

Waterford Township Public Library

From the Director

Nancy Smith

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Special points of interest:

- Over 60 visits a month made to homebound patrons
- Presentation and book signing by author Willo Roberts Davis
- Genealogy research group and classes are a big draw
- Andrew Mutch, Library Systems Technician, receives Michigan Library Association's Walter H. Kaiser Award

The Library continues to serve its traditional roles of meeting the information, education and recreation needs of our community, while focusing on various electronic means of doing so.

The year 2000 included the addition of eBooks to our collection. The AccessMichigan statewide collection of electronic resources was expanded to include books in electronic format from netLibrary. Our pa-

trons can register with netLibrary at our Library. Once registered they can access and "checkout" electronic books in this collection from home, school or office.

We also saw a rise in the use of online tools, both in the Library and by remote users of resources available through the Library's website. To help members of our community become more adept searchers of the World Wide Web, we offered sev-

eral training sessions on searching the Internet. Working in partnership with the Waterford School District and the Waterford Library Friends, these workshops were held at school computer labs. All were well attended.

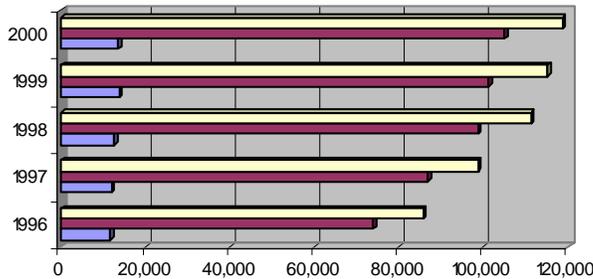
Working with the school district also allowed us to invite Tom Woodruff, one of the featured authors of Michigan Authors and Illustrators Week 2000, to conduct a workshop

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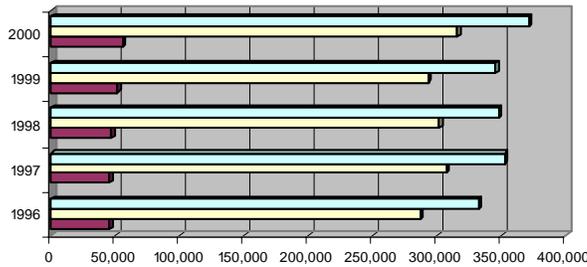
In Profile

COLLECTION GROWTH



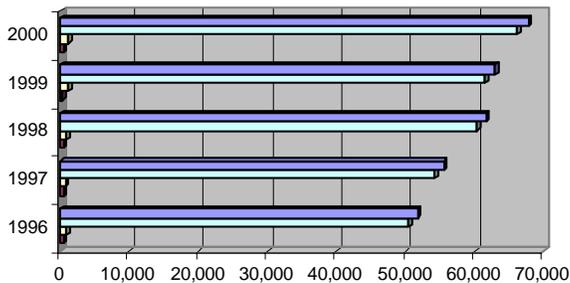
| | 1996 | 1997 | 1998 | 1999 | 2000 |
|----------|--------|--------|---------|---------|---------|
| COMBINED | 85,703 | 98,757 | 111,280 | 115,083 | 118,693 |
| MAIN | 73,771 | 86,758 | 98,735 | 101,243 | 105,136 |
| BRANCH | 11,932 | 11,999 | 12,545 | 13,840 | 13,557 |

NUMBER OF ITEMS BORROWED



| | 1996 | 1997 | 1998 | 1999 | 2000 |
|----------|---------|---------|---------|---------|---------|
| COMBINED | 331,838 | 352,140 | 347,719 | 345,100 | 370,994 |
| MAIN | 286,661 | 306,877 | 301,175 | 293,164 | 315,604 |
| BRANCH | 45,177 | 45,263 | 46,544 | 51,936 | 55,390 |

INFORMATION REQUESTS



| | 1996 | 1997 | 1998 | 1999 | 2000 |
|----------|--------|--------|--------|--------|--------|
| COMBINED | 51,761 | 55,574 | 61,629 | 63,064 | 67,766 |
| MAIN | 50,436 | 54,308 | 60,329 | 61,600 | 66,220 |
| BRANCH | 876 | 785 | 925 | 1,108 | 1,114 |
| OUTREACH | 449 | 481 | 375 | 356 | 432 |

