

LIBRARY OF THE CHATHAMS  
CHATHAM, NEW JERSEY

**DIRECTOR'S REPORT  
ANNUAL, 2012**

In many respects, 2012 was a repeat of 2011. Sandy was a grim reminder of the similar storm a year earlier. Once again, the Library did not lose power. This gave us the opportunity to really help people in need of a place to charge their various devices and stay warm—at least until 9 p.m. most nights. Once again, the staff had storm problems of their own, but rallied to be here for the Library patrons, as they came to us for assistance. The area electrical down time was at least twice as long as last year, so we were able to help several thousand people during that period.

On a brighter note, 2012 was the year we did our Strategic Plan. This was a State-mandated project, but it gave us a chance to do some serious long-term (three years) planning. The process took almost six months, with staff and public involvement. We will start immediately to implement the recommendations that were the result of that inclusive planning process. It is our hope that we will maintain the level of service we've always provided while adding new and improved services to our public.

Facebook, Twitter, and e-mail lists became a staple part of the business we conduct every day. The majority of Friends' members receive the newsletter BOOK ENDS by email. Our following is slowly but steadily growing as we use new media to announce events, post pictures and keep the public informed about everything going on in the Library. In 2013, as talked about in the development of the newly adopted Strategic Plan, we look forward to an updated website that will allow us to better market the Library in a way that will keep us vital and relevant to the community.

The end of 2012 sees the retirement of Mary Benton from the Library Board of Trustees. She has served the community since January, 1996, and we thank her for her loyal devotion as a Board member par excellence.

"Because things are the way they are, things will not stay the way they are."

– Bertold Branden

"Continuity gives us roots, change gives us branches, letting us stretch and grow and reach new heights."

– Pauline R. Kezer

*In 2012, 5,691 patrons attended 398 adult programs/meetings/events.*

*Our 460 juvenile events attracted 13,261 children and adults.*

*The people-counter recorded 268,747 persons entering the building.*

*In 2012, the total circulation of library materials was 237,729.*

*We were open 339 days!*

**BUILDING AND GROUNDS**

For the sixth year, John & Helen Gardner are maintaining the gardens around the Library building. Residents love their gardens and we hear compliments all the time from them. The Friends fund all floral purchases and most of the maintenance is done by this great couple.

There were multiple building issues during the year, which is normal for a building so heavily used. The doors on the park side had to be fixed, again from heavy use. The water fountain needed repair, as did the security system.

Shelving that was very old and ugly was replaced in the adult stack area. The elevator had issues that were resolved. Roof issues are a concern all year long.

Lighting near the Reference area desperately needed replacement. Because we did not want the stacks to be disrupted for long periods of time while different materials were delivered to the site, I asked that they not start until all materials were on hand. This meant that a project that started in the Spring of 2012 was not actually completed until January, 2013.

Our final concern was the invasion of several squirrels in the area above the adult stacks. They were very noisy and disruptive, but after contracting a pest control group, they were finally evicted.

### AUTOMATION

Automation problems come and go—it's the nature of the beast. We had to change our printers this year as the old ones started to malfunction badly.

We had to install a new server on the print and time management system we share with nine other libraries. The fix meant there were periods when patrons could not use the computers, but it was resolved.

### FRIENDS OF THE LIBRARY

The annual Book Sale in March netted over \$23,000 for the Library after expenses. I do believe we have the most supportive Friends group in all of Morris County—and beyond. Their annual solicitation brings in at least another \$20,000 with which they fund a multitude of activities and gifts. A small new fundraiser they have instituted is the sale of old magazines for 25 cents each; donations and discards are displayed. Surprisingly, close to \$150 was raised in 2012.

The Friends hosted their annual school librarians' luncheon, the annual Volunteer luncheon, and the annual Holiday Party here at the Library for staff, Library Board, Borough Council, Township Committee, and the host group, the Friends.

