood Drive
 Holiday Decorating – Nancy Godbout & Aimee Lindh
 Computer Classes MS Word
 Computer Classes Demo of Genealogical Databases
 Computer Classes – Computer Basics
 Resume Writing
 Brown Bag Book Club
 Book Discussion Group
 Author Ken Sheldon
 Songs and Stories of World War II – Ramblin Richard Kruppa
 Hippo Press Film Festival – Silent Films
 Author Dan Sullivan
 MCL Foundation Fundraiser – Wine Toss for WIFI
 Patron Appreciation Day
 Author John Patrick Jordan
 Author Janet Langlois Balch
 Harpist Lisa Washington Calvo
 Snowshoeing & Winter Hiking Safety
 Adult Coloring Party
 Life and Times of Basketball Great Jo Jo White
 West Branch Open House
 Folksinger and Storyteller Adam Miller
 Estate Planning
 Know the 10 Signs of Alzheimers
 Magician & Mentalist Preston Heller
 Wrestler Bob Backlund
 Special Movies

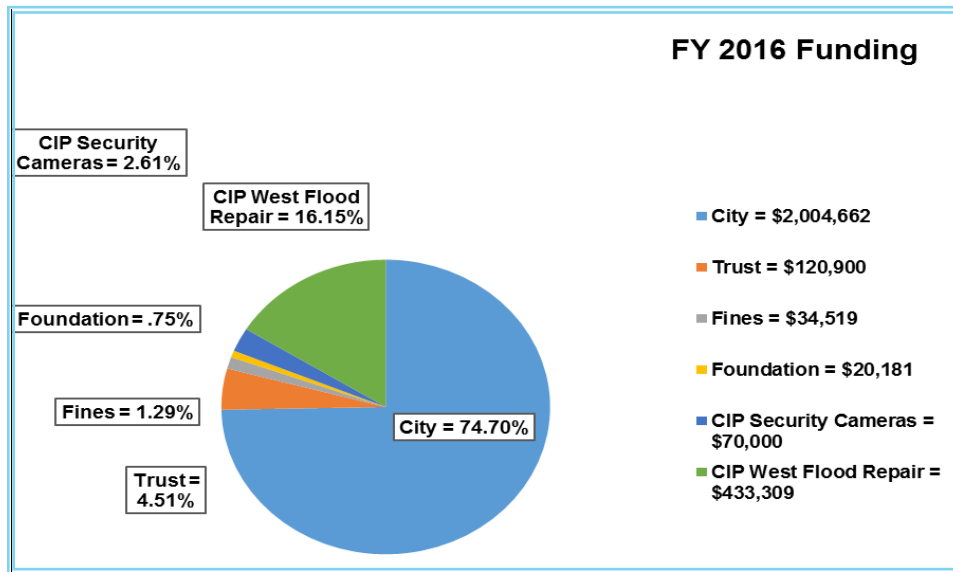
PROGRAMS FOR CHILDREN

Judy Pancoast
 Dan Grady and His Marvelous Marionettes
 Wildlife Encounters
 Musician Steve Blunt
 Family Movies
 Superhero Academy
 Read to Hazel
 Kids Bingo

Majestic Theatre
 Songwriter Steve Weeks
 Children's Summer Storytime
 Science Afternoons
 Children's Storytime - West
 We are Going on a Bug Hunt
 Minions Party
 Train Party
 Preschool Storytimes
 Toddler Storytimes
 Lapsit Storytimes
 Preschool Dance Party
 Halloween Costume Party
 Cemetery Scavenger Hunt
 Maker Mondays
 International Dot Day Celebration
 Reading with Cody
 Polar Express Party
 Children's New Year's Eve Party
 Craft Afternoon
 Gingerbread Houses
 Family Game Night
 Lego Afternoon
 Dinosaur Hunt
 Pokemon Club
 Star Wars Trivia
 Mother's Day Teatime
 Messy Art Storytime
 Dr. Seuss Celebration
 Art Club
 Spring Celebration & Egg Hunt
 Ronald McDonald's "The Hero in You"
 Teddy Bear Picnic & Parade
 Junior Super Hero Academy
 Winnie the Pooh Party
 Super Hero Academy
 Summer Crafts
 Friday Movie
 On Your Mark Get Set...Read!
 Olympic Games West
 Family Storytime West
 Beach Party

FUNDING SOURCES

In Fiscal Year 2016 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. In FY2016 the library also received Capital Improvement funds for Security Cameras and Branch repairs.
- 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 and to build a fund for new fiction books.
- Library Fines continue to assist us in purchasing 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 as well as 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

CHILDREN'S SERVICES

by Karyn Isleb, Head of Children's Services:

The Manchester City Library's Children's Room was very busy in 2015.

