

FLETCHER FREE LIBRARY

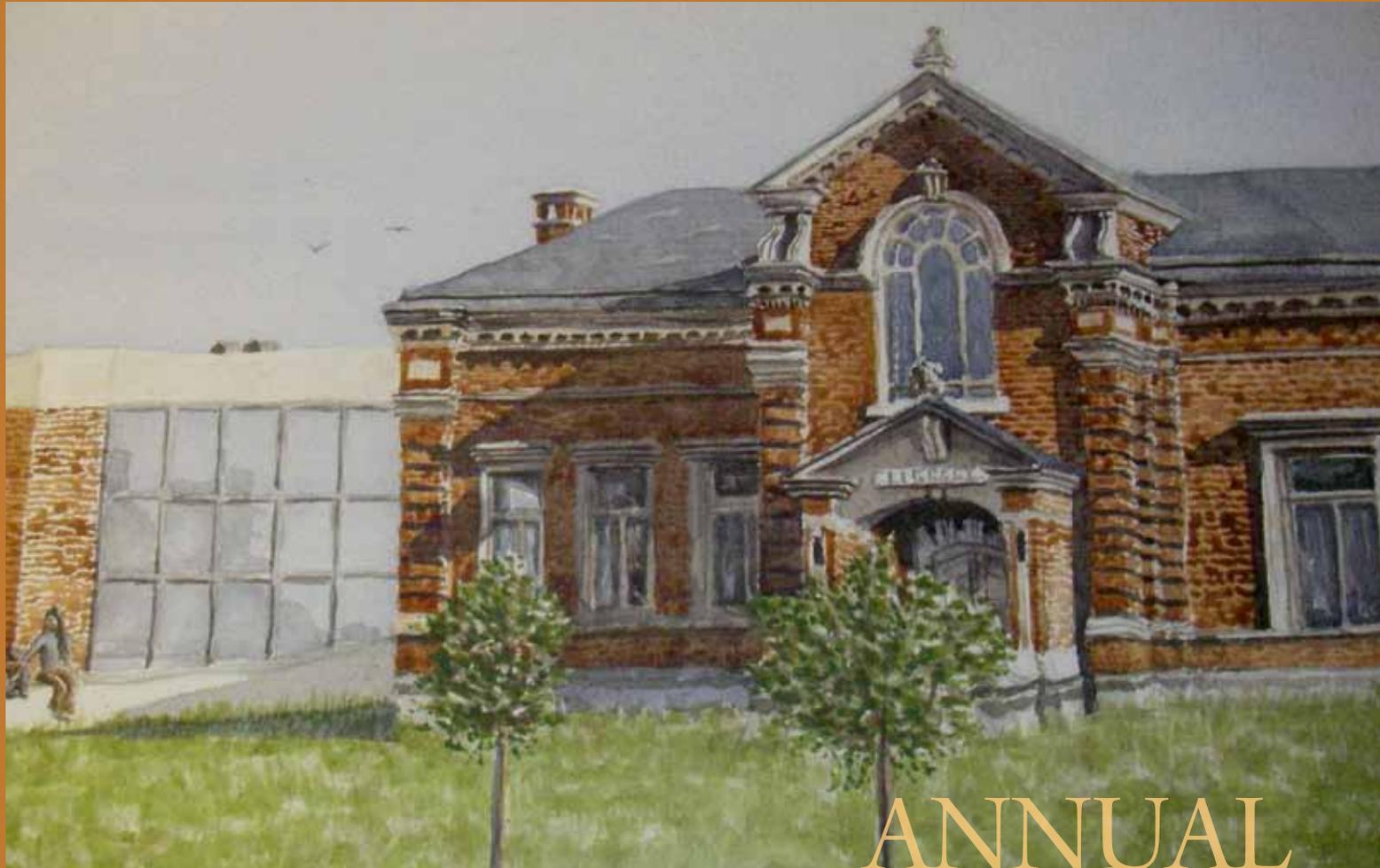
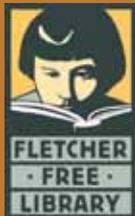
HOURS