### GIFTS

Over the year, the Library has been the recipient of gifts totaling over \$46,700! In addition to dozens of memorial gifts of all sizes, all dedicated to books, our traditional annual large donors include many organizations, including the Woman's Club of Chatham, \$1,200; Fishawack, Inc., \$1,000; Chatham Historical Society, \$500; the Kiwanis Club of the Chathams, \$350; Jaycees, Inc., \$1,050; Independent Thrift Shop, \$200; Read Foundation, \$1,000; and the Marlee and Carl Frahn Fund and Buesing Fund, \$3,400. Parts of these funds are spent on books, but others are used to fund children's programs and equipment and audiovisual items. Some very special gifts dedicated mostly to books are received annually from private individuals, including Efrén Gonzalez; Margaret Nicolais, the Marshall Family, Joan Thuebel, and the Eigen Family. The Kruse Endowment Fund totaled \$30,870, with the expectation of more to come.

The Friends donate directly to the Library to provide such items as children's programming all year (\$9,000); a new globe for the Children's Room; YA summer reading club; the review newspaper, BookPage; museum memberships; and strategic plan meetings hospitality. By far, of

course, their largest gift is the Book Sale proceeds, this year totaling over \$23,000, all of which is spent on really special books we couldn't afford otherwise.

Because there is always overlap between the years, the Library actually spent almost \$57,400 on gifts: \$11,415 on books (in many categories, such as travel, disaster planning, government, finance, ballroom dancing, trees, gardening, cooking, hobbies, local history, fashion, science, women, India, Mexico, Ireland, poetry, riddles, large print, plays, etc.), and over \$35,850 on non-book items (such as the gifts already mentioned as given by the Friends; additional children's programming, and new shelving in the reference area which totaled \$35,869 (\$5,000 from the Woman's Club, and the remainder from the Kruse funds).

The staff works hard to spend the funds intelligently and as requested, and to publicize the expenditures well. It is proven that this encourages others to give to their Library.

#### INFOLINK (Formerly Highlands)

Since financial constraints caused closing down local offices, Infolink has mainly served the library community through webinars instead of local meetings.

Our gratitude goes to them for maintaining the Interlibrary Loan delivery function, which is a top favorite of library patrons throughout the State.

#### MORRIS AUTOMATED INFORMATION NETWORK

MAIN continues to function as a viable consortium, meeting monthly. Most meetings are held at the County Library.

There were some changes starting in 2012. The funding from the County may be handled differently. Hopefully, there will not be a decrease in funds, but the IT section may change the way it services the libraries' computer systems.

We also may be bringing County College of Morris back into MAIN. Bernardsville Library has also expressed an interest in discussing membership in MAIN. Your director is chair of the Membership Committee. We will probably rework the Membership agreement to accommodate these changes.

#### MORRIS COUNTY LIBRARY

Morris County Library is back with full hours scheduling. They were closed on Sundays for a short time, which was not a good thing. The County Library serves us well as a meeting place because of its central location.

#### MORRIS-UNION FEDERATION

MUF continued to function effortlessly. We held our annual Advisory Council Dinner at Hamilton Park in May. The Fall Advisory Council meeting was held December 6 at the Madison Library.

#### PERSONNEL

The CWA contract expired in December, 2011. A new contract was signed, after negotiations headed by Tom Ciccarone, in July, 2012. It is a three-year agreement, including 2012.

Our tech specialist Tom Gray left when he found full-time work. We contracted Mary Martin until she, too, found full-time work as a tech specialist at Parsippany Library. Recently, we have hired Robert Daniher as our part-time tech. He has been very good at the position.

## PROFESSIONAL ACTIVITIES

December	2 – Meeting with ProLibra consultants
”	8 – MAIN Membership Meeting, MCL, 11 a.m.
“	8 – MAIN Planning Council Meeting, MCL, 1 p.m.
“	13 - Meeting with Comprise staff on special problems
”	20 - Kiwanis

## DEPARTMENT REPORTS

### ADULT SERVICES DEPARTMENT: Deborah Fitzgerald, Head

In December, the Adult School of Madison, Chatham, and Florham Park art show and display in the exhibit case was held over from November. There were no sales. The Friends of The Library sponsored six art shows this year, and six paintings were sold from these shows. Sales were down 33% from last year. The Friends receive a 20% commission from all sales.

