

700 users per month, work on Town Energy Efficiency Team, work on a Non-Roman Language Indexing Grant Project.

As was stated by many publications throughout 2009, library usage increases during economic downturns. As you can see from the Library Facts at a Glance on page 116, this phenomenon is also true at the Concord Free Public Library; note the total circulation figure of 417,566 items, a new record! For the four-month period of July through October (compared with the same period in 2008), this increased usage of the Library's collection has continued with a 20% jump in checkouts

For those interested in learning more about the Library please go to www.concordlibrary.org, where you can sign up for the Library newsletter. Also, if you would like to know more about the work of the Library Committee, you may come to our meetings, which occur on the second Tuesday of the month @ 7:00p.m in the Library Director's office at the Main Library.

CONCORD FREE PUBLIC LIBRARY ADMINISTRATION



Kerry Cronin, Library Director

On August 3 I became the 10th Library Director in the Concord Free Public Library's 136 year history. It is very gratifying to oversee library services in a community that is so supportive of education, scholarship, and libraries. The remarkable history and literary traditions of Concord seem to touch upon all that we do, and account for the depth of our nationally recognized Special Collections. My colleagues both within the Library and throughout the Town have been very supportive in welcoming me to this new role. My sincere thanks to them and to all of our Library supporters During the fall, in an effort to meet more residents, I hosted

two Coffees with the Director at the Main and Fowler Branch Libraries. Based on feedback received during these conversations, we have begun writing a monthly Did You Know column in the *Concord Journal* to highlight new initiatives and showcase existing services. In 2010, we plan to survey community members directly to ensure that our planning efforts are aligned with customer preferences. Building on the Concord Free Public Library's tradition of success, I look forward to working with all of you, in partnership, to forge ahead in new ways in the continued delivery of dynamic library services to the Concord community.

Please enjoy the following report of the Concord Free Public Library's 2009 activities.

CHILDREN'S/YOUNG ADULT

There is a hum of activity in the Children's Room. Attendance at our many story times, drop-in reading sessions, pajama story times and monthly Toddler Sing-alongs continues to be strong. We have formed Book Discussion groups for readers of all levels. Kindergarten children attend the Special K reading group, children in grade 3 take part in the BookEaters program and readers in 4th and 5th grades attend the book group for their interest level. Teens can take part in the book discussion group held at the Fowler Library.

Visits from area school groups are always welcome, as outreach is a very important departmental goal. In 2009 we hosted visitors from the Leap School, the Concord Carousel, and the Concord Recreation Department, among others.

Art displays from area students adorned both the Children's Room and Teen areas. The middle school art class mounted numerous exhibits of students' work. Young artists and potters from local classes and students from A Place To Grow also exhibited their work.

The theme for this year's Concord Reads program was Concord Reads: Food For Thought. To tie in with this program, Gaining Ground tapped the trees on the front lawn of the Library and collected sap to boil into maple syrup, we collected food for Open Table's pantry, Concord artist Elizabeth Parisi led a group of teens in painting unglazed soup bowls, the Concord Garden Club presented a program on the basics of preparing a

garden, Debra Stark from the Natural Gourmet store created healthy snacks for children and Concord teacher Christen Lekorenos presented a program on the history of ice harvesting at Walden Pond.

We are fortunate to have strong support for our teen services. During the year, young people decorated gloves, made colorful cupcakes, learned about cake decorating, attended an origami workshop, displayed their art, took part in monthly Friday, Food and Flicks programs, painted on glass, created beaded necklaces and took part in book discussions led by teachers. Each afternoon after school, bus 10 stops at the Library to drop off a group of enthusiastic and loyal teens.

Music from the Lawn, our annual series of summer concerts sponsored by the Friends of the Concord Free Public Library was an eclectic mix of reggae performed by Jah Spirit Reggae, folk music by Bill Staines, Cajun music by the Boogaloo Swamis and brass classics by the United States Air Force Band of Liberty Colonial Brass.

The summer reading club, an on-line program for children and teens, continues to gain in popularity. Readers enjoy keeping track of time spent reading and also writing book reviews from home or away.

Our Department caters to the young and the young at heart, so be sure to stop by for a visit!