During the past year, there were a lot of programs happening in the children's room. We continued the ever-

popular Halloween party, New Year's celebration, Winterfest celebration, Dr. Seuss party, Spring Egg Hunt, Teddy-Bear Picnic, Cemetery Scavenger Hunt, Life-Size Games, Family Game Night, Children's Art Club, Science Afternoons, Pokemon Club, Legos Lab, Messy Art Storytime,

Mother's Day Tea, Storytime in Gallery at Currier, Storytime at the Mall of New Hampshire, Makerspace at Barnes & Noble as well as our weekly storytimes. Our families had enjoyable times at all our events.

The summer reading program *Every Hero Has a Story* began in June. The response was amazing. It was a hero theme; every child loves heroes! About



550 children participated in the 8-week program. They read over 3,600 books over the 8-week program. Both were records for this program. This time we hid a fireman's helmet 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 of the *Through the Looking Glass*. We worked with many community agencies to bring the library to them. The children's

room staff visited Easter Seals Child Development Center, 21st Century Summer program at Gossler Park, Alphabits and Brookside Church. We read stories, made crafts and signed up the kids for the summer reading program.

In the spring, we started working on the children's area at West; getting it updated and organized their re-opening in May. There is still some work to be done, but it looks amazing.

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 their Dr. Seuss' celebrations and mystery reader programs. We participated in WOW (We are One) Festival, Day for Kids, Kidgits programs at the mall, Makerspace weekend at Barnes & Noble, One Day of Community and several National Nights Out programs. Again this past year, we teamed up with Macy's in Bedford to take part in the Reading is Fundamental campaign. Over 500 books were added to the children's collection at the main building as well as at the branch.

It was a very exciting and busy 2015 for us.

TEEN SERVICES

by Amy Graves, Teen Librarian

The theme of the 2015 teen summer reading program was "Unmask." The program ran for nine weeks. For every book a teen read, they were entered into drawings for weekly raffle prizes. For every three books they read, they were entered into a grand prize drawing for an iPad Air. Thirty-one teens participated in the program, reading a total of 269 books—an increase of 17% from the 2014 program.

For the 2015-16 school year, previous years' teen programs were combined into a single weekly program called "Teen Hangout." This included video games, board games, crafts, and other activities.

INFORMATION AND TECHNOLOGY DIVISION

by Steve Viggiano, Head of Information and Technology

This year the Information & Technology division

hired three new librarians, moved our service desk, added the reference desk at the newly re-opened West Manchester Branch Library to our rotation, expanded our methods of engaging patrons and

improved wireless technology for staff and patrons.

Staffing

Departures

Dawn Bliss, an assistant librarian who has been with us since 2002, moved from the I&T division to Technical Services, where she continues to serve the library with her collection management skills. Dawn still graciously staffs our various reference desk 15 hours per week, and is part of our rotation at West. In the wake of Dawn's departure, as well as with the retirement of several I&T staff in FY2015, Yvonne Loomis took over graphics and the creation of flyers, Amy Hanmer assumed scheduling duties, and Eileen Reddy took responsibility for compiling the division's statistics until the arrival of Lisa Jose (see below).

Arrivals

In July, we hired part-time librarian, Mary-Jean Chaput. Mary-Jean has experience in both public and academic libraries, and has become a valuable addition to the I&T division.

In October, we hired Rose DeNucci as our third part-time librarian. Rose has proven to be a great asset with her enthusiasm for displays, outreach and programming.

In late November, we hired full-time librarian Lisa Jose. Lisa, who has significant experience with circulation, has taken on numerous duties, including collection development, technology help and teaching basic computer classes.

All three have top-notch customer service skills, and have quickly proven themselves valuable to both the library and our community.

Reference Services & Collection Development

We moved!

In late January, we moved information services from the reading room back to the rotunda, an arrangement that allows the I&T staff to better greet patrons and answer their questions as they enter the library. Sue Harmon did a fantastic job organizing and supplying the desk in its new location. Security moved from the rotunda to where the old periodicals desk used to, and arrangement that allows security staff a better view of the reading room, where most of our security problems occur.

West

In May, West re-opened after being closed for a year due to flooding. The entire I&T staff rotates through West, serving at the reference desk every day the branch is open.

NH Room

Eileen Reddy, the division's Librarian II, has assumed responsibility for the NH Room. She has been working with Sarah St. Martin and Dawn Bliss in Technical Services to evaluate the collection.

