



MANCHESTER CITY LIBRARY

FY 2017 ANNUAL REPORT

JULY 1, 2016-JUNE 30, 2017

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CONTRIBUTORS

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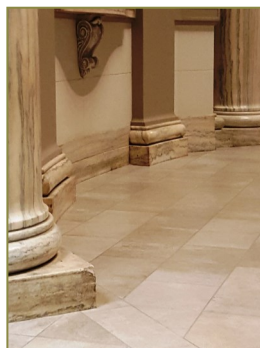
Joanne Barrett

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INTRODUCTION



MAIN LIBRARY-ROTUNDA

As another fiscal year concludes the library staff can look back with a great deal of pride and satisfaction on what they accomplished for our community. I think you will agree as you review the accomplishments included in this report. We undertook a major renovation at the Carpenter Memorial Library that replaced outdated carpeting on the first and second floors. This renovation also included the replacement of tile in the Rotunda to return this room to its former glory.

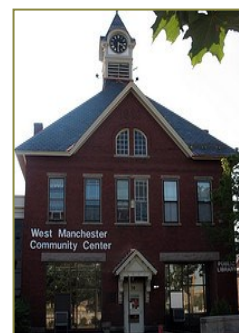
Our staff inventoried and updated various library collections at both buildings to improve services. Staff added to our numerous community partnerships and enhanced those already in place to promote literacy and knowledge of our collections. One such partnership with our neighbors resulted in our membership in the newly created Manchester Cultural District and the beautification of Victory Park across from the Carpenter Building.

As we enter a new year we have begun planning a major renovation of our children's services area at the Carpenter Building and will continue to make our historic NH Room collection more accessible. Our staff will continue to promote reading and literacy during the summer months with numerous community partnerships. Our collections will be maintained and added to in all formats so that we remain a vital resource for information and recreational needs. We will also be out in the community supporting events and hope to add more accessibility to books with the addition of pop up library collections.

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



BRANCH LIBRARY

FISCAL YEAR 2017 STATISTICS

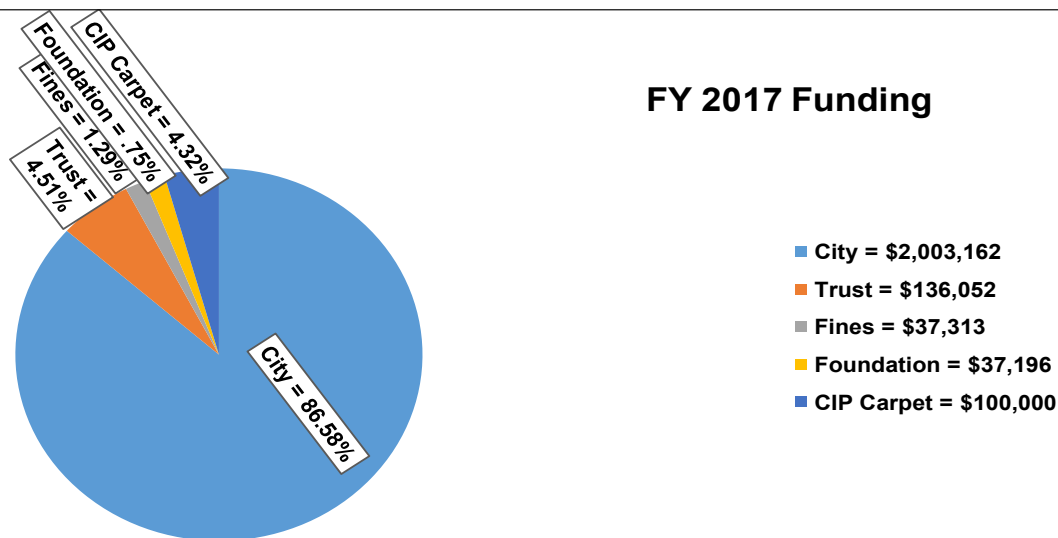
384,791
288,512
3,021
2,044
18,109
65,517
232,657
14,188