In December, there were six Library-sponsored meetings with 62 people in attendance. There were 18 community meetings with 197 people in attendance. We had a variety of Library-sponsored programs in 2012 including lectures, photography demonstrations, travel documentaries, book discussion groups, computer database demonstrations, author talks, free income tax assistance, notary service, proctored exams, film showings, a blood drive, and blood pressure screening. Some of the local organizations using the facility were the Woman’s Club of Chatham, Chatham Antiques Club, N.J. Jazz Society, Chatham Historical Society, Chatham Newcomers’ Association, the Alzheimer’s Association, M.C. Embroiderers’ Guild, Garden State Puppetry Guild, Garden State Quilters, Chatham Girl Scouts, Chatham Boy Scouts, Chatham Community Band, Chatham Community Players, the Adult School of Madison, Chatham, and Florham Park, and local garden clubs, to mention a few. In December, the Chatham Environmental Commission presented the National Geographic Documentary, “The Human Footprint,” in the Lundt meeting room. The film reveals the average human life today and how everything we do has an impact on the world around us. Attendance was good at this showing. This film is part of a series they plan to continue at the Library.

Of particular interest was Bill Stype, a local author and historian, who presented a lecture from a book he is writing on Civil War General George B. McClellan and his confidential aide, Thomas M. Key. Information provided in this lecture suggested that their actions had a direct influence on the outcome of the war. John Marelli, of Madison, repeated his two session camera workshop from last year. Selecting the right camera and techniques for taking better pictures were the topics of these sessions. An author talk featured former Library of The Chathams librarian, Augusta Scattergood, and her first novel, “Glory Be,” which depicts the lives of two sisters living in Mississippi in the early 60’s during the Civil Rights Movement and how it affected them. Mark Zacharia, a secondary language arts teacher, presented a program on improving one’s memory by using association techniques.

This summer Ms. Fitzgerald held several Wii game nights and film showings for teens including “*The Hunger Games*” on its release date on DVD. We had an excellent turnout for this film. Elizabeth Galvin held two jewelry-making workshops which were extremely successful. Mark Zacharia presented a writer’s workshop for teens teaching them how to get beyond writer’s block and get their thoughts on paper. A pizza/Wii game party was held for all the teen volunteers who helped with the summer reading club program. This group developed a good rapport with one another over the summer, and many of them come back to help with the reading club the following year.

The total number of people using the Library in December was 17,944. There were 268,747 people using the facility over the year. This was a 3% decrease in usage from last year.

Our pages have been working efficiently getting the books and media back on the shelves over the past year. We had a light replacement project in the stacks last February and returned books had to be stored until the project was completed. Our pages were able to get all the materials back on the shelves within a few days. This was also the case during the hurricane in November when our patrons could not come to the Library to return their materials.

We are grateful for our volunteers who have given many hours of their time and talent to the Library over the past year. Projects in which they have been involved were the summer reading club program, shelf reading, searching for missing materials, mending damaged materials, processing DVDs, locating materials to be considered for discard, filing shelf list cards, blood pressure screening, and other tasks. We had a total of 198 volunteers helping us through the year giving us 3,925 hours of their time. There was an increase of nine volunteers over last year, and a 24% increase in hours volunteered in 2012.

In 2012, 352 titles were added to the young adult fiction collection and 123 titles to the non-fiction collection. This was a 108% increase in purchasing fiction as 144 older titles that had not circulated in the last five years or more were discarded. This gave us space for new books which would appeal to our young adult readers

#### ADULT AUDIOVISUAL

Over the year, although non-print items account for only 10% of the collection, they total 30% of the Library's total circulation.

