

# Waterford Township Public Library

## From the Director

*Nancy Smith*

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### Special points of interest:

- Library's revised website garnering greater use through improved layout and design
- Young Adult book discussion group started
- Local author/illustrator Mark Crilley discusses his work and demonstrates drawing techniques
- Annie Chachich, Library Aide, receives recognition for 25 years of service.

As the Library continues to develop new services, traditional services remain an important foundation.

This past March we had the highest ever number of items checked out in one month at the Main library. The Branch library saw their second highest circulation count for March.

Our Branch library in the Parks & Recreation C.A.I. building is developing a broader clientele. New programs offered there by Parks & Recreation are drawing more participants with a wider range of interests who also take time to stop by the Branch.

Collaboration with other area agencies allows

us to increase the depth of programs the Library offers. In 2001 our Children's Department worked with the Oakland County Child Care Council and Wise Mothers to present programs of interest to parents.

Outreach Services continues its strong partnerships with the Waterford Aging Network, the Oakland Literacy Council, the Oakland County Health Division's Services to the Aging and the Parks & Recreation Department's Senior Program to enhance services to seniors and special populations.

New programs to promote reading skills were developed by our staff. These included a book discussion group for young

adults.

Mom & Tot story times were augmented with multiple copies of board books so that participants can read along with the librarian.

The first annual Reading Challenge pitted the successful kid-reader team against the adult-reader team in a contest to see who could read the most minutes during the month of April.

### School Libraries

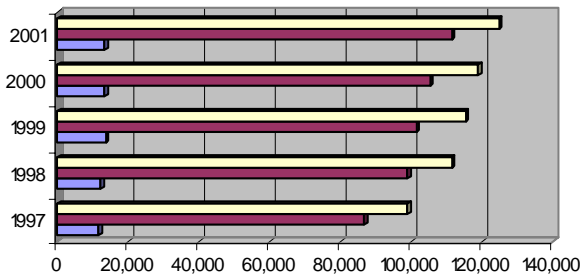
The township's partnership with the Waterford School District for library services continues to foster new developments. A new library was added at Stepanski Early Childhood Center this

*(Continued on page 3)*



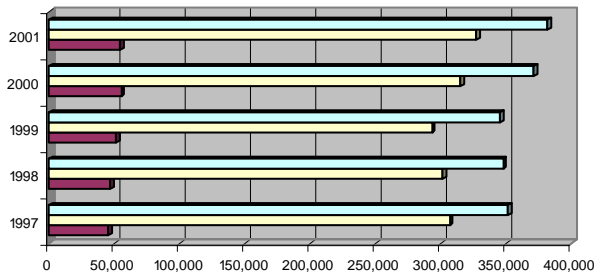
# In Profile

## COLLECTION GROWTH



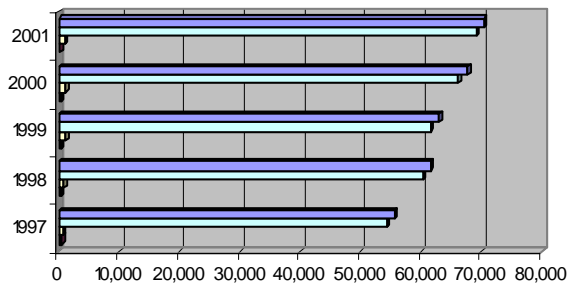
	1997	1998	1999	2000	2001
COMBINED	98,757	111,280	115,083	118,693	124,628
MAIN	86,758	98,735	101,243	105,136	111,226
BRANCH	11,999	12,545	13,840	13,557	13,402

## NUMBER OF ITEMS BORROWED



	1997	1998	1999	2000	2001
COMBINED	352,140	347,719	345,100	370,994	382,009
MAIN	306,877	301,175	293,164	315,604	327,477
BRANCH	45,263	46,544	51,936	55,390	54,532

## INFORMATION REQUESTS



	1997	1998	1999	2000	2001
COMBINED	55,574	61,629	63,064	67,766	70,469
MAIN	54,308	60,329	61,600	66,220	69,220
BRANCH	785	925	1,108	1,114	1,052
OUTREACH	481	375	356	432	197

### Library Staff

Nancy Smith, *Director*

### Administration

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

### Adults' Services

Nancy McDonald, *Head Librarian I*  
 Debbie Kwarcinski, *Librarian I*  
 Michael Neal, *Librarian I*  
 Irv Rabideau, *Librarian I*  
 Matthew Zirkle, *Librarian I*