Monday	8:30 – 6:00
Tuesday	8:30 – 6:00
Wednesday	8:30 – 9:00
Thursday	8:30 – 6:00
Friday	8:30 – 6:00
Saturday	9:00 – 5:30
Sunday	Noon – 6:00

FLETCHER FREE LIBRARY

235 College Street
Burlington, VT 05401
(802)863-3403
TTY relay 711

www.fletcherfree.org



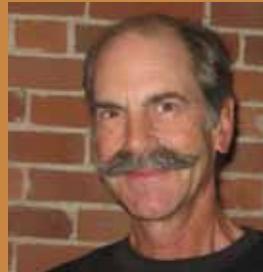
FISCAL YEAR 2010

ANNUAL REPORT

JULY 1, 2009 – JUNE 30, 2010

ANNUAL REPORT

FISCAL YEAR 2010
July 1, 2009 – June 30, 2010



LETTER FROM THE BOARD CHAIR

As Board Chair, I thank you for all you do to make Fletcher Free Library such a dynamic place. Our incredible array of donors, volunteers, Friends of Fletcher Free Library, and, of course, everyone who uses the Library helps our community flourish. With your support and involvement, the creative, dedicated Library staff has increased our program offerings and circulation—now totaling 421,826 items checked out or renewed this past fiscal year alone—to meet the ever-growing demand.

I invite you to explore our highlights from the past year including a colorful recap of our wildly popular and busiest-ever Summer Reading Program 2010. Also this year we adopted a Diversity Statement which articulates our intention to set an example of honoring and promoting the many ways in which our community is richly varied. We are very pleased with the vibrancy and popularity of our Youth and Teen programs and look forward to applying the intentions of the Diversity Statement to the youngest members of our community.

In the year ahead, I will work to ensure that Fletcher Free continues its long-standing history of being a model of good management and sound fiduciary decisions. Our staff members are resourceful, skilled, and motivated. We are proud of these strengths which, along with your generous support and contributions, have allowed the Library to thrive.

As you will see in the following pages, the connections that Fletcher Free makes within our walls and far outside them enrich the lives of more and more people each day. Thank you!

Doug Montgomery
Chair, Library Board of Commissioners

LIBRARY BOARD OF COMMISSIONERS 2010-2011

Daniello Balon	Trustee
Deborah Barnum	Commissioner
Gavin Blumenthal	Commissioner
Peg Boyle Single	Commissioner
Kaya Dubie	Youth Commissioner
Denise Dunbar	Trustee
Rebecca Goldberg	Staff Commissioner
Eric Lindstrom	Trustee and Vice-Chair
Mary Ellen Manock	Commissioner
Doug Montgomery	Trustee and Chair
Anne Nixon	At-Large Position

The Library Board is a policy-making and advocacy group which meets monthly to hear recommendations from the Library staff. There are four Chittenden County resident Trustees who are elected by the current Trustees. There are six Burlington resident Commissioners appointed by the City Council, Mayor presiding. One is an employee elected by the Employees of the Fletcher Free Library. Another is a Burlington youth appointed by the Mayor. At-Large Trustees (non-voting advisors) may be elected, too. The meetings are open to the public. Please join the Board on the second Thursday of each month at 5:15pm in the Local History Room of Fletcher's Carnegie Building to learn more about Board efforts and to share your thoughts and ideas about the bright future of Fletcher Free.

A YEAR IN REVIEW

MAKING CONNECTIONS

The number of connections the Library fosters within our walls and outside of them made 2010 a banner year. Many individuals have generously given of their time and resources to make a difference within our walls, which has in turn created a positive ripple effect outside them. In addition, new corporate supporters such as Downs Rachlin Martin and Northfield Savings Bank made special gifts to the Library in support of our Summer Reading Program, enabling us to welcome more kids than ever to celebrate the love of reading. KeyBank Foundation partnered with us to make additional computer literacy classes for our non-native speakers both possible and successful. The number of volunteers was at an all-time high allowing not only our Summer Reading Program to be the biggest ever, but also our Outreach Services to expand to more and more schools and nursing homes. Thank you to everyone for coming together. These connections enrich not only Fletcher Free, but our entire Greater Burlington community.