In December, we purchased 67 new DVDs, bringing the yearly total purchases to 1,026! Some of that total are duplicate copies of top earning films in blu-ray format. Generally, however, we have not experienced much of a demand for blu-ray discs. Almost 100% of our DVD purchases are not purchased with budget funds; most are purchased with AV rental fees. A good number this year have been replacements of popular VHS titles. Those have been paid for with lost& paid funds (generally used for replacements of all materials). The family collection is just about finished with the turnover, and staff is working on the adult collection.

In 2012 we purchased 106 Books on CD and five on Playaway (another format that hasn't proven to be very popular). The Books on CD are immensely popular, but time-consuming to process and discharge (our AV assistant must actually remove and examine each CD before returning the package to the shelves).

The total of CDs added in 2012 is 143, which includes 30 in December, evidently from the last-minute rush to provide every artist's new Holiday album! Over the year, 143 compact discs were added to the audio collection

AV discards numbered 288, 238 of which were old VHS tapes from the 3-day collection. As reported, most titles were replaced with DVD versions.

#### CIRCULATION

Our annual circulation of all items for 2012 was 237,729, a surprising increase of 10.5% (the increase between 2010 and 2011 was less than one-half percent). One factor could be the increase of downloads of e-books, which increased by 360% from 2011!

CHILDREN'S DEPARTMENT: Laura Weinbrom, Head

Two school groups visited in December. The Woodwind Section of the Chatham Middle School Band presented a concert for an audience of 30 young children who were mesmerized by the music, and the middle-schoolers enjoyed the field trip. The Select Choir from the ECLC gave a festive holiday performance to an enthusiastic crowd of 38. The children sang, danced and played the jingle bells with the choir. The special event of the month was Fun On A String sponsored by The Friends, a one-woman puppet extravaganza with puppets of every kind providing a variety show, attracting an audience of 100. The Wharton School of Music held a "Meet the Orchestra" program featuring woodwinds, sponsored by the Summit Area Foundation. Over 100 people attended this woodwind introduction by the New Jersey Youth Symphony. Chathamite Lisa Sano who is originally from Japan presented a storytime for 28 of Japanese fairy tales and Japanese songs, which ended with an origami project.

Over the course of 2012, we strove to make the Children's Room a welcoming and supportive place for children from birth to age 12. The staff interacted daily with children and caregivers to provide computer assistance, homework support, or a recommendation of "just the right book" for recreational reading. As the children's collection covers a very broad range of reading levels and interests, we worked to make the collection relevant to the children who use it. Programming was a key element in attracting children and young people to the library. Managing the program budget to provide elements to appeal to a range of age groups and a diversity of interests was a priority.

Children aged six and under with their caregivers remain the largest demographic using the Children's Department. They come daily to read books, play with blocks, color and play educational computer games. Thursday is "Pre-School Day" in the program schedule. Every Thursday morning, a program is offered for this age group consisting of music, dance, yoga, or movement. Because demand is so high, the classes are offered two times in a row to keep class size to a manageable level. Seventy-two Thursday morning classes were offered in 2012 and 3,482 patrons attended. Thursday morning programming was sponsored by The Friends of The Library.

Storytime is offered for our youngest patrons in a variety of formats. Small groups run for ten weeks and are divided by age group. A group of creative and dedicated volunteers led three sessions in seven time slots each week; 180 storytimes were held with 1,828 patrons in attendance. During periods in between sessions, six Drop In For Stories were offered with 240 patrons in attendance. In summer, a different form of Storytime was offered every morning of Spanish/English, French/English and Sign Language, attracting 1,064 attending. Sign Language Storytime was sponsored by the Marlee and Carl Frahn Fund.

Our Summer Reading Club (SRC) focuses on school-aged children. The theme for 2012 was "Dream Big – Read!" which we supported with a Big Top Circus theme. Se signed up 644 children who read 13,589 books. Each one of those books was verbally reported on to one of our 127 incredible teen volunteers who donated in total 3,008 hours. The value to the younger children of talking one-on-one with teens about the books they read cannot be overestimated. Our teens provide friendship, mentoring and inspiration to young readers. They make reading "cool." Verbal reporting is practically non-existent at other libraries as online programs become more common. No other Library in Morris County has the teen involvement we enjoy here in Chatham. Our SRC is unique and special and reflects the value Chathamites place on reading. The Woman's Club of Chatham provides the prizes for the Club and the Chatham Kiwanis Club sponsored the annual SRC picnic.