### Children's Services

Mary Rice, *Head Librarian I*  
 Sara Fiellman, *Librarian I*  
 Cynthia Webb, *Librarian I*  
 Kim Wilcox, *Librarian I*

### Circulation Services

Barbara Dunaway, *Head Librarian*  
 Myrna Agelink, *Library Clerk*  
 Lois Banick, *Library Clerk*  
 Laura Bartnik, *Clerk*  
 Alice Bergstrom, *Library Clerk*  
 Marie Bishop, *Library Clerk*  
 Ann Chachich, *Library Aide*  
 Carol Conway, *Library Clerk*  
 Becky Drew, *Library Clerk*  
 Linda Fitch, *Library Clerk*  
 Ruth Greene, *Library Clerk*  
 Helen Leismer, *Library Clerk*  
 Kaori Sedlow, *Library Clerk*  
 Tina Smith, *Library Clerk*  
 Lindsay Towers, *Library Clerk*  
 Mary Vertin, *Library Clerk*

### Outreach/Branch Services

Karen O'Connor, *Head Librarian*  
 Stephanie Goodrich, *Library Aide*  
 Christine Hurt, *Library Clerk*  
 JoAnn Swanson, *Library Clerk*  
 Barbara Varga, *Library Clerk*  
 Diane Young, *Library Clerk*

### Young Adult Services

Jean Hansen, *Head Librarian*  
 Nadia Abou-Karr, *Student Page*  
 Rachel Boswell, *Student Page*  
 Anna Brock, *Student Page*  
 Laura Johnson, *Student Page*  
 Heather LaRocca, *Student Page*  
 Drew Proctor, *Student Page*  
 Natalie Saunders, *Student Page*  
 Domonique Vizzini, *Student Page*

As of 12/31/2001

# Reaching Out to the Community

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

The Outreach Services Department continues to be a positive library presence in the Waterford community through a variety of services. There are six mini-branches at senior congregate housing that provide large print, hard cover fiction, paperbacks and audio books. These collections are refreshed regularly with new titles. We also maintain a mini-branch at the Waterford Senior Center.

We do a steady business with our homebound patrons. Their interests and reading taste are varied and it is a satisfying challenge to find just the right book for each one of them. Our dedicated volunteers, Ed Fisher and Gary Greene, help us get materials to patrons in a timely fashion.

Karen O'Connor continues to chair the Steering Committee for the Waterford Aging Net-

work and maintain the database of agencies that provide services for seniors in our community. This committee has been working toward a revision of the *Directory of Services for Older Adults* to be ready in the spring of 2002. The intent is also to put part of the directory on the Library's web site.

We faced staffing challenges this year covering an extended medical leave plus change in support staff. Diane Young joined our staff in the spring when Donna Robertson moved on. Though we offered fewer programs, we managed to maintain services with the help of other library staff members. One of our goals is to be a more frequent presence at each of the mini-branches so we can get a better understanding of their information and recreational reading needs. We look

forward to being fully staffed in 2002 with one more Outreach Clerk.

The need for this type of library service continues to increase as the senior population expands. The Library will need to be prepared to provide additional services to new congregate housing sites and increased demand for large print and audio books. As the demographics of the older adult population change, so will the library's service to them.

In addition to recreational reading and programming, tomorrow's seniors will also be using the Library for their informational needs to help them find the services they require. The Waterford Library has a good foundation for providing those services today and in the future.

## PROGRAMS

Senior Luncheon  
Volunteer Recognition Luncheon  
Training for Literacy Tutors  
You and Your Aging Parents  
  
Networking Breakfast  
Literacy tutor sessions

## NOTES

Sponsored with Parks & Recreation Senior Program  
Celebrating National Library Week  
Hosted trainers from the Oakland Literacy Council  
Hosted presenters from the Oakland County Health Division, Service to the Aging  
Sponsored with the Waterford Aging Network  
Providing space for one-on-one tutoring

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past year.

Two elementary school libraries, at Haviland and Burt schools, held summer library hours for students in the school district. These resources assist the public library in offering children encouragement in maintaining their reading skills over the summer break.

The web version of the online catalog for the school district libraries was available in time for back-to-school in September. The online catalog is accessible to students, teachers and parents from home or any workstation in the school district with Internet access. In addition to the easy-to-use search interface, the catalog allows searchers to place requests for materials online, even from remote locations. It has been very well received by staff and students alike.

