

Waterford Township Public Library

Inside this report:

Circulation Services	3
Outreach Services	4
Young Adult Services	4
Children's Services	5
C.A.I. Branch	6
School Libraries	6
Friends	6
Adult Services	7

Special points of interest:

- The 1998 edition of the Senior Directory runs through 2 printings this year.
- Parenting workshops offered by Children's Department are a big success.
- Librarians help create instructional video on surfing the Internet.
- Township looks to the Library for help in getting their website launched.

From the Director

Nancy Smith

Our community made good use of the Library in 1998, as our use statistics show:

- Library visits to the Main and Branch libraries totaled 225,723. The Main Library had 207,908 visitors and the Branch Library had 17,815.
- Circulation of library materials totaled 354,423 for the year. The most popular item still remains books, but videocassettes, CDs, books on tape and software were also popular.
- Waterford librarians answered 60,329 requests for information and assistance, an 8% increase over 1997.
- Our collections increased by 13% over 1997, to a total of 111,377 items. New collections included books on CD and computer software CD-ROMS.

occurring in the Township's services that will affect the Library. There will soon be a new Main Fire Station, and a new Police Station on the Civic Center campus. The construction of these two new buildings will bring advantages for other departments as well. The current Police Station on Crescent Lake Road will become the new home of the Parks and Recreation Department once the new Police Station is complete. The Parks and Recreation Department move will provide another 3800 square feet for library services. Plus the Library is planning to expand the children's and adult services areas even more to coincide with the renovation of the Parks and Recreation space.

All of this activity for the Library will occur in 2 to 3

years depending on the schedule of all other projects that must be completed first. Some of the services under consideration for the new space are quiet study rooms, more computer workstations, more shelving, a storytime area, improved area for Outreach services, a Friends of the Library area, and more seating especially in the Children's area. Plans are to pay for the renovation and expansion project with current Library operating funds, so there are no plans to ask for an increase in the current library millage. However, since this millage was for 10 years and expires in 2002, we will have to request a renewal by the voters at that time. ♣

Big changes are



In Review

Development and continuation of library service this year was marked by collaborative efforts of Library staff with a variety of Township departments, area agencies, and local organizations.

One of the biggest developments for the Library this year wasn't limited to library service. Driven by the Geographical Information Systems (GIS) project, the Township's Information Systems (IS) department has created a local area network (LAN) that links all Township departments together electronically. An element of this project was establishing a presence for the Township on the World Wide Web.

The Library's experience with creating and maintaining a website was called upon to get this off the ground. Irv Rabideau, adult services librarian, worked with staff from the Fire Department to create a model webpage for them. He demonstrated this model at a meeting of Township department heads as a sample of information each department could make available on their own webpage. The Township's website was posted on the Internet in mid-summer. In future we can look forward to an increasing range of local information readily available electronically, regardless of office hours.

At this initial stage of online development, the Township

is using a fraction of our T1 data line to access the Internet. Implementation of a firewall to protect the Township network from hackers led to internal developments for the Library. One of these was the installation of a second file server for our department's



LAN. This arrangement allows for greater security by segregating public workstations and staff workstations, which have greater access privileges.

Our relationship with the IS department has evolved to include a new shared staff position, Library Systems Technician. Andrew Mutch, hired for this role, divides his time between specific Library concerns and network-related tasks.

Year 2000 readiness issues were addressed in a number of ways. These included EDS staff testing all workstations at the Main and Branch libraries, research on software applications in current use, and working with staff at The Library Network cooperative headquarters to ascertain the readi-

ness of the telecommunications network hardware and software, as well as the Data Research Associates (DRA) shared automation system.

Jean Hansen, Head of Young Adult Services, and Kim Banks, children's librarian, worked with the Township's Cable Coordinator, Janet Christian, to create a video introduction to the Internet. Their final product, "Surf the Net," has been shown on Waterford Channel 50 several times.

As a part of the new cable franchise agreement, Channel 52 that we shared with the Parks & Recreation Department has been reassigned to a commercial concern. Library information now appears on Channel 46 along with Waterford Schools, the Waterford Cultural Council, and general local information.