Numerous enrichment programs were offered during the SRCs attended by 400 children: weekly craft sessions, chess club, sewing, gardening, scrapbooking, nature classes, loom knitting, and author visits, which were sponsored by the Marlee and Carl Frahn Fund and the Ann L. Buesing Children's Fund. Thanks to a generous grant from the Chatham Jaycees, July was designated "Art Month." Seven art classes were offered covering a diversity of artists and art forms including Pablo Picasso, Rene Magritte, African clay masks, and drawing with scissors in the style of Henri Matisse. All the artwork went on display in the Lundt Meeting Room and a Gala Opening was held for the 170 participating children.

Through the generosity of the Marlee and Carl Frahn Fund and the Ann L. Buesing Children's Fund, we offered Family Night every Thursday night in the summer. Programs included: "Nocturnal by Nature" animal show, Family Printed Sampler, Planetarium Show, Rizzo's Reptiles, Nature in Your Backyard Photography Program, New Jersey Astronomical Association, and an author visit. The most popular Family Event of the summer was Book Bingo! Adults and children alike requested another Book Bingo program. Average attendance for Family Night was sixty people. Many of the patrons attending Family Night are not the regular patrons we see during the day. Parents often appeared in the doorway still in their work clothes and the children would light up and squeal at the sight of Mommy or Daddy joining them at the Library.

Programs offered year-round for school-aged patrons include Legopalooza and Read Aloud to Therapy Dogs. The Library owns thousands of donated Lego building blocks and every month we put them out for free building on a Sunday afternoon. Sunday was chosen specifically to allow working parents an opportunity to bring the kids to the Library for some fun. Children build their own creations and place them on display in the Children's Room; 508 patrons participated in Legopalooza in 2012. On the third Wednesday of the month, therapy dogs from St. Hubert's come into the Children's Room, and in 2012, 305 kids read aloud to them. Channel 2 News found the program so interesting they came out to film it and featured us on the evening news show.

A new event was introduced in the fall: the Tri-Lego Tournament. The Library of The Chathams joined with the Florham Park Library and the Madison Library to sponsor a Lego competition. There was a snow storm on the day, but we forged bravely ahead. Twenty-four children came. Winners were selected and every child left with a book. We plan to hold another tournament in the spring.

The Reading Friendly Program pairs a high school student with an elementary school student for a weekly hour of reading together. The students are in need of volunteer hours for National Honor Society and Key Club, so the program serves the needs of the both ages. An amazing 27 high school students registered. The teams met an hour per week for six weeks. Feedback from all involved parties has been excellent.

The Children's Collection continues to evolve. We added 3,510 items to the collection in 2012. Approximately one third were picture books and another third juvenile fiction (Early Readers, Junior Chapter Books and Juvenile Fiction combined.) The remaining third were non-fiction print, books on CD, and Readalongs. Readalongs are print books with an accompanying CD and they have become quite popular with patrons, especially with struggling readers. We withdrew 1,951 items, consisting mainly of books on cassette and "Dusty Books" (books which have not circulated for five years).

Thanks to The Friends of The Library, the Children's Room acquired a new floor globe in memory of Ruthann Wichelman, long-time Children's Room volunteer. The globe is a lovely addition to the school-aged side of the room.

Library Assistant Jaime Sabonya keeps a cool head, a warm smile and an eye for detail which welcome our patrons and keeps the room running smoothly.

