

FLETCHER FREE LIBRARY



FISCAL YEAR 2011
JULY 1, 2010 - JUNE 30, 2011

ANNUAL REPORT



LETTER FROM THE BOARD CHAIR



As a literature professor, I can often be found saying that a good book finally isn't just one isolated voice, but the product of many ideas and experiences—a plural thing shaped by many hands. I am even more certain that our public library flourishes based on this kind of collective spirit. Volunteers, donors, Friends, patrons and staff together make Fletcher Free Library what it is day by day. And it is because of all of you, that FFL remains such a vibrant, diverse, and (not least in these times!) reliable center of life in the Burlington community. As the new Board Chair, I am gratified to have the chance to thank everyone who performs this ongoing marvel. At the same time, I invite yet more people join in our efforts!

The theme of this year's Annual Report—transitions—reflects the aim of the FFL staff and Board of Commissioners to plan out tough focused choices. Our initiatives over the last year have deepened core Library values of fostering cultural diversity, building and renewing the collections, and expanding community outreach. In that time, the Library has started up and rapidly grown a collection of e-books; we have rolled out a convenient process for online giving (at www.fletcherfree.org); and have continued (among many, many other important activities) our Summer Reading Program for kids, as well as the Friends' book sale as an annual marker of Fall. We had the Library of Congress installed in our parking lot one weekend, sharing everything from Thomas Jefferson's draft of the Declaration of Independence to an archive on American Delta Blues. But above all else, the idea of transitioning captures the wonderful circulation of energy here at FFL. We seek after knowledge and information, build community, and merge fun with welcoming support: a collective spirit with which the Library now more than ever is filled.

Yours in appreciation,

Eric Lindstrom
Chair, Library Board of Commissioners



ANNUAL REPORT

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LIBRARY BOARD OF COMMISSIONERS 2011-2012

Daniello Balon	Trustee
Gavin Blumenthal	Commissioner
Peg Boyle Single	Commissioner
Kaya Dubie	Mayor's Youth Appointment
Denise Dunbar	Trustee
Emer Pond Feeney	Commissioner
Jill Krowinski	Commissioner
Eric Lindstrom	Trustee and Chair
Mary Ellen Manock	Commissioner
Anne Nixon	At-Large Position
Rachel Van Vliet	Trustee

Composed of Commissioners appointed by the City of Burlington and others chosen by the Board itself, the Library Board is primarily an advocacy group which meets monthly to hear recommendations from the Library staff. There are four Trustees who are elected by the current Trustees and must reside in Chittenden County. At-Large Trustees (non-voting advisors) may be elected, too. There are six Commissioners (who must be Burlington residents) appointed by the City Council, Mayor presiding. One of them is an Employee elected by the Employees of the Fletcher Free Library. Another is appointed by the Mayor and has been a representative of the Burlington youth population. The meetings are open to the public. Please join the Board on the 3rd 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

FOSTERING TRANSITIONS

In 2011, Fletcher Free continued its role of nurturing transitions throughout our community. Whether we were providing support to young kids transitioning to older grades in school or new families from thousands of miles away transitioning to a new life in this country, Fletcher Free continually delivered free resources, programs, books, and staff and volunteer energy. We are proud of our role in supporting our community members through all of life's transitions and, as you will see in the enclosed report, we are constantly evolving to meet the needs of everyone who comes through our front doors. According to Census data, sixty-seven thousand Vermonters, or 10.8% of the state, lived in poverty last year—up from 58,000 or 9.4% of Vermont the year prior. We work to meet the needs of all members of our community, particularly those who rely on the free services we provide. You will also see that your partnership with us is making this progress possible. Because so many of our most important programs and offerings depend on your private support, you are a critical link to helping us foster positive transitions throughout our community. Thank you.



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.

