

# Waterford Township Public Library

## From the Director

*Nancy Smith*

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### Special points of interest:

- New mini-branch added at Inn at Cass Lake.
- Teen class visits emphasize remote access services.
- Magazine holdings added to online catalog database.
- Branch sees 9% increase in circulation over 1998 figures.

A public library is a mixture of change and tradition in the values it promotes and the mission it strives to accomplish.

Our lives today are moving at a greater pace than ever before. Just keeping up with the changes and increases in the information we need to conduct our daily lives can take a great deal of time and energy.

The public library can help. As a community resource, the public library is dedicated to helping people succeed. The

library can supply the materials, access to technology and research assistance needed to keep pace with our world.

Still in this day of change, the public library continues its strong tradition of fostering and promoting reading as a mechanism for success.

The importance of reading is recognized for its connection with the ability to succeed throughout life. A reader is more likely to be able to think imaginatively and critically, and to be able to

take the long-range view of problem solving and planning.

Being able to withstand the urge to hurry and speed up every part of our lives, to take the time to think and imagine, is no small accomplishment.

The role of the public library as a bridge providing a workable balance between change and tradition is becoming our most important mission for our community. §



# In Review

By Joan Rogers, Assistant Director

This year was shaped by the challenge of providing a consistent level of service when we were operating with a number of positions open. For much of the year this was about 1/3 of our full staff and represented openings within all service areas.

A part of the difficulty in filling these positions is the robust economy we are experiencing. There weren't many qualified applicants. Further exacerbating the situation was the fact that these openings were part time positions, a perennial source of staff turnover.

In August, Director Nancy Smith won approval of a budget revision from the Township Board to add 4 full-time positions (3 Librarian I and 1 Library Clerk). The number of part time positions for Librarian I were reduced from 8 to 4. In addition, a wage increase for part time Library Clerks was requested.

The full time positions were filled immediately by current part time staff members. This helped to

stabilize the staff. But still left us with as many as 11 openings at one time.

Another significant change was the departure of Evelyn Malles, Head of Children's Services, for a new position in Winter Park, Florida.

Throughout the year, staff members continued to work together to maintain a high level of service. Children's and Outreach programs continued as usual, reference and circulation services at both the Main Library and the Branch were maintained at normal levels.

In addition, new projects were successfully completed, new materials added to the collection, and upgrades to hardware and software were done. Details on these are in the departmental reports that follow.

As acknowledgement of this staff-wide effort, a Staff Appreciation Breakfast was hosted by the Director in December. §

### Library Staff

Nancy Smith, *Director*

### Administration

Joan Rogers, *Assistant Director*  
 Andrew Mutch, *Library Systems Technician*  
 Kathy Newton, *Account Clerk*

### Adult Services

Nancy McDonald, *Head*  
 Gary Allen, *Librarian I*  
 Michael Neal, *Librarian I*  
 Irv Rabideau, *Librarian I*  
 Matthew Zirkle, *Librarian I*

### Children's Services

Mary Rice, *Head*  
 Tracy Morsi, *Librarian I*  
 Cynthia Webb, *Librarian I*  
 Kim Wilcox, *Librarian I*

### Circulation Services

Barbara Dunaway, *Head*  
 Myrna Agelink, *Library Clerk*  
 Lois Banick, *Library Clerk*  
 Alice Bergstrom, *Library Clerk*  
 Marie Bishop, *Library Clerk*  
 Ann Chachich, *Library Aide*  
 Carol Conway, *Library Clerk*  
 Linda Fitch, *Library Clerk*  
 Ruth Greene, *Library Clerk*  
 Elizabeth Korey, *Library Clerk*  
 Helen Leismer, *Library Clerk*  
 Tina Smith, *Library Clerk*  
 Cathy Steele, *Library Clerk*  
 Mary Vertin, *Library Clerk*