Library Staff

Nancy Smith, *Director*

Administration

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

Adult Services

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

Children's Services

Mary Rice, *Head*
 Tracy Malek, *Librarian I*
 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*
 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*
 Stephanie Goodrich, *Library Aide*
 Christine Hurt, *Library Clerk*
 Donna Robertson, *Library Clerk*
 JoAnn Swanson, *Library Clerk*
 Barbara Varga, *Library Clerk*

Young Adult Services

Jean Hansen, *Head*
 Daniel Bartnik, *Student Page*
 Laura Bartnik, *Student Page*
 Jenni Demel, *Student Page*
 Carol Flanigan, *Student Page*
 Kerry Gaydos, *Student Page*
 Crystal Passmore, *Student Page*
 Natalie Saunders, *Student Page*
 Domonique Vizzini, *Student Page*

As of 12/31/2000

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. We now have mini-branches at six of the seven township's senior residences including Canterbury-on-the-Lake, Fox Manor, Inn at Cass Lake, Lakeland Place, Mendelson Home, and Whispering Woods. We also take special requests for library materials to individuals at each of these buildings. There is a small mini-branch at the Waterford Senior Center, and programming materials are selected monthly for their adult day care program, Encore.

The Outreach Services Department also serves homebound residents by taking pre-selected library materials, usually large print or audio books. Each month, staff and volunteers make over 60 off-site visits to homes and apartment residences.

Other involvement with the community is as follows:

- Chair the steering committee for the Waterford Aging Network (WAN), that produces the *Waterford Area Directory of Services for Older Adults* and hosts a net-

working breakfast in the Spring and Fall.

- Participated in the Waterford Community Health Fair
- Co-hosted a 4-week series of workshops on care giving with the Oakland County Health Department, Services to Aging.
- Served as a liaison to the Oakland Literacy Council, hosting training for tutors, and scheduling tutoring sessions.
- Appeared monthly on the Senior Focus program on the cable network.
- Participated in the Goodfellow's annual holiday basket program with mitten trees and the collection of new books for the children receiving the baskets.
- Presented the following programs:
 1. Informational presentation for Pontiac Junior Women's Club
 2. Elder Law
 3. Luncheon program co-sponsored with the Senior Program at the C.A.I.

4. Discussion series on Social Security

5. Film/discussion series on WWII featuring historian John Johns

The Outreach Department maintains the collection of large print books, audio books and programming materials. Books for the regular print collection come from the leased book program at the Branch Library as well as paperback books purchased by the Library or received as donations. The Circulation department is now processing all Outreach materials. This has freed Outreach staff time for an increased presence at our mini-branches.

Part time clerk, Karen Kent, who worked in Outreach for 10 years, left to take a full time position. New part time clerk, Donna Robertson, is working out well. This was a year of significant changes and many accomplishments, a good way to start the new millenium.

(Continued from page 1)

on illustration. The Library was involved in other successful partnerships in the community. We helped promote participation in Census 2000. We helped the Township's Information Systems department develop a plan to connect remote sites such as the CAI Building and the Fire Stations to the Township's Wide Area Network. We spearheaded a pilot project with the Waterford Media Network to develop the Waterford Information Network. This web-based community information network was begun with 8 organizations such as the Waterford Historical Society, the Waterford Cultural Council and the Waterford Friends of the Library serving as examples of its potential.

At its annual fall conference, the Michigan Library Association honored Andrew Mutch, Library Systems Technician, with the Walter H. Kaiser Award for his contributions to libraries. Not only does Andrew keep our library abreast of technological developments, he has done presentations for the state library association workshops on eBooks and Internet filtering and serves as an active member of our cooperative's Technology Committee.

From the Library to Your Home

By Barbara Dunaway, Head of Circulation Services

The Circulation Department handles the circulation of materials, including items obtained for patrons through interlibrary loan, and manages patron accounts, issuing library cards and resolving fines. This year we checked out 312,468 items to patrons, and issued 4,575 library cards at the Main library.