CIRCULATION

Libraries thrive on detail and the Circulation Department exemplifies that in the extreme. Each day the Circulation staff handles upwards of 3,000 items and the numbers continue to increase. We provide directions, we offer how-to lessons, and we send you off to museums with a discounted or free pass. Our staff of 12 does its very best to serve you quickly, accurately and with a welcoming hello.

Three very popular features were added at the circulation desk in 2009. First, the front of each work station displays a recommended Circulation Staff pick. People are always interested in what others are reading and these picks provide a nice genre selection. Next, and taking on a life of its own, a stuffed penguin family took up residence at the end of our circulation desk. One mid-sized penguin, donated to the Library, was quickly

joined by 27 others of all sizes and types and a winter tradition began. Adults and children alike enjoy seeing this collection.

Third, this year we had the opportunity to add an Express Lane Self-Checkout Station. Patrons of all ages are using this technology that includes a credit/debit card swipe for easy payment of fees for lost or late items. On March 16, following a review of Concord's late fee structure, as it compared to other Minuteman member libraries, and in consultation with the Town's Employee Efficiency Team, the Library increased the late fees on books and audio books. This increase was the first in more than 25 years.

Outreach continues to be an important part of the service provided by the Circulation Department. Home delivery is provided to Concord residents whose permanent or temporary limitations make it impossible for them to visit the library. Ongoing programs also include Concord schools, both public and private, MCI and FMC Devens Correctional Institutions.

REFERENCE

In this challenging economic year, the Reference Department has observed a notable increase in the use of Library facilities, including pc stations, wireless access, study space, and meeting rooms. On average, we answered over 600 reference questions per week and our web site received over half a million page views.

As we look to decreasing financial resources in a time of increasing demand, we are particularly attentive to honing our resources to most efficiently meet public needs. We completed a review of periodical holdings, including usage statistics and overlap with online databases and made decisions about retention periods for serial subscriptions to make better use of our space and funds. We also analyzed our on-line databases for cost-effectiveness, and reallocated funds from those with low usage (Westlaw, American History online) to others that have already proved much more popular (Mango Languages, full-image edition of Boston Globe, Barrons and Ref USA – all with remote access). We also added Consumers Checklist, which rates local service firms and stores, and is available for use in the Library.

Inspired by our new Library Director, we have taken

some well-received initiatives to promote the book collection and make it more browser-friendly, with “author read-alike” shelf tags in the fiction stacks, bookmarks highlighting Concord patron and staff recommendations, and more book lists and book displays on current topics. We recently added a fax machine at the reference desk for the public to use for outgoing faxes and a basket of reading glasses for in-library use.

SPECIAL COLLECTIONS

2009 was a good year for Special Collections. We offered a variety of outreach programs and planned exhibitions, lectures, and tours for future presentation. We arranged two rounds of interviews for the Concord Oral History Program. We also completed a Community Preservation project to preserve volumes from Henry David Thoreau’s library. The Department acquired significant new printed, manuscript, and photographic holdings for the permanent collection. And—last but not most important—we satisfied the day-in, day-out research demands of our varied clientele, receiving some 1,500 on-site visits and completing seventy transactions relating to photograph orders and use.

When 2009 began, the collaborative Concord Free Public Library/Orchard House exhibition “Lessons, sketching, and her dreams’: May Alcott as Artist” was in its final month in the library gallery. As part of a lecture series accompanying the Alcott display, Joel Myerson lectured at the Library in January.

In the spring, we mounted a collaborative CFPL/Massachusetts Historical Society exhibition in honor of the fiftieth anniversary of the Minute Man National Historical Park. MHS lent important primary documentation of April 19, 1775, which was shown alongside related materials from the CFPL collections. Historian William Fowler, Jr. delivered a well-received lecture here in conjunction with the display.

In October, Special Collections sponsored a well-attended lecture by Elise Lemire on the subject of her new book *Black Walden*, for which she conducted extensive research in the CFPL collections over a period of years.

Under departmental direction, oral historians Michael and Carrie Kline conducted interviews with Concordians Peter Alden, Nick Boynton, Sarah Chapin, Jayne

Gordon, recently-retired Library Director Barbara Powell, Melissa Saalfield, Jan Turnquist, Judy Walpole, Richard W. Wheeler, Sara Wilbur, and David Wood.