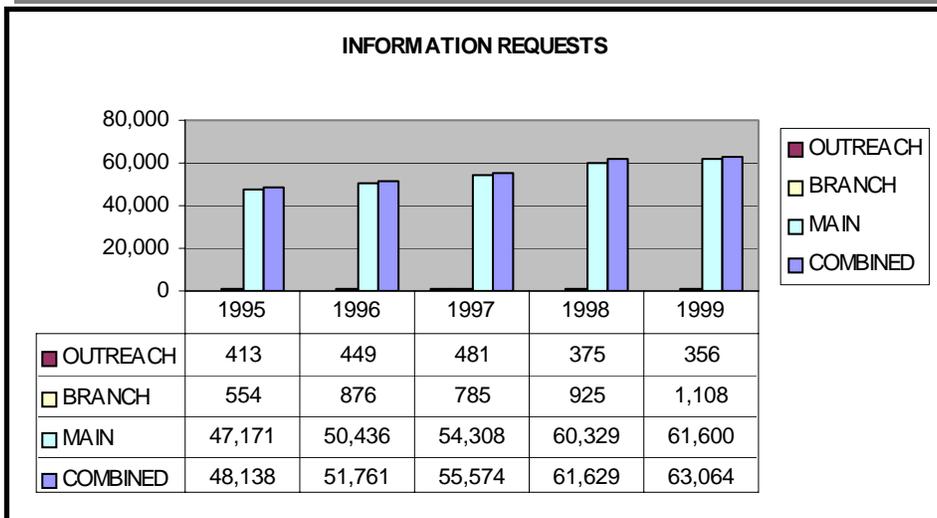
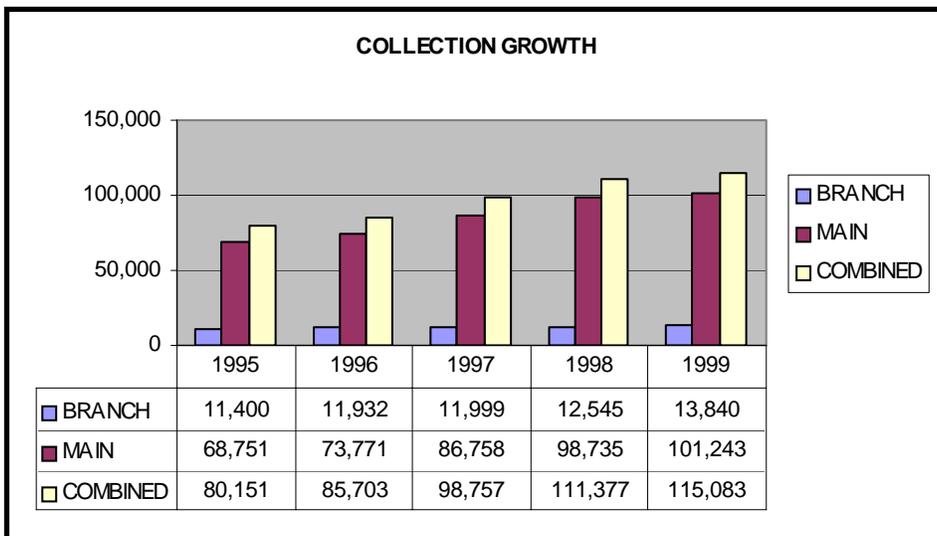
### Outreach/Branch Services

Karen O'Connor, *Head*  
 Stephanie Goodrich, *Library Aide*  
 Karen Kent, *Library Clerk*  
 JoAnn Swanson, *Library Clerk*

### Young Adult Services

Jean Hansen, *Head*  
 Laura Bartnik, *Student Page*  
 Jenni Demel, *Student Page*  
 Carol Flanigan, *Student Page*  
 Kerry Gaydos, *Student Page*  
 Connie Pierce, *Student Page*  
 Aaron Snover, *Student Page*

As of 12/31/1999



# From the Library to Your Home

By Barbara Dunaway, Head of Circulation Services

During 1999 the Circulation Department at the main library circulated 293,164 items. We also issued 3,651 new library cards.

A total of 13,299 new items were added to the collection. Over 16,000 items were sent and received through inter-library loan with other libraries.

In February Barbara Dunaway, Head of Circulation Services, attended a training class at The Library Network headquarters in Southgate on automating serials check-in. Following training she entered all of the Main Library's magazines into the DRA shared system database. This allows us to track

receipt of magazines and other periodicals electronically, place claims on missed issues in a more timely manner, as well as adding these titles to the online catalog.

Once the Main Library's periodical collection was successfully entered, Barbara worked with Branch staff to get their holdings entered.

Patrons are now able to view our magazine holdings in the catalog, just as they do other materials.

In April, as part of our National Library Week celebration, the Circulation staff added to the festivities by baking cookies for the concert by folk singers Mustard's

Retreat. An added attraction at this event was a drawing for door prizes organized by the department.