Materials borrowed
Visits to our buildings
New Card Holders
Meetings Hosted
People attended programs and meetings
Informational Requests were answered
Usages of our Website and blog
New materials were added to our collections

FUNDING SOURCES FISCAL YEAR 2017

City	\$2,003,162	Trust Funds	\$136,052
Capital Improvement (Flooring Project)	\$100,000	Fines	\$37,313
		Library Foundation	\$37,196

FY 2017 Funding



In Fiscal Year 2017 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 FY2017 the library also received Capital Improvement funds to replace flooring at the Carpenter Memorial Building.
- 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. The Trustees also funded the replacement of the tile flooring in the Rotunda at the Carpenter Memorial Building.
- 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, 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.

LIBRARY PROGRAMS

- | | |
|---|--|
| <ul style="list-style-type: none"> • Afternoon at the Movies • Book sales • AARP Tech – Intro to Tablets • Holiday Decorating – Nancy Godbout & Aimee Lindh | <ul style="list-style-type: none"> • Computer Classes MS Excel • Computer Classes - EBooks • Computer Classes – Computer Basics Part 1, 2 & 3 |
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- Computer Classes – Demo of Genealogical Databases
- Computer Class – Introduction to Social Media
- Banjo Concert – Peter Mezoian
- Brown Bag Book Club
- Book Discussion Group
- Author Joe Smiga
- Author Harold Rosen
- Hippo Press Film Festival – Silent Films
- Tiny Houses
- MCL Foundation Fundraiser – Wine Toss
- Patron Appreciation Day
- Author Event – John Patrick Jordan
- Author Event – Janet Langlois Balch
- Harpist Lisa Washington Calvo
- Author Dan Szczesny
- Author ReJoyce
- Adult Coloring Party
- Estate Planning
- Miniature Painting for Beginners
- The Art of Remembering Names
- Knock on Wood – Acoustic Guitar and Fiddle
- Black Bear Happenings

PROGRAMS FOR TEENS

- Coloring for Teens
- Makerspace for Teens
- Teen Scene
- Locker Magnets for Teens
- Clothespin Photo Wreath
- Blackout Poetry
- Candy Necklaces
- Cupcake Decorating



PROGRAMS FOR CHILDREN

- Judy Pancoast
- Dan Grady and His Marvelous Mari-onettes
- Family Game Night
- Lego Lab
- Star Wars Day
- Pokémon Club
- Life Size Candyland
- Mother Goose Party
- Messy Art Morning
- Dr. Seuss Storytime
- Magic by George
- Spring Celebration & Egg Hunt
- Ronald McDonald's "Journey to Read"
- Teddy Bear Picnic & Parade
- Lindsay and Her Puppet Pals
- Summer Crafts
- Friday Movie
- Olympic Games
- Family Storytime
- Beach Party
- Come Read to Cody
- Pokémon Go! Walkabout
- Read to Cookie
- Little Artist Storytime
- Minion Party
- Touch a Truck – Summer Reading Program Kickoff
- Wildlife Encounters
- Musician Steve Blunt
- Family Movies
- Happy Birthday Sesame Street
- Read to Hazel
- Kids Bingo
- Majestic Theatre
- Children's Summer Storytime
- We're Going on a Bug Hunt
- Children's Storytime
- Olympic Games
- Minions Party
- After School Afternoons
- Preschool Storytimes
- Toddler Storytimes
- Lapsit Storytimes
- Preschool Dance Party
- Halloween Costume Party
- Cemetery Scavenger Hunt
- Maker Mondays
- Polar Express Party
- Children's New Year's Eve Party
- Winter Tale Puppet Show



DIVISION REPORTS

YOUTH SERVICES

Youth Services (by Karyn Isleb, Head of Children's Services):

The Manchester City Library's Youth Services Division was very busy this past year! Our programming continued at its usual pace with our popular annual events such as our Halloween party, New Year's celebration, Winterfest celebration, the Dr. Seuss party, the Spring Egg Hunt, Teddy-Bear Picnics, and our Cemetery Scavenger Hunt.

