

FISCAL YEAR 2012  
JULY 1, 2011 – JUNE 30, 2012

**HOURS**

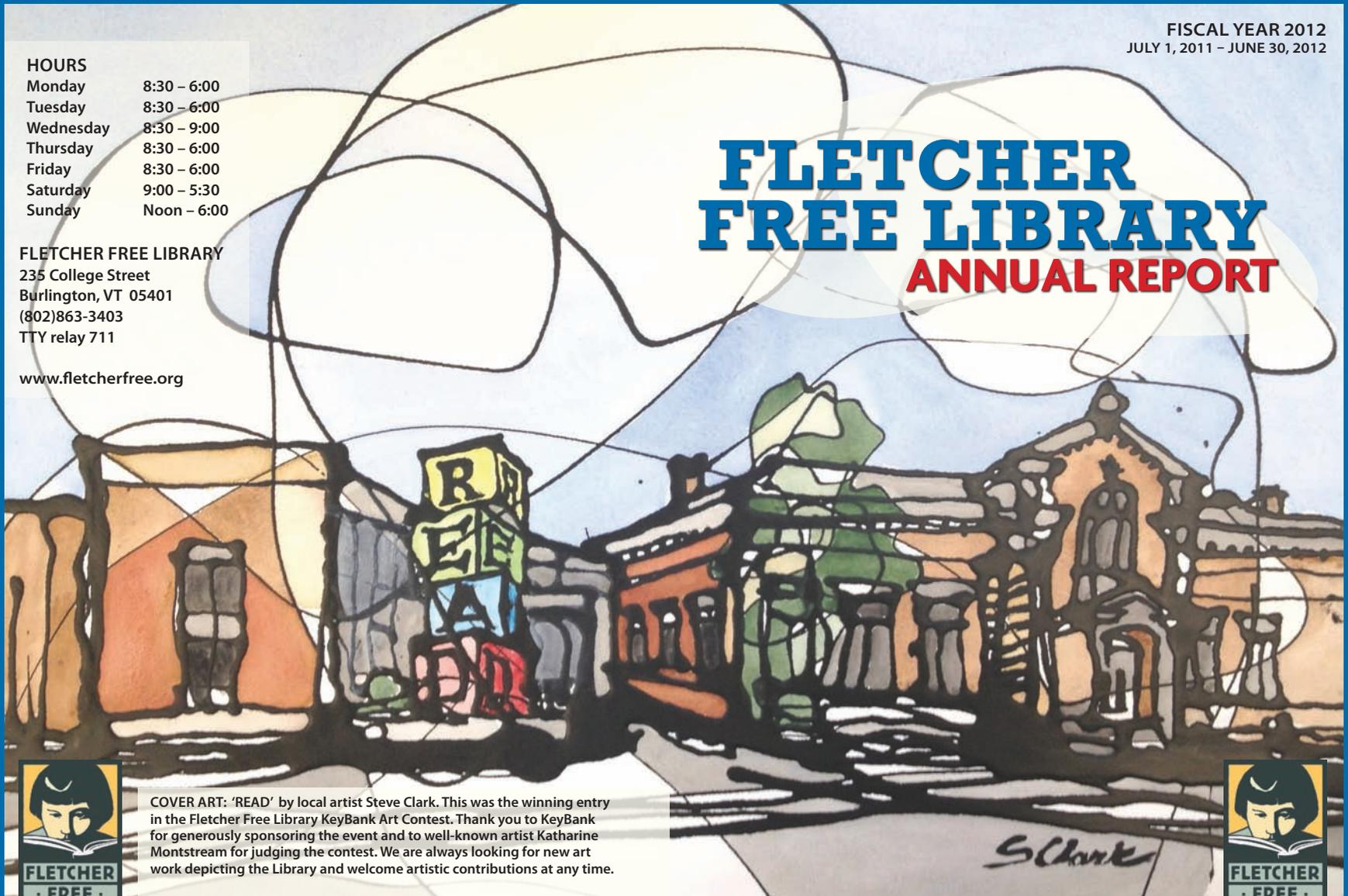
Monday	8:30 – 6:00
Tuesday	8:30 – 6:00
Wednesday	8:30 – 9:00
Thursday	8:30 – 6:00
Friday	8:30 – 6:00
Saturday	9:00 – 5:30
Sunday	Noon – 6:00

**FLETCHER FREE LIBRARY**

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

[www.fletcherfree.org](http://www.fletcherfree.org)

# FLETCHER FREE LIBRARY ANNUAL REPORT



COVER ART: 'READ' by local artist Steve Clark. This was the winning entry in the Fletcher Free Library KeyBank Art Contest. Thank you to KeyBank for generously sponsoring the event and to well-known artist Katharine Montstream for judging the contest. We are always looking for new art work depicting the Library and welcome artistic contributions at any time.



