

The Library Committee adopted goals for 2013, following very closely on those of previous years. Highlights of 2012 include a 3.9% overall increase in circulation at the Concord Free Public Library, with particular increases in ebooks and audio books. Clearly, technology is moving forward. The Committee modified its Kindle policy to allow use by those under 18, and we anticipate continuing to look at new technologies and how they best relate to libraries.

The extraordinary pace of new technology poses exciting challenges and extraordinary opportunities for the Concord Free Public Library. Working together, the Director, the Library Committee, and the Staff hope to move smoothly forward as changes take place. The Library Committee invites any interested person or observer to attend its monthly meetings, held the second Tuesday of each month at 7 pm in the Main Library. Patrons are also encouraged to visit the library website: www.concordlibrary.org and sign up for the library e-newsletter.

CONCORD FREE PUBLIC LIBRARY ADMINISTRATION

Kerry Cronin,
Library Director

ADMINISTRATION

The Concord Free Public Library enjoyed another successful year with a 3.9% increase in circulation and a number of exemplary programmatic collaborations with area institutions. Among these were the Special Collections' exhibit, "This Garden Spot of Concord, Mass." which was timed to coincide with an agricultural exhibit at the Concord Museum, as well as the annual Concord Reads series with lectures and discussions delivered on related topics. Another exciting initiative is the planning for a seed lending library in partnership with Concord CAN and area farms. It was an honor to host a continuous reading of Little Women in celebration of the centennial anniversary of Orchard House as a museum and it was so engaging to hear Louisa May Alcott's words read aloud by residents of all ages. We were delighted to work with Emerson Umbrella to offer art lectures in the library's art gallery to seniors via our relationship with the Council on Aging. The Concord

Conservatory of Music has also greatly enhanced our children's programming by offering an extremely popular series for the preschool audience on pre-reading skills related to rhythm and rhyme at both library locations.

Throughout 2012, library colleagues and volunteers have spent numerous hours tagging all materials in the Library's collections in preparation for the implementation of RFID (Radio Frequency Identification) technology, which will streamline the circulation and collection maintenance processes. A special thanks to Robin Demas, our Circulation Supervisor and team lead, who has done a terrific job planning for this new service and to all of the many volunteers who have contributed countless hours to support the library by tagging the collection for this service.

Based on the creativity and commitment of our Teen Advisory Board and planning team, comprised of both staff members and volunteers, we were able to deliver enhanced services to area teens including: afternoon films, an evening film for young children with their teen babysitters, the acquisition of new eBooks and audiobooks to support the curricular and personal interests of high schools students, the continuation of the CCHS student study day twice a year when the library remains open from 10:00 a.m. – 10:00 p.m. the Sunday before exams, and a special evening of games, movie, costumes, and refreshments related to the Hunger Games to which 65 students attended at the Fowler Branch on a Friday night in September.

The Library was pleased to Welcome Deborah Ervin as its new Assistant Library Director in August. Filling this position has been a long-term organizational goal planned over the past decade. After a national search, Deb Ervin was selected from among 33 applicants, and brings a wealth of experience in public libraries and reference services to the position. Another noteworthy personnel change was the retirement of Ann Comer, Circulation Assistant, after more than 26 years of service to the Concord community. We are very grateful to Ann for her contributions and wish her an enjoyable retirement.

Downloadable eBooks and audiobooks are an area of substantial growth for libraries with a 104% increase in the number of available titles through the Minuteman

Library Network and a 158% increase in the Concord Free Public Library's circulation for materials in this format. A new statewide committee under the purview of the Massachusetts Board of Library Commissioners is currently studying the feasibility of developing a shared digital media collection for all Massachusetts libraries where the content would be owned as opposed to leased due to the skyrocketing interest for materials in this format.