Through our interlibrary loan service we sent out 8,761 items and received 8,823 items. We participated in a pilot project to test the viability of sending books on audiocassette through the cooperative's delivery system to fill interlibrary loan requests. The pilot project was successful. Including this format has been a huge success with our patrons.

The department processes new materials purchased for the collec-

tion. This year we added 13,894 items. Our department also mends damaged items and sends books in need of rebinding off to the bindery.

The Circulation Department also began the re-labeling project for the Outreach Department and the Large Print collection at Main. The new labeling will make the shelf location of these items consistent with other parts of the collection and therefore easier for patrons to find.

We are now doing all of our materials preparation rather than having part of the processing, e.g. spine labels, done by our vendors. We also began to receive items directly from the book distributors, rather than going through the cooperative's headquarters. Both of these changes mean that we are

able to get items on the shelf in a more timely manner.

Suggestions from patrons have played a strong part in service this year. The cost of replacement library cards has been lowered from \$1.00 to \$.50. Due to interest expressed by patrons, and noting the materials being checked out, the Circulation Department hosted two successful scrap-booking workshops.

The department was finally able to reach full staffing in 2000.



Young Adults (also known as Teens)

By Jean Hansen, Head of Young Adult Services

Programs offered to young adults this year included

- Red Cross Babysitting course
- Library scavenger hunt/trivia quiz activity for National Library Week
- "Teen Read 2000" summer reading
- Visit from author Willo Davis Roberts, in collaboration with the children's department,

During Teen Read Week in October a display was put up where kids could post "one of the best books you've ever read." This bulletin board in the YA area was quite popular.

A page on YA books and reading was added to the YA web pages. This includes among other

things, links to lists of best books for young adults from the Young Adult Library Services Association, and a list of YA bestsellers created by Jean Hansen. And of course, we started the beginning stages of revising the whole library website.

Shelving in the YA area was changed from spinner racks which made it so difficult to keep the books in order and to find them, to straight "linear" shelving. Two new step stools which are just the right height for sitting at the new shelving should make browsing them more comfortable.

In an effort to make it easier for high school students with homework and perhaps an after school activity in their schedules to still work here as pages the schedule was modified.

An eighth position was created from the original 7 by trimming them a couple of hours apiece. It has worked out well so far.

Having managed tax form distribution at our Library for over 10 years, Jean Hansen was asked to participate in a Michigan Tax Forms Task Force. This group of librarians from around the state was convened to improve the distribution of state tax forms to Michigan libraries.

The best staff development workshop that I attended in 2000 was the series of "Supervisory Skills" workshops by Charlene Ezell, of the Extra Edge, held at the Oxford Public Library. This series of very smart and useful information was well presented.

Kids Corner

By Mary Rice, Head of Children's Services

The Children's Department had a busy year attending to patrons' needs in research, recreational reading, programming, and computer assistance. This was accomplished despite the fact that the department was short a full-time and a part-time Librarian I for almost 9 months.

We served 5,827 patrons in programs, such as weekly story times, book discussion groups, craft programs, special performances, and class visits. Our five weekly story times for kids from birth to 5 years old brought in 2,546 kids and adults. Other regular programs including the R.E.A.D. book discussion groups and Saturday Specials, were also successful and well-attended.

A new regular program called Book Links was added. Book Links are programs that link specific books and/or authors to crafts, games, and other activities.

These included "The World of Harry Potter", "You & Arthur at the Library", and "The Wonderful Wizard of Oz."

Annual events such as Twelfth Night, the American Girls Tea Party, and the Young Writers Contest were successful. One hundred sixteen students submitted 156 entries to our Young Writers Contest.



During National Library Card Month 108 students signed up for their first library card.

Our Read-a-lympics Summer Reading Club had 485 kids, ages 2-

12, participate. Of these, 267 reached their reading goals and earned prizes.

Many of our favorite performers return for programs throughout the year. Among these were storyteller Corinne Stavish, illustrator Tom Woodruff, and entertainer Marcey Walsh. Performers such as magician Gordon Russ, Marc Thomas and Max the Moose, and singer Leslie Frederick visited our library for the first time and were big hits. One of the highlights of the year was when author Willo Davis Roberts visited in November to talk to kids and adults about her life and work. Her visit included a book signing.