TRANSITIONS YOUTH

Childhood is a series of wonderful transitions and the Fletcher Free works hard to help each child in our community through all of them. Our signature Summer Reading Program 2011, *One World, Many Stories*, broke the records again and provided a dynamic series of multicultural events for our community's younger members. All together **1,320 participants who met at the Library and at our outreach sites read over 16,500 hours**. Children entering kindergarten through 8th grade signed up at the Library, set a goal to read at least 15 minutes per day over the summer, and tracked their reading in log books. Participants received *One World, Many Stories* t-shirts thanks to the generosity of the Amy E. Tarrant Foundation and featuring the artistic talents of children's book illustrator, Rafael López. Our reporting table was staffed by our record-breaking 42 volunteers (20 adults and 22 teens) who talked with the children about their summer reading.

Youth Librarian Rebecca Goldberg, Christine Demarais, Megan Butterfield, and AmeriCorps*State member Will Sedlack worked tirelessly to ensure the Program's success. They made solicitations, trained summer volunteers, and organized and ran the various events associated with the Program throughout the summer.

In addition, summer Outreach Coordinator, Rachel Van Vliet, met hundreds of kids around Burlington, all eager to read. She visited camps, free lunch programs, community centers, and schools to bring the Library's program to kids who can't easily get to the Library. These sites included Barnes World Academy, Hunt Middle School, Flynn Books on Wheels, King St. Youth Center, Boys & Girls Club at IAA, Parks & Rec Champ Camps, Boys & Girls Club at Oak Street, Parks & Rec Free Lunch Sites, BSD Summer School, Sara Holbrook at Barnes, Edmunds Middle School, and Sara Holbrook at Hunt.



2011 SUMMER READING PROGRAM

Number of Participants	1,320
Number of Sites in Burlington	15
Number of Books Given Away	241
Number of Volunteers	42
Number of Volunteer Hours	640
Number of Contributing Organizations	24
Amount of Money/Services Donated	Over \$16,000

YOUTH

In addition to our signature Summer Reading Program, the Library continues to offer the following energizing and fun free Youth Programs: Stories with Megan, Music with Robert, Creative Tuesdays, Moving & Grooving with Christine, and Read to a Dog. Our Teen Programs continue to serve a growing number of young adults with regularly scheduled programs such as Teens Read! and our TAB (Teen Advisory Board).

Once again, the Books for Children Gift Campaign (December 2010) was a tremendous success. This Campaign provides 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 enabled us to distribute the books—last year totaling over 1,300 books, (almost double the previous year's figure). 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. Borders was also instrumental in bringing in considerable donations. Thank you to our partners for making this such an important annual tradition in our community.

For their continued long-standing support of our Youth Services Programs, we also wish to acknowledge the generosity of the the Bergeron Family Foundation, the Mervyn Brenner Foundation, and the Paul Post Fund.

SUMMER PROGRAMS

- Africa Jamono
- Harry Potter Read-a-thon
- Cardboard Box Parade
- Meet the Lake Monsters
- Children Gather Round Native American Drums
- One World, Many Stories with Megan
- Creative Tuesdays with Frank Gonzalez
- Telling Tales with Gigi and Michelle
- Culture Fest
- Vermont Lake Monsters
- Draw Comics
- Very Merry Theatre
- Groove Around the Globe with Christine
- X Theater

The Library expresses deep gratitude to the following friends for their generous support of our Summer Reading Program 2011. Our success is your success! Thank you!



SUMMER READING PROGRAM SUPPORTERS

Aaron J. Goldberg PLC & VT Elder Law & Trust
Amy E. Tarrant Foundation
Best Buy
Bruce and Lillian Venner
Brueggers Bagels
Burlington Bay Market and Cafe
Caribbean Buffet
Crow Bookshop
Echo Lake Aquarium & Science Center
Farrah's Place

The Friends of the Fletcher Free Library
Jody Kebabian
Kids Town
Lake Champlain Chocolates
Lake Champlain Shoreline Cruise
Lisa Steele
Merrill Theatre Corp.
Moroccan Delights
North Star Sports
Parks & Recreation
Pho Hong
Qtee's Quality Treats, Exceptional Eats
The UPS Store
VT Department of Libraries-Smith Fund
Vermont Lake Monsters
VT Library Foundation-Winnie Belle Learned
Very Merry Theatre Company
Walmart Foundation
X Theater of Burlington

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

TRANSITIONS

OUTREACH

Thanks to the generosity of many individuals, corporations, and foundations, including renewed support from the KeyBank Foundation, we were able to offer basic computer training courses geared toward New Americans, helping them transition to their new lives in our community. **Classes have been taught in the native languages of the community including Arabic, Burmese, Nepali, French, and Somali** to name a few. AmeriCorps member Elena Carter did an outstanding job organizing and promoting these popular programs. For English language learners, we are also pleased to report new Rosetta Stone programs available on two of the Library's laptops.