MISSION STATEMENT

The Fletcher Free Library serves the evolving educational and cultural needs of the Greater Burlington community. Our urban public library offers a welcoming place for people to gather and to learn. A trained staff helps patrons locate the materials and information they need for work and pleasure.

MAKING CONNECTIONS

YOUTH

This past Summer Reading Program, Make a Splash, Read!, broke the records with 1,280 participants entering kindergarten through 8th grade reading a grand total of more than 15,000 hours! With promises to read at least 15 minutes each day, the kids were delighted to receive their Make a Splash, Read! T-shirts—generously donated by Amy Tarrant and featuring the beautiful artwork of Henry Cole—after the first hour of reading.

What also set this Summer Reading Program apart from the rest was the incredible number of volunteers—37 total—constantly on hand to support the kids. In addition, Trisha Irving, the summer Youth Services outreach worker, made dozens of visits to locations all around Burlington, and Kaelyn Murray, our AmeriCorps*State member, spent the year organizing young adult programs, working at the Youth desk, and developing activity stations and supervising all of our volunteers in association with the Summer Reading Program. These efforts, combined with 703 volunteer hours and the terrific leadership of Youth Services Librarian Rebecca Goldberg, made Make a Splash, Read! a Summer Reading Program for the record books.

In addition to our signature Summer Reading Program, the Library continues to offer and expand its Youth offerings including: Stories with Megan, Music with Robert, Creative Tuesdays, Moving & Grooving with Christine, Lightbulb Lab, and Read to a Dog.



2010 SUMMER READING PROGRAM

Number of Participants	1,280
Number of Sites in Burlington	14
Number of Books Given Away	200
Number of Volunteers	37
Number of Volunteer Hours	703
Number of Contributing Organizations	25
Amount of Money/Services Donated	Over \$15,000

MAKING CONNECTIONS

YOUTH

Our Teen Programs continue to serve a growing number of teens with regularly scheduled programs such as Teens Read! and our TAB (Teen Advisory Board).

We also are delighted at the recent success of our Books for Children Gift Campaign, providing Burlington preschoolers with new, quality books during the holiday season. Partnerships with the Sara Holbrook Center, the King Street Youth Center, the VNA Family Room, the Committee on Temporary Shelter (COTS), and Champlain Valley Head Start enable us to distribute the books—this year totaling over 700 books, more than double the figure from the year before. In addition to generous donations of books by community members, special thanks go to local booksellers Crow Books and the Hopkins Bookshop for offering discounts to customers purchasing books for the campaign.

The Home Daycare Book Bag Program is another valued program which continues to offer story times and books to those Burlington home daycares unable to bring their children to Fletcher Free. The program is run by trained volunteers who pick up one of 50 rotating book bags each containing 5 picture books, a couple of music CDs, and a song book, and then provide story times each month at the home daycares.

We also wish to gratefully acknowledge the continued support of the Bergeron Family Foundation for their loyalty and dedication to our Youth Services Program.

Please call the Youth Desk at 865-7216 for more information on our Youth Programs or to preregister for any of these rich offerings.