## LETTER FROM THE BOARD CHAIR



As was promised in last year's report, 2012 really was a year of major transitions at the Fletcher Free Public Library—more even than we knew! After over forty wonderful years of service, Assistant Library Director Amber Collins retired in June. The Board has been very busy since, not only in diligently searching for Amber's replacement, but also in engaging with Library staff, volunteers and patrons in a broad-based, exciting conversation about the future of the Library and its direction of leadership. We are nearing the end of a successful search process to hire a new Director as a result of this discussion. In the meantime, we all owe a debt of thanks to the remaining Library Co-Directors, Robert Resnik and Robert Coleburn, for steering the Library so capably.

Throughout these critical deliberations, the Board has remained committed to ensuring the healthy preservation of the Library's core strengths including outreach, technological training and access, and youth services—alongside fostering a vision of innovation and renewal. Together with your help, we know that the Library has a bright future at the heart of our community! That is why this year's Annual Report turns the spotlight on you to share all the vibrant programs and events that your involvement makes possible at the Library. We've had a year of strong fundraising and exceptionally rich and successful cultural programs. And we even survived that summer construction on our historic building in good shape! This continuous energy of support, I know, does not happen on its own. It comes each day from choices you make as Library patrons, volunteers, and donors; and the Board is so appreciative!

One last thing: our aim is to be inclusive at every level of Library participation. Monthly meetings of the Board of Commissioners are always open to the public and thrive upon your input.

Yours in appreciation,

*Eric Lindstrom*  
*Chair, Library Board of Commissioners*



# ANNUAL REPORT

FISCAL YEAR 2012  
July 1, 2011 – June 30, 2012

## 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.

## LIBRARY BOARD OF COMMISSIONERS 2012-2013

Daniello Balon	Trustee
Peg Boyle Single	Commissioner
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.

# YOUTH

The Youth Department continued to deliver hundreds of free, dynamic, and exciting programs—all celebrating the love of learning—to thousands of our community's younger members.

## SUMMER READING PROGRAM

Children across Burlington took part in 2012's Summer Reading Program, Dream Big, READ!, in record-breaking numbers. All together **1,375 participants** who met at the Library and at our 15 outreach sites **read 21,312 hours**—up from 16,500 hours the year before! Children entering kindergarten through 8th grade signed up, set a goal to read at least 15 minutes per day over the summer, and tracked their reading in log books. Our reporting table was staffed by our record-breaking **44 volunteers** who talked with the children about their summer reading and their goals.

Participants received Dream Big, READ! t-shirts thanks to the generosity once again of the **Amy E. Tarrant Foundation** and featuring the artistic talents of children's book author/illustrator, Brian Lies.

Youth Services Librarian Rebecca Goldberg, along with Christine Demarais, Megan Butterfield, and AmeriCorps\*State member Tess Bates 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, for her second summer in a row, spent eight weeks visiting camps, free lunch programs, community centers, and schools to bring the Library's program to kids who can't easily get to the Library.

## 2012 SUMMER OUTREACH SITES

Barnes World Academy  
Hunt Middle School  
Flynn Books on Wheel  
King St. Youth Center  
Boys & Girls Club at IAA  
Parks & Rec Champ Camps  
Boys & Girls Club at Oak St.  
Parks & Rec Free Lunch Sites  
BSD Summer School  
Sara Holbrook at Barnes  
Edmunds Middle School  
Sara Holbrook at Hunt



## SUMMER PROGRAMS

- Cardboard Box Parade
- Creative Tuesdays
- Dream Big! Stories with Megan
- Dreamy Face Painting
- Evenings of Musical Entertainment
- Library Night at the Ballpark
- M.D. Usher's The Golden Ass
- Meet the Vermont Lake Monsters
- Music with Robert
- Sing a Song of Dreams
- Telling Tales with Gigi and Michelle
- Vermont Institute of Natural Science Raptors Program
- Very Merry Theatre
- X Theater

# YOUTH

In addition to our signature Summer Reading Program, the Library continued to offer the following energizing and fun free Youth Programs: Stories with Megan, Music with Robert, Creative Tuesdays, and Moving & Grooving with Christine.