Co-Director Robert Coleburn continued his role in managing our popular computer training classes. Instructors Annie D'Alton and Ted Horton introduced over 240 participants to Windows, email, Excel, Power Point and Word. As a full-time IBM employee, Ted faithfully volunteers his time on Saturday mornings to teach computer classes. From helping our community members create power point presentations on affordable child care to helping people gain better tools for use in their daily jobs to helping secure generous grants from IBM for new computers, Ted's contributions to the Library are many and we thank him most sincerely.

Outreach Librarian Barbara Shatara and Co-Director Robert Resnik continued their outstanding roles of ensuring that our Outreach Services also provided the wide range of programs and services our community needs. Each month, Barbara and a dedicated group of volunteers delivered materials and programs to patrons of all ages who found it difficult to get to our College Street location due to lack of transportation, infirmity, or other barriers. They visited schools, community centers, 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 home-bound community members who request such visits.

“Annie makes learning very enjoyable.”

Word Class



OUTREACH PROGRAMS

Book Discussion Groups

2nd Wednesday of the month at 7:30pm

First Wednesdays Lectures

Vermont Humanities Council & the Friends of the Fletcher Free

Burlington Book Festival

Computer Training

Traveling Library

OUTREACH

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

TRANSITIONS FRIENDS

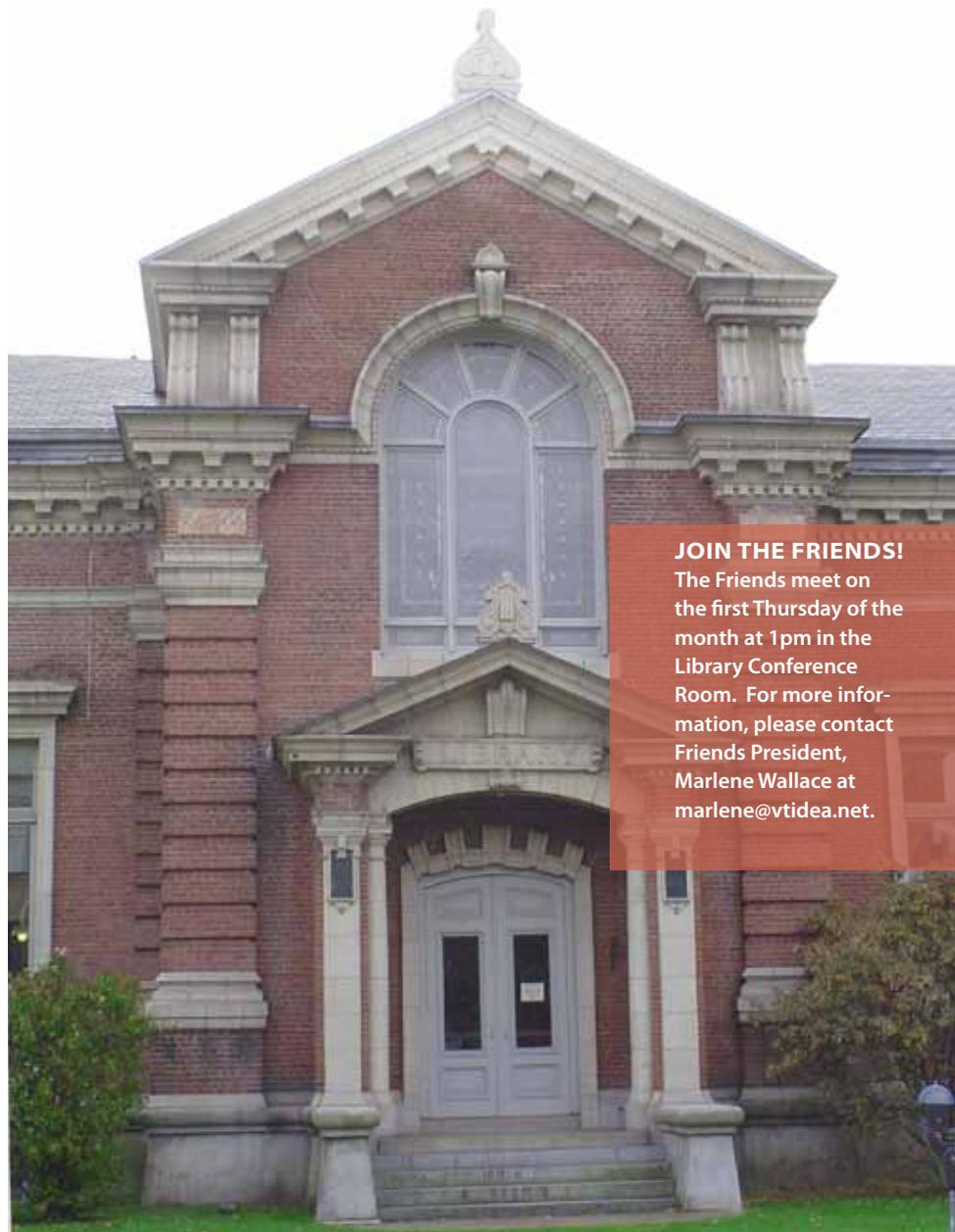
The Friends of Fletcher Free Library is a separate non-profit organization devoted to supporting the Library. Their mission is to encourage support for the Library, raise money for its needs, promote cultural and literacy programs, and sponsor educational and enrichment programs for all ages. We were grateful for the leadership of Neil Stout last year and to Marlene Wallace for her new role in leading the Friends.