Databases & electronic resources

In July I&T staff received training on AtoZdatabases, which took the place of ReferenceUSA. AtoZdatabases is a job search, reference, and mailing list database.

In July EBSCO's children's databases were combined under one title: Explora. Same content, new interface.

Reference Collection:

In cooperation with Technical Services, the I&T division conducted a massive re-evaluation of the library's reference collection in June and July. While many of the materials were once valuable resources, their inclusion simply isn't warranted for reference service in the digital age.

Tax season

Each year the IRS sends us fewer and fewer tax forms, which Amy Hanmer manages. With more and more people filing electronically, patron demand for print forms has declined, but not disappeared entirely. In previous years, we would print one copy of a form per patron for free, but charge for subsequent copies. This year we relaxed this practice, not charging patrons at all for printing forms, but only for instructions.

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, bringing in a

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total of over \$4700. Proceeds pay for museum passes and fiction books. She also taught an introduction to genealogy class in October.

- Lisa Jose taught a Computer Basics introductory class in May. The students liked the class so much they demanded two follow-up sessions!
- Amy Hanmer taught two Introduction to Microsoft Word classes, one in September and one in March. Her 15-Minute Resume Coach program, which she started last year, has been a success.
- Yvonne Loomis initiated an adult coloring program. Held each month, it features seasonal topics with names like "Hearts on Fire," "March Madness" and "Much Ado About Coloring." The latter was in association with a consortium-wide promotion of Shakespeare, and the 500th anniversary of his passing. Other events included the screening of Hamlet, Forbidden Planet (a science fiction adaptation of The Tempest), and a children's program called Much Ado Messy Art.

Displays

The I&T staff, along with other library staff, has taken shared responsibility for creating displays promoting library services and collections, a duty previously handled almost entirely by Yvonne Loomis.

Displays are assigned on a schedule by location, and have included Blind Date with a Book, therapeutic gardening, Lewis & Clark, beekeeping, Shakespeare, consumer information, cats and the centennial celebration of national parks. Blog posts and lists of recommended works in the catalog often accompany the displays.



Technology

In August, we rolled out a new vended printing system at the main library, since the old system was no longer supported. While buggy at first, the new system is now working smoothly. The goal is to

add this service to the branch library in FY2017. In September, we added color printing at the main library, as well as a color photocopier and scanner.

In December, with the help of the city's Information Systems department, we upgraded our wireless network with additional and newer access points at both the main library and the reopened branch. All access points in both buildings now support two networks: one for the public, and one for the staff. The latter allows staff to work efficiently on inventory and relabeling projects without being tethered to a desktop PC.

In January our Library Foundation purchased a new staff color copier.

In April the library received a new phone system after the old system stopped working suddenly. We were fortunate that our city quickly supported funding to move up our replacement date as the new system was slated for FY2017.

In May, we introduced wireless printing at the main library. We're planning to offer similar printing upgrades at the branch library very soon.

Also in May, the city eliminated the proxy server on the public network, which fixed a three-day outage of our computers and public catalog.

In June we replaced several staff printers, the installation of which coincided with various printer problems in both buildings, all of which have been resolved.

Professional Development & Involvement

Amy Hanmer continues to serve on the GMILCS PAC committee. She also attended a READS roundtable, as well as a webinar on government documents. She also led a library tour.

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. She is active in the NH Archives Group, attending both their fall meeting and spring conference. Eileen also presented at the American-Canadian Genealogical Society's annual spring conference.

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Steve Viggiano continues to serve on the GMILCs TechNet committee, and served on a LibraryWorks webinar panel discussion of Useful Desktop.

Eileen, Amy, Yvonne and Steve all attended the New England Library Association's fall conference in Manchester.

Technical Services

by Sarah St. Martin, Head of Technical Services

During Fiscal Year 2016, the Technical Services Division added over 10,000 items to the collection. Out of these additions, 1,325 items were donations.

Many of these donations were children's books from the Reading is Fundamental program partnership with Macy's, and the rest were given by patrons, including many DVD's, books, and graphic novels. We would like to say "thank you" to our patrons who donated all these materials!



Items not added to the collection still benefit the library when sold at the book sales.

The staff in Tech Services worked on a variety of projects this fiscal year. We started inventory, which required scanning every item in each collection. This project enabled us to see what is actually on the shelves versus what our catalog says in on the shelves. Since inventory was last done over 15 years ago, you can imagine there were some discrepancies! We completed about 80% of the library's collections (not including children's materials), and will work on completing the remainder this year.