SUMMER READING PROGRAM SUPPORTERS

Aaron Goldberg PLC & VT
Elder Law Trust

Amy E. Tarrant Foundation
Ben and Jerry's Community
Action Team

Borders Books and Music

Bruce and Lillian Venner

Bruegger's Bagels

Chittenden County
Transportation Authority

Crow Bookshop

Downs Rachlin Martin PLLC

Echo Lake Aquarium

Frank Gonzalez

Jody Kebabian

Kids Town

Lake Champlain Chocolates

Lake Champlain Community
Sailing Center

Lake Champlain Shoreline
Cruises

Lisa Steele

North Star Sports

Northfield Savings Bank

Paul and Patty Levi

Star 92.9

The Friends of Fletcher Free
Library

The UPS Store

Vermont Department of
Libraries

Vermont Lake Monsters

Very Merry Theatre Company

X Theater

**The Library
expresses deep
gratitude to these
friends for their
generous support
of our Summer
Reading Program
2010. Our success
is your success!
Thank you!**



MAKING CONNECTIONS

OUTREACH

Our Outreach Services, led by the exceptional talents and vision of Barbara Shatara, proved again to be one of our most indispensable areas. With community demand for these programs at an all-time high and many of them 100% dependent on private funding, identifying resources to support them became more critical than ever.

Thanks to the generosity of Jim Palmer and Marla Emery, the KeyBank Foundation, the Community Development Block Grant (CDBG), and the Friends of Fletcher Free, we expanded offerings in basic computer training courses geared toward New Americans. Classes were taught in the native languages of the community including Arabic, Burmese, Nepali, French, and Somali to name a few, with outstanding organization and promotion from AmeriCorps member Karin Johnson. When looking at the number of New Americans coming to live and work in our community, we find our exclusive role in delivering these services increasingly vital.

We also proudly “delivered” the Library to those unable to get to us. Each month, Barbara Shatara and a dedicated group of volunteers regularly made warmly-received visits to over 18 different senior organizations including those associated with the Burlington Housing Authority, nursing homes, assisted living facilities, as well as a vast array of private residences of homebound community members.

This past year we continued to offer our popular Book Discussion groups (held on the second Wednesday of the month at 7:30pm) and four months of the year in collaboration with the Flynn Center. In addition, our First Wednesdays lectures, sponsored by the Vermont Humanities Council and the Friends of the Fletcher Free, also drew crowds to a tremendous variety of lectures and speakers and we proudly took part once again in the Burlington Book Festival, now in its 6th year.



OUTREACH

For more information on our Outreach offerings and Library programs, please call Barbara at 865-7211.

MAKING CONNECTIONS

FRIENDS

The Friends of Fletcher Free Library is a separate non-profit organization devoted to supporting the Library. Their mission is to encourage support for the Library, raise money for its needs, promote cultural and literacy programs, and sponsor educational and enrichment programs for all ages.

The Library Board and the Friends work cooperatively supporting Library services. The Library is grateful for individual support to the Friends as well as support made directly to the Library. In the end, all funds and efforts benefit Fletcher Free.

The Friends continue to generate over \$100 a week from the Book Stall, located across from the Circulation Desk, and made approximately \$547.50 from the Summer Book Sale in June. Most recently, the Friends brought in \$7,584.90 from the fall 2010 Book Sale. Recent memberships and renewals totaled nearly \$3,431, almost \$1,000 above last year's figure.

Friends once again supported major projects including lease and maintenance of the public copy machine, honoraria for the Library's Children's Author Series, co-sponsorship of the First Wednesdays (on the first Wednesday of the month from October through May at 7 pm) and Booked for Lunch series (on the third Thursday of most months from noon to 1pm), as well as their own sponsorship of the Burlington Book Festival, in addition to that of the Library's sponsorship.

Another shining example of what the Friends do for our community includes the three new benches located on the lawn just west of the Carnegie Building. These comfortable benches are the first part

in a beautification project the Friends will undertake. The benches will have plaques celebrating various special members of our Library community and the Burlington Park and Recreation Department will partner with the Friends in preparing the paving and walkways surrounding them.

The Friends continue to make a huge impact on our Library community in myriad areas and we extend our profound thanks for all they do.



JOIN THE FRIENDS!

The Friends meet on the first Thursday of the month at 1pm in the Library Conference Room.

For more information, please contact Friends President, Neil Stout, at nrs@burlingtontelecom.net.