Though this greatly reduces the time allotted to Library data, we have gained the broader association of being included with these other agencies and organizations.

The highlights of department activities that follow amply demonstrate the ability of Library staff to successfully work in partnership with a wide range of organizations in our community and beyond. ♣

"One of the biggest developments for the Library this year wasn't limited to library service."

From the Library to Your Home

Circulation Services

The Circulation Department worked to enhance two very basic aspects of library service this year. These were charging out materials to patrons and resolving fines/fees on borrower accounts.

Barbara Dunaway, Head of Circulation Services, arranged for the installation of receipt printers at the circulation workstations at Main and the Branch. Patrons now receive a printed receipt each time they borrow materials listing all items charged to their borrower account and the date each

children who check out lots of picture books find the receipts particularly handy in keeping track of the books their children check out. Other borrowers are finding them a useful record of books they have read.

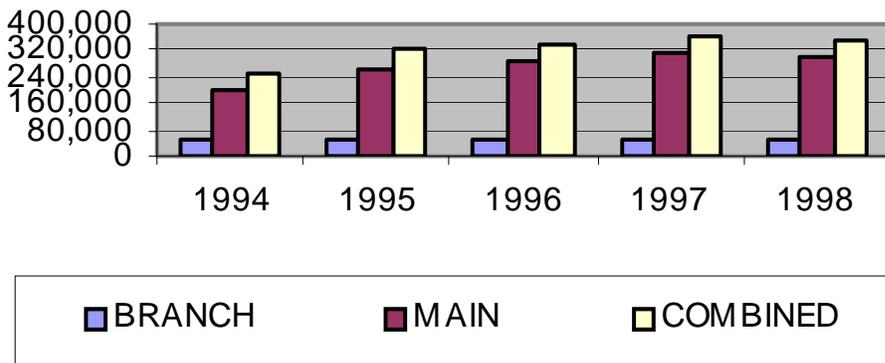
The second area we improved is tracking delinquent borrower accounts. This necessary element of service has been extremely consumptive of staff time, and usually with poor return on the investment of staff resources. Using the Collection Agency feature in

services for collection.

Preparation for this change included improving the timeliness with which we notify patrons of overdue items and delinquent accounts. Not only did we shorten the timeframe for notification, but lowered the threshold of the dollar amount. Both changes increase the likelihood that patrons will be able to find overdue items and have a much more manageable aggregate fine amount to resolve. The positive effects of using the Collection Agency feature are a reduction in the number of items long overdue (and therefore assumed lost) and significant staff hours being freed up from pursuing these accounts in order to provide direct service to our patrons.

The Waterford Friends of the Library have generously donated bright yellow cardholders for our patrons' library cards. Not only do they make the card easier to find in purse or wallet, they are imprinted with hours and phone numbers for both Main and the Branch. ♣

NUMBER OF ITEMS BORROWED



item is due. Receipts are also generated automatically on all payments for fines and replacement costs for lost materials. Mothers of young chil-

the Data Research Associates (DRA) shared automation system we now download delinquent accounts electronically to Unique Management Ser-

Reaching Out to the Community

Outreach Services

Outreach Services took on a much broader meaning this year. Information on the Outreach webpage prompted a man in Melbourne, Australia to contact Karen O'Connor, Head of Branch/Outreach Services, for more information about online literacy resources. She was able to supply him with a number of credible links to websites.

The department continues exemplary partnerships with other community agencies and organizations. One of the Library's strongest associations is with the Waterford Council on Aging. As always, we participated in the biennial networking breakfasts. These events bring together representatives from several agencies providing services to our community's older adults.

The 1998 edition of the *Waterford Area Directory of Services for Older Adults*, produced in large part by Outreach staff, ran through 2 printings this year. Services added to the 1998 directory

include information on the media, insurance, cemeteries and funeral directors. Web-



sites of interest to the senior population were also added. Printing costs for both runs were sponsored by a grant from the Waterford Economic Development Corporation.

