

staff representative and Caroline Nie, CFPL staff representative. The Planning Team held two meetings in 2010 and anticipates meeting for up to one year to develop a 3–4 year plan.

The CFPL conducted a survey of users in the fall to inform the new strategic plan for the Town's libraries over the next five years.

The Committee worked with the Library Director Kerry Cronin and Town Manager Chris Whelan to approve several policies including a new policy for Kindle readers and revisions to the Internet Computer Policy. The CFPL subsequently added six Kindle electronic books to its many offerings.

The CFPL received an LSTA grant in the amount of \$10,000 to conduct a staff genre study on historical fiction. Judith Gray, Head of Reference Services, is serving as the grant's project manager.

During National Library Week the *Concord Journal* ran an article entitled, "Why We Love Libraries," which featured quotes by CFPL members, Library Corporation Trustees and Friends of CFPL.

Finally, CFPLC member Kitsy Rothermel is serving as the Library Committee Liaison to the Art Jury, which helps select the art shown in the CFPL gallery on the second floor.

## CONCORD FREE PUBLIC LIBRARY ADMINISTRATION



Kerry Cronin,  
Library Director

2010 marked another successful year for the Concord Free Public Library both in implementing new initiatives and planning for future library services. On May 1st, the Fowler Branch Library closed for a 9-12 month

renovation/expansion project. Slated to reopen in early 2011, the Fowler Branch will double in service area and include separate spaces for children and teens, as well as meeting space for non-profit groups, programs and gallery exhibits. It has been wonderful to be a part of this dynamic project and I look forward to the enhancement in services that the community will experience as a result of these changes. On behalf of the Library staff, I would like to express my thanks to Loring Nixon Fowler, the Branch Library's original benefactor, as well as the many residents who have contributed over time to make this remarkable library possible. We are also very appreciative of the Council on Aging's hospitality in extending space to us on the lower level of the Harvey Wheeler Center so that we could offer residents the convenience of continued library services in West Concord during the renovation period.

During the fall, the Concord Free Public Library launched a formal long range planning process which included establishing a committee comprised of representatives from the Library staff, Library Committee, Library Corporation, Friends of CFPL and the Board of Selectmen. Anticipating that our work will take up to one year, we are actively gathering information from community members regarding library service preferences. Several written surveys have been conducted to date and focus group opportunities will be forthcoming. Please help us shape future library services by contributing your ideas to this important process.

Thank you to my colleagues at the Concord Free Public Library for their dedicated service to the Concord community, to the Library Corporation Trustees, Library Committee members, Friends of the Concord Free Public Library and our many Library volunteers and supporters.

Please enjoy the following report of the Concord Free Public Library's 2010 activities.

LIBRARY FACTS AT A GLANCE (FY2010* Statistics)	
Circulation ( <i>a new record</i> )	445,904
Collection holdings	278,492
Interlibrary loans received	45,929
Interlibrary loans provided	70,042
Registered Concord borrowers	11,728
New items (excluding magazines)	13,400
Audio books and music CDs	14,836
DVDs and VHS holdings	9,341
Downloadable Audiobooks (titles)	2,573
Hours the libraries open	5,668
Children's programs held	210
total attendance	4,274
Adult and Young Adult	53
total attendance	2,675
Number of Volunteers	143
number of hours worked	7,732
Public wi-fi Internet logins/month	800
Website Page Views/month	55,000
*Fiscal Year 2010: July 1, 2009 – June 30, 2010	

### CIRCULATION

Each year we describe the Circulation Department as the hub of activity where hundreds of patrons are greeted and thousands of items are handled each day. Our department is busier than ever and we appreciate the ongoing support of all of our patrons.

New this year to the circulating collection are 5 Kindle E-Readers featuring 50 pre-selected titles. Patrons are pleased to have the opportunity to experience this popular technology and the Circulation staff has become fairly proficient in the art of the quick tutorial. Additionally, if you have wondered how efficient your appliances are, you can measure their energy usage by borrowing a Kill-A-Watt EZ Power Reader. Ask at the desk about these new and useful items.

The Circulation staff had the opportunity to participate in several staff development programs and conferences this year. Included were the New England Library Association and Book Expo Conferences, defibrillator and CPR training as well as visioning sessions for long range library planning. Among the most exciting events were two presentations that introduced the staff to RFID technology. Additionally, off-site visits allowed us to see this effective technology in use at other Minuteman libraries.

We said goodbye to Library Assistant Alexandra De-Bassio, who moved to Virginia and welcomed new Library Pages Susan Galford and Hannah Friedman.



*In May, the Friends of the Concord Free Public Library celebrated its 40th anniversary by donating \$25,000 for the addition and renovation of the Fowler Library.*

### CHILDREN'S DEPARTMENT

There is always something going on in the children's room. Storytime, the monthly Toddler Sing-along with Ed Morgan, drop-in reading sessions, family movies, author visits, book discussions, craft workshops, reader's advisory, homework help, a Halloween party and an on-line summer reading club etc. keep us very busy. We have loyal groups of Kindergarten readers who take part in the Special K book group, third grade readers who attend the BookEaters book group and a group of 4th and 5th grade students who gather at night to discuss popular titles. Outreach continues to be an important part of our mission. We welcome area school groups, the Concord Recreation Department, as well as after school groups to take part in activities.