## BOOKS FOR CHILDREN GIFT CAMPAIGN

The Library's 21st annual Books for Children Gift Campaign was another tremendous success. This Campaign provides Burlington preschoolers from low-income families 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—in December 2011 totaling **1,030 books**. In addition to generous donations of books by community members, special thanks go to local bookseller Crow Books. Thank you to our partners for making this such an important annual tradition in our community. And for their continued long-standing support of our Youth Services Programs, we also wish to acknowledge the generosity of the Bergeron Family Foundation and the Brenner Foundation.

Looking ahead, the Youth Department will continue to focus its efforts on enriching our Youth Collection with books that touch on and portray youth and families with disabilities. Ensuring our Youth Collection reflects the diversity of our community on all levels is a continual goal we strive to meet. To this end, we will also work with English Language Learner (ELL) teachers in our local school districts to provide the support they need in teaching the English language to non-native speakers and in teaching about diversity.

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

## SUMMER READING PROGRAM SUPPORTERS

*The Library expresses deep gratitude to the following individuals for their generous support of \$500 or more for our Summer Reading Program 2012.*

Jody Kebabian	Elizabeth Shayne and Tiffany Bluemle
Patty and Paul Levi	Lisa Steele
Robert and Anne Shapiro	Bruce and Lillian Venner
Patrick Robins and Lisa Schamberg	
David Ryan	

*The following local businesses and foundation partners helped make the 2012 Summer Reading Program shine. Our success is your success! Thank you!*

Amy E. Tarrant Foundation	Lake Champlain Chocolates
The Anderson Fund	Lake Champlain Shoreline Cruise
Auntie Annie's	Merrill Theatre Corporation
Ben and Jerry's Foundation Inc.	North Star Sports
Brueggers Bagels	Phoenix Books
Burlington Bay Market and Cafe	QTee's Quality Treats, Exceptional Eats
Crow Bookshop	The UPS Store
Dick's Sporting Goods	Vermont Department of Libraries-Smith Fund
Echo Lake Aquarium & Science Center	Vermont Elder Law & Trust Group
The Friends of the Fletcher Free Library	The Vermont Lake Monsters
Great Harvest Bread Company	Very Merry Theatre Company
Isabeau	X Theater of Burlington Parks & Recreation
Kiss the Cook	

## 2012 SUMMER READING PROGRAM

Number of Participants	1,375
Number of Sites in Burlington	15
Number of Books Given Away	220
Number of Volunteers	44
Number of Volunteer Hours	930
Number of Contributing Organizations	27
Amount of Money/Services Donated	Over \$16,000

# OUTREACH

The Library's Outreach offerings continue to make Fletcher Free a model for other libraries. As a testament to these efforts in reaching out to the needs of all members in our community, Outreach Services Librarian Barbara Shatara and Youth Services Librarian Rebecca Goldberg were asked to speak about our services to New Americans during the annual Vermont Library Association Conference in May.

The Fletcher Free Library continues to serve as a one-stop destination to assist New Americans. We proudly provide vital services and training designed to assist our newest neighbors in many aspects of their lives. AmeriCorps\*State member Elena Carter did an outstanding job organizing and promoting these popular programs in her final year at the Library. Elena's role in expanding and building the Library's connection with foreign language speaking communities in addition to New American communities has been exemplary. We are pleased to now have Fatuma Hassan taking over the duties as our newest AmeriCorps Vista and Outreach and Youth Literacy Coordinator. Fatuma feels strongly about the offerings we provide and is eager to expand on the good work of Elena to provide services and education for mem-

bers of foreign-language speaking communities as well as for New Americans. Regarding her work, Fatuma said, **"The reason Outreach is so important is because it also addresses a major barrier to many New American families—that is, lack of transportation.**" The Library finds ways of bringing services to those who find it difficult to come to us and I am very proud of this commitment to everyone in our community."

## OUTREACH PROGRAMS

- Computer Literacy Classes in Burmese, Nepali, French and Somali
- English Language Learner classes
- Citizenship Classes
- Foreign-Language conversation groups
- Scholarly lectures in Russian and German
- Reference assistance and learning materials in a variety of languages
- Laptop Literacy classes



"We believe strongly in the vital, free offerings at the Fletcher Free Library and we are thrilled to be their partner. A core KeyBank value is giving back to the communities in which we work. The Computer Literacy Classes for Non-native Speakers is one of the ways we know we're helping a part of our community. We also know that these classes depend 100% on private support and we are proud to help make them a reality and even prouder of the 52 people who participated in these classes last year alone."