REFERENCE DEPARTMENT: Jay Chatterjee, Head

The questions we were asked in December represented the variety that we have come to look forward to. We helped patrons find information on topics ranging from the Kabbala and Henry Flagler, to stuttering and marijuana. One of the most interesting requests we got was for a magazine called *Journal of the Gypsy Lore Society*. The patron said she wanted an article entitled *Reminiscences of the Gypsy Camp at Poitiers 1941 – 43* because her mother-in-law had been at the camp and the article would mean a lot to her. We have put in a JerseyCat request for the article.

- 442 searches were performed on our Proquest Research Library database.
- 4,751 patrons accessed our EBSCO database.
- 546 searches were performed on our Historical New York Times database

In the past, Dom Cocco was the staff member from OLIS with whom we worked the most, and we spent a lot of time ensuring that it was easy for him and staff members from Comprise to work together. Cocco has now been transferred to another position with the County and this is his last month with OLIS. He is supposed to complete work on the new Deep Freeze image before he leaves. We are sorry to see him go and hope that all will be well with the new image.

We offered a workshop where patrons could bring in any eReader that they were using and ask questions of a professional instructor from the Adult School. It went well and patrons asked very specific questions. We also offered workshops all year on how to download library eBooks to specific eReaders. They were popular and we shall continue offering them in 2013. There is a need for this kind of one-on-one training. As reported earlier, 2,520 e-books were downloaded. We have been forced into purchasing more and more titles which to date have been paid for by special funds (fines income). However, in 2013, since they are now a staple of our circulation, we have had to absorb the cost in our regular materials budget. Another 814 audiobooks were downloaded by patrons, but from a source provided by our membership fees in MAIN.

Robert Schriek provided 25 one-on-one computer training workshops to patrons throughout the year on all types of word processing, emailing, and spreadsheet usage.

County discussion centered round the December group purchase of computers (they will have the new Deep Freeze image) and the problems libraries faced during the storm. We were also told that Overdrive, which had promised to make it easier to download library eBooks before the holidays, was now not saying anything about a new system, so perhaps its earlier promise was premature.

In December, Robert Schriek attended three webinars, one on the Gale Virtual Reference database, one on Overdrive's "Hot eBook Devices," and one on Windows 7. Jay Chatterjee attended a workshop on Polaris, webinars on Overdrive and Gale Virtual Reference Library, and a webinar on Morningstar which all Reference staff attended during the December Reference Meeting.

That the Library has become the heart of the community in times both happy and stressful was made really evident to us in 2012. During the severe power outages that New Jersey residents faced in the aftermath of Hurricane Sandy, we were able to offer our patrons a well-lit, adequately heated working facility where they could charge their cell phones, laptops and other devices, use our public PCs and be helped by a concerned staff. Patrons have been thanking us off and on since November, and it is extremely satisfying to know that we were there for them during that time. On Tuesday, October 30, we were open for half the day and our patron interactions for that half-day added up to 162. On Wednesday, October 31, the number was 319. On Thursday, November 1, we had 175 transactions, and on Friday, November 2, 243 transactions. These numbers can be understood better by looking at the average number of daily patron interactions we had in October and November – 123 and 107 respectively.

Our main networking problems occurred during Hurricane Sandy when our WiFi system crashed due to overload - hundreds of patrons were trying to log onto our system at the same time. This had happened in 2011 during Hurricane Irene as well, and OLIS had worked on the problem. But during Sandy we realized that the problem had not really been solved. Randolph and Bernards Township libraries had Sellinger reset their wireless routers to two hours during the storm. They say this helped them. However, Sellinger told us that he was not sure that that was a true fix. He wants us to get a new router instead. OLIS had loaned us another router during the overload period. We are now working with Selinger again to try other solutions. Selinger says that there is no fool-proof remedy that he knows of for this kind of overload but he has made a number of suggestions that we are in the process of implementing.

Our everyday patron interactions are always very revealing about our users' needs. There were two major actions that we took this year with our patrons in mind – we added more titles to the magazines we subscribe to (like *Arthur Frommer's Budget Travel* and *Adbusters* ), and, on the advice of our IT providers, we introduced print release stations to make printing from our public PCs easier.