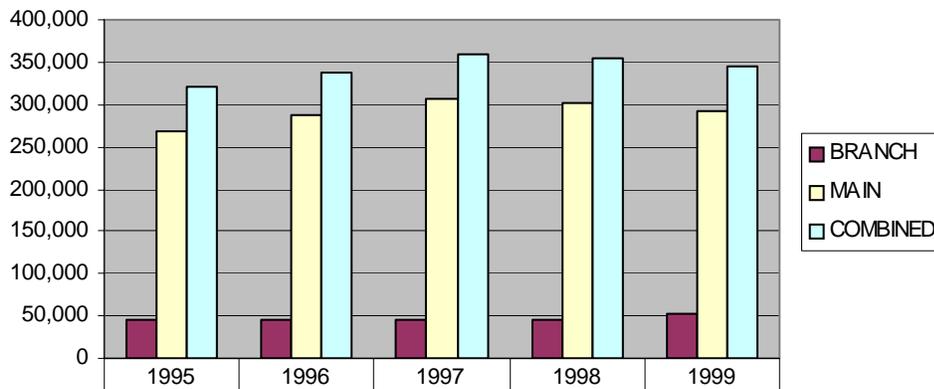
In the fall we lowered the overdue fine on videos from \$1.00 per day to \$.10 per day. This is the same rate as other materials. Our patrons have lauded this move.

Filling staff openings has been a challenge. At the beginning of the year we hired a new clerk, Myrna Agelink. At mid-year Linda Fitch joined our team. In November, Helen Leismer, a 13-year part-time clerk at the branch library, became a full-time employee principally assigned to the Main Library.

The Circulation Department did not achieve full staffing in 1999. At year's end we were still down 2 positions. In December, at the Staff Appreciation Breakfast hosted by Library Director Nancy Smith, the Circulation Department won the Extra Mile Award given in recognition of their strong contribution to providing library service to the community.

§

NUMBER OF ITEMS BORROWED



BRANCH	44,621	45,177	45,263	46,544	51,936
MAIN	268,192	286,661	306,877	301,175	293,164
COMBINED	320,976	338,624	359,034	354,423	345,100

## Reaching Out to the Community

By Karen O'Connor, Head of Branch/Outreach Services

Outreach service now extends to six mini-branch locations in the Township. In 1999, we added one more location at the Inn at Cass Lake, the newest congregate housing project for senior adults. These sites serve residents in five retirement residences and the Waterford Senior Center.

Additionally, Outreach Services works to meet the informational needs of older adults and their caregivers as well.

The Outreach collection includes materials in four different formats: large print, standard print in paperback and hard cover and audio books. Both audio and large print books are increasingly popular at all locations.

We circulated over 6500 items this year—about 550 books per month. Included in these fig-

ures were materials selected for off-site programming by activity directors for their residents. These include the Senior Center Adult Day Care program and the Lourdes Read Aloud program.

Volunteers donated over 600 hours this year delivering books to the homebound, taking care of the mini-branches and reading to residents at Lourdes Nursing Home.

Among the special programs the Outreach Department sponsored during the year were a Women's History Program Tea, and a National Library Week performance by the folk singing duo, Mustard's Retreat.

To answer a need of the seniors for computer classes we held an "Introduction to Computers" program in the fall using

materials from Microsoft. A bibliography of good Internet sites for seniors was developed for that program and for the Internet Demonstration we conducted at the annual Health Fair at the Senior Center in September.

The little yellow directory of a variety of services for older adults has enjoyed a very good reception by seniors and caregivers alike. This is an ongoing project of the Waterford Council on Aging to which the Library contributes. §



## Young Adults (also known as Teens)

By Jean Hansen, Head of Young Adult Services

Many visiting classes of teenagers and pre-teens toured the library this year. Classes from private schools, public schools, and the alternative high schools in Waterford all came in to get library cards, do research, or just learn about the library.

This year the emphasis was put on our remote access services. These are databases of magazine and newspaper articles available for research from home via the Internet, along with our online catalog.

Young adult patrons made use of our public Internet stations in great numbers. Their favorite things to look up seemed to be: their favorite TV show, their favor-

ite music group, their favorite athlete, pro wrestling, video games, and then homework topics. And doing email!

The Young Adult web page, which can serve as a pathfinder to Internet resources for teens was revamped twice.

Programs offered to young adults this year included two very popular babysitting classes presented by the American Red Cross and a summer reading program called Teen Read 99.

The whole Young Adult paperback collection was relabeled with full authors names, rather than first letter only, to make them easier to find. Three teen volunteers helped with this work. The project will be

complete when the paperback spinner racks are replaced with straight shelving in 2000.

In addition to our staff of seven high school student pages, fourteen community service volunteers were supervised by Jean Hansen, Head of Young Adult Services, throughout the year. These teens served anywhere from 20 to 100 hours each to meet requirements for girl scouts, national honor society, school credit or as court-assigned community service. Projects included assisting the Friends of the Library by looking up the estimated value of some donated books on the Internet. §

# Kids Corner

By Mary Rice, Head of Children's Services

The Children's Services librarians were busy in 1999 with programs, collection improvement, reference work, and computer assistance.

