

Waterford Township Public Library

From the Director

Nancy Smith

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Special points of interest:

- Multicultural Fair marks the end of Summer Reading Program
- *Directory of Services for Older Adults* wins honors at Michigan Library Association's annual Fall Conference
- MiLE opens access to books in academic and special library collections for our patrons
- Online databases now more easily searched with access by title, subject area or user level

The year 2002 brought another opportunity for Waterford Library to enlist the support of our community. Our library millage, originally approved by the voters in 1992, expired at the end of 2001. On August 6, 2002, our community once again gave us their vote of confidence by renewing the library millage for another 10 years. The library millage is crucial to our success in providing quality library services to Waterford, accounting for over 80% of our operating budget.

With the renewal of our millage, the Library was able to focus on an-

other opportunity. In April, the Parks and Recreation Department had moved out of their area in the Library building, making it available for the Library's use. Plans were developed during the rest of 2002 to renovate and expand the library into this area, using existing funds from the Library's fund balance. By the end of the year, it was determined that the former Parks and Recreation space would become a new, larger Children's Services Department. In addition, the Library will be able to add a quiet study area and a group study room to the existing Adult Services

Department, along with some additional shelving and a room for literacy tutors. The former Children's Services Department is designated for a larger browsing area for current newspapers and magazines, and a larger conference room.

The Library also added a new mini-branch, located in the Lockwood of Waterford senior residence complex.

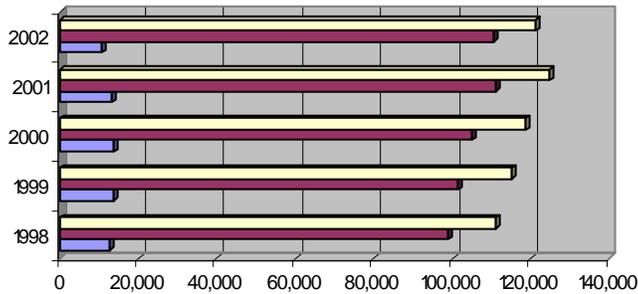
All in all, 2002 was a very important year for the Library, thanks to the support of our community!

(Continued on page 3)



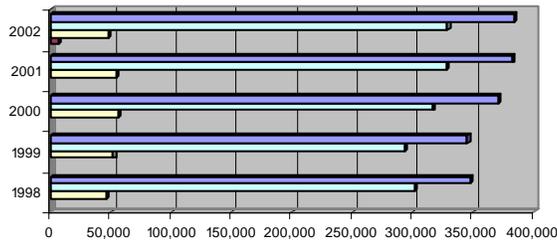
In Profile

COLLECTION GROWTH



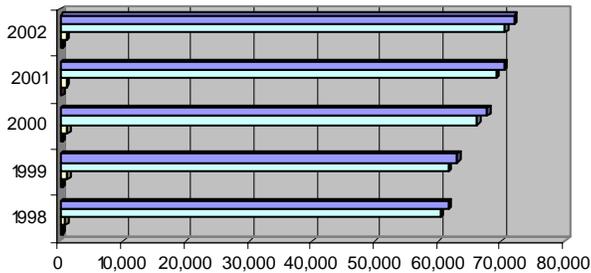
	1998	1999	2000	2001	2002
COMBINED	111,280	115,083	118,693	124,628	121,338
MAIN	98,735	101,243	105,136	111,226	110,542
BRANCH	12,545	13,840	13,557	13,402	10,796

NUMBER OF ITEMS BORROWED



	1998	1999	2000	2001	2002
COMBINED	347,719	345,100	370,994	382,009	383,613
MAIN	301,175	293,164	315,604	327,477	328,432
BRANCH	46,544	51,936	55,390	54,532	48,149
OUTREACH					7,032

INFORMATION REQUESTS



	1998	1999	2000	2001	2002
COMBINED	61,629	63,064	67,766	70,469	72,089
MAIN	60,329	61,600	66,220	69,220	70,567
BRANCH	925	1,108	1,114	1,052	1,101
OUTREACH	375	356	432	197	421