# From the Library to Your Home

By Barbara Dunaway, Head of Circulation Services

The circulation department handles checking items out to patrons and back in again and issues library cards. Interlibrary Loan requests are processed by this department. The staff also add the new items purchased to the online database for our materials so that they will appear in the online catalog.

In addition to the day-to-day service our department held a guessing game during National Library Week and gave away a \$50.00 gift certificate for Media Play to the winner who guessed the correct number of candies in a sealed jar.

To facilitate service to re-

mote users, web pages for the Circulation Department were created and will be maintained by the department head. Information provided here includes how to get a library card, arranging to received

printed and filled out prior to the library visit. Patrons can now check their accounts and renew items online

Department head, Barbara Dunaway, in the position of chair of the TLN Circulation Services Committee, along with Director, Nancy Smith, and Assistant Director, Joan Rogers, worked to revise a long-standing inter-loan procedure to make it more efficient. This change should benefit all shared system libraries in the cooperative.

We celebrated Annie Chachich's 25th anniversary with the Library in October. She received a plaque from the Township commemorat-



e-mail notices, and our Circulation Loan Policy. Applications for a child's library card can also be

## Young Adults (also known as Teens)

By Jean Hansen, Head of Young Adult Services

New this year for Teens was a different format for the YA summer reading program. Instead of having kids read many different books on their own, four meetings were held where we discussed together the designated title for each meeting. This book discussion format continued through the fall and winter. Participation has been modest, but it is still fun.

Book displays, and corresponding bibliographies for them, on format and genres such as poetry, mystery, fantasy, humor, ghost stories and historical fiction provided individual readers with suggestions for new reads.

Items added to the YA collection included two new magazine subscriptions, *BMX Plus* and *Teen People*. Both have been very popular. The addition of eight books on CD tripled the size of that collection.

To help students remotely from home or school, the YA web pages were revamped as a part of the revision of the whole Library website. Special emphasis was placed on the homework help page. Following the events of September 11, a page with a bibliography of YA novels set in the Middle East was added.

Other projects tackled that often benefited the Library as a whole were learning to use the DRA

Acquisitions module to order materials online and working to improve the accuracy of our serials holdings in the DRA system. An effort was made to resolve lapses in periodicals subscriptions. To publicize remote access to our online catalog and information databases, Jean Hansen created flyers that were distributed throughout the Library.

The high school Page staff, supervised by the YA department head, had a high turnover rate this year, 7 new pages. To facilitate training the page manual was revised to reflect changes the Library has gone through since first open-

## Kids Corner

By Mary Rice, Head of Children's Services

The Children's Department met patrons' needs in research, recreational reading, programming, and computer assistance despite being short-staffed for almost 6 months. The impact was felt most when we had to cancel the Fall sessions of Babytime and Toddlertime.

The Reading Challenge between the adults and the kids was held as part of our National Library Week events in April. The children narrowly beat the adults by reading 54,272 minutes versus the 53,368 minutes read by adults.

Annual events such as the American Girls Tea Party and the Young Writers Contest continue to be popular, as does the Summer Reading Program.

Among the new performers to visit our library this year were Rosie Chapman, performing a one-

woman show about Harriet Tubman; Margaret Schmidt who brought in a lamb to teach about Spring on the farm; and storyteller Judy Sima. Returning performers included magician Bafflin' Bill, Marc Thomas and Max the Moose, and singer Leslie Frederick.

During Children's Book Week, local author/illustrator Mark Crilley visited to discuss his work and demonstrate drawing techniques.

We collaborated with other agencies such as the Oakland County Child Care Council to provide parenting workshops: "Get to Know Your Library", "What's in Your Backyard?", and "Before the Bell Rings." Wise Mothers conducted a workshop called "Becoming a Non-critical Parent."

Department head, Mary Rice drafted a Collection Development

plan for Children's Services to guide staff in managing the collection. Improvements to the collection included adding circulating Big Books which are ideal for large group settings such as classrooms, daycare centers, and scout troop meetings.

A donation from the Delta Kappa Gamma Society allowed us build the video collection by adding 3 educational video sets: *American History for Children*, *Ancient Civilizations for Children*, and *Human Body in Action*.

