

Annual Town Report FY2010 BEDFORD FREE PUBLIC LIBRARY



Mission Statement

The Bedford Free Public Library provides resources for reading, self-directed growth and development, and the pursuit of ideas in an environment that is comfortable and welcoming to patrons of all ages, abilities, and cultures. The Library fosters a sense of community by anticipating information needs, maintaining a responsive and comprehensive collection in all formats, providing meeting space, and collaborating with town groups and organizations. Librarians serve to encourage the development and love of reading, to create and promote library services and programs, and act as a professional interface between the library user and the rapidly evolving world of information.

The Bedford Free Public Library is open 69 hours a week, 7 days a week (except summer Sundays). A Reference Librarian is available every hour the Library is open. Free programs for all ages and storytimes for children are held year-round. Computers with the Internet, Library Catalog, Online Databases, and Microsoft Office software are available for use. Internet access is also available to those with a Wi-Fi enabled device via wireless or cable connection. The Minuteman Library Network Catalog, Online Databases, and individual patron accounts can be accessed from our home page at www.bedfordlibrary.net.

FY10 Annual Statistical Report

Total Circulation	336,717
Total number of residents with library cards	9,224
Materials borrowed from other libraries	41,829
Materials loaned to other libraries	48,580
Total Collection Holdings	119,287

Professional Library Services

Number of reference questions answered	13,501
Number of items added to the collection	11,489
Number of attendees at library programs	8,545

Facility

Meeting and Conference Room Use	681
Use of Study Rooms 1 & 2	2,683

Number of Employees (FTE)

Professional Librarians	5.92
Senior Lib. Technicians	2.50
Library Assistants	4.17
Library Pages	0.95
Bldg. Super. / Custodial	1.91
Admin. Assistant	1.00

Total	16.45

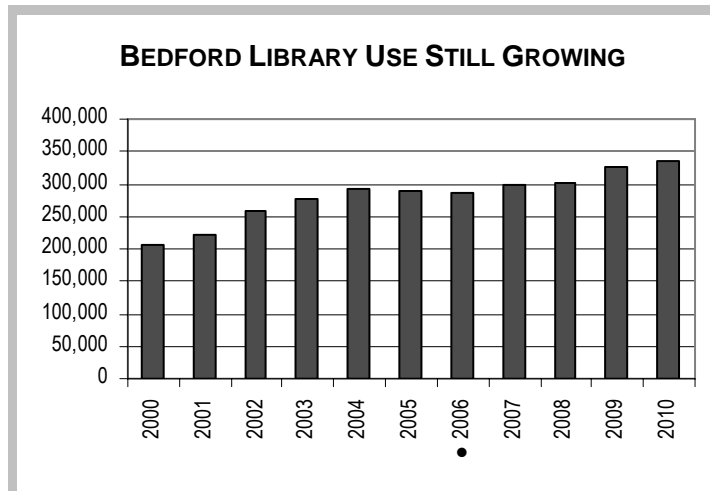
Number of Employees (Actual)

Full-time	7
Half-time or above	7
Part-time	25

FY10 HIGHLIGHTS

Library Circulation Breaks Another Record

The Library reached its highest circulation ever, with 336,717 items checked out in FY10. This represents an increase of 3.25% over FY09 circulation. Room use, borrowing of museum passes, and lending of materials to other libraries also increased over last year. We continue to rank as the second-busiest library for our size population in the state.



• Regional interlibrary delivery services disrupted.

Time Management software for Internet computers upgraded

The Library switched to *Cassie* computer timing software this year. This has provided a tremendous improvement in service and reliability over our former software. The Library utilizes time management software to make sure that our computer users are granted at least one hour of time on the Internet each day and to ensure that the allotted time is distributed in the most equitable manner possible.

After School Activities and Events for Teens

Our Teen Advisory Group got teens involved in the Library, as participants recommended books, movies, and other materials for the teen collection, offered suggestions on improving the Teen Area, and helped to plan programs of interest to teens in coordination with our Teen Services Librarian. Events held this year include: an Open Mike Night, Yoga for Teens, Wii Dance Dance Revolution Competition, Book Cart Art, and a Chocolate Fountain Party.

New Resources: Databases

The Library added the downloadable audiobook and ebook service *Overdrive* this year. The *Overdrive*'s catalog supplements the audiobook titles available for download from our *Recorded Books* database. Both databases are available from home. Reference added a new genealogical database this year from the New England Historic Genealogical Society, *New England Ancestors*. This resource provides access to additional materials not available through our other genealogical databases, *Ancestry* and *HeritageQuest*.

New Resources: Technology

The Library expanded its circulating equipment this year to include *Kindle* ebook readers, portable DVD players, and laptops for in-library use. Our Teen and Children's Departments

started video game collections for *Wii* and *Xbox360* console players, which has proved to be extremely popular.

Special Events

Olive Kitteridge by Elizabeth Strout was the selection for this year's seventh-annual 'One Book, One Bedford' Community-wide Reading Event. Lively book discussions in the Library and around town were topped off by a live phone interview with the author herself. Over 200 children participated in our annual Summer Reading Program; the theme this year was *Undersea Library*. For the first time, our Teen Services Librarian developed a *Summerama!* summer event series for teens in cooperation with Bedford Youth & Family Services.

