

LIBRARY OF THE CHATHAMS
CHATHAM, NEW JERSEY

**DIRECTOR'S REPORT
ANNUAL, 2011**

In all honesty, 2011 was a pretty good year. We didn't have all the health and family illness circumstances that we had last year, and we managed to run the Library for another year within budget. The ILL program, which was in jeopardy at the end of 2010, is still going strong, and we are so happy to have that to offer our patrons.

There were several top priorities for 2011—all of which have been completed. The first was the migration from SIRSI to Polaris. It has been somewhat painful and difficult, but the worst is behind us. The second major project was the replacement of the ceiling, lights, and sprinklers in the large stack area. That, too, has been completed and patrons love the improved lighting as they search for books. We also had roof leaks, especially in the Reference area. Those leaks have been found and repaired. Now we can replace the lights in that area and repair the water damage to walls and ceilings.

This was also the year we had an earthquake, a hurricane, and a highly destructive snowstorm. The storm hit on October 25 while trees were still in full leaf, which is why there was so much damage from the heavy snowfall. Fortunately, the Library was one of the few places that retained power, so we became a real community center, offering warmth, computers, and a place to charge all sorts of devices. There were about 1,340 extra people here during a four-day period. It was gratifying to see the staff, which also suffered outages and downed trees along with everyone else, rally to the task with good will and a desire to take care of our patrons.

"From the end spring new beginnings."

Pliny the Elder, *Historic Naturalis*
BK IX, sec. 65

BUILDING AND GROUNDS

Most of this work has already been discussed above. We also had some water leakage into the building in a downstairs meeting room. We thought tree roots were responsible. An inspector told us we should spread mulch and top soil to create a grade from the building to the parking lot. The building and grounds crew from the Borough came and did a beautiful job. They also put some fill around the base of the steps we had repaired the month before.

AUTOMATION

We were part of a County-wide effort to transfer to Verizon FIOS Internet for Business. This replaced our old T-1 line and provided much faster response time for patrons and staff.

We had to replace some computers that were so old they were no longer being serviced by OLIS. The new ones were installed in May.

FRIENDS OF THE LIBRARY

The Friends started early on their Book Sale preparation. By the time of the sale in March, they had collected almost 50,000 books. The money raised before expenses was an all-time high of \$27,000. It's the most successful book sale in Morris County, and probably beyond. They work so hard to make it a success.

The Friends hosted the annual Volunteer Luncheon in April. This year's recipient of the Mayors' Trophy for Outstanding Volunteer was Royce Lee. Royce has provided flower arrangements for the art show openings for many, many years. In June they hosted the Librarians' Luncheon to which librarians from all the schools in Chatham and staff librarians are invited. The guests honored newly-retired Lafayette School Librarian, Maureen Stryker. The Friends' final effort was the annual Holiday Party. It was held, as always, the first Friday in December. A good time was had by all.

GIFTS

In December, we received a large donation of \$330 from the Independent Thrift Shop indicating an upward trend in their business, perhaps reflecting the economy; several memorial gifts totaling \$175; and another gift from Margaret Nicolais earmarked for staff events. The Friends also passed along \$56 earned from their newest project, the sale of used magazines.

A tally of gift funds over the year 2011 reaches \$57,987, a hefty increase over 2010. These funds come from groups such as the Jaycees; the Buesing Children's Fund; the Carl and Marlee Frahn fund; the Eigen, Marshall, Kurtzman, Kruse, and Nicolais Families; and a host of community groups (Woman's Club of Chatham, Kiwanis Club of the Chathams, Independent Thrift Shop, Fishawack, Inc., our historical societies). Dozens of memorial gifts are received every year, and each is used to purchase special books on subjects of the donor's suggestion. Another group of gifts are earmarked for plastic tote bags, computers, Nooks, AV materials, craft programs, Wii games, and other miscellaneous items.

The Friends are responsible for a large portion of the year's gifts and expenditures, paying for a heavy-duty book/AV outdoor drop; nearly \$8,500 for the installation of our cyber café on the lower level; a large budget for juvenile and young adult programming; subscriptions to the Morris Museum and to BookPage, a review newspaper for the public, and many smaller gifts throughout the year. Two funds previously managed by the Friends (Leffingwell and MacGregor) were turned over to the Library and the principal subsequently transferred to our Hudson Bank dedicated funds account.

In addition to the "Gift Fund," other monies are received annually for specific purposes: The Read Foundation brings in \$1,000, as does our stipend from MUF, the former for AV items and the latter primarily for specialized periodicals. The largest single gift is the Book Sale proceeds of \$24,846, which is added to remainders of previous years. These funds are dedicated to Library materials and an effort was made to use more of these funds in 2011; we actually spent \$32,885, almost exclusively on books.