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.

Just recently, the Friends offered to serve as the Library's fiscal agent to facilitate online giving. **Anyone who wants to make a gift to Fletcher Free Library may now do so online at www.fletcherfree.org.** All gifts made here go from the Friends directly to the Library and serve as general support of the Library's greatest funding needs.

The Friends continue to generate over \$100 a week from the Book Stall, located across from the Circulation Desk, and made approximately \$843.39 from the Summer Book Sale in June. Most recently, the Friends brought in \$6,636.43 from the fall 2011 Book Sale.

Friends once again supported major projects including funding of the following areas: English as a Second Language (ESL) computer literacy classes, the 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 7pm) 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. The Friends also generously rented the Bishop Booth Center at Rock Point to enable Library staff and Board to participate in a workshop on Cultural Competency and funded the new transport system on the reference department's microfilm reader and enhanced wireless service from Burlington Telecom.



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, Marlene Wallace at marlene@vtidea.net.

TRANSITIONS LIBRARY

The Library Board would like to thank Board Chair Doug Montgomery for his role in guiding the Library's programs and initiatives while carefully considering our financial goals and maintaining a strong fiscal policy. New Board Chair Eric Lindstrom will continue this sound and responsible growth while working to meet the expanding needs of our community.

A major accomplishment of the year included the installation of three new wireless access points in the main reading room, youth library, and Community Room—making nearly 100% of the Library covered by WiFi for public use. We were also pleased to host a Burlington Business Association meeting in November 2010, generously catered by Charles Reeves and Penny Cluse Café. More than fifty local businesspeople joined us to learn a bit more about Fletcher Free.

We continue to provide 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 – Provides premium access to product reviews and ratings on cars, appliances, electronics, and more.

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

LITTLE PIM – This award-winning foreign language learning series for kids makes language learning easy and fun.

UNIVERSAL CLASS – An online learning database offering over 500 continuing education courses including: computer training, photography, resume writing, GED training, business courses, and many more.

Fletcher Free subscribes to a number of other databases covering the *Burlington Free Press*, book reviews, and genealogy. In addition, readers can now download e-Books and any one of over 1,300 audio books through the Library's website. This is a free service for patrons with a Library card.