We served 4873 patrons in a variety of programs. Of these, 3942 came for programs such as story-times, book discussion groups, and special performances. 931 were students, scouts, and adults who were here for library tours with their classes and troops.

Regular programs including story-times, Saturday Specials (stories & crafts), and the Read Eat and Discuss (R.E.A.D.) club were held throughout the year.

Annual events such as Twelfth Night, the Young Writer's Contest, and the American Girls Tea Party were well received by our patrons. One hundred twenty nine students signed up for their first library cards during Library Card Sign-up Month. One hundred ninety five children reached their Summer Reading Club goal. 200 patrons attended the Medieval Fair that marked the end of the Summer Reading Club.

Our patrons were fortunate to enjoy many professional performers this year. Among these performers were storyteller Corinne Stavish, magician Bafflin' Bill, musician Guy Lewis of Chautauqua Express, and authors Tom Woodruff, Nancy Shaw, Cyd Moore, Shirley Neitzel, and Janie Panagopolous.

Karen Blake from Indian Springs Metropark Nature Center gave two lectures. One was on the white-

tailed deer and the other was on constellations.

Once again, the Organization for Bat Conservation thrilled the audience with information about nocturnal animals such as bats, owls, and bushbabies.

The collection is growing faster than anticipated. Consequently, we have many materials, but very little space. To alleviate some of the crowding, the children's li-



brarians weeded heavily in the hardcover fiction and picture book areas. The space gained was quickly taken up by new items.

Many of these books reflect the Waterford School District's curriculum. Books on Native Americans, colonies, minority scientists and inventors, and Christmas in other cultures were added. The magazine collection was moved into the circulation lobby giving us more space for our expanding audio-visual collection.

The circulation staff and volunteers worked diligently on re-labeling the picture books so that they have the authors' last names instead of

the first initial of the last names on the spines. This should make finding materials much easier for our patrons.

We had 13,205 patrons using our computer workstations in 1999. Seven thousand two hundred twenty six used our Family Learning Center for 5202 hours. Five thousand two hundred two used our Family Homework Center for 5423 hours.

We still provided Saturday Internet classes. We taught 22 patrons during these classes.

Equipment facelifts included new Windows '98 workstations for the Family Learning Center.

New CD-ROM products such as the JumpStart series of educational software and updated versions of favorites like Oregon Trail and Kid Pix Studio were purchased. We currently have 79 programs for patrons to use on these 4 workstations.

Children's Services also saw a couple of personnel changes. Evelyn Malles resigned as Head of Children's Services. Mary Rice was promoted to this position.

In August a full-time position was added. Kim Wilcox was re-assigned from part time Librarian I to this new position. We are still looking for someone to fill the full-time Librarian I position that was vacated by Mary Rice. We also have a part-time Librarian I position that has been unfilled since December of 1998. §

# A Popular Reading Center

By Karen O'Connor, Head of Branch/Outreach Services

In July 1999, after many months of meetings and deliberations, the C.A.I. Board and the Township Board came to an agreement to transfer ownership of the C.A.I. Building to the Township.

The Branch Library is located in this building, so the period of uncertainty leading up to this decision resulted in a little uneasiness for the Library and Branch staff especially. This resolution of the building ownership is very posi-

tive.

Since the Parks and Recreation Department took over the management of the building there have been many improvements to the physical plant and an increasing number of programs there.

The publicity during the decision-making process and the increased numbers of people visiting the building since the Township takeover have resulted in more busi-

ness for the Branch.

Each month saw a new record in visits and circulation resulting in a circulation of 51,000 items for 1999, a 9% increase over 1998.

Throughout this period the Branch was short staffed. The existing Branch staff, however, have admirably handled and welcomed the increased business and look forward to an increase in staff in the year 2000. §

## Friends Who Make a Difference

By Linda Bellehumeur, President

Some of the Friends of the Waterford Library don't know when to say, "enough is enough." The books just keep coming in and Friend Jean Wilson and her lovely assistants keep sorting and boxing them for each upcoming sale. In the process of the sorting they have run across some collectibles.

We've looked a few of these books up on the Internet and found that they are worth much more than the \$1.25 each at which they would normally sell. So now we're thinking of having a Collector's sale in 2000.