Karen O'Connor was invited to share her experience in the production of the Directory as a part of a panel of presenters for a program at the Fall Conference of the Michigan Library Association. The focus was the information needs of the elderly.

Working with the Waterford Senior Citizens Drop-In Center, the department co-

sponsored a successful informational program on ballot Proposal B, regarding physician-assisted suicide. Outreach staff also participated in the annual Community Health Fair at the Senior Center.

At the Main Library, Outreach continues to offer the Senior Humanities Discussion Group. The National Issues Forum discussion topic on helping kids in our communities included a presentation by Monica Lee. Ms. Lee represents both the Waterford Schools and the Waterford Coalition for Youth.

Other Outreach projects included a two-week series on Women's History and the Volunteer Recognition luncheon as well as coordinating the Library's celebration of National Library Week. ♣

"The department continues exemplary partnerships with other community agencies and organizations."

Young Adults (also known as Teens)

Young Adult Services

In addition to working with the cable coordinator to create the video on Internet instruction, Jean Hansen, Head of Young Adult Services, offered several sessions of Basic Internet Training during National Library Week.

Other programs included a very successful class on babysitting and the Teen

Read 98 summer reading program. Several classes of middle school children came for orientation tours and a jump-start on research-centered homework assignments.

We experienced unusually high turnover of the high school page staff, so a great deal of time was spent on the hiring and training process. In

spite of this, the page staff managed to shift the collection to ease some of the crowding on the shelves. We are edging toward capacity, as we have had to use the top and bottom shelves in nearly all sections. ♣

Kids Corner

Children's Services

Parenting workshops developed by Wise Mothers, Inc., were a big success due to the cooperative efforts of Waterford Youth Assistance, the Waterford Community Coalition and our children's librarians. This project was funded by grants from the Oakland County Public Libraries, Oakland County Youth Assistance and Oakland Community Coalitions.

Evelyn Malles, Head of Children's Services, served as one of the judges for the Reflection art contest sponsored by A. J. Stepanski Early Childhood Center

The second annual Young Writers contest for children in grades 3 through 12 was held during National Library Week in April. Children's author Christopher Paul Curtis judged the entries. The Waterford Friends of the Library and the Waterford School District shared the expense of hosting Mr. Curtis at the library and selected elementary schools in the district.

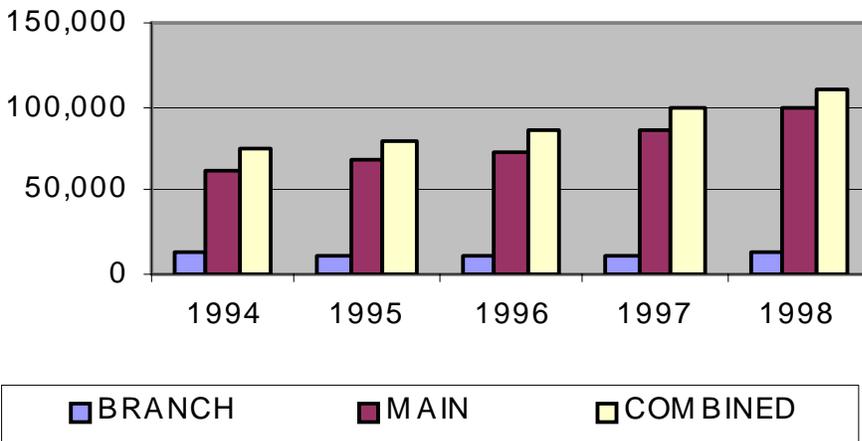
Mary Rice, children's li-



brarian, created the "After School Specials" was developed for children ages 6 to 8 years of age. Adding this to regular monthly programs for ages 9 to 11 means that we now offer regularly scheduled programs for children from infancy through the elementary grades.