The Fletcher Free continued its role in providing resources to countless organizations. Explore the following lists to get a better glimpse into just how many groups rely on the Library's free resources and meeting spaces which are all open to the public:

MULTI-CULTURAL

RISPNET
Patrick Brown's Diversity Now Group
Uncommon Alliance
Irish Heritage Festival
Friends From Burma
Regional Tibetan Youth Congress
VT Institute on the Caribbean
Vermont Refugee Resettlement Program
VT Council on World Affairs

Peace Corps
RADIATOR radio station
Vermont Cares
Easter Seals
Reach Up
League of Women Voters
Haiti Medical Relief
South End Players
Burlington Board Games
Vermont Handcrafts
Nanowrimo writing group
Lake Champlain Chamber Music

CIVIC/CHARITABLE/RECREATIONAL

Burlington Farmer's Market
Veterans for Peace
Women's Rape Crisis Center
YMCA
Burlington Food Council
AARP Tax Aid Program
CVOEO Keys to Credit
La Leche League
Burlington Multicultural Center
Burlington Ski and Outing Club
Girls on the Run

RELIGIOUS/SPIRITUAL/ PSYCHOLOGY/SUPPORT

Green Mountain Druid Order
Eckhart Tolle Group
Jung Society
Introduction to Buddhism Group
Lectorium
Brain Injury Support Group
Vermont Canaries

LOOKING AHEAD

The Library will continue to support these groups and countless others as they come to rely on our space and offerings, including improving the technology available within the rooms. The redesign of the Main Reading Room included two tables which will be equipped with power for laptops. Important additional goals include a redesign of the Library's web site, identifying increased funding for New American computer classes, and securing funding for a permanent computer training lab within the Library for the more than 50 free computer classes we offer each year.

TRANSITION SUPPORT

The Co-Directors and the Board of the Fletcher Free Library work within the City's organizational and financial structure. In 2011, the total expenses for the Library amounted to \$1,290,393. This past year the Library faced a potential budget cut of \$40,000. Thanks to overwhelming support from the community, that figure was reduced to \$15,000. We are grateful to Michael Metz and Karen Paul for their commitment to helping the Library fill this gap by sharing the Library's goals and needs with others in the community. We also wish to thank the 2011 members of the Development Committee including Deb Barnum, Tom Corcoran, Patty Levi, Doug Montgomery, and Co-Directors Amber Collins and Robert Resnik for their efforts to raise private support for the Library's top programs. We also wish to acknowledge generous support from Burlington Partnership for a Healthy Community and Burlington Electric Energy Savings. *While we rely on City funding for our basic operating needs, many of our most popular programs and offerings depend entirely on your private support.* Thank you to everyone who made a gift in 2011.

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

- The City of Burlington
- Grants
- Donations from individuals, corporations, and foundations: \$51,761 from a total of 235 gifts. The total including additional funds from other sources (such as CD sales) was \$54,313.

Additional funds come from the following sources:

- Friends of the Fletcher Free Library
- Children's Sing-Along Music CDs including the 4th Library CD, *Ooples and Banoonoos*, 2011 sales totaled \$1,496.
- Dedicated Book Tax – A ½-cent tax provides most of the funding for the purchase of new books and other items, totaling \$173,040.
- Payments for Services including non-resident Library cards, printing, lost books, and fines provided \$65,330.
- Endowment Fund – Managed by the Vermont Community Foundation.

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!