Library Staff

Nancy Smith, *Director*

Administration

Joan Rogers, *Assistant Director*

Andrew Mutch, *Library Systems Technician*

Kathy Newton, *Account Clerk*

Adults' Services

Nancy McDonald, *Head*

Debbie Kwarcinski, *Librarian I*

Michael Neal, *Librarian I*

Irv Rabideau, *Librarian I*

Matthew Zirkle, *Librarian I*

Children's Services

Mary Rice, *Head*

Andrea Branum, *Librarian I*

Sara Fiellman, *Librarian I*

Cynthia Webb, *Librarian I*

Kim Wilcox, *Librarian I*

Circulation Services

Barbara Dunaway, *Head*

Myrna Agelink, *Library Clerk*

Lois Banick, *Library Clerk*

Laura Bartnik, *Clerk*

Alice Bergstrom, *Library Clerk*

Marie Bishop, *Library Clerk*

Carol Conway, *Library Clerk*

Becky Drew, *Library Clerk*

Linda Fitch, *Library Clerk*

Ruth Greene, *Library Clerk*

Helen Leismer, *Library Clerk*

Barbara Marshall, *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*

Stephanie Goodrich, *Library Aide*

Christine Hurt, *Library Aide*

JoAnn Swanson, *Library Clerk*

Barbara Varga, *Library Clerk*

Diane Young, *Library Clerk*

Young Adult Services

Jean Hansen, *Head*

Rachel Boswell, *Student Page*

Jason Herr, *Student Page*

Laura Johnson, *Student Page*

Nina Kostecke, *Student Page*

Heather LaRocca, *Student Page*

Alaina McWilliams, *Student Page*

Drew Proctor, *Student Page*

Julie Sharp, *Student Page*

As of 12/31/2002

Reaching Out to the Community

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

There were two significant changes made to the Outreach Department in the year, 2002. Most important was the addition of Philip Skeltis to the Outreach staff in September. Since he began, we have made great progress on becoming more visible at the senior residences and also to give quicker service to our homebound clients.

With this additional staff we can also rotate the collections at our mini-branches more often. Talking to the residents at a mini-branch locations gives them a better opportunity to request materials and information.

Last June, we added one more mini-branch at Lockwood of Waterford making a total of 8 sites.

Our homebound patrons either live in their own homes or apartments or live at a senior residence. Three volunteers help to deliver the books to them after the staff has spoken with them on the phone. These visits are often an

important connection to the community for them. We had a number of new people this year, but also lost some. Those people we serve are generally very nice and appreciative of this library service.

It is nice to be in a position to supply books and other programming materials to various senior programs in the community. Those who are regularly using library resources are Lourdes Nursing Home, Mendelson Home, Canterbury Health Center, the Senior Center Day Care program for adults, and American House Oakland.

Lastly, as chair of the Waterford Aging Network (WAN) steering committee, I was proud to publish an updated version of the *Directory of Services for Older Adults* in April 2002. This edition has been widely distributed. We have received numerous comments on its usefulness. In fact, we took

second place in the Marketing and Public Relations "Best of Show" awards at the Michigan Library Association's annual Fall Conference. As information changes, we continue to update and are looking toward another revision later in 2003.

The WAN steering committee also planned and hosted two networking breakfast meetings in the Fall and Spring. These events continue to be popular among area service providers. We often add agencies to our database of contacts that were referred by another professional.

At our monthly meetings we invite a speaker who has knowledge of issues germane to the care giving service industry. We have an average attendance of 40 participants. As long as these meetings seem to be filling a need we will continue them. It helps us to keep our database of service providers up-to-date and current.

PROGRAMS

Senior Luncheon

Volunteer Recognition Luncheon

Training for Literacy Tutors

Networking Breakfast

Literacy tutor sessions

NOTES

Sponsored with Parks & Recreation Senior Program

Celebrating National Library Week

Hosted trainers from the Oakland Literacy Council

Sponsored with the Waterford Aging Network

Providing space for one-on-one tutoring

(Continued from page 1)

School Libraries

Services in Waterford School District libraries continued to expand with the addition of two more online databases available for students and teachers in the classroom and at home, Gale Resource's Student Resource Center and the SIRS/Opposing Viewpoints database. The school libraries also increased the use of the web-based online catalog which provides access to the library collections in all 21 school buildings via the Internet. These online services are available at <http://www.waterford.k12.mi.us/databases.htm>.

During 2002, students and teachers borrowed 226,338 items from the 21 school libraries. Over 1300 items were shared between buildings, demonstrating the advantages of a single shared catalog listing all holdings in the District.

From the Library to Your Home

By Barbara Dunaway, Head of Circulation Services

The Circulation Department experienced record breaking statistics in many of its areas of concern in 2002. The staff at the Main Library checked out a total of 332, 883 items, making last year our busiest ever.