We had several highlights of note during the year. The retiring police chief, Chief Wetherbee, visited with his

Portuguese water dog. The chief read two dog books to the children and then introduced his very friendly dog to the audience.

We had a wonderful afternoon of fun to celebrate the Year of the Tiger. With the help of our colleague Caroline Nie and the support of the Concord Carlisle Chinese Club, families learned how to do traditional Chinese crafts, ate delicious food and had their names written in calligraphy.

The Rotary Club of Concord set up a ShelterBox, a large tent including implements needed by a family in Haiti, to help explain the non-profit organization's activities to raise the awareness of the people suffering from the effects of the earthquake. Father Jean Pierre Aubin from Haiti visited and we had a storytime of Haitian stories and song while sitting in the tent.

Our department helped to plan the activities for Concord Reads: Making a Difference. We read *Three Cups of Tea* by Greg Mortenson and had numerous programs associated with the theme of making a difference in small and big ways. Included in the activities were craft workshops, family events, a community fair, a talk on tea given by the local Wendell Tea Company and a talk given by former Concord resident and *Boston Globe* reporter David Filipov.

The summer Concerts On the Lawn sponsored by the Friends of the Concord Free Public Library offered an eclectic mix of Mariachi music with Veronica Robles and her band, Reggae with Jah Spirit Reggae and a participatory program of folk music with Davis Bates and Roger Tincknell.

Our popular workshops included Origami with the Littleton Origami Group, learning to draw shells with Kristina Joyce and making creations using recycled materials with Bill Turville.

The Young Adult department of the Library is quite active. Regularly scheduled programs for this age group include: monthly movies, craft programs and Teen Talk Tuesdays (book discussions of titles from the school reading list). The young adult author, Mitali Perkins, led a workshop for the teens in writing and many teens joined the on-line summer reading club. Members of the young adult department, the Children's Room staff as well as many patrons helped the Library celebrate the

Town's 375th birthday by fancifully decorating book carts and marching in the Town's parade.



*The first annual Leslie Riedel Memorial Lecture was created by the family of Leslie Riedel and members of the Library staff from gifts given to the Library in memory of Leslie. The inaugural speech was given by noted author and illustrator David Macaulay.*

### FOWLER BRANCH LIBRARY

This has been a year of anticipation and excitement for the Fowler staff, as well as for our patrons. The first four months of the year were marked by providing high quality library service, while also preparing to close our library for the renovation and addition. This building will preserve the parts of the current building beloved by our patrons, while also bringing a much bigger and more useful space for both patrons and staff. After most of our book collection was put into storage in May, we temporarily closed our doors. A week later, we opened a cozy and cheerful satellite library in the Harvey Wheeler building. The Library is very grateful for the generosity and kindness of the Council on Aging, which has provided us the space and which has made it possible for us to continue to serve our patrons while we all wait for the new library to be finished. We have continued to purchase new books at our usual pace and although the satellite library that we dubbed "Fowler Express" has only a select group of materials, patrons have continued to fill the space every day, taking home new books, audio visual materials, paperbacks, children's materials and museum passes. Many of our patrons have continued to use Fowler to pick up and drop off books and a book drop in the commuter rail parking lot has proven very

popular. The four public computers and wireless access for personal computers have been well used. Patrons continue to tell us each day how excited they are about the new building. We are so grateful to the donors who are making this exciting project possible and are eagerly awaiting the opportunity to serve the public in our new building sometime in 2011.

### REFERENCE

We continue to see steady usage of our reference facilities, including PC stations, wireless access, study space and meeting rooms. To ensure equitable access to our public internet PC's and help us manage library technology, the Library has implemented an automated PC reservation system. Many patrons have expressed appreciation for this advance, as it affords fair and equal access to the PCs.

Several improvements have been made to the on-line catalog and database offerings. Citations in the catalog now include book jackets, reviews and annotated lists of similar titles and authors linked to the catalog, making it easier to select a book to read and to find alternative suggestions. This year the Massachusetts Library System has provided us with an expanded selection of databases, available remotely with your library card barcode number. They provide easily searchable and reliable resources on biography, business, global issues, literature, US and World History and current social issues. We also added Morningstar Investment Center this year, which provides comprehensive and current information and analysis on stocks, mutual funds and exchange-traded funds.

We are improving our reader's advisory service. Patrons can get a free monthly newsletter with book recommendations, linked to our catalog, in a variety of subjects and genres through our new "Next Reads" service. We have expanded our popular "author read-alike" shelf tags to improve the browsability of our fiction shelves. The Library has received an MBLC grant to further improve reader's advisory and includes staff training, a genre study on historical fiction and enhanced displays.

### SPECIAL COLLECTIONS

Major Special Collections efforts were focused on programming, outreach, research assistance and the orga-

nization, arrangement and description of holdings.