The Minuteman Library Network introduced several service enhancements including: SMS text messaging to more quickly alert patrons when their holds have arrived, a mobile version of the library catalog, and multiple language options for the encore version of the catalog. In 2012 I completed my term as Treasurer for the Minuteman Library Network and am enjoying my new role as Vice President, where I am learning a great deal about Network activities and am in a stronger position to advocate for the interests of Concord and area libraries.

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

Please enjoy the following report of the Library's 2012 activities.

CIRCULATION

Many volunteers and staff have worked steadily over the past year progressing toward our goal of placing an RFID tag inside every library item and encoding each tag with the item's barcode identifier. This long process is necessary to prepare the collection for the implementation of an RFID circulation system that will help expedite the circulation process by allowing multiple items to be scanned at one time. An additional self-checkout station at the Circulation Desk and one in the Children's Department will allow patrons more opportunity to help themselves if they desire. The Circulation staff is available, as always, to handle any transactions, talk about books, make recommendations and help to make your visit to the library an enjoyable experience.

LIBRARY FACTS AT A GLANCE (FY 2012* Statistics)

Circulation	435,566
Collection holdings	285,986
Interlibrary loans received	49,987
Interlibrary loans provided	69,320
Registered Concord borrowers	11,789
New items (excluding magazines)	13,246
Audio books and music CDs	14,927
DVDs	9,650
Downloadable eBooks & Audiobooks	11,906
Circulation of eBooks & Audiobooks	4,795
Hours libraries open	5,700
Children's programs	123
Program attendance	2,014
Adult and Young Adult programs	90
Program attendance	3,253
Number of Volunteers	108
Number of hours worked	7,072
Wireless Internet Access logins/month	1,500
Website Page Views/month	94,541

A new trend in library service is the "open holds shelf." Several libraries in the Minuteman Library Network have instituted this method and in the fall Concord followed. Patrons are now able to pick up their own reserved items and checkout at either the self-checkout station or with the circulation staff. To allow for privacy concerns the items are shelved with the title facing away from the public view and patrons can also opt to designate a "pick up alias" so their actual name would not appear on the printed slip.

Circulation Assistant Lyndal Blodgett was nominated for the 2012 Outstanding Paralibrarian of the year award. Lyndal was recognized by the Massachusetts Library Association at their annual conference.

Robin Demas and Lyndal Blodgett are representing the library on the Town's Insurance Advisory Committee which discussed changes in the health insurance options offered to employees and created a plan for a mitigation fund.

Our beloved Circulation colleague, Ann Comer, retired after more than 26 years of service. We will miss her in so many ways but join together in wishing her all the best.

We congratulated two of our Library Pages, Hannah Friedman and Madison Douglas, as they graduated from CCHS and began exciting opportunities. Following a year overseas, Hannah will continue to join us during college breaks. The Circulation Department recently welcomed Madeline Guth, Rucha Khanolkar and Laura

Mackey to the Library Paging staff. They, along with new Children's Page, Molly Goslin, join in the task of returning all the returned materials to their proper place on the shelves.

The Circulation Department continued outreach programs this year that included delivery to the homebound, interlibrary loan service to local public and private schools, loans to federal and State departments of correction at MCI and FMC Devens and loans, book group support and delivery to assisted living facilities including Concord Park and Newbury Court.

Circulation numbers continued to increase this year. The Circulation Department is happy and honored to serve our patrons and we are very grateful for the support of the Concord community.

CHILDREN'S SERVICES

The Children's Department is always humming with activity. We have fun reading to children in our numerous story times, helping to select titles for fun reading and homework help, planning programs, inviting groups to visit the department and helping parents, teachers and grandparents select just the right book to read out loud.

Ed Morgan, the popular singer and musician for young children, continues to give two monthly concerts, one at the Fowler Library and one at the Main Library.

After we visited the elementary school classes and talked about all of the summer activities at the Library, many children registered for the on-line summer reading club. The children enjoyed reading lots of books, and sharing their comments by writing book reviews. We created numerous booklists and worked with the school librarians to advertise the fun summer activities for all ages.