*Brigitte Ritchie, Director of Public Affairs & Community Relations  
at KeyBank on their Foundation's support of Fletcher Free*

# OUTREACH

Co-Director Robert Coleburn continued his role in managing our popular computer training classes in English, including introductory computer classes covering Windows, email, Excel, and Word at both introductory and intermediate levels. Introduction to PowerPoint classes were again offered this past year. Robert said that much of the success of these specific classes continues to be attributed to our highly-skilled instructors Annie D'Alton and Ted Horton.

All of our computer offerings depend on having up-to-date equipment. Thanks to IBM of Essex Junction, we received a **\$10,000 gift**, enabling us to purchase 8 computers for our Computer Center and 10 laptops for our computer training programs. With this gift, the Computer Center now includes **14 computers** allowing us to accommodate our approximately **5,000 users** per month. **For the past 10 years IBM and the Fletcher Free Library have come together to provide a wonderful public/private partnership to deliver important computer resources to the Burlington community.** Without our Computer Center, many people would simply have no access to computers or Internet connection. IBM has been a key partner with us in promoting computer literacy issues in the community and their support ensures the existence of our teaching program.

Outreach Librarian Barbara Shatara and Co-Director Robert Resnik continued their outstanding roles of ensuring that our Outreach Services indeed “delivered” the Library to members of our senior community unable to get to us. 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. The team 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.

## OUTREACH

For more information on our Outreach offerings and Library programs, please call Barbara at 865-7211. For further information on how to access any of our easy-to-use online resources, please call our Reference Desk at 865-7217.



Regarding other events and programs, we again offered our popular Book Discussion groups (held on the 2nd Wednesday of the month at 7:30pm), four months of the year in collaboration with the Flynn Center, as well as four in the community for our senior residents. The Library also proudly hosted events for the Burlington Book Festival, now in its 8th year.

Outreach Services will continue to develop connections between organizations both in Vermont and internationally to facilitate community-building. By serving as a conduit of information, the Library is able to help non-profit organizations make new connections. This community development work helps non-profits to be more efficient and effective in their various roles, and the Library is excited to grow the program to answer an increasing need for such services.

# FRIENDS

The Friends of Fletcher Free Library is a separate non-profit organization devoted to supporting the Library. In 2012, thanks to the countless volunteer hours and hard work, the Friends gave **\$10,052.12** to 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 are grateful for the dedicated leadership of Marlene Wallace last year and to Robin Twery for assuming that role. Other officers include Vice-President Jane Berlin, Treasurer Ann Warrington, and Secretary Jane Pearl.

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 the Fletcher Free Library. The Friends also serve as the Library's fiscal agent to facilitate online giving. **Anyone who wishes to make a gift to Fletcher Free Library may do so online at [www.fletcherfree.org](http://www.fletcherfree.org).**

## THE IMPACT OF FRIENDS

- Purchase of book display and storage units from Borders bookstore
- Librarian Workshops
- Support of the Burlington Book Festival
- Aprons for the Youth Department Summer Reading Program
- Shelburne museum pass for Library patrons
- New desks with electrical outlets in the main reading room
- English for Speakers of Other Languages (ESOL) computer literacy classes
- Lease and maintenance of public copy machine
- Dedication of 3 new benches in honor of Marcella Chapman, Amber Collins, and Jody Kebabian

Perhaps the biggest change for the Friends this past year is a testament to their own growth and success. Seeing the need for more help, the Friends hired Craig Carlson. One of his major tasks was to reinvigorate the Book Stall, located across from the Circulation Desk, and add to the scope of the book sales. To that end, he has been instrumental in enlarging the area of the Book Stall and identifying more desirable books from donations to sell



## JOIN THE FRIENDS!

The Friends meet on the first Thursday of the month at 10:30am in the Local History Room. For more information, please contact Friends President, Robin Twery at [rtwery@gmail.com](mailto:rtwery@gmail.com).

there and at the book sales. With Craig's efforts, the weekly totals at the Book Stall are 2-3 times as much as in the past. Having a place for the community to purchase good books at reasonable prices all year long—the proceeds of which help sustain various Library programs—is yet another major service the Friends provide.