MORRIS AUTOMATED INFORMATION NETWORK

MAIN continues to function well throughout Morris County and with the addition of Bernards Township as well. Most meetings are held at Morris County Library.

Your director chairs the Membership Committee, and just led a meeting with all new directors in Morris County (eight within the last year and a half) and other veteran directors (eight, also). It's our way of mentoring the new directors, answering their questions and encouraging them in their new positions.

INFOLINK (Formerly Highlands)

Our old Highlands Regional Cooperative became Infolink after State-imposed budget cuts eliminated the regional cooperative support offices. Our main concern was to keep Interlibrary Loan (ILL) alive and functioning. Patrons value this service highly. So far, we have been able

to keep it going. Our ILL numbers were impressive. We borrowed 28,407 items for our Chatham patrons, and loaned our 24,440 items to other patrons outside of Chatham.

A secondary concern was to keep the educational aspects alive. There used to be regional meetings that were always well-attended. Those have been pretty much replaced by webinars because the distance is too great to travel to any single spot for regular meetings.

MORRIS COUNTY LIBRARY

The Morris County Library continued to host most MAIN meetings. They work very hard to accommodate the needs of librarians and patrons throughout the system.

MORRIS-UNION FEDERATION

MUF continues to function almost effortlessly. We had our two annual meetings with trustees. One was the Advisory Council dinner meeting in May. We also had a meeting with trustees in the Fall at Troy Hill Township Library. A MUF Directors meeting was held prior to the trustee meeting in Long Hill.

After years of an inability to extract borrowing statistics from our automated vendor for MUF loans, we have finally found a way to do this in Polaris. This means that in 2012, we will be able to report borrowing statistics between all MUF libraries, those within MAIN and those outside of MAIN.

PERSONNEL

Two long-time staff members retired at the end of June. Nancy Picillo, Coordinating Library Assistant in our Technical Services Department, retired after being on the staff since 1988. Joyce Pridham had worked in the Circulation Department since 1984. A combination of staff reassignments and new hires resolved the vacancies, including the promotion of part-time circulation assistant Sandra Echeverri to full-time, resulting in reducing department personnel by one-half position.

Our current CWA contract expired on December 31, 2011. Negotiations will start soon on a new contract.

PROFESSIONAL ACTIVITIES

December	2 – Met with Pro-Libra Strategic Planning People
“	8 – MAIN Planning Council & Membership meetings, MCL
“	13 – Meeting with Comprise staff (SAM)
“	14 – Friends of The Library meeting
“	20 – Kiwanis

DEPARTMENT REPORTS

CIRCULATION/STATISTICS

The Library has been very busy this past year. Total Library attendance in 2011 was 276,577, an 11% increase over 2010.

In 2011, there were 420 adult meetings with a total attendance of 5,506. Over the course of 2011, the Children’s Department offered 459 programs which were attended by 13,408 patrons.

Our reference section is also very heavily used. 160,824 patrons accessed our Library homepage in 2011. At the Information Desk, we had 41,666 patron transactions (in 2010, there were 33,766). Of these transactions in 2011, 20,227 were reference questions (in 2010, 17,444).

Our circulation figures for 2011 were

*In December, 309 patrons attended 18 adult programs/meetings/events.
Our 16 juvenile events attracted 544 children and adults.
The people-counter recorded 27,967 persons entering the building.*

ADULT/YOUNG ADULT SERVICES DEPARTMENT: Deborah Fitzgerald, Head
We held over Tom Nusbaum's show of oil portraits and landscapes through December. One painting was sold from this show. The Friends of The Library sponsored six art shows this year and nine paintings were sold from these shows. Sales were better this year than last. The Friends of the Library handle the sales and receive a 20% commission from all sales.

Mike Dutko of Tom's River held a video documentary featuring Christmas celebrations in Europe. Attendance was average for this program. Drs. Andrea and Jay Blumenthal presented an informational seminar for parents on college aptitude exams. Unfortunately, the program was poorly attended. An instructor from the Adult School demonstrated how to download e-books from the Library's homepage to one's e-reader or laptop. This program was very popular.

Some of the local organizations using the facility in 2011 were the Woman's Club of Chatham, Chatham Antiques Club, League of Women Voters, N.J. Jazz Society, Girl Scouts, Boy Scouts, MorrisCounty Embroiderers' Guild, Chatham Historical Society, Chatham Art League, Chatham Community Players, Chatham Brass Band, Chatham Newcomers, Garden State Puppetry Guild, Garden State Quilters, the Adult School of the Chathams, Madison, and Florham Park, the Environmental Committee of Chatham Township, and local garden clubs.