The department continues to offer a wide range of story time sessions, a full complement of summer reading events, reading and discussion programs, Internet classes for parents and children, and perennial favorites like the American Girls Tea Party. ♣

COLLECTION GROWTH



PTA. The entries, both artwork and stories, were exhibited in the Children's room following the contest.

brarian, created the "Read to Your Child Day" celebration on Valentine's Day to promote family literacy. Another new weekly pro-

Our Branch Library in the C.A.I. building experienced a significant increase in business this year. This can be attributed to the continuing high level of service and to the additional publicity that the entire CAI operation received in its evolution from a privately funded concern to the sale of the property. The final outcome was still uncertain at the close of the year.

The Branch got a bit of a facelift in mid-year. The

School News

Waterford Schools Libraries

Full implementation of the Data Research Associates (DRA) automated system is complete. Training for online circulation in DRA was completed in late summer. Online circulation started with the beginning of the 1998-99 school year in September. Training on all major modules in the DRA system has been completed. Reports and fines/overdue notes are being produced.

The online catalog is now available. High School and Middle School students are now able to place requests for materials for themselves online.

Another enhancement to information access was the addition of the AccessMichigan project to the electronic information tools available in the secondary schools. AccessMichigan provides

electronic indexes to periodicals such as FirstSearch from OCLC and Search Bank from Information Access, via the Internet. These indexes often have additional features such as full-text of selected articles which users can view and print or e-mail to themselves. Grant monies and allocations from the state legislature fund this state-wide service made available

“AccessMichigan provides electronic indexes to periodicals such as FirstSearch from OCLC and Search Bank from Information Access, via the Internet.”

Friends Who Make a Difference

The Friends of the Library hold several Used Booksales throughout the year. The big sales in January, July and September include hard-cover books, paperbacks and sometimes magazines.

Additionally, they hold special sales of paperbacks by the bag-full. A nice feature of the paperback sales is the

willingness of members to compile grab-bags of surprise reads as a special service.

The Proceeds from these

sales help to support a variety of library services. They provide for special purchases of materials for the collection. They support special programs such as those for children held during our annual Summer Reading Program and events celebrating National Library Week each April. ♣

Beyond Books

Adult Services

The Adult Services Department spent the last half of the year replacing and training half the staff. We had some well-trained librarians leave for jobs closer to home with more opportunity for advancement. Thus we have been spending a lot of staff time training the two new people we hired by the end of the year. One had never worked anywhere before and the other had requested extra training time here. We obliged.

We have added some new services:

- The Waterford Career Center does a hands-on presentation on resume writing once a month.

program to her troop.

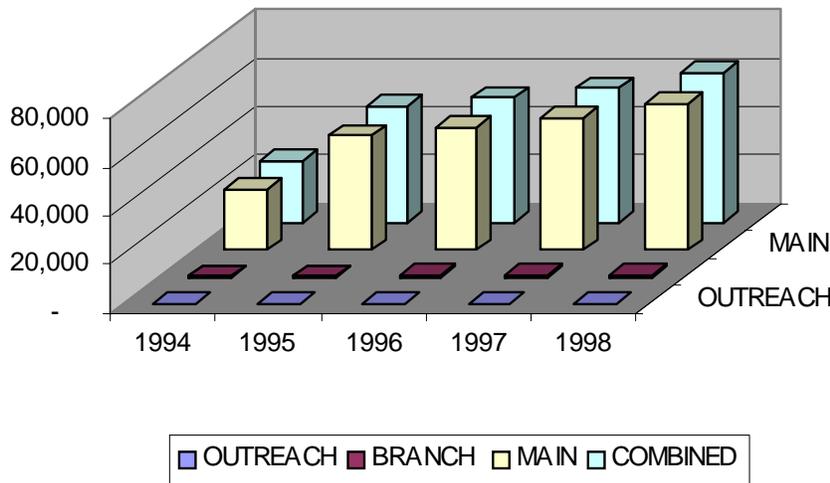
- The Adult Services department took a large step toward expanding and modernizing its genealogical materials this year by purchasing eleven new CD-ROM titles. In addition, the Waterford Genealogical Study Group presented three titles to the Library. (These materials are indexes, which help patrons narrow their ordering of microfilm.) Irvin Rabideau, adult services librarian, spoke to the group on topics related to their research efforts on four occasions through the year.

utes, check their messages, and go about the rest of their day. College students visiting home where there is no computer are especially happy to be able to stay in touch with their friends.