Web development of the Special Collections pages on the CFPL website was ongoing throughout 2009. We added new finding aids for processed collections (among them CREW records, Marcia Moore papers, and the District Library No. 7 collection). We mounted interpretive pages for the Anderson Market on our Historic Buildings Website, and worked at completing research for the Thoreau-Alcott House pages that will be mounted early in 2010. With the assistance of consultant Tracey Zellmann, we made significant progress toward mounting the Antebellum Concord Newspaper pages, which will consist of scanned images of the pre-Civil War Concord papers.

A major preservation project was concluded. At the annual Town Meeting, the CFPL was awarded a second round of Community Preservation funding (\$22,500) to preserve and sustain access to the Thoreau Books, the largest intact collection of books from Thoreau’s personal library, many of them including annotations in Thoreau’s manuscript hand. The second and final batch of treated books was received from the Northeast Document Conservation Center in Andover in December.

Staff devoted a good deal of attention to group presentations. We did “show-and-tells” for students from Calvin College; the Drinking Gourd Project; Nashoba Brooks sixth-graders; the Concord history and guide class; two groups of National Endowment for the Humanities (NEH) funded community college teachers studying the lyceum movement and two NEH groups studying Concord and Transcendentalism; the Thoreau Society Annual Gathering; members of the First Parish studying their church’s history; a Winsor School class; and a tour guides group. The Department accommodated individual research projects by students in one of Michael Goodwin’s Concord-Carlisle High School classes in the spring and by a class from Greenfield, MA in September. Additionally, Leslie Wilson spoke at the annual meeting of Orchard House Corporators, the May conference of the American Literature Association, to the Concord Retired Men’s Club with Library Director Kerry Cronin, and at the New England Archivists’ conference in November.

The Special Collections have grown over the past year. Manuscript and printed materials were given by Charles L. Hanson, Jr., Robert D. Richardson, Christopher Roof, Henrietta Cosentino, Christopher W. Brown, Peter Scott, Pete Funkhauser on behalf of C.C. POOLS, Kristina Joyce, Joseph C. Wheeler, and Malcolm Ferguson. We were able to purchase a valuable 1856 letter from Frank Sanborn to Ralph Waldo Emerson regarding Sanborn's Kansas relief activities and a choice collection of Keyes family letters.

TECHNICAL SERVICES/TECHNOLOGY

2009 marked another exciting year for the Technical Services Department. The staff not only performed their day-to-day jobs with remarkable efficiency and accuracy, but also accomplished many other special tasks. The following are some departmental highlights:

Technical Services added over 14,000 items to the Library collections and repaired hundreds of scratched discs and heavily used books. In January, we changed our wireless Internet service provider which has improved our public wifi speed and allowed more users to connect to the Internet simultaneously. Over 7,000 wifi users came to the Library and enjoyed our free wireless Internet service.

Through our membership in the Minuteman Library Network, we were also pleased to be able to offer community members access to OverDrive's downloadable audiobook and eBook collections.

In May, we officially launched our web video initiative project with the support of the Library Committee and Concord-Carlisle Cable TV (CCTV). The main purpose of the project was to promote library services and programs and reach out to more local residents and beyond via web video. Staff, CCTV crew and our high school volunteers videotaped several major events that included May Alcott Exhibit Lectures, "A Day Remembered" Exhibit Lectures and numerous author talks sponsored by the Friends of the Library, all of which were aired on CCTV. It is our goal to make them available through our Library web site in the coming year.

In October, the Minuteman Library Network successfully completed an LSTA Open Grant project to implement Non-Roman languages indexing in Minuteman

catalog database. It allows users to search the Minuteman online catalog with their native scripts i.e. East Asian languages (Chinese, Japanese, Korean) or Cyrillic languages like Russian. We were proud to be one of the four pilot libraries (along with Acton, Brookline and Newton) that participated in the project.

FOWLER BRANCH

Each year the Fowler staff says to one another that it is so much busier at the Branch than it was the year before and this year has been no exception. As West Concord grows, we feel ready to meet increasing needs and demands for library services. Often, almost every chair in the building is occupied, and every computer work station in use. Tables are filled with people working on laptops, and other chairs are filled with people scanning the newspaper, reading to toddlers, or working on school assignments. Middle schoolers get off the bus at the library and settle in for the afternoon. Over the past decade, the number of boxes sent out to the Main Library or to the Minuteman Network has increased from 2 or 3 per day to 10 or 12, and the number of items being held for pick-up has also increased dramatically.