Prolific author/illustrator Ed Emberley, visited the Library and gave a wonderful presentation about his long career as an author of children's books. There were multi generations of people in attendance and all were delighted at meeting one of their favorites.

We have book discussion groups that meet monthly. Kindergarten readers take part in the Special K book group, third grade readers attend the BookEaters book group and a group of children in the fourth/fifth grades gather to discuss popular titles.

This year, we decided to plan a Concord Reads program, a program where everyone reads the same books with a similar theme, with the Concord Museum and ConcordCAN. A six month program was created, complete with workshops and book discussions.

We are pleased that we are able to show films for families as well as for a Teen audience. Movies are shown year round. During the summer films are shown to help beat the heat.

For several years, the Friends of the Concord Free Public Library organization has generously sponsored a Summer Concerts on the Lawn series. This series is made up of groups playing world music, or music of different cultures. The groups this year were Sol y Canto (Pan-Latin), Balla Kouyate and World Vision (African) and Annalivia (Celtic). These concerts are quite popular, with attendees enjoying picnics and dancing on the lawn.

One of our goals is to work with historic sites in Concord. This year we helped the Orchard House celebrate their 100 years as a museum. We hosted a continuous read of Little Women by Louisa May Alcott which took place over the course of a weekend. Descendants of the Alcott family, Town representatives, Orchard House staff, Library staff and patrons all participated in the fun event which culminated in a birthday party complete with birthday cake.

The Leslie Riedel Memorial Lecture for Young People was delivered by Lois Lowry, a prolific author of books for children and teens. We are indebted to the Riedel family for their generosity which allowed us to create this series.

Jim Parks, a raptor rehabilitator from Wingmasters, spoke about raptors and showed five birds that he had saved but could not return to the wild.

Families learned how to fine tune their Frisbee skills with Freestyle Frisbee Champion, Todd Brodeur.

For the third year in a row, Thy Toem decorated the Library with his signature paper snowflakes and gave a class in which he taught people how to create the colorful winter decorations.

Outreach is important to us as we work with other Concord Organizations. Regularly scheduled visits to the Concord Carousel are made.

Periodically we have a guest reader at story time. Recently, Police Officer Sylvia Toumayan, Concord's K-9 officer, read to the children and then introduced her dog Charik to the group.

The Library continues to work with the Town of Concord's Youth Advisor, Erin Duggan, with the Teen Advisory Board (a group of teens that meets regularly to help plan events for teens), patron volunteers and Library staff to create a warm and inviting atmosphere for the youth of the Town. We are seeing more "regulars" who do their homework, take part in the workshops and meet up with their friends at the Library. Many programs were planned with the Teens in mind. Friday, Food and Flicks, a monthly after school program is a popular way to enjoy a visit to the Library. Fowler Fridays are also popular programs that take place at the Fowler Library. Workshops on learning cake decorating and creating polymer clay beads were held. The book *Rocky Road* by Rose Kent was read by teen readers and then we visited *Reasons To Be Cheerful* and made rocky road ice cream under the direction of the owner Wade Rubinstein. A hugely popular party based on the *Hunger Games* series was held at the Fowler Branch. This included costumes, activities, refreshments and a viewing of the *Hunger Games* movie.

FOWLER BRANCH

Fowler continues to be busier every year. Many days find almost all seats filled, and all public computers in use. The children's room is frequently lively and filled with families. The Young Adult space is regularly occupied by middle school students after school and at other times. The downstairs level is increasingly in use as a regular quiet study space.

This year has seen increased programming for young adults, including on-going film series throughout the year and special vacation-week film programs. Middle school students have continued to make arrangements to come to Fowler after school on the bus. A teen advisory board has helped create events that bring many young people to the library.

Our meeting room is getting more use in the community by non-profit groups, Concord Carlisle Adult Education, Village University, local Girl Scout troops, small study groups, and individuals looking for a quiet corner.