With the success of our online services for remote users, patrons were able to place even more requests for items outside our library. The inter library loan division of Circulation Services experienced expanded growth to an unprecedented 25,562 items.

We issued 4,547 new library cards to Waterford residents. Staff prepared nearly 15,000 new items to add to the collection for our patrons use here and at home.

In addition to the above everyday services we also held the ever-popular guessing game dur-



ing National Library Week. Throughout the week patrons submitted guesses as to how many candies were in a sealed jar. The winner, a student from Pierce Mid-

dle School, was awarded a \$50 gift certificate from Media Play.

The department also gave away magnets designed to hold patron's book receipts and the @ sign bookmarks during National Library Week.

Department head, Barbara Dunaway, also added a new web page to the Circulation Services section called "Frequently Asked Questions."

Ann Chachich, Library Aide, responsible for processing our library interlibrary loan materials, retired in June after 25 years of service.

Young Adults (also known as Teens)

By Jean Hansen, Head of Young Adult Services

Activities in the department in 2002 covered the following areas.

BOOK DISCUSSION GROUP

R.E.A.D. Club II, teen book discussions continued throughout 2002, attendance was low, but books and discussions were good.

WEBSITE UPDATES

Several basic teen booklists, compiled with input from various sources, including the YALSA-Bk list-serve were added to the teen web pages. These lists are tailored especially to our collection, and linked to the web catalog so patrons can easily tell whether the book is available, and place a request if they wish to. At the time these pages were posted we were

the only Oakland County library with its own teen booklists posted on its website.

Working with librarians from the Children's and Adults' Services departments, we completed revising access to our online databases. The organization has been improved and descriptions of each of these tools are included to aid users of our website, and in the library, when selecting the best tools for their searches.

ADDITIONS TO THE YA COLLECTION

Two new mini-collections were added within the YA collection. These are graphic novels, which are very popular and good for reluctant readers, and Spanish language books.

PAGES

We hired a great group of

pages to replace the four who graduated and left in the fall. We didn't have any page turnover in the last few months of 2002.

Other general projects included learning and using the new MiLE ILL system which provides online access to book materials at area libraries that are not members of the TLN shared automation system. Updates to our holdings in the Oakland County Union List of Serials can now be done locally. The necessary software has been downloaded and training completed so that we no longer have to go through an inputting agent to make needed changes to our library's holdings.

Kids Corner

By Mary Rice, Head of Children's Services

In 2002, the Children's Department was busier than ever meeting our patrons' needs in homework help, reader's advisory, programming, and computer assistance. We were also kept busy with other tasks such as weeding, book ordering, and program development.

Some notable programs conducted by the librarians were A Celebration of Chocolate, the Mardi Gras celebration, Winnie-the-Pooh's Birthday Party, and the Harry Potter Party.

Popular performers at the library this year were puppeteer, Maureen Schiffman, Bafflin' Bill the Magician, author Rhonda Gowler Greene, and Michelle Beish who taught kids how to make greeting cards.

In September, we had a Grandparents' Day ice cream so-

cial featuring the music of the barbershop quartet, "The Silverdomes." Since this was so well-received, we are planning on making it an annual event.

The 2002 Summer Reading Program's theme was "Read Around the World in 80 Days." We did many multicultural programs. A Multicultural Fair marked the end of the Summer Reading Program. Many patrons dropped in during a 4-hour period to make crafts, eat ethnic food, and listen to tales from around the world.

The library held a talent show to kick off the township's annual SummerFest.

The Waterford Township Public Library was one of many libraries in Oakland County that donated time and space to the annual Family Matters workshops. Mary Rice assisted Judith Cox-

Wentz from Wise Mothers in coordinating the days and times that these programs took place. We also did a couple of programs in conjunction with the Oakland County Child Care Council.

One of our biggest tasks this year was our weeding job. Following the schedule from our collection development plan, we were able to weed many damaged, outdated, and low-circulating books in a systematic fashion. We also replaced numerous books and added new books to fill gaps in the collection.

Noteworthy additions include Recorded Books on CD, 27 short story collections on CD, a set of videos about weather, and new copies of the books used in the Leaders & Readers reading recovery program in the Waterford

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e-Services

By Joan Rogers, Assistant Director

Access to Electronic resources for in-library and remotes users was enhanced this year. Links to the full text of titles in the netLibrary ebooks collection and government documents in the catalog were enabled by Andrew Mutch, Library Systems Technician. Patrons can now view the contents of such entries from the online Catalog workstations in the Library.