Use of the workstations in the Family Learning Center and Family Homework Center remains high. The Family Learning Center computers served 6,814 patrons for 4,891.75 hours. The Family Home-

(Continued on page 7)

e-Services

By Joan Rogers, Assistant Director

Good library service today is dependent on a solid electronic infrastructure of up-to-date hardware, software and telecommunications systems selected to meet our patrons' needs.

This year all workstations at the public service desks at Main and the Branch were replaced or upgraded. Internet workstations in the Adults' Services area were also upgraded, as were some of the workstations available for home/office applications.

Some equipment installations were reconfigured to improve service. The Family Homework Center workstations providing Internet

access in the Children's Services area were moved closer to the Reference Desk. Numerous inkjet printers in both Adults' Services and Children's Services were replaced by 2 networked color laserjet printers capable higher volume with improved printout quality.

Promotion of the use of online information databases, especially those available through the statewide AccessMichigan project realized a trend of increasing usage over the year, both in-library and by remote users at home, school and office.

A new file server allowed the library's workstations to be mi-

grated to the Township's wide area network. This change has enabled us to participate in interdepartmental email and file sharing. It also created an environment for improving our website over the coming year.

In addition to making these improvements at the library, Andrew Mutch, Information Systems Technician, has made presentations for The Library Network's Shared Automation System Users Group, the Capitol Libraries Cooperative and the Michigan Library Association on topics ranging from workstation security to evaluating Internet filtering software.

A Popular Reading Center

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

This year was the first the C.A.I. Building, where the Branch is a tenant, was under the management of the Parks and Recreation Senior Program.

The number of visitors and circulation at the Branch increased steadily during the year with an average of over 1500 people per week and a circulation average of over 4,500 per week. While the summer months continue to be the busiest, each month showed an increased circulation, due in part to

increased traffic by the seniors visiting the C.A.I.

We hired two part-time staff, Barbara Varga and Chris Hurt. They are a valuable addition that allows us to have 2 staff on duty most of the hours we are open. Service to our patrons is enhanced and the extra hours allow for more time to be spent doing collection development.

During this year we were able to install an additional phone line which was sorely needed. The

number of calls has increased as more patrons are calling to renew their books. The other frequent calls we received are for directions to the Main Library.

New chairs, acrylic spinning display racks for paperback books, and kick stools helped spruce up our very crowded facility.

The staff continues to serve our clientele in a friendly and helpful manner, which results in a pleasant experience for all of our visitors.

Friends Who Make a Difference

By Linda Bellehumeur, President

The Waterford Friends of the Library had another successful year selling used books to fund some of the Library's programs. In booksales alone the Friends raised over \$11,500.00. That's a lot of books!! We couldn't have done it without the generous donations of used books from the local citizens.

The VG's receipts donated by Library patrons generated \$838.95. Other fundraisers, such as bags, bookmarks, and memberships brought the total dollars given to the Library to \$12,668.04. This money was used for the following programs:

| | |
|---------------------------|------------|
| Twelfth Night | \$ 300.00 |
| Summer Reading | \$ 582.20 |
| Staff Workshop | \$ 300.00 |
| National Book Week Author | \$ 659.00 |
| Book Discussion Group | \$ 250.00 |
| Internet Trainer | \$4,400.00 |
| Other | \$1,961.87 |

A proposed purchase for 2001 is a laptop computer for staff use at a cost of approximately \$3,200.00. This leaves \$5,253.07 to start off the new year along with the new sales for this year.

Used books are always welcome. However, textbooks, computer books, magazines, and National Geographic magazines are not good sellers.

Good libraries need good friends. New Friends of the Waterford Library are welcome to join us at our scheduled meetings. Membership is included on Page 8 of this publication. Forms are also available in the Library.