The key programming events of the year were a collaboration with the First Parish in Concord for the Margaret Fuller bicentennial (Professor Charles Capper lectured on Fuller at the Library) and the CFPL July-September gallery exhibition and accompanying three-part lecture series "All the Earth Is Seashore," planned with local artist Kristina Joyce. (Kristina Joyce, Jay Cordeiro, Adam Baldinger and Shirley Blancke were series speakers for this historical, literary and visual exploration of the river mollusks of Concord.) Other program offerings included a collaboration with the Massachusetts Historical Society on the exhibition "A More Interior Revolution" (the CFPL lent items for display in Boston and Curator Leslie Wilson delivered a lecture there in April); a lecture in April by Leslie Wilson for the Friends of Sleepy Hollow Cemetery; and a library lecture by Dr. Patrick Chura on Thoreau as a surveyor, co hosted with the Thoreau Society.

Class presentations and group visits were an important part of outreach. Leslie Wilson talked to students from Quinsigamond Community College, Brown University, Michael Goodwin's "Rivers and Revolutions" program, two groups of community college teachers from across the country (funded by the National Endowment for the Humanities), the Four Rivers Academy in Greenfield and a group of visiting Chinese students and their hosts. Staff Assistant Conni Manoli-Skocay worked with teachers from the Winsor School in Boston to prepare a fifth-grade research experience. Presentations were made to the Concord history and guides class, a book group from Cape Cod, the Ladies' Tuesday Club, Orchard House staff, a distinguished delegation from the Bing Xin Museum in China and a Thoreau Society group. The department also hosted a gathering of Nathaniel Hawthorne Society members in Concord for a conference.

Departmental publications formed another component of outreach. This year, the fourth edition of the history and guidebook *Historic Concord* was published by the Friends of the Concord Free Public Library in honor of Concord's 375th anniversary. Curator Leslie Wilson authored the all-new guide section and presented multiple programs to publicize the book. Wilson also contributed essays to two major academic collections

published this year—“Walden: Pilgrimages and Iconographies” to the Oxford Handbook of Transcendentalism and “Presentation of Archival Materials on the Web: A Curator’s Model Based on Selectivity and Interpretation” to The American Literature Scholar in the Digital Age (University of Michigan Press).

Two rounds of oral history interviews were conducted this year under departmental direction (interviewees: Shirley Blancke, Robert Carter, Peter Waksman and Marian Wheeler in May; members of the Concord Rod and Gun Club, J. T. Hsu and Jenny Rankin in September). Staff handled 1,510 on-site researchers and numerous mail, phone, fax and e-mail inquiries and photo orders. Conni Manoli-Skocay prepared several engaging small exhibitions for the Special Collections and lobby display cases.

Staff, interns and volunteers worked at processing and describing some dozen archival and manuscript collections. Bob Hall created online cataloging records for Concord Pamphlet and Vault items. Several content-rich additions were made to the Special Collections pages of the library website, notable among them a full transcription of John Shepard Keyes’s manuscript autobiography. And, finally, the collections grew through purchase and gift, with significant gifts coming from Pete Funkhouser, Beth Stefos, Philip Kendrick, Rebecca Corwin, Robert Carter, Joan Fleming, Sandy Smith and Sally Sanford and the Concord Minutemen.

### TECHNICAL SERVICES/TECHNOLOGY

2010 was another productive year for the Technical Services Department. The staff not only completed their day-to-day jobs with remarkable efficiency and accuracy, but also participated in many library-wide projects and activities. The following are some of the highlights.

The department added more than 13,300 items to the

Library collections, repaired hundreds of scratched discs and heavily used books and conducted book repair training workshops.

The Main Library wireless Internet service continues to attract many users to the Library. In 2010, more than 8,000 wifi users came to the Library and enjoyed our high-speed wireless Internet service free of charge.



*The hardy Friends of the Library volunteers were prepped and ready to go for the annual book sale that raised \$18,650.*

In March, in collaboration with our Friends of the Library, the Library launched Podcasting. Poetry lovers can now listen to the Friends Weekend Poetry Reading recordings via the Library web page (<http://www.concordlibrary.org/pages/general/friends.html>). We also provided an OverDrive digital media training workshop and ongoing technical assistance to the public.

The Library Chinese language collections continue to grow. So does the usage of the collections. In the past year, total checkouts of the collections reached 8,000, a 35% increase compared to that of 2008.

In 2010, the staff actively participated in Library-wide initiatives and activities - Adult Summer Reading Program, online Next Reads Newsletter and Library eNewsletter publications. In collaboration with the Children’s Department, we organized a Chinese New Year Music Night and a Fun afternoon with Chinese arts and crafts and a welcome luncheon in honor of the Concord Middle School exchange students from China.

We are indebted to our talented CCHS students Lauren Zou for her professional level graphic design and Jack Struck for the audiovisual technology assistance provided to the Library. We are equally grateful to our adult volunteers Libby Kurten, Winfrey Campbell and Elaine Adams for their time and help.