We sponsored a variety of programs this year of lectures, photography demonstrations, documentaries, films, book discussion groups, travelogues, computer database demonstrations, income tax assistance, notary, blood drives, exam proctoring, and blood pressure screening. John Marelli of Madison presented a two-part workshop featuring digital photography. The first session was choosing the right camera and the second was techniques for taking great pictures. Planned for young adults, we also got a fairly large response from adults who wanted advice about their cameras. It was a very worthwhile program which supplied a lot of useful information. David Michell, a Chatham resident, presented a slide presentation of a 52-day camping trip he and his family took through nine National Parks. It was a fascinating and endurance-testing trip which offered a glimpse into the beauty of the wilderness of this country.

This summer we held several film showings for young adults and a Wii game night which were well received by this age group and two jewelry making workshops for teen girls. We also sponsored a pizza/Wii game party for the volunteers who helped with the children's summer reading club program.

Our pages have been re-shelving the discharged books that were stored in the Quiet Study Room. Now that the new lights have been installed in the stacks area and it is open to the public, there are many books to be returned to the shelves. This project has kept them very busy in addition to their regular shelving duties. In general, our pages have worked very diligently getting books

and media back in proper order this year especially during the children's summer reading club program and the power outage in October. We appreciate their efficiency and dedication to their positions.

Our volunteers continue to work on a variety of projects including shelf reading, filing shelf list cards, searching for claimed returned books, pulling books in consideration for discard, book repair, blood pressure screening, and other tasks. We are grateful for the many volunteers who have given hours of their time and talents to make this Library a better place for all who use it. We had a total of 189 volunteers helping us through the year giving us 3,155 hours of their time. There was an increase by 26% in the hours worked by our volunteers in 2011.

We are saddened by the passing of longtime volunteer, Ruthann Wichelman, who served in the children's room for many years as well as on the Friends of the Library Board. Peter Gillim, another longtime volunteer, has moved from Chatham to a retirement community in Princeton. We will miss his dedicated service to the Library.

In 2011, we added 292 fiction and non-fiction titles to the Young Adult collection, a 9% increase to this collection. Twenty-one outdated or damaged titles were deleted.

AUDIOVISUAL

Ninety-six compact discs were added to the Library's audio collection, and eight were deleted. This year 680 compact discs which did not have item records in the Morris County Library system's database were reinstated to the Library's collection. Polly Bonasera persevered on this project with its many steps and details. Our entire music cassette collection was deleted as this format is no longer being produced for sale nor had any been recently borrowed by Library patrons. The deleted items will be put in our March 2012 book sale.

Our books on cassette were also all discarded in 2011. Abridged books on CD are no longer purchased. However, 78 unabridged Books on CD and 44 Playaways were added to our shelves. This number just barely keeps up with the bestsellers. These items are expensive and the processing for circulation is detailed, but the circulation and demand is large.

Our visual collection grew by 790 DVDs and miscellaneous VHS items. A relatively small number of these additions are blu-ray discs, usually blockbuster titles where we buy both formats. Sixty-four VHS titles were discarded. We have made a concerted effort to replace popular VHS titles with DVDs for two reasons: our patron base really enjoys the older titles and we need room on the shelves. Circulation is booming in the AV items, and it was necessary to add some page hours just to get them all back on the shelves in a timely manner. Our new full-time AV Library Assistant, Adriana Echeverri, promoted from Page in July to fill Sarah Skakum's vacated position, is a real boon to the department with her energy and accommodating personality. While discharging the entire AV collection day after day (a demanding but boring task), she has willingly added some other responsibilities in processing new materials.

It is of note to mention that to date, all visual additions have been charged to "special" funds: AV Fees, Lost/Paid (the VHS replacement titles), Read Foundation, Gifts, and Book Sale. In other words, no budgeted funds have been used. Our biggest challenge is satisfying the patron demand for visual items. We will soon need to actually fit into the budget a line item for these materials.

CHILDREN'S DEPARTMENT: Laura Weinbrom, Head

The month of December flew by—despite all the holiday commitments, people with children still came to the Library for books and programs. Special events included Paint-a-Cookie, the Select Choir from ECLC in Chatham which performed a holiday concert, and musicians Melody & Presley, who entertained over 160 people

The Children's Room was an active place during 2011 as we welcomed patrons from birth through age 12. Programming was offered to appeal to a range of age groups and a diversity of interests. New materials acquisitions were made to fulfill the needs of young readers at all stages of learning. We strove constantly to make the Children's Room a "user-friendly" environment both in the layout of the room and in our interactions with children and caregivers.