Our core programming continued at both buildings with Life-Size Games, Family Game Night, After School Afternoons, Pokémon Club, Movies, Legos Lab, Messy Art Storytime, a Minion Party, a Quiddich Afternoon, Storytimes and Reading to our buddies Cody, Hazel, Logan and Cookie. Our staff also hosted children's events outside the library in such places as the Currier Museum of Art, the Mall of New Hampshire, and Makerspace at Barnes & Noble.

The summer reading program *On Your Mark, Get Set...Read!* began in June and with its sports theme we had 251 children participate in the 10-week program. They read over 2,500 books during the summer. This time, we hid a trophy for the kid's weekly scavenger hunt in various parts of the buildings giving families the opportunity to check out areas that they may not have seen and showcasing our numerous collections. The Majes-

tic *Theater* ended the summer with their version of the "*The Big Bad Musical*". Also as part of the summer programming we partnered with many community agencies to bring the library to them. The children's staff visited Easter Seals' Child Development Center, 21st Century Summer program at Gossler Park, Alphabits and Brookside Church. While some community partners made the library a summer destination such as St. Marie's Child Care and Wee Play who brought the children to our Messy Art programs.

A new community partnership started this year when we began working with Families in Transition to provide storytimes and Lego nights at Family Place. We also joined in when they celebrated being the recipient of a CLiF grant to start their own library.

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 at Head Start. We participated in In-Town Manchester's Family Fare, the 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

Teen Services (by Amy Graves, Teen Librarian) FY2017

The 2016 summer reading program ran for ten weeks. Every book a teen read earned them an entry into weekly raffle drawings and the grand prize drawing for an iPad Air. Thirty-eight teens participated in the program, reading a total of 416 books—our most successful program to date.

Due to chronic low attendance at planned events, we took a new approach to reaching teens for the 2016-17 school year. Each month we posted a different question on the teen bulletin board, allowing teens to express themselves without having to attend a scheduled program. These questions received an average of 27 responses per month between the two libraries.



INFORMATION AND TECHNOLOGY DIVISION

Information & Technology FY2016 report (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 policies to remove barriers to patron access.

Reference Services

Revised Research Policy

In August, with approval of the library's board of trustees, we changed our Research Policy so that we would charge patrons only for research requests that took longer than an hour to complete. This new policy results in less paperwork and administrative work on our end.

Revised Internet Policy

In June, with approval of the library's board of trustees, we changed the Internet Policy so that patrons no longer need to show I.D. in order to use our public computers. Such a requirement presented a barrier to access for many patrons, placed the I&T staff in a needlessly adversarial relationship with our patrons, and prevented our resources from being used to their fullest potential.

Databases & electronic resources

In April, the library began offering patrons digital magazines through Zinio for Libraries. This service has since changed its name to RBDigital.

Reference Collection

In cooperation with Technical Services, the I&T division finished weeding the library's reference collection in June and July.

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 continued the

practice of charging patrons for only instructions, not forms.

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. She also taught an introduction to genealogy.

Lisa Jose taught several Computer Basics classes at the Senior Center on the West Side.

Amy Hanmer taught introductory courses on Microsoft Word and Excel.

Yvonne Loomis continues to offer adult coloring programs with seasonal themes, in addition to all her social media and graphics responsibilities.

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.

Technology

In September Useful, who manages our public computers, migrated our PreBook server to Amazon Web Service. This server manages who can and can't access the computer with their library card, and tracks how much time patrons have used in a given day. This allows management to make modifications from anywhere at any time. In late spring we purchased four new Useful computers, complete with large touch screen monitors, colorful keyboards and mice, headphones, and Minecraft for the children's room.

Professional Development & Involvement

Amy Hanmer continues to serve on the GMILCS PAC committee.

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.

Steve Viggiano continues to serve on the GMILCs

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TechNet committee.

Lisa Jose started as the New Hampshire Library Association's Membership Chair in June.

Amy, Lisa, Yvonne and Steve all attended the New England Library Association's fall conference in Danvers, MA.