Our basic purpose is to answer questions, and every month brings new and interesting queries. One afternoon in August, we let a patron sit on the other side of the Reference Desk and use one of our laptops because he was doing his taxes. When he returned the laptop to us he said, "I've heard the most amazing things at this desk!" Questions we got in 2012 ranged from how to build a shelter for a swan in the winter to information on the national road, one of the first major highways to be built in the US. We had a patron who asked for the cost basis for First Fidelity Bancorp stocks from October 11, 1988. Because the company does not exist anymore and because the information was not in our Morningstar database since it is more than 10 years old, we gave him the price by looking it up in our microfilm version of the New York Times. As the patron was leaving he told us that his co-workers had not been able to find the information and he had come to us because he was sure we would find the answer! On another occasion, we got a call from a patron who was driving by an empty Pizza Hut site in Berkeley heights. He called us for the number of the corporate headquarters of Chick-fil-A. He said he wanted to let them know about the availability of the plot and to offer to act as their agent.

At the Reference Desk, we also helped patrons find many information sources that were not available in the MAIN system. For example, early in the year we got the George B. McClellan Sr. papers on microfilm from the Library of Congress for a writer who feels that McClellan's decisions were heavily influenced by an aide who wanted to make him the president of the US. Another patron wanted books on textiles from the Indian subcontinent. We got many interesting books from university libraries for her, including one that had actual pieces of textiles as examples of different prints. In another patron interaction, we helped a retired historian,

Taras Hunczak, get information on a deceased World War II spy of Ukrainian origin. We got microfilms of Ukrainian source materials from the National Archives in Ottawa, Canada. The Canadian library not only sent us the reels but did not ask us to pay for them. It was a wonderful example of the power of libraries to enable patrons to conduct research no matter where and in what format the information exists.

Placing holds and initiating interlibrary loans for patrons continues to be a service that we do very often. In 2012, we placed a total of 7,053 interlibrary JerseyCat loans and holds requests for patrons. In addition to this, patrons also placed hold requests and interlibrary loan requests for themselves. In 2012, Chatham patrons borrowed 27,737 items through Interlibrary Loan. We sent out 28,699 items to patrons from other libraries who requested materials from Chatham through ILL. All this traffic would not be possible without the delivery service provided by Infolink without charge four days a week; we pay for the fifth day.

Our medical computer connected to Morristown Memorial and Overlook Hospitals was well used by patrons in need of medical information. We helped several patrons fill out the online CLIP form so that they could receive articles from medical journals by email.

Our study carrels were used heavily all year. Patrons signed up for them for reasons ranging from preparing for presentations and studying for exams to being coached by tutors. March seemed to be the month for medical students who were studying for Board Exams. Two brothers from Brazil, both medical students, used our carrels to prepare for their exams, and, when they passed, thanked us profusely “for giving them such a good facility to study in.” In the same month, a nursing student signed up for one of our carrels, and mentioned in passing that she was studying for an exam. We told her about the two brothers and said that our Library would bring her luck!

We also helped those looking for jobs. Robert Schriek did a special program for job seekers that highlighted the databases that we have for them. The response was good and Schriek hopes to do more such programs in 2013. Apart from that, at Reference we also often found ourselves helping patrons who wanted to download forms or attach their resumes to email messages that they were sending to prospective employers.

We tried, all year, to promote our many and diverse databases. We shall do this 2013 as well. In 2012, some of our usage statistics were quite high: 17,150 searches were performed on our EBSCO host database; 1,680 searches were made in our Historical New York Times database; 5,320 searches were made on our Ancestry database; and 2,520 eBooks were downloaded on Listen NJ.

After a lot of debate, we decided to replace our old phone books with current print editions. There are patrons who still ask for phone books and who do not want us to look numbers up for them. We had to carefully select, as they have gotten quite expensive.