Recent Friends book sales include the mid-winter Valentine's Sale which brought in **\$1,378**, the Summer Sale which brought in **\$1,450**, and the most recent Fall Book Sale which generated **\$5,548**. In addition to these funds, recent memberships, renewals, and Book Stall sales combine to allow the Friends to help the Library in a number of ways.

## SPECIAL RECOGNITION

**Amber Collins** arrived at Fletcher Free in 1967 and for 45 years of the 139-year history of the Library worked tirelessly dedicating herself to its growth and progress. Amber wore many hats through her decades at the Library and we are deeply grateful for her dedication and vision that helped the Library to achieve such greatness.

Another long-time, dedicated employee, **Judith Janone**, retired from the Library after more than 30 years of service. Judith served in several areas of the Library over the years, and ultimately retired from Technical Services.

The Library community was saddened to learn of the passing of **Leo Fleury** in August 2012. For years, Leo single-handedly coordinated the sale of valuable and collectible books to benefit the Fletcher Free and acted as a one-man Friends organization during the years before the Library Friends reorganized and re-energized in 2001. In 2012, Leo's efforts raised \$9,275.68, all of which was devoted to the Library and improvement to the Local History Room. We remain forever grateful to Leo and his wife, Vera, for their amazing commitment to our community for so many years and Leo's legacy endures.

We thank **Bonnie Acker** for once again planting and maintaining the beautiful flower gardens in front of the Library along with the assistance of **Brian Carlson**. Their efforts make our Library beautiful throughout the year.

We were pleased to receive funds totaling \$32,791 from a **U.S. Department of Energy Energy Efficiency Conservation Block Grant**. The Library used these funds to replace lighting in the Main Reading Room, circulation desk area, and youth atrium with new energy efficient lighting. HVAC pneumatic panels will be replaced with digital readouts that will diagnose malfunctions and dim the lights when there is adequate outdoor light. **Burlington Electric Department** provided technical assistance and oversaw this work and also augmented the grant with additional incentives for the project. This grant has improved our Library on a daily basis and the improvements are projected to save 20 percent on power bills

annually. We are grateful for the efforts of the City and BED to help make this federal commitment a reality, vastly improving our lighting and efficiency.

The **Vermont Arts Council** has committed to a \$16,729 grant that will match an equal investment from the Library and a generous gift from **The Ruth and Peter Metz Family Foundation** to update AV capabilities in the Pickering, Fletcher, and Community Rooms. Work will be completed in late fall 2012. This grant is already having a profound impact on the hundreds of people who rely on our free meeting spaces.

STATISTICAL HIGHLIGHTS	FY10	FY11	FY12
Hours of operation per week	65	65	65
Staff hours worked— full time equivalent	18.2	18.2	18.2
Volunteer hours	9,414	8,826	9,781
People through the front door	260,914	263,801	259,270
Members	14,807	14,413	13,792
Total number of items in the Fletcher's collection (books, CDs, DVDs, gardening tools, etc.)	143,065	147,296	144,443
Ebooks	—	—	26,631
Items checked out and/or renewed	420,343	408,567	390,602
Outreach deliveries	458	262	388
Inter-Library Loan transactions (borrowed & loaned)	3,112	3,034	3,176
Computer Center log-ins	66,304	68,723	65,077
Adult & Youth questions	27,439	24,571	23,383
Summer Reading Program (for summer just after end of Fiscal Year)	1,280	1,320	1,375
Number of WiFi log-ins	—	26,117	36,703

# SUPPORT

The Co-Directors and the Board of the Fletcher Free Library work within the City's organizational and financial structure.

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

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

In Fiscal Year 2012, the total expenses for the Library amounted to \$1,377,924.40. This figure represents all salaries, furniture, grounds, maintenance of machines, books, programs, parking, and all expenses.

For the same time period, total income (not including City funding) amounted to \$179,927.76. This figure includes \$96,720 from a total of 261 donors, \$62,589 for front desk revenues and fees, \$959 in CD sales, and \$13,316 in grants.

Who makes our programs possible? You do! *While we rely on City funding for our basic operating needs, almost all of our most popular programs and offerings depend 100% on your private support.* Of the \$96,720 raised and after \$7,572 was paid in total development and marketing services, every dollar directly supported Library programs and resources. Thank you to everyone who made a gift in 2012!