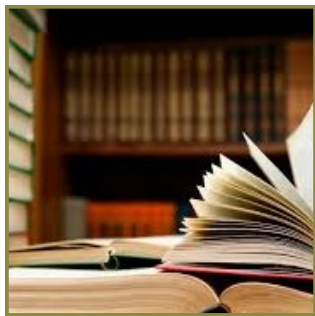
Technical Services

Technical Services (by Sarah St. Martin, Head of Technical Services):

During Fiscal Year 2017, the Technical Services Division added nearly 15000 items to the collection. Out of these additions, 787 items were donations. Staff were very busy on a daily basis keeping up with cataloging, processing and invoicing these items. Another important aspect of this division is the general maintenance of the collections. With help from the Circulation Division, many items that were in poor condition were pulled from the collection. Some were able to be mended, but most were withdrawn or replaced. This effort is ongoing as we continue to identify damaged and worn items that are still on our shelves.

Our inventory project continued with the completion of all the children's materials at both the Main and West branches. The Main project was a combined effort between Tech Services and Circulation staff, completed during the 2 weeks the library was closed for renovations. We also completed almost half of the adult nonfiction collection, fixing call numbers and mending along the way.

The weeding and updating of the reference collection was completed, and all materials were shifted to a consolidated space. Once that was completed, the biographies and nonfiction were able to be shifted. The shelf height was increased, allowing more books to stand upright instead of on their sides, creating more



space for browsing. The bound National Geographic's were also cataloged and moved up to the main floor. This resource is frequently used, and we are proud to have it more accessible to patrons.

One new collection that was created this fiscal year was the Citizenship Corner under the tutelage of

Amy Hanmer, Government Document Librarian. All materials related to citizenship, including practice test questions, flash cards, children's stories about immigrating, and even materials in other languages, are all located together in the reading room. We hope having these resources all in one place will assist new Americans in starting and achieving their path to citizenship.

The other new service that was added this year was RBDigital (previously Zinio), which provides downloadable magazines. This electronic service was an essential addition, as it replaced what we lost when OverDrive discontinued their downloadable magazines.

While the library was closed for renovations, in addition to inventory, staff also worked on going through some of the materials on the mezzanine. Item records were cleaned up, physical shelves were cleaned and organized, and decisions were made regarding what to do with certain items. Staff from the Info & Tech Division assisted in beginning to evaluate some of our older materials that are in the stacks. Boxes and items in the filing cabinets in the NH Room were unearthed, and staff sifted through photographs, pamphlets, and other interesting paraphernalia and organized them into categories. Not surprisingly, the 2 weeks went by fast, and the progress of these projects has slowed once we reopened as everyone is back to keeping up with daily tasks and assisting patrons. Amidst the construction noise, it was wonderful to have designated time to tackle some of these larger projects, and staff from the Info & Tech Division were very helpful with their collaboration.

The renovations also allowed us to practice our logistical tactics as entire shelving units had to be labeled and spaces measured before removal. Coordination with the movers on where things went upon completion was also a huge undertaking. While most collections went back to the same place, the

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microfilm was all moved to the NH Room. The Tech Services workroom also received new carpeting. Coordinating the removal of everything (desks, computers, shelving, etc.) and relocation of staff during that week was achieved through planning and cooperation from all.

There were also two exciting projects that were started this fiscal year. The first is a partnership with the Manchester Historic Association. The library discovered many photographs relating to Manchester, and we are working with Jeff Barraclough to have the Historic Association digitize those items that they do not already own. This collaboration will benefit the Historic Association, as they will obtain new images to add to their catalog. The library will benefit from their technology, as the images will now be accessible to the public digitally. The original photographs will be returned to the library, and they will be catalogued here with links to the digitized images. We are very fortunate to have such supportive neighbors at the Historic Association, and we look forward to continuing our partnership for this project.