The Friends conducted five sales in 1999. The three 3-day sales and two 1-day sales generated over \$11,000 for the Library programs and supplies. In addition they collected over \$400 from the VG receipts the patrons of the Library so generously donated. Some of the purchases from these proceeds in-

clude library card sleeves, bookmarks, posters, bags, upgrading the landscaping in front of the Library, participation in Authors Week, a



magic show, children's fall programs, and share-a-story programs.

The Friends would like to extend a big "THANK YOU" to the seniors who assist in setting up the books and to the Facilities & Operations crew in assisting with the signs and tables. We could not do these sales without your help.

Books can be donated to the Friends for their sales at the circulation desk of the Main Library. The Friends do not accept issues of the National Geographic, magazines, textbooks or computer books. These items do not sell well and space for proven sellers is limited.

Meetings in 2000 are on the following Thursday evenings: January 20th, March 16th, May 18th, August 17th, October 19th, and December 14th. They are held in the Community Room at the Main Library at 7:00 p.m. The August meeting is a potluck at the Civic Center Warming House.

Booksales in 2000 are scheduled for January 15th, February 17-19th, June 15th-17th, July 29th, October 12th - 14th and November 18th. §

# Beyond Books

By Nancy McDonald, Head of Adult Services

The Adult Services Department has seen increasing use of our reference services and Internet and word processing stations along with a decrease in number of staff members over the year of 1999.

Over the past year we have had four librarians leave part-time jobs here for full-time librarian positions elsewhere. One left for a "larger part-time job with benefits" that is scheduled to become full-time. One part-time librarian left employment at Waterford to relocate with her husband.

On the plus side, we had two librarians become full-time staff members, which has given our department more continuity.

Staff members have all become

successful over the year at juggling competing patron demands for signing up for Internet, correcting mechanical problems at computer terminals, and handling regular reference and referral questions and readers' advisory.

Department purchases continue to support the library patron requests. We have added materials for an annual assignment given young students on women mathematicians such as *NOTABLE MATHEMATICIANS* and *BIOGRAPHICAL ENCYCLOPEDIA OF MATHEMATICIANS*.

We also purchased materials for the annual Native American assignments – *NATIVE AMERICANS: AN ENCYCLOPEDIA OF HISTORY, CULTURE, AND PEO-*

*PLES*. This is a particularly charming work because it covers an individual tribe in up to 4 pages.

New York Times top 15 list books remain popular with heavy readers. We buy a new copy for each 4 requests received for a title.

The Adult services department continues to support the genealogy group meetings the first and third Wednesdays of each month from 1:00 p.m.-3:00 p.m. The genealogy research group continues to grow and the members certainly enjoy themselves here.

In addition to the activities above, the department staff creates about 14 displays a year in the lobby of town hall and the lobby of the library. We are a busy group! §

## School News

### Waterford Schools Libraries

The successful working relationship between the school libraries and the public library continues to develop. One example was a presentation by Evelyn Malles and Mary Rice from the public library's Children's Services Department. This workshop for the elementary library technicians covered collection development and book selection using both print and online sources.

Use of the DRA automation

system has entered a maturer phase. Early in the year an upgrade to the software was successfully installed. All staff received refresher training at the start of the school year in September. New staff were trained at Waterford Village, Schoolcraft, and Della Lutes elementary libraries.

Reports on a variety of topics are being generated. Notices of overdue materials and fines are being sent to the school libraries via e-

mail. They are then printed and distributed by the individual school libraries.

With the start of the 1999-2000 school year circulation reports were run successfully each month. Based on the statistics generated during the first four months, the total circulation for the school year should be about 240,000 items. §



# With Our Thanks...

The Library received many gifts and donations during 1999. 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.

Cliff and Elaine Ashley  
 Robert Amis  
 Richard Berry  
 Eris Bleau  
 Mark and Lois Durocher  
 John and Susan Foster  
 Friends of the Waterford Library  
 Robert Gifford and Family  
 Goldblatt Family  
 Mark and Debra Henrickson

Linda Howe  
 Elaine Klender  
 Arcade J. Lapointe  
 Sandy Lewis  
 Lincoln Heights Association  
 Local Spiritual Assembly of the Bahai's of Waterford  
 Jeannette E. Moore  
 Jeff and Mary Pardee  
 Fred and Virginia Poehlman  
 Susan Ritchley  
 Joan Robertson  
 JoAnne Schwager  
 Robert Seeburger  
 Elizabeth Smith  
 VG's Food Center  
 Waterford Genealogy Group  
 Waterford Library Staff  
 Phyllis Wilkinson



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 Public Library  
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 Waterford, MI 48329**

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

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

## 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*  
 Matt Anderson  
*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

### **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*