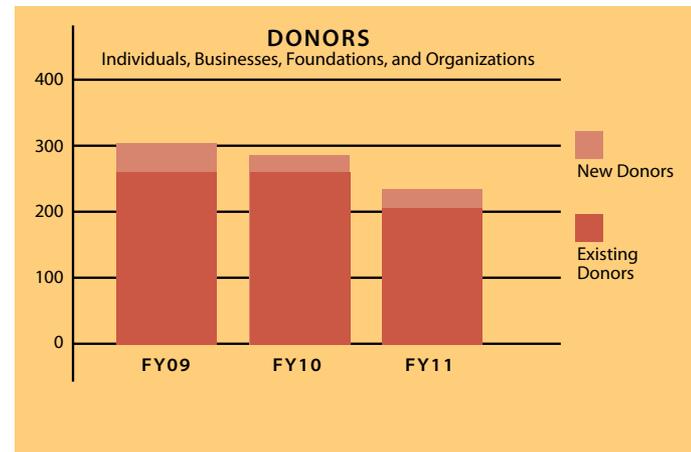
Each year, 5% of the past three-year average of the fund value is allocated for distribution or reinvestment. The Board decides whether to spend (only on books) or reinvest this income. As of June 30, 2011, the fund was valued at \$292,040.95.

- In-Kind Contributors – Many individuals, volunteers, and businesses continue to donate products and services to support a wide variety of Library services and events.
- 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 2011, we honored Library friends and supporters Elizabeth Levin and Irving Lisman.



SUPPORT

LEGACY SOCIETY

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 all those who have left Fletcher Free in their estate plan by welcoming them into the Library's Legacy Society. Their forethought and planning have enriched the Library and we remain deeply grateful for their generosity. For more information on planned giving options and becoming part of our Legacy Society, please contact Development Coordinator Ashley McAvey at 802-264-9640.

STATISTICAL HIGHLIGHTS

	FY09	FY10	FY11
Hours of operation per week	65	65	65
Staff hours worked— full time equivalent	18.2	18.2	18.2
Volunteer hours	10,104	9,414	8,826
People through the front door	259,120	260,914	263,801
Members	14,665	14,807	14,413
Total number of items in the Fletcher's collection (books, CDs, DVDs, gardening tools, etc.)	137,499	143,065	147,296
Items checked out and/or renewed	399,147	420,343	408,567
Outreach deliveries	367	458	262
Inter-Library Loan transactions (borrowed & loaned)	3,161	3,112	3,034
Computer Center log-ins	68,428	66,304	68,723
Adult & Youth questions	30,505	27,439	24,571
Summer Reading Program (for summer just after end of Fiscal Year)	1,185	1,280	1,320
Number of WiFi log-ins	–	–	26,117



STAFF

Susan Bevins, <i>Acquisitions</i>	1978
Kathy Bouton, <i>Circulation</i>	2010
Megan Butterfield, <i>Youth Services</i>	2007
Craig Carlson, <i>Page</i>	2011
Doug Chamberlain, <i>Acquisitions, Payroll</i>	2001
Robert Coleburn, <i>Co-Dir., Ref. Librn., Syst. Admin., Selector**</i>	1992
Amber Collins, <i>Co-Director, Selector**</i>	1967
Anne Marie D'Alton, <i>Systems Support Specialist</i>	2003
Christine Demarais, <i>Youth Services</i>	1996
Tenzin Dhondup, <i>Circulation</i>	2003
Emer Pond Feeney, <i>Circulation</i>	2008
Susan Fensch, <i>Circulation, Page*</i>	2004
Sammie Friedman, <i>Acquisitions, Accounts Payable</i>	1993
Rebecca Goldberg, <i>Youth Librarian, Selector**</i>	1994
Judith Janone, <i>Cataloging</i>	1981
Nga Pham, <i>Circulation, Inter-Library Loan</i>	2001
Robert Resnik, <i>Co-Director, Reference Librarian, Selector**</i>	1990
Barbara Shatará, <i>Outreach, Reference Librarian, Selector**</i>	1998
Toni Taginski, <i>Circulation Chief</i>	2006
Christine Webb, <i>Reference Librarian and Cataloger</i>	2010

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. Continued thanks to Bonnie Acker for her volunteerism to make the Fletcher Free Library's gardens so beautiful and for being such a dedicated member of our community

Renew your support today!
You may now make your gift online at
www.fletcherfree.org

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



COVER ART: 'Flight of Fantasy' by local artist Dierdra Tara Michelle. This is an entry in the Fletcher Free Library KeyBank Art Contest. For more information on the Art Contest and how you can enter your submission by April 30, 2012, please visit www.fletcherfree.org.