The second project was an internship through UNH Manchester. In May, Susanna Magdziarz began to evaluate our Manchester vertical files in the NH Room. Over the next few months she organized the folder topics, went through all the articles and material in each folder, and relabeled new archive folders. She completed over 350 folders, which is about $\frac{3}{4}$ of the files. We were very fortunate that Susanna wanted to do her internship at the library, as it allowed us to start a project that we've been wanting to do for a while. Staff will complete the rest of the Manchester folders this year, and there have already been many comments on how easy it is to find topic headings in the new organized folders.



Staff in Tech Services have continued to be busy on a daily basis keeping up with incoming items and discards. In addition, they have contributed to displays in the library, designed bookmarks and reading resources for patrons, created handouts of library materials to distribute during programs, and created directional signs for the collections. Staff also attended GMICLS consortia meetings and continued to assist in the cataloging and selection of our Cloud Library eBooks and eAudiobooks.

Outreach and Patron Engagement

Outreach and Patron Engagement (Caleb Moshier, Head of Outreach Services)

The Manchester City Library created this new position to help promote the library's programs in the community in multiple ways. The Manchester City Library social media has been revamped this year with the assistance of Librarian Yvonne Loomis who has updated the Library's Facebook page to include a full event list for future events similar to our website calendar. Our new logo has been integrated with our social media and is now our icon on Twitter and Facebook. The YouTube page for the Manchester City Library Google account has been updated and some informational videos about services and programs have been uploaded to it. A technical issue with duplicate social media posts has been resolved and overall Manchester City Library's social media has become more appealing.

Video and animated gif promotions on social media have included:

- RBDigital Digital Magazines
- Read to Dogs Children's program
- King of the Granite Hill Retro Video Game Tournament for Teens

In the next year Manchester City Library will continue to increase our own multimedia content on social media.

Outreach efforts utilizing tour movie licenses have had great success this year. The new west program has seen increased attendance and even a full house in recent months. Most importantly new faces

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were seen at the branch during those events. The Afternoon at the Movies program at the main library has had continued success and I hope to build on that progress with evening movies aimed at lower served populations. Having free entertainment at the branches helps to remind the general public that Manchester City Library is a community hub.

The computer classes that Lisa Jose teaches in partnership with the William B Cashin Senior Center continue to be a source of positive outreach towards seniors.

There has been an increase from last year for the library staff to provide outreach outside of the Library at various school and public events as well as an increase in physical promotional materials about library programs and digital services.

Other programs have had increased patron engagement with the greatest successes coming from family programs. Various Teen and children's programs have generated good public relations in the local community and even some possible new partnerships with local businesses. The continued goal is to bring in more underserved populations from the diverse Manchester community. Further programs are being developed to bring in those different population groups.



Circulation Services

Circulation Services (by Carlos Pearman, Head of Circulation):

FY 2017 was a year of change for the Circulation Division. Head of Circulation Dara Bradds departed in April and Librarian II Carlos Pearman has taken the position of Head of Circulation. Division staff members have been excellent and allowed him to ease into his new role.

Over the course of this fiscal year, the division has lost several staff due to career and educational commitments. Long time page Susanna Magdziarz was promoted to fill a vacant Library Clerk position. A hard worker, Susanna, has quickly settled into the position and will be a great asset to the division as she furthers her library career here at MCL.



During this fiscal year, division staff circulated 389,791 items, sent out 1,824 interlibrary loan requests, and added 3,021 new patrons. The division is also busy each day filling hold requests for patrons and shipping items to

other GMILCS consortium libraries. They continue to perform admirably, stepping up during absences and function well as a team in order to ensure as little disruption as possible during a busy summer season.

The division supported three library associated book discussion groups and one off-site book club at Birch Hill Terrace, transitioning it to a self-led book discussion after the departure of long-time volunteer book leader and former Head of Circulation, Claudia Mayer. The home services program continues successfully, and circulation staff members assist in filling orders to those patrons who cannot visit the library due to mobility issues. Circulation staff have also contributed to monthly rotating displays, art projects for the children's room, and have attended state and regional library conferences.

I am proud to be a part of the circulation division at Manchester; it is staffed by hard working, resilient employees who consistently provide excellent service to the residents of Manchester.