Multiple copies of board books were purchased for use in Babytime and Toddlertime. Providing enough books for each parent/child pair should enhance the language experience of these two storytimes.

Software purchases increased

*(Continued on page 7)*

## e-Services

By Joan Rogers, Assistant Director

Improving access for remote users of our services was the focus for this year. The centerpiece in this effort was the complete revision of the Library's website. A team of web editors representing all departments reviewed our existing website, compared it with samples of other libraries' websites and devised a new look and organization to better meet visitor needs.

Drawing on technical expertise and web design experience, Andrew Mutch, Library Systems Technician, developed a web page template to facilitate creating and maintaining pages. New elements such as a calendar of events were added. Services such as renewing

items online were made more accessible. The web editors and departmental staff converted existing pages to the new format in time for a mid-June launch of the revised site. Use statistics since that time have demonstrated increased use in several services, most notably a 42% increase in web catalog use and 38% increase in use of the My Account feature of the catalog by the end of the summer.

Jean Hansen, Head of Young Adults' Services, created promotional flyers for our remote services and saw that a supply was well distributed. The library card holders were updated to include the web address. TLN staff added

our web address to the Library information appearing on our date due receipts. The Friends of the Library supported the purchase of bookmarks in the shape of an @ sign to promote use of our web site.

In-house, Andrew replaced several of our catalog workstations with upgraded equipment so that we could offer both versions of the catalog, text and web. The web team developed a new "home page" for Waterford's catalog that has the same clean look and feel as our revised website. The web catalog now sorts Main and Branch to the top of search results lists for greater ease of use

## A Popular Reading Center

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

Home of the first library in Waterford over 50 years ago, today the Branch Library at the C.A.I. Parks and Recreation Building offers current materials in a variety of formats for recreational reading. Many new people discovered the unique service provided by Branch Library this year now that a wide variety of classes and programs are offered at this site by the Parks & Recreation department.

At the Branch, rather like a bookstore, paperbacks are arranged by genre, we stock multiple copies of high demand titles, and post lists of forthcoming books to keep readers up on new books by popular authors. In addition to paperbacks, titles are available in hard cover and audio format. Also available for browsing are popular magazines and local newspapers.

As a special recreational

library, the services of the Branch Library blend very well with the Library's Outreach Services. The Branch collection is used to fill requests for Outreach clientele. The audio book collection and many of the hard cover titles are rotated among the mini-branches at senior housing facilities. The staffs of each department work together to provide a unique service to the library community.

## Friends Who Make a Difference

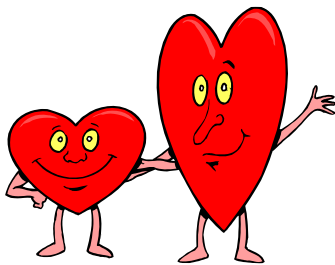
By Linda Bellehumeur, President

The Friends of the Waterford Public Library is a group of volunteers who love books and love supplying the public with a bargain. Book-sales are their primary fund raising activity. The Friends also sell paperback book holders during December for stocking stuffers and canvas tote bags throughout the year at reasonable prices.

Used books for the booksales are collected throughout the year. They are sorted by Friend Lori Hosler and stored for the next sale. All books are sold at 75 cents for paperback and \$1.25 for hard cover with a few specials thrown in just for grins. Everyone walks away smiling, from the tiniest young reader to the oldest. The Friends give the proceeds back to the Library for

special programs and/or equipment.

In 2001 the booksales generated \$9,377.42 for the Library's use. The Friends also collected VG's sales receipts from Library staff and patrons which raised an additional \$723.41. Bags and book holders generated another \$300.00 for a total of \$10,400+ for Library programs, books, prizes, work-



shops, and equipment.

If you would like to be a Friend you can complete the membership form on Page 8 or

pick one up at the Circulation Desk at the Library.

The projected sales for 2002 are as follows:

### One-day Sales

JAN 26th  
MAY 4th  
AUG 17th, and  
NOV 16th

### Three-day Sales

FEB 28th, MAR 1st & 2nd  
JUN 27th, 28th, & 29th  
SEP 26th, 27th, and 28th

The Friends meetings are on Thursdays at 7:00 p.m. at the Library. The 2002 scheduled dates for these meetings are

January 17th,  
March 21st,  
May 16th,  
August 15th,  
October 17th, and  
December 12th

Newcomers are always wel-

# Beyond Books

By Nancy McDonald, Head of Adult Services

Programs for adults developed even further in 2001. With the support of the Friends of the Library, computer classes taught by Richard Truxall, especially those for gaining Internet searching skills, continue to be the most popular program offered. In addition to these classes, the staff continue a Saturday introduction to the Internet that is less extensive but readily available. These are offered weekly and no sign-up is required.