Many programs were held at Fowler throughout the year. In addition to the monthly sing-along with Ed Morgan and the Friends' film programs for adults, this year we added an early childhood music program in collaboration with the Concord Conservatory of Music. As we have for many years, we enjoyed hosting the New Literary Voices program that is part of the Concord Festival of Authors. There were craft programs, book discussions, and the Summer Reading Club.

Two Fowler staff members have begun to create an exciting and innovative Seed Lending Library, which will be among the first in the nation. In this program, the library will collect donations of seeds; library patrons will borrow seeds from the seed library, take them home and plant them, and then return some of the next generation seeds from their best plants for others to borrow. We are very excited to be beginning such an important new role in the community.

We were sad to see Ann Comer retire after more than 26 years of faithful service to the library. We will all miss her cheerful presence at the library, but we are happy for her and wish her well.

REFERENCE

To increase the Library's presence as a resource for job seekers, CFPL purchased Career Cruising, a career exploration online database. People of all ages can use this tool to find the right career, explore education and training options, and build their own portfolio.

To continue to meet the demand for ebooks, reference staff learned to download ebooks onto devices including Kindles, iPads, and Nooks. Caroline Nie, Head of Technical Services, and the reference staff led workshops on downloading ebooks to Kindles and Nooks.

The Reference librarians continue to assist patrons' ever-increasing requests by working with them from the reference desk as well as offering one-on-one sessions.

Weeding of the print reference collection is ongoing, as more resources become available in electronic format. This process of de-accessioning material that is no longer heavily used in print format is also assisting the library in its space planning efforts.

SPECIAL COLLECTIONS

In May and June, Susan B. Badger of La Conner, Washington donated a large and rich collection of Prichard, Hoar, and related family papers to the Special Collections. These papers paint a vivid picture of nineteenth-century Concord life. Curator Leslie Wilson organized, arranged, and described them in the months following their donation, creating a detailed electronic finding aid which Authorities Cataloger Bob Hall, webmaster for the Special Collections pages of the CFPL website, mounted in early December (URL: http://www.concordlibrary.org/scollect/Fin_Aids/prichard.html).

In the early part of the year, Bob Hall created and mounted on the CFPL website a digital version of “Collecting Transcendentalism,” an exhibition displayed in the CFPL gallery November 2011 through January 2012. The online exhibition is accessible at <http://www.concordlibrary.org/scollect/CT/index.html>.

In celebration of the centennial anniversary of Orchard House as a museum, and in collaboration with Jan Turnquist and her staff at Orchard House, Special Collections Staff Assistant Conni Manoli-Skocay prepared and mounted in the CFPL gallery the exhibition “T’is a Pretty Retreat, and Ours.” Professor Emeritus Joel Myerson of the University of South Carolina delivered an accompanying lecture in April.

In collaboration with the Concord Museum, ConCan, and other local agencies, Special Collections participated in a celebration of Concord farming past and present. Leslie Wilson prepared a display on the history of farming at Nine Acre Corner (“This Garden Spot of Concord, Mass.”; in the CFPL gallery October-December). In November, she presented a gallery talk on the exhibition and also led a book discussion on Kristin Kimball’s *The Dirty Life*. Kristin Anderson Emerson—a granddaughter of Corner farmer Esther Howe Wheeler Anderson—delivered remarks at the opening of the exhibition in October.

On November 10, Curator Leslie Wilson joined Lili Ott, Director of the Concord Art Association, in leading a tour of accessible art in Concord—one of seven walking Concord tours sponsored by the Concord Historical Collaborative as part of the “Concord by Foot” program. For “The Art Around You Walk,” Wilson

interpreted selected paintings and pieces of sculpture on permanent display at the Concord Free Public Library.

Bob Hall continues the long-term work of digitizing and mounting on the CFPL website the products of the Concord Oral History Project—transcripts, audio, and photographs created by oral historian Renee Garrelick (who died in 2007) and more recently by contractors engaged by the library. Many library website users have expressed appreciation for this Web offering (URL: http://www.concordlibrary.org/scollect/Fin_Aids/OralHistories.htm).