LIBRARY

The Library was reluctant to bid farewell to retiring Circulation Chief Lorrie Colburn after 28 years of service and retiring Fletcher Free Cataloger and Head Reference Librarian and former Co-Director, Anita Danigelis, after 27 years of service. The outstanding contributions made by both are lasting and great. We are delighted to have Toni Taginski as our new Circulation Chief.

In other Library news, we are pleased to report the addition of two more computers to our busy public access Computer Center (which averages over 5,000 users per month), bringing the total to 14. Special thanks go to our devoted computer training teaching volunteer Ted Horton and IBM for this gift.

We continue to provide our community with a variety of online databases, most of which are available on the Library’s web site from home or office including:

MANGO LANGUAGES – An online language-learning system teaching conversation skills for a wide variety of languages. Real-life situations and conversations are used to teach a new language.

CONSUMER REPORTS – Consumer Reports Online provides premium access to product reviews and ratings on cars, appliances, electronics, and more.

LEXISNEXIS – Over 6,000 individual sources make LexisNexis Library Express one of the richest resources in the library. News and business coverage encompasses newspapers, periodicals, television and radio broadcasts, newswires, blogs, corporate directories, and financial information.

MORNINGSTAR – Morningstar analysts offer independent opinions on 1,700 stocks, 2,000 funds, and 300 Exchange Traded Funds.

Fletcher Free subscribes to other databases covering the *Burlington Free Press*, book reviews, and genealogy, and thousands of audio books are available to download by using the Fletcher Free’s subscription to NetLibrary.

STATISTICAL HIGHLIGHTS

	FY08	FY09	FY10
Hours of operation per week	65	65	65
Staff hours worked— full time equivalent	18.2	18.2	18.2
Volunteer hours	10,885	10,104	9,414
People through the front door	253,063	259,120	260,914
Members	14,095	14,665	14,807
Total number of items in the Fletcher’s collection <i>(books, CDs, DVDs, gardening tools, etc.)</i>	135,963	137,499	143,065
Items checked out and/or renewed	360,197	399,147	421,826
Outreach deliveries	400	367	458
Inter-Library Loan transactions <i>(borrowed & loaned)</i>	2,566	3,161	3,112
Computer Center log-ins	65,400	68,428	66,304
Adult & Youth questions	28,695	30,505	27,439
Adult & Youth Programs Summer Reading Program <i>(for summer just after end of Fiscal Year)</i>	462	564	502
	1,190	1,185	1,280

LOOKING AHEAD

The Library will focus on increasing WiFi for the public, redesigning the Main Reading Room, funding more instructors for New American computer classes, and creating an improved Library web site. Most important will be improving the technology offerings that accompany use of our meeting rooms which are free and open for public use. A top goal is to identify funding for a permanent computer training lab to be located within the Library for the more than 50 free computer classes we offer each year.

SUPPORT

The Co-Directors and the Board of the Fletcher Free Library work within the City’s organizational and financial structure. While we rely on City support for our basic operating needs, many of our most popular programs and offerings are supported entirely through your private support.

The three primary sources of funds for Fletcher Free include the following sources:

- The City of Burlington
- Grants
- Donations from individuals, corporations, and foundations.

This amount totaled \$55,720 for 2010 from a total of 287 gifts including 268 gifts from individuals and 19 gifts from corporations and foundations.

Additional funds come from the following sources:

- **Friends of the Fletcher Free Library**
- **Children’s Sing-Along Music CDs** including the recently released 4th Library CD, *Ooples and Banoonoos*. The first three CDs have netted \$25,000 which has been used to fund Library programs.
- **The dedicated Book Tax** – A ½-cent tax provides most of the funding for the purchase of new books and other items such as books on CD and DVDs. In 2010, this figure amounted to \$175,210.
- **Payments for Services** including non-resident library cards, printing, lost books, and fines provided \$64,770.37 in revenue.
- **Endowment Fund** – Managed by the Vermont Community Foundation. Each year, 5% of the past three-year average of the fund value is allocated for distribution or reinvestment. The Board decides whether to spend or reinvest this income, designated for spending only on books. As of June 30, 2010, the fund was valued at \$255,903.98, a gain of just over \$28,000 over last year’s figure.