First-ever National Study on Computer and Internet Use in Public Libraries

A groundbreaking study released in March reveals that people use library computers and Internet access to perform life-changing and life-enhancing tasks in the areas of education; employment and entrepreneurship; health and wellness; E-government and legal services; civic engagement; household finances; and communication. This study was performed by the University of Washington and funded by the Bill & Melinda Gates Foundation and the Institute of Museum and Library Services. For a fuller summary, visit www.ims.gov/pdf/OpportunityForAll_2pg.pdf.

FY10 COMMUNITY CONNECTIONS

Library Trustees

Sarah Getty, a treasured friend and library trustee, passed away this year. It is a great loss to the entire community. Lorrie Dunham was elected to fill the opening in March.

FY10 LIBRARY TRUSTEES: Michael Pulizzi, Chair; Robert Batt; Howard Cohen; Lorrie Dunham; Rachel Field; Sarah Getty; Abigail Hafer; and Lynne O'Connor

FY10 Library Corporation: Howard Cohen, Rachel Field, Lynne O'Connor

Friends of the Bedford Free Public Library

Using funds raised through membership fees and book sales, our hardworking Friends generously supplied the Library with funding for: museum passes, public performance movie licenses, television series on DVD, *BookPage* monthly subscription, posters, bookmarks, support for 'One Book, One Bedford' and other special events, art displays, and refreshments at library programs.

In FY10, the Friends provided funds for: new chairs for the meeting room; two laptops for public use; two portable DVD players; two Kindles; a camcorder; an iPod and speakers for Children's storytimes; display furniture; and art for the teen space. They also added three new museum passes to the TD Garden Sports Museum and the JFK Presidential Library & Museum, both in Boston, and to the Orchard House in Concord.

FY10 Officers: Kay Spofford, President; Kim Seibert, Vice-President and Membership Chair; Beverly Matthews, Secretary; and Rick Spofford, Treasurer.

Library Volunteers

The Library enjoyed the invaluable assistance of 24 regular volunteers, who, along with a handful of short-term community service volunteers, contributed over 1,500 hours of service in FY10. Volunteers worked at the circulation desk, called patrons about reserves, repaired books, delivered materials to homebound patrons, shelved items, contributed to special projects, and performed routine office tasks.

FY10 Library Volunteers: Betty Baker, Betsy Boschetto, Nancy Campbell, Wally Campbell, Anne Dawson, Snehal Gajeshwar, Ruth Greenberg, Nan Hoeflich, Ken Konkle, Pat Konkle, Dorothea Laliberte, Mary Narcisi, Erica Neff, Sam Petrecca, Smitha Prasad, Luana Read, Elaine Shwimmer, Sally Sutherland, Ruth Thompson, Pat Watson, Chrissie Webb, Pat White, Lynne Wolf, and Lori Yutzy.

A special thanks to:

- David Savir, an AARP-trained tax specialist, who provided assistance with tax questions and forms from February through April
- The Daniel R. Nickerson Foundation, for their continued support for our special collection on learning and developmental disabilities
- TD Bank, for the “traffic control” portable posts and ropes
- Peter Lanzetti, for his opera collection
- The members of the Bedford Garden Club, who once again volunteered their time, energy, and resources for the beautification of library grounds
- The wonderful sixth-grade volunteers who assisted our Children’s Librarians during the Summer Reading Program

Arts Steering Committee

Members of the Arts Steering Committee generously donated their time and talents in the selection and organization of artwork by local artists for display throughout the Library.

FY10 Arts Steering Committee: Madeleine Altmann, Ronnie Gould, Jean Hammond, Sing Hanson, Mary Johannessen, Sue Keroes, Astrid Reischwitz, and Carol Rissman.

FY11 PROJECTIONS

Head of Reference & Adult Services Retirement

Joanne Poage will be retiring in July, after 22 years of service to the Library. She started out as a part-time librarian, was promoted to half-time, and eventually became the full-time Head of Reference & Adult Services in 1999. She will be greatly missed.

Freegal

We will be offering a new service to Bedford residents this upcoming year called Freegal. Freegal Music offers access to the entire Sony Music Catalog, which users can download for free. It’s a free and legal way to build your music library, and the digital files work with any

MP3 player, PC, or Mac. The only limit will be on the number of downloads available per week per user. All that will be required to use this service is a valid library card.

Wireless Internet Access upgrade

Demand for wireless Internet grew exponentially in FY10, as patrons began bringing their laptops, PDAs, and smart phones to the Library in record numbers. To compensate for increased demand, we will be completely upgrading our service and vastly expanding the broadband currently available. We hope patrons will be pleased with the much improved service. We will also continue to maintain the second floor stacks as a designated Quiet Area, so patrons can find a quiet space to work as the Library becomes ever-busier and noisier.

Regional Library Services Consolidated

On July 1, 2010 the new Massachusetts Library System (MLS) will begin operating as the sole provider of regional library services for the more than 1700 public, school, academic, and special libraries across the state. These services were previously delivered by six regional library systems but FY2011 state budget reductions necessitated restructuring and consolidation into one system that will provide core library services.

Bedford will continue to receive the same level of statewide services for summer reading, interlibrary loans, delivery, electronic resources, and cooperative purchasing. Some services, such as training and technical assistance for library staff, will continue, but at a reduced level.



**Bedford Public Library's Children's' Librarians lead a summer storytime on the lawn.
(August 2010)**