Members of the Web team, Jean Hansen, Mary Rice, Matt Zirkle, and Andrew Mutch, completed the redesign of access to online databases. Patrons can now search an alphabetical list of these databases, use a broad subject

guide, or search by user level. Brief descriptions of the database contents are an additional aid to users in selecting the most appropriate tools for their searches.

Online access to the catalogs of libraries outside the TLN shared automation system was made possible by the MiLE Project (Michigan Library Exchange) spearheaded by TLN staff. These catalogs include academic libraries and special libraries (e.g. hospital libraries) in southeastern Michigan. Popular with patron, they can

search these catalogs and place requests for book materials online from workstations in the library or from home, work or school.

Upgrades to equipment in the library included replacing the aging monitors on our catalog workstations with LCD displays. These are smaller and provide crisper image resolution with less glare. A second printer was added in Adults' Services to meet the increased printing demand presented by the addition of four Internet workstations.

Remote Database Use – 2002	% OF TOTAL
23,272 uses for the year	100%
10,938 uses to the Catalog	47%
7,763 uses of My Account feature in the Catalog	33%
4,571 uses of other databases	20%

A Popular Reading Center

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

Many people are surprised to learn that there is a branch of the Waterford Township Public Library located in the C.A.I. Parks and Recreation building on Williams Lake Road. This library is special in that you'll find only current and best-selling titles for recreational reading.

There are over 10,000 books and other materials from which you will find all the latest authors and series. If it's popular and current, you'll find it here.

The staff of four enjoy helping visitors find just the right

book or recommend another author you might enjoy. While the majority of the Branch collection is paperback fiction, it also includes hard cover books on the current Bestseller lists. You will also find the most popular audio books in cassette or CD formats as well as current newspapers and magazines.

For the children you will find many picture books, easy readers, holiday books and some fiction for older children. Many seniors participating in the activities at the C.A.I. stop in at the

Branch for books for themselves and their grandchildren.

Recently, a web page for the Branch was added to the Library's website. You will find lots of reader's advisory links to help you find your favorite authors, series, and bestsellers. Then, reserve the books you want on line from the library's web site or renew the books you have borrowed. The staff at the Branch will be glad to assist you to connect from home to the library.

Friends Who Make a Difference

By Linda Bellehumeur, President

The Library Friends had a busy year with three 3-day sales and four 1-day sales of used books donated by residents and the Library. They also sold book bags at the circulation desk, Harry Potter cards, and book holders for stocking stuffers. Total sales for the year were \$12,261.21. Receipts from VG's for community involvement points were cashed in and various cash donations were received as well. All proceeds go to the Library for Children's Program expenses and other purchases for the Library.

The Friends also hosted the National Library Week Online Research reception on April 18th, participated in two parades to promote the Library Millage Renewal, and manned a table at the SummerFest to promote the Millage Renewal.

We also assisted the Optimists Club with their first annual "Comedy for a Cause" on Septem-

ber 28th for which the Library received the profits of \$3,500.00.

Due to the renovations the Library will be enduring in 2003 the used book sales will not be as numerous as in the past. Scheduled sales will be as follows:

JAN 30th, Thursday	4-8PM
JAN 31st, Friday	10-3PM
FEB 1st, Saturday	10-3PM
FEB 2nd, Sunday	1-3PM
(bag sale only-\$3)	
MAR 28th, Friday	1-5PM
MAR 29th, Saturday	10-3PM
NOV 6th, Thursday	4-8PM
NOV 7th, Friday	10-3PM
NOV 8th, Saturday	10-3PM
NOV 9th, Sunday	1-3PM
(bag sale only-\$3)	

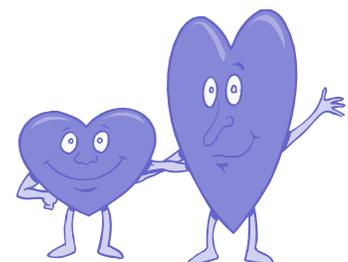
This last sale is subject to change.

New officers were elected at the December meeting. They are Lori Hosler (President/Treasurer),

Pam Haab (Vice President), Linda Bellehumeur (Secretary), and Karen Pollock (Membership Secretary).