Internet as a reference tool has received more use. Nancy McDonald, Head of Adult Services, finds it especially helpful in putting patrons in touch with a health support group that has online services. The public uses the terminals for timely information such as Martha Stewart's recipe that was on her TV show the previous day.

Service enhancements include the replacing the monitor on the handicapped Online Catalog workstation with an oversized unit. This has had the unlooked-for bonus of greatly facilitating introductions to using the catalog for groups of about 10. All can see the screen during a demonstration. We have also seen a gradual increase in reference questions via the e-mail link from the department's webpage. ♣

INFORMATION REQUESTS



We have had a few turn out each evening we have given this program and one Girl Scout leader made arrangements to take the

- Permission for patron use of our Internet terminals for e-mail has gone over well with the public. Many people drop in, spend 10 min-

With Our Thanks...

The Library received many gifts and donations during 1998. Some gifts were given to purchase a special book in memory of a loved one or to celebrate a birthday or anniversary.

Gifts were also given to help the Library provide services to the community. The following contributors all receive our warmest thanks.

Doris Warner
 Bookworms of Pontiac/Waterford AAUW
 Waterford Book Review Club
 Waterford Eagles Auxiliary #2887
 Waterford Friends of the Library
 Waterford Garden Club
 Phyllis Wilkinson

Vicki Booker
 Judi Crawford
 Linda Howe
 David Liebler
 Lincoln Heights Association
 Cheri Ogle
 Pontiac Junior Women's Club
 Jo Stevens
 Dorothy Tyndell



*We're on the web -
[www.waterford.lib.
 mi.us](http://www.waterford.lib.mi.us)*

**Waterford Township
 Public Library
 5168 Civic Center Drive
 Waterford, MI 48329**

**Phone: 248-674-4831
 Fax: 248-674-1910
 TTY: 248-674-5454**

MEMBERSHIP APPLICATION FORM

Please accept my membership in the Friends of Waterford Township Library as follows: *(check one)*

- Individual \$5.00
- Family \$8.00
- Senior Citizen / Student \$2.00
- Group / Organization / Corporate \$50.00

Check here if you would be willing to help with booksales _____ (Membership year begins January 1)

Name _____

Address _____

City _____ Zip _____

Phone _____ Date _____

Please make check payable to Friends of the Waterford Township Library. Contributions are tax deductible. Your Canceled check is your receipt. Thank you for your support!

Mail this with dues to: Treasurer, Friends of the Waterford Township Library 5168 Civic Center Drive, Waterford, MI 48329

Nancy J. Smith
Director of Libraries

LIBRARY BOARD MEMBERS

Bruce McColl
President
 Craig Glomstead
Vice President
 Heather Coats
Secretary
 Mary Daenzer
Trustee
 Betty Fortino
Trustee
 Yvette Heitzeg
Trustee
 Joan Thomas
Trustee
 Meets the fourth Tuesday of the month at 5:30 p.m. in the Library

FRIENDS OF THE LIBRARY OFFICERS

Linda Bellehumeur
President
 Steve Pollock
Vice President
 Linda Hadley
Secretary
 Tom Johns
Treasurer
 Karen Pollock
Membership
 Meetings are generally the second Thursday of the month at 7:00 p.m. in the Library

LIBRARY DEPARTMENT HEADS

Joan Rogers
Assistant Director
 Nancy McDonald
Adult Services
 Evelyn Malles
Children's Services
 Barbara Dunaway
Circulation Services
 Jean Hansen
Young Adult Services
 Karen O'Connor
Branch/Outreach Services

WATERFORD TOWNSHIP BOARD OF TRUSTEES

Katherine G. Innes
Supervisor
 Betty Fortino
Clerk
 Dee Minton
Treasurer
 Todd T. Birkle
Trustee
 Paul Deni
Trustee
 Bette O'Shea
Trustee
 Jean Scott
Trustee