The membership meetings for 2001 are at 7:00 p.m. in the Library's Conference Room on the following Thursdays:

January 18th
 March 15th
 May 17th
 August 16th
 October 18th
 December 13th

Booksales are scheduled as follows:

January 20th
 Paperback/Magazine Sale

February 15, 16, 17th
 Regular Sale

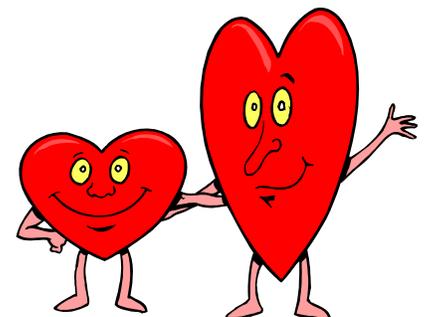
May 12th
 Paperback Sale

June 14, 15, 16th
 Regular Sale

July 28th
 Paperback Sale

October 11, 12, 13th
 Regular Sale

November 10th
 Paperback Sale



Beyond Books

By Nancy McDonald, Head of Adult Services

Probably the most outstanding addition to our services in the adult department this year has been Sandy Valensky's Waterford Township Library Book Club. Up to 22 people have attended the book discussions. Even people unable to come to the meetings are glad the library has an additional book club.

Other programs the adult services department has sponsored have been in the area of support for genealogy research. One staff member, Irv Rabideau, whose work was also recognized in a

newspaper article, has led classes in beginning genealogy. The adult services department also hosts a genealogy research group which meets twice a month. Attendance is open to everyone.

Over the year the library has seen increased use of the Internet workstations and the Saturday classes offered for an introduction to the Internet. We have had steady use of the word processing workstations as well. In-person and phone reference services have remained popular.

In-house displays included

a doll display by the Doll Artisans Guild of Michigan, a Comcast display on the history of cable services in Waterford, a collection dedicated to the works of Charles Schulz and a Get Caught Reading Display for National Library Week. Displays at Waterford Township Hall included an Earth Day display promoting ecological action.

We have been had a part-time Librarian I position open for most of the year. In 2001 we anticipate combining the 2 part-time positions into 1 full-time confident that this will attract applicants.

School News

Waterford Schools Libraries by Nancy Smith

The DRA automation system was enhanced in several ways this year. The system software was upgraded early in the year. The student database was updated at the beginning of the school year in September. Four Towns Alternative High School gained access to the District's shared online catalog. Refresher workshops on using the catalog were given for all school librarians.

The district's Science De-

partment special collection was added to the bibliographic database. Staff in this department was trained in using the DRA automation system.

A further enhancement to library resources was the addition the new AccessMichigan online databases. This statewide program, wholly funded with federal grant monies, provides these electronic collections of magazine articles, book reviews and the like, free to

public and school libraries.

A pilot project for evening hours at the school libraries was run through November at four of the district's 19 elementary schools. The results of this project will determine if the new school libraries will function as neighborhood branches of the public library.



(Continued from page 5)

work Center was used by 5,976 patrons for a total of 5,231.75 hours.

Improvements to our collection included adding a short story collection for those books that are collections of short stories by several authors. A section of Juvenile Illustrated Fiction was created for books that fall between picture books and chapter books. The Parent/Teacher collection grew thanks to a \$500 donation from the Delta Kappa Gamma Society.

Mary Rice attended a 3-day Supervisory Skills workshop presented by Charlaine Ezell. She also attended one day of the Michigan Library Association's annual fall conference, as did Tracy Morsi. Cynthia Webb and Kim Wilcox attended the workshop "Literature and the Child" in September.

Tracy Malek, hired as a full-time Children's Librarian I in October, has been a great asset to our department. We were not able to fill our part-time vacancy.

With Our Thanks...

The Library received many gifts and donations during 2000. 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.

Gail, Steve, Hannah, and Alana Guth

Andy and Susie Marvin
James Rizzuto

Mary Swantek
John Tobias

Mr. and Mrs. Jeff White

Delta Kappa Gamma Society
Lincoln Heights Association

Waterford Book Review Club

Waterford Eagles Auxiliary

Waterford Friends of the Library

Waterford Library staff

Robert Amis

Cliff and Elaine Ashley

Lisa Callaghan

The Mark Durocher Family

Tim Darling and Linda Howe

Julie Fleetwood

Tim and Jill Gromen



We're on the web -
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
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 / Carl Solden
Supervisor
Betty Fortino
Clerk
Dee Minton
Treasurer
Todd T. Birkle / Todd A. Fox
Trustee
Paul Deni
Trustee
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