WHAT IS FLETCHER FREE WORTH TO YOU?

Visit www.fletcherfree.org and click on Support the Fletcher Free to find the Library Value Calculator. Get a better sense of the money Fletcher Free saves you and your family each year!

- **In-Kind Contributors** – Many individuals, volunteers, and businesses continue to donate products and services to support a wide variety of Library services and events. We are deeply thankful for this commitment to our efforts.
- **Volunteers** – Fletcher Free would not be what it is today without our vibrant group of dedicated volunteers—thank you!

USE	LIBRARY SERVICE	VALUE
5	books borrowed	\$85.00
2	hours computer use	\$24.00
3	children’s programs	\$21.00
TOTAL VALUE OF LIBRARY USE		\$130.00

BOOK FUND MEMORIAL

When we receive donations totaling over \$500 in memory of an individual, we pay tribute to that individual by mounting a brass nameplate on the red marble Book Fund Memorial displayed by the front entrance. This tradition was started in 2000 by Charlotte and Herb Mandel and their family in memory of Nathaniel Lash. In addition, the family may request that memorial bookplates be placed in new library books of a genre of their choice. We are grateful to family and friends for honoring their loved ones in such a meaningful way.

In 2010, we added the name of Kamal Mehrotra to our Book Fund Memorial.

CREATE A LASTING LEGACY

Remembering Fletcher Free in your will is one of the easiest ways to make an enduring impact on our community. We are honored to thank Marcella Chapman who left a special bequest to Fletcher Free which we received this past fiscal year. We additionally remain grateful to Arline Watkins, a generous supporter of the Library since 1986 and a Library patron who enjoyed the Outreach services we provided her. Upon her passing, Ms. Watkins left a bequest totaling over \$16,000 in support of the Library. Both Marcella’s and Arline’s forethought and planning have enriched the Library and we remain deeply grateful for their generosity. For more information on planned giving options, please contact Development Coordinator Ashley McAvey at 802-264-9640.

DONATIONS TO THE FLETCHER FREE LIBRARY



DONORS

Individuals, Businesses, Foundations, and Organizations



STAFF

George Bennis, Custodian	2008
Susan Bevins, Acquisitions	1978
Kathy Bouton, Circulation	2010
Megan Butterfield, Youth Services	2007
Doug Chamberlain, Acquisitions, Payroll	2001
Robert Coleburn, Co-Dir., Ref. Librn., Syst. Admin., Selector**	1992
Amber Collins, Co-Director, Selector**	1967
Anne Marie D'Alton Systems Support Specialist	2003
Christine Demarais, Youth Services	1996
Tenzin Dhondup, Circulation	2003
Emer Feeney, Circulation	2008
Susan Fensch, Circulation, Page*	2004
Sammie Friedman, Acquisitions, Accounts Payable	1993
Rebecca Goldberg, Youth Librarian, Selector**	1994
Judith Janone, Cataloging	1981
Ruth Murphy, Reference Librarian	2002
Nga Pham, Circulation, Inter-Library Loan	2001
Robert Resnik, Co-Director, Reference Librarian, Selector**	1990
Barbara Shatara, Outreach, Reference Librarian, Selector**	1998
Toni Taginski, Circulation Chief	2006

HIRED

From left, Co-Directors
Amber Collins
(acollins@ci.burlington.vt.us),
Robert Resnik
(rresnik@ci.burlington.vt.us),
and Robert Coleburn
(rcoleburn@ci.burlington.vt.us)



* Pages are responsible for shelving library materials

** Selectors choose which library materials to buy

Special thanks to Elise Whittemore-Hill who once again generously donated her time and talents to help with the layout and design of this Annual Report.