The major patron group for the Children's Room is children aged 6 and under. There seems to be no end to the demand for programming for this demographic. We have set aside Thursday as the day caregivers can expect a program for our youngest patrons. Every Thursday morning, a music, dance, yoga, or movement class is offered for preschoolers. Because between 100 and 130 people regularly come for Thursday morning programming, the programs are offered twice to allow for reasonable class sizes. A total of 69 such programs attracted 2,491 people to the Library in 2011. Thursday morning programs were sponsored by The Friends of The Library.

Storytime is another major offering for the youngest age group. Nine wonderful, creative volunteers offer Storytime to small groups weekly for ten weekly meetings. Three such sessions were held during 2011. Storytime brought 2,267 visitors to the Library throughout the year. Storytime is arguably our most important program because it introduces children to books and instills valuable pre-literacy skills.

During the summer months, we offered two regular "Drop In" storytimes for small children. "Little Signing Hands" was a ten-week sign language class for children and their caregivers. Also offered weekly was a French/English storytime in which children learned French vocabulary and songs. A total of 725 people attended these two programs which were sponsored by the Ann L. Buesing Children's Fund and the Carl and Marlee Frahn Fund.

Our focus turned to school-aged children during the summer with our Summer Reading Club (SRC). The theme for 2011 was "One World, Many Stories." We had 548 children participate in the Club and they read a total 10,247 books. Each one of those books was verbally reported on to one of our 126 incredible teen volunteers. The value to the younger children of talking one-on-one with a teen volunteer about the books they have read cannot be overvalued. Our teens provide friendship, mentoring, and inspiration to the young readers. The teen volunteers donated 1,388 hours to the Library in the summer of 2011. One family was so touched by the dedication of the volunteers they donated \$100 to buy party favors for the Volunteer Pizza Party at the end of the summer. Verbal reporting on books is almost non-existent at other libraries as online programs become more and more common. No other library in Morris County has the teen involvement we enjoy here in Chatham. Our Summer Reading Club is truly unique and special and reflects the value Chathamites place on reading. The Woman's Club of Chatham funded the prizes for the SRC, the Kiwanis Club of The Chathams sponsored the annual picnic, and The Friends of The Library provided the entertainment at the picnic for SRC participants.

Numerous enrichment programs were offered during the summer including crochet, glass-working, manners, chess, nature, art, baking, and knot-tying. Our summer intern, Robert Carter, led a class on video production for middle graders. Twelve children produced a video depiction of the book When You Reach Me for the 90 Second Newbery Contest sponsored by the New

York Public Library. Longtime volunteer Alan Serio offered a class for eight middle-graders called Reader's Theater in which children learned to read play scripts with expression and polished delivery. Alice Roche, a part-time weekend employee, volunteered her services for a popular digital photography course. Technical Services staff member Polly Bonasera taught a group of girls to make their own bejeweled head bands. Every Monday during the summer, Drop In Crafts were offered as a chance for children of all ages to create simple and useful crafts to take home (courtesy of Jim and Connie MacNamara). The Museum of Early Trades and Crafts delivered a very interesting program on Historic Toys to 50 children of all ages. Fifteen enrichment programs were offered with a total of 684 children participating.

Family Night was a popular feature of the Summer 2011 programming. For seven consecutive Thursday nights, we offered programs for the whole family to enjoy together. Sponsored by the Buesing and Frahn Funds, the programs included Mammal Mania; Let's Bloom Together; Fresh Art Prints; Monkey, Monkey Music; Lenape Lifeways; Folk Tales and Folk Songs; and Genies Lamps and Dreams: Tales of the Arabian Nights. Over 50 people attended every program and feedback was very good. Working parents who don't use the Library on a regular basis turned out for these programs. We hope to continue Family Night in the future.

Two year-round school-aged programs are Legopalooza and the Knit and Crochet Club. Legopalooza is offered monthly on a Sunday afternoon. The Library has a collection of thousands of donated Lego building blocks. Children can build any creation of their choosing and all creations are placed on display in the Children's Room for a month. Most children name the creation and place a tag on it with their own name, age, and creation name. Sunday afternoons were chosen to allow Legopalooza to be an activity parents can enjoy with their children. Legopalooza was held 12 times during the year and attended by 450 patrons.