The range of programs included a scrap booking workshop that was well received by the small but enthusiastic group who created pages right here in the library. Genealogists continue to have an active study group here at Waterford. Attendance at the semi-monthly meetings is consistent, as it is for genealogy workshops presented by Irv Rabideau. The book club has continued to meet despite the need for the original facilitator, Sandy Valensky, to resign due to other obligations. Volunteers have

successfully stepped into the facilitator role.

Writing programs have evolved over the year. Though the monthly poetry programs were short-lived, Nancy McDonald began the "My History" program - a multi-faceted program including journaling, memoir writing, and writing for genealogy. This program has had a small but steady attendance with various people working on their personal histories and reading their work to the group.

The Adult Services Department hosted or prepared displays for the two cases in the Library circulation lobby through the year that included an interesting display on vegetarianism.

An increasingly important element of Reference Service is helping patrons navigate the World Wide Web. The librarians are able to suggest specific sites, or more sophisticated search strategies through a variety of search engines that yield more informa-

tion for the patron.

The collection will be developing along different lines in the coming year. Responsibilities for purchasing have been divided among the 5 Adult Services staff and the Head of the Young Adult Department. Use of the online acquisitions module through DRA means that materials ordered will appear in the online catalog more quickly, i.e. in on-order status, so that patrons will be able to place requests for new materials that much sooner. One significant addition to the collection this year is the American National Biography, in both print and electronic format.

The remaining part-time position was increased to full-time. Debbie Kwarcinski joined our staff in March in this position. The department also hosted a student from Wayne State University's Library Science program as an observer.

*(Continued from page 5)*

our collection to over 100 circulating pieces. Online databases added were World Geography and U.S. Geography from ABC-CLIO.

Long-time staff Tracy Morsi, Librarian I, resigned to take a full time position with the Clinton-Macomb Library. Tracy Malek, Librarian I, left to take a position in New Orleans. Helping us cover the gap was Sharon Crain, an intern from Wayne State University, completing her 90-hour practicum. We had another student, Deborah Motley, observe at the Reference desk for 8 hours in October. Newcomers, Sara Fiellman, Librarian I, and Heather Raymond, Librarian I, brought us to full staff as of December 31<sup>st</sup>.

PROGRAMS	PARTICIPATION
Book discussion programs, craft programs, school visits	2713 attending
Weekly storytimes, 5 sessions serving ages birth to 5 years	1,849 attending
Young Writers Contest	100 entries by 87 students
National Library Card Month	118 students received their first card
Summer Reading Club: Reading Road Trip	471 participants, aged 3-12. 219 kids reached their reading goals and earned prizes
SERVICES	USAGE
Family Learning Center workstations	6,593 patrons for 4,501.75 hours
Family Homework Center workstations	8,058 patrons for 6,800.25 hours

# With Our Thanks...

The Library received many gifts and donations during 2001. 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.

Delta Kappa Gamma Society  
 Friends of the Library  
 Lincoln Heights Association  
 Andy and Susie Marvin  
 Mary Naz  
 Robertson Gifford Family  
 Waterford Book Review Club  
 Waterford Genealogy Group

Jon and Valerie Bayer  
 Lisa Callaghan



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 1st)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Date \_\_\_\_\_

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

Nancy J. Smith  
 Director of Libraries

### LIBRARY BOARD MEMBERS

Bruce McColl  
*President*  
 Craig Glomstead  
*Vice President*  
 Yvette Heitzeg  
*Secretary*  
 Todd A. Fox  
*Trustee*  
 John Kerr  
*Trustee*  
 Linda Macy  
*Trustee*  
 Laura Wilmes  
*Trustee*

Meets the fourth Wednesday 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*  
 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

Carl Solden  
*Supervisor*  
 Betty Fortino  
*Clerk*  
 Dee Minton  
*Treasurer*  
 Todd A. Fox  
*Trustee*  
 Paul Deni  
*Trustee*  
 Bette O'Shea  
*Trustee*  
 David Maloney  
*Trustee*