Earlier in the year, improvements to the layout of certain areas of the collection were implemented. The DVD section was expanded, with more shelves added, and switching to shelves with backs which hold the DVD's better. The beginning of the nonfiction was shifted, which freed up space for the audiobooks to be spread out so that the ones on the top shelf could be moved lower for easier access. The Large Print was moved from around the perimeter to one concentrated location, greatly improving the browsing experience. The Paperbacks and Romance Paperbacks were interfiled, as many authors publish in both genres. The Music CD's were rearranged in al-

phabetical order by genre, making the organization more intuitive. The reference collection is currently being evaluated for relevance. All these changes were done with the goal of better organization and access to materials for patrons and staff.

Tech Services staff has also worked on many promotional materials to help patrons navigate the library easier and spark ideas. Displays were organized throughout the building, including a Staff Picks area which has proved very popular. Bookmarks and reading suggestions can be found at the circulation and information desks. Small "shelf talkers" have been placed throughout the library, pointing patrons to resources that they might not be aware of. We've added some nonfiction subject signs to the collection, similar to the ones in the Art Room. This project is still ongoing, and we hope to add more topics in the future months to facilitate browsing. New Music CD labels were made, and Art Room labels will be updated in the future as well. Lastly, we've posted each month the new DVD's, Music CD's, and Audiobooks, so patrons can see what has recently come in and place holds as these items are usually out.

The other large project that staff worked on was putting the West collection back together. This required many steps. Shelving was decided upon in combination with where collections would be located in the new layout. The Music CD and Large Print areas were reorganized. Staff inventoried and moved the salvaged books back to West. Multiple trips were made to Barnes and Noble to purchase books with the gift cards from the Book Fair proceeds. West books that were on the shelves at the Main branch were moved back to West. Many new books were purchased

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from our vendors to fill collection holes. Boxes and boxes (and boxes!) of materials were catalogued, processed and moved to West by staff, and then had to be unpacked and put on the shelves. Signage was created for the different areas to help patrons navigate the new space. Evaluation of the collection is ongoing, and materials continue to be purchased to complete the collections (Fiction, Nonfiction, Graphic Novels, Audiobooks, and all Young Adult materials). Patron requests are an important part of our selection, so let us know what you'd like to see.

Other projects that staff have worked on throughout the year include: going through the New Hampshire

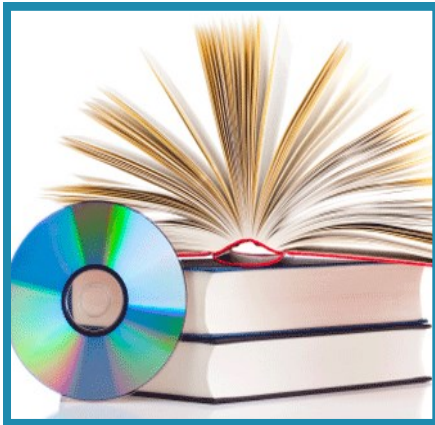
Room collection, fixing records and mending items; cleaning up our old magazine records and discarding older editions that were discovered in the closed stacks; participating in a committee for a new formula for the New Hampshire Downloadable Books budget; participating in consortia meetings; relabeling the collections that still have faded labels; and working to add Blu-rays to the collection.

Dawn Bliss, previously from the Info and Tech division, joined Tech Services last fall, and has been a terrific addition to the staff. After a few years of being short staffed, it is wonderful to have an additional full-timer, which has enabled us to accomplish all these projects.

Circulation Services

by Dara Bradds, Head of Circulation:

The entire division was very welcoming toward the new supervisor. They were open to policy and procedural changes, and proactively implemented new ideas.



The Circulation Division is incredibly busy every day whether pulling items for transit to other Gmilcs or NHU-PAC libraries or unpacking incoming items for patrons at our library locations. The Circulation Clerks provide excellent customer service assisting patrons with check-out, holds, renewals, and processing fines. They also work tirelessly checking patron, item, and bibliographic records for accuracy.

In order to streamline workflow we have adjusted work schedules and integrated all clerks into the pulling and packing rotation. And, for better customer service, we made some changes to our Circulation Policies and procedures. Previously, patrons were required to have their library cards to check out. This could be an inconvenience for them, so we now accept photo identification for check outs.

This year we hired two new pages, Nicole Dale and Rachel Stover. They were able to come aboard and tackle their responsibilities successfully, and they have quickly become an asset to the division.

I am very grateful to have the hard working staff that we do. This year we had prolonged absences due to ailments and educational opportunities, and during both the remaining staff stepped up to cover the workload without any complaints. They also seamlessly adjusted to staffing the recently reopened West Branch Library in May.

I am proud to be a part of the Circulation Division at MCL. I am consistently impressed by the individuals that work so hard to make sure the division is a successful team.