The community continues to show a strong following for the used book sales. But the Friends are experiencing a lack of available help during the sales. If you enjoy this worthy program please consider lending a friendly hand.

Membership forms are available at the circulation desk and anyone is welcome. Scheduled meetings for 2003 will be on Thursdays at 7PM on the following dates: JAN 16th, MAR 20th, MAY 15th, AUG 14th, OCT 16th and DEC 11th.



Beyond Books

By Nancy McDonald, Head of Adult Services

The Adult Services Department has purchased the following databases for use within the library and remotely:

- *Books in Print*
- *Contemporary Authors* and *Contemporary Authors, New Revisions*
- *Heritage Quest*
- *NoveList*
- *Reference USA, Business and Residential*
- *MOIS (Michigan Occupational Information System)* for in-house use, and
- *SIRS Researcher* online and cd-rom,

The number of Internet stations was increased from 4 to 8 in April, 2002. The extra chairs were quickly filled regularly with patrons using the Internet.

In June we began to register patrons for our four database computers in addition to the internet terminals and the four word

processing terminals.

PROGRAMMING

Matt Zirkle has continued hosting Richard Truxall's beginning Internet classes. Though the library has hosted these classes for a number of years, the classes remain popular, often drawing grandparents who want to keep in touch with grandchildren who live elsewhere.

Saturday INTRODUCTION TO THE INTERNET classes continued throughout 2002 and remained popular, especially during those months Richard Truxall was not teaching classes.

Irv Rabideau's genealogy presentations also continue to draw large numbers. The twice-monthly genealogy study group is always lively and well-attended.

DVD's

Matt Zirkle arranged the

processing of the Shakespeare-on-DVD collection although the collection was not put out for the public until 2003.

WAYNE STATE UNIVERSITY

Over 2002 the Adult Services Department hosted two Wayne State University Library Students for long practicum assignments. They were Mr. Williams from Pontiac and Denise Stefanik from White Lake. Each wanted an immersion in reference work and our Library was well able to present the students with lots of new experiences.

STAFFING

One of our staff members, Matt Zirkle, was out on sick leave for several months recovering from injuries sustained in an auto accident.

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School District. Cynthia Webb also purchased two encyclopedia sets for the reference collection. They are the updated International Wildlife Encyclopedia and Plants and Plant Life.

Staff development opportunities included Cynthia Webb and Sara Fiellman attending training on Microsoft's Excel. Cynthia Webb and Mary Rice had training in Microsoft's PowerPoint. Cynthia Webb and Kim Wilcox completed CPR training. Cynthia Webb, Kim Wilcox, Sara Fiellman, and Mary Rice went to AED training to learn how to use a portable defibrillator. Sara Fiellman was able to attend one day of the Spring Institute in Battle Creek sponsored by the Children's Division of the Michigan Library Association. Andrea Branum attended training on the acquisitions module of the DRA system.

Heather Raymond resigned on May 17, 2002. Her final day was May 31, 2002. Andrea Branum started on September 16, 2002. We are happy to have her on our staff.

PROGRAMS	PARTICIPATION
Book discussion programs, craft programs, school visits and weekly storytimes	5,631 attending
Visits to daycare providers	227 patrons served off-site
SERVICES	USAGE
Family Learning Center workstations and Family Homework Center workstations	13,597 patrons for a total of 9,949.5 hours

With Our Thanks...

The Library received many gifts and donations during 2002. 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.

Lynn & Martin Kimmel
 Carol LeMarbe
 Lincoln Heights Association
 Andy & Susie Marvin
 Michele Przybylski
 Waterford Book Review Club
 Waterford Mott High School
 English Department
 Waterford Breakfast Optimists
 Waterford Eagles Auxiliary
 Waterford Genealogy Study Group
 Phyllis Wilkinson

American Association of Woodturners
 Friends of the Waterford Library
 Mr. & Mrs. Maurice D. Grant
 Joanne Kaminskis



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!

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 2002

Laura Wilmes
 President
 Bruce McColl
 Vice President
 Yvette Heitzeg
 Secretary
 Todd A. Fox
 Trustee
 John Kerr
 Trustee
 Kay Lewis
 Trustee
 Linda Macy
 Trustee

Meets the fourth Wednesday of the month at 5:30 p.m. in the Library

FRIENDS OF THE LIBRARY OFFICERS 2002

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 2002

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