The Fowler Branch has continued to offer a variety of programs designed to meet the needs of the community. The Friends of the Library continued its popular film series; the Concord Author Festival scheduled a well attended author event at Fowler; and the 6th and 7th grade Mother/Daughter book groups continued throughout the year. Ed Morgan performed to overflow crowds of preschool children and their parents during the summer months, and the Branch story hours were well attended. We continued to offer outreach services to our neighborhood preschools, and the Internet-based summer reading program for school aged children proved more popular than ever.

As we look forward to the big changes that 2010 and 2011 may bring to our Library, we are grateful for the unwavering support of our Library patrons. We are looking forward to the improvement in services that our future plans suggest.

CONCORD FREE PUBLIC LIBRARY
FACTS AT A GLANCE
FY2009* Statistics

| | |
|--------------------------------------|---------|
| Circulation (New Record) | 417,566 |
| Collection holdings | 279,178 |
| Interlibrary loans received | 40,829 |
| Interlibrary loans provided | 61,041 |
| Registered Concord borrowers | 11,916 |
| New items (excluding magazines) | 14,000+ |
| Audio books and music CDs | 14,430 |
| DVDs and VHS holdings | 7,654 |
| Downloadable Audiobooks (titles) | 1,692 |
| Hours the Libraries are open | 5,759 |
| Children's programs held | 178 |
| total attendance | 4,062 |
| Adult & Young Adult programs held | 61 |
| total attendance | 2,645 |
| Visits to the library web page | 560,000 |
| Number of Volunteers and | 143 |
| Number of hours they worked | 7,732 |
| Public wireless (wi-fi) logins/month | 700+ |

*Fiscal Year 2009 = July 1, 2008 – June 30, 2009

**FRIENDS OF THE CONCORD FREE
PUBLIC LIBRARY**



Front, left: Claire Greene, Glenn Mitchell, Dianne Weiss, Jacqueline Barnard. Rear, left: Kerry Cronin, John Lynch, Karen Brown, Stephan Bader, Jane Torpie. Not pictured: Faith Bader, Edi and Ken Hetling

The Concord Free Public Library is much more than a building where one goes to borrow books. It is the cultural centerpiece of our Town, where films are shown and shared, museum passes are loaned, authors are heard, and music is performed. The majority of these programs are funded by a non-profit volunteer organization, the Friends of the Concord Free Public Library.

Last year, the Friends provided many important cultural events in Concord. If you watched a movie from the library or visited a museum with a library pass or attended

a concert or poetry reading at the Library, you have experienced the results of the work of the Friends.

Among the contributions by the Friends last year:

- 400 adult and children's CDs and DVDs purchased for the Main and Fowler libraries
- 15 museum passes, checked out by 2,500 individuals or groups
- 14 poetry readings and author talks, attended by more than 700 people
- 4 chamber music concerts, with more than 500 people attending
- Funding for children's story, craft, and music programs
- 6 Friday Flicks at Fowler, attended by 300
- Continuing education for three librarians
- 3 summer concerts, with about 300 present

In all, the Friends contributed more than \$51,000 to the Library and pledged \$25,000 for the renovation and expansion of the Loring N. Fowler Memorial Library.

The Friends funds itself primarily through book sales and memberships. Throughout the year, Concord residents donate books and other materials. The Friends gather these materials and, twice a year, sell them during extremely well-attended and popular book sales. Books also are for sale every day on the Friends' shelves the Main Library.

About 55% of Friends revenue came from sales of donated books. Some twenty thousand books were offered for sale in June 2009, raising \$17,700. The Holiday Book Sale in December raised \$5,800. CCTV supported book donations by producing and airing the Friends public service announcement. You can see it on local channels 8, 9, and 10. To donate books, bring them to the reference desk at the Main Library, 9 a.m. to 3 p.m. Monday through Saturday. The next book sale is Saturday, June 5, 2010 (rain date June 12).

Other Friends revenue came from memberships, gifts, and memorial gifts. The Friends has about 900 members. Memberships are tax deductible. To join, pick up a brochure at the Library or visit the Friends page at www.concordlibrary.org.

In addition, more than 150 volunteers contribute the gift of time. Notable among them are Judy Dennen and Rebecca Purcell. Judy Dennen retired from the Friends board after more than 30 years of service, most