The Department hosted a record number of high school, college, and post-graduate visitors this year. Students in Michael Goodwin’s experiential “Rivers and Revolutions” program and Concord Academy history classes accounted for a substantial proportion of those patrons.

TECHNICAL SERVICES/TECHNOLOGY

The Technical Services/Technology Department provided quality services despite staffing shortage in the past year. The Department continued to play key roles in several library-wide initiatives – RFID implementation, OverDrive digital media training, library web page development and online newsletter publications.

As part of the Library long range planning process, we recruited representatives from each library department and founded a Technology Design Team. The charge of the team is to assess the Library technology needs, recommend, develop and implement new initiatives to facilitate library services and enhance our library users’ experiences. The Team offered much needed OverDrive eBook training classes for Kindle and iPad users, designed and distributed training materials. The eBook training classes will resume in 2013. The Team will introduce more new technologies to the Library in the coming year.

We participated in two Minuteman Library Network pilot projects using the online programs provided by library materials vendors. The pilot projects streamlined the ordering process for books and audiovisual materials and significantly increased work efficiency. The pilot projects are complete and more Minuteman libraries are adopting the new programs.

The Library Book Conservator continued to provide

training to local high school students in simple book repair. This year we welcomed college graduates considering library school degree programs.

We want to express our sincere appreciation to our long-time and new volunteers who contributed their time, talent, knowledge and skills to the Department and the Library in the past year.

CONCORD FREE PUBLIC LIBRARY CORPORATION



Back row from left: Rick Briggs, Jeff Adams, Sandy Smith. Front row from left: Sally Schnitzer, Sherry Litwak, Chair; Fred Lovejoy, Di Clymer, Mario Favorito. Not pictured: Walter Birge

The Concord Free Public Library Corporation is a Massachusetts charitable corporation created by the Massachusetts Legislature in 1873 for the purpose of forming and maintaining a public library in Concord, which it undertakes to do in collaboration with the Town and the Library Committee.

The primary responsibility of the Trustees is to maintain the two Library buildings and grounds – the Main Library in Concord Center and Fowler Branch in West Concord – and to preserve and grow the Special Collections. The Corporation provided over \$500,000 to the Library, including \$125,000 to supplement the Town Budget for library materials and services. The majority of these funds come from the Annual Appeal and income from the Corporation’s Endowment. One of the major building projects this year was the repair and restoration of the front columns and brick patio in front of the Main Library.

The William Munroe Special Collections continues to be an outstanding resource for researchers from around the world and the community. A highlight this year was a collaborative program with the Concord Museum and ConcordCAN! About Farming and Food with an exhibition in the Art Gallery: “The Garden Spot of Concord, Mass.”: Farming at Nine Acre Corner. We have also begun to draft a strategic plan that will guide our growth and preservation efforts and increase accessibility to the Collections. To learn more about Special Collections, click the link at the top of the CFPL website: www.concordlibrary.org

As Trustees of the Williams Scholarship Fund, made possible by a bequest from Charles H. S. Williams, we continue to award grants to several college students pursuing studies in the arts.

The third annual Leslie Riedel Lecture for Young People featured award-winning author Lois Lowry. This special event was greatly appreciated by the capacity crowd.

We would like to express our deep gratitude to Walter Birge for his long service to the Corporation and the Library as a trustee and Chair of the Board. His wisdom and humanity enlightened every situation and his presence will be greatly missed.

We would like to thank Sue Gladstone, the Development Director of the Corporation for the past 10 years. She helped us to raise over \$10 million for the renovation of the Main Library and the Fowler Branch during her tenure. We are in the process of conducting a search for a new Development Director.

This past year has been busy and productive for the Library. The future promises to be exciting as the long-range plan guides us in the growth and development of the Library in the 21st century. The Library Corporation is committed to supporting this plan by ensuring that our beautiful historic buildings meet the community’s growing needs.