The Knit and Crochet Club does not draw as large a number of patrons, but the girls who come are dedicated to it. It began as a crochet class over the summer. The girls enjoyed sitting together and crocheting so much that they asked if they might continue. We began offering a one-hour session after school on Thursdays led by Polly Bonasera. Participants work on specific knitting skills by creating small projects each week. Twelve girls are registered for the program with new girls joining regularly. To date, no boys have shown an interest; however, they would certainly be welcome should they want to come.

Efforts were undertaken to make Children's Room materials more easily accessible to patrons. To that end, the entire Juvenile Fiction section was moved to a contained area of the library floor. Shelving was rearranged in the Non-Fiction area to accommodate oversized books, thereby consolidating all books on a given topic onto one shelf and eliminating the separate Oversized Books area. These efforts also resulted in a large weeding and discard project.

The collection grew this year by 3,379 items. The single largest area of growth was Picture Books followed by Juvenile Fiction. One hundred seventy-six foreign language materials were added to the collection in 2011. Foreign language materials were a focus for acquisitions as we have had an increase in requests for such items, especially Spanish, Portuguese, and Chinese. Foreign language acquisitions were funded by The Friends Book Sale proceeds. The plan for 2012 is to focus on Picture Book Non-Fiction, parenting materials for adults, and Read Alongs (books with CD's) which are quite popular with children who struggle to read.

We withdrew 2,406 items from the collection in 2011. The majority of these were "dusty books" which had not circulated in more than five years and the largest share was juvenile fiction.

Thanks to the Chatham Jaycees, the Children's Room acquired two Color Nooks in 2011. The Nooks are available for patron use while in the Children's Room and are not offered for circulation at this time. The draw of the Nooks is the animation of beloved picture books. The books can be read aloud by the Nook or the reader can read to him/herself. The Nooks have proven most popular with early readers in the 1st and 2nd grade range.

It must be mentioned that throughout all the hubbub of various programs, the Summer Reading Club, increased circulation, and the acquisition and withdrawal of library materials, Coordinating Library Assistant Jaime Sabonya kept a cool head, a friendly face for our patrons, and an eye for detail which kept the Children's Room running smoothly. Our indomitable pages, Henry Mann and Chris Dunning, managed to keep all the books properly shelved and made our patrons feel at home at the same time. Sorely missed will be Ruthann Wichelman, long-time Children's Room volunteer. Her passing late in 2011 left a gap not only in the workings of the Children's Room, but in our hearts as we go about our daily business.

REFERENCE DEPARTMENT: Jay Chatterjee, Head

We spent the last month of 2011 dealing with technological problems, getting the lighting and ceiling replaced in the adult stacks, and placing holds for patrons. Despite several problems with automation, our public PCs are always in use.

We got an interesting range of questions in December. A patron wanted to know the predawn temperatures in Chatham on December 2 and 3, and whether ticks in Christmas trees cut at those temperatures were dangerous. Steve Jobs was on people's minds, and we received many queries about his life; for example, whether he had really dropped out of college and why. People also seemed to be very interested in Winston Churchill, and we got several requests for the book entitled *Churchill's War Lab*. A patron writing a book wanted information on Nancy Seifrit, who was involved in a murder that took place in the 1980's in Chatham. We retrieved newspaper articles and invited her to come in to see all the other articles that were available in our EBSCO and PROQUEST databases.

A young man who came to the Library every day in December and signed up for a study carrel was a Drew graduate in nursing, and was preparing for a special exam for nurse practitioners. He told us he studied here every day because the Drew library was too noisy. We hope that he did well in his exams.

In September, we started working on the long process of migration from Sirsi to Polaris, our new ILS program. Installing the Remote Desktop Server on all our staff PCs was the first step. At the end of October, we made the migration, and now we are showing patrons how to use the PAC to place holds and to access their accounts.

We are slowly getting used to Polaris ourselves, but we continue to miss features that we used in Sirsi and that Polaris does not seem to provide. We send in our recommendations and sometimes staff members at OLIS are able to create the features that we need. At meetings, librarians from the different MAIN libraries talked about what changes they wanted to see in Polaris. OLIS staff said the priority was in getting the Telephony feature to work, as that is how patrons are notified about their holds.

We spent a good part of the year encouraging OLIS and Comprise (the company providing us our print and time management software) to solve our computer-related problems. Later in the year, we started a SAM (Comprise) Users Group, and invited OLIS to attend our meetings. At present, we are working with both groups to get the Sip2 connection made between SAM and

Polaris. This connection allows SAM to gather patron information from Polaris. In the meantime, we are logging on new members with guest cards. OLIS staff have said they would