Additional funds and resources came from the following:

- Dedicated Book Tax, a ½-cent tax provides most of the funding for the purchase of new books and other Library materials such as books on CD and DVDs. This figure amounted to \$173,000 and was spent in its entirety.
- 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, 2012, the fund was valued at \$277,765.36.

- 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 — the Fletcher Free would not be what it is today without our vibrant group of dedicated volunteers—thank you!

We also wish to thank the 2012 members of the Development Committee including Deb Barnum, John Cipriano, Jill Krowinski, Patty Levi, Board Chair Eric Lindstrom, and Co-Director Robert Resnik for their efforts to raise private support for the Library's top programs.

## BOOK FUND MEMORIAL

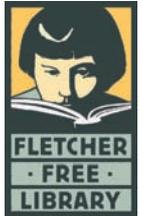
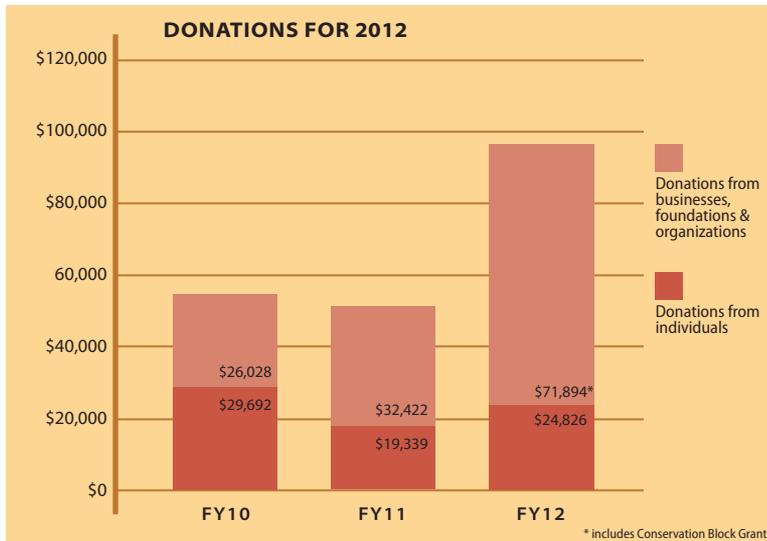
When we receive donations totaling over \$500 in memory of an individual, we pay tribute to that individual by mounting a brass nameplate on the red marble Book Fund Memorial displayed by the front entrance. This tradition was started in 2000 by Charlotte and Herb Mandel & Family in memory of Nathaniel 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. Since the last Annual Report, we honored long-time Library friends and supporters **Edward Philip Beckwith, Jr.** and **Leo A. Fleury.**

# 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 enrich the Library in countless ways. For more information on planned giving options and becoming part of our Legacy Society, please contact Development Coordinator Ashley McAvey at 802-264-9640.

**Renew your support today!**  
**You may now make your gift online at**  
**[www.fletcherfree.org](http://www.fletcherfree.org)**

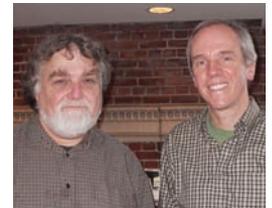


## STAFF

## HIRED

Susan Bevins, <i>Acquisitions</i>	1978
Kathy Bouton, <i>Circulation</i>	2010
Megan Butterfield, <i>Youth Services</i>	2007
Craig Carlson, <i>Circulation, Page*</i>	2011
Doug Chamberlain, <i>Acquisitions, Payroll</i>	2001
Robert Coleburn, <i>Co-Dir., Ref. Librn., Syst. Admin., Selector**</i>	1992
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
Fatuma Hassan, <i>Outreach and Youth Literacy Coordinator</i>	2012
Nga Pham, <i>Cataloging</i>	2001
Robert Resnik, <i>Co-Director, Reference Librarian, Selector**</i>	1990
Barbara Shatara, <i>Outreach, Reference Librarian, Selector**</i>	1998
Kira Stewart, <i>AmeriCorps Outreach</i>	2012
Toni Taginski, <i>Circulation Chief</i>	2006
Rachel Van Vliet, <i>Youth Outreach Assistant</i>	2011
Christine Webb, <i>Cataloger, Reference Librarian, Selector**</i>	2010

From left, Co-Directors  
 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 for the third consecutive year has generously donated her time and talents to create the layout and design of this Annual Report