We spent a large part of the year being the beta site for different images that OLIS was testing out. In 2011, Dom Cocco from OLIS created a new Windows 7 image. It had problems right from the start, and it gradually became obvious that the problems were due to the Fortress and Clean Slate components of the image. Meanwhile, these problems also affected the time management software that we get from Comprise. So, while the testing was going on, we were encouraging OLIS and Comprise to work together to solve the problem. Finally, when Cocco understood what the problem was, he developed another Windows 7 image that had Deep Freeze

instead of Fortress and Clean Slate, and we agreed to be the beta site for this new image. The new image appeared to work well and it is this image that we will get in 2013.

In the middle of the year, we also agreed to install networked printers, something that both OLIS and Comprise had been asking us to do. In order to ensure our patrons' privacy, we had the print release stations installed with special software. This software allows documents to be printed only when patrons enter their library card numbers. As with all new systems, some patrons are still learning how to use this system while others have understood what needs to be done.

Where networking issues were concerned, we worked with Comprise and OLIS to move to a new SAM server; we also worked with both companies to solve problems that arose when OLIS changed to a new ISP. In another development, in August, we moved to a new level of service with Cablevision on the recommendation of Charlie Sellinger of OLIS.

In April, our tech specialist Tom Gray left us because he got a full time job. We now have a new tech specialist, Robert Daniher, who is learning our system quickly and making recommendations that appear to be working well.

In our Library sponsored and led Book Club, we read some interesting books this year – *Something Wicked This Way Comes* by Ray Bradbury who died in 2012, Ann Patchett's *State of Wonder*, Fitzgerald's *The Great Gatsby*, and others. Occasionally, we tied in a film program to further interest readers.

#### TECHNICAL SERVICES DEPARTMENT: Mary Kennedy, Head

During December we added 373 books and 100 audiovisual materials for a total of 473 items added to the collection. We discarded 275 books and 58 magazines for a total of 333 items withdrawn from the collection. Of the books added to the collection, 93 of them were gifts. This represents 24 % of the total.

The Technical Services department enjoyed a flurry of beautiful large gift-appropriate books this month. One of the unique books added to the collection is titled "Anomaly" by Skip Brittenham and Brian Haberlin. It's a very large science fiction, graphic novel about a futuristic society. What makes this book special is that the reader has the ability to download an App to any mobile device to bring the illustrations into 3-D. It also provides music and voice. The book is practically akin to a movie in its attempt to surround viewer senses. It is an interactive experience and one that our patrons will certainly enjoy.

"Gone Girl" by Gillian Flynn continues to be the most astoundingly popular book added to collection this year. Of the 20 copies we own, they've circulated well over 130 times. We currently have 10 patrons waiting for it. System-wide; however, there are well over 600 patrons still waiting to get a hold of this gripping novel. It has been at the top of the best seller list for more than 30 weeks.

In 2012, the Technical Services Department added 5,431 adult and young adult books and 1,169 audiovisual items for a total of 6, 600 items added to the adult collection. Of the books added, 486 were gifts. This represents almost 9% of the total. We discarded 3,411 books and 288 audiovisual items for a total of 3,699 items withdrawn from the collection.

During 2012 we solidified our commitment to providing the community with - Ebooks. We added over 100 digital books to the Listen NJ/Overdrive library for our patrons (above what the County-wide system buys). Circulation figures for the year approached 1,000 downloads.

Providing patrons with digital content is a fast-growing segment of our circulation. In order to keep up with the demand, it not only takes a good financial commitment to purchase the material, but we must also take an active role in educating the public to take advantage of what is available. The success of the digital library program must also be attributed to Mrs. Chatterjee and the Reference Department who continue to offer valuable workshops to teach patrons how to download material to their various devices.

In 2013 we look forward to taking a closer look at our collection and the space in which it is housed and how it is best served or utilized by the public. This will take a team effort because we all have varying perspectives that are important to consider.

We continue to be grateful for the Friends of The Library and all the people and organizations who donate money for purchasing books. They make it possible for us to go above and beyond ordinary book buying and enable us to buy very special, standout books. They are the frosting on our cake and have made us able to distinguish ourselves through the quality of our collection and make us a leading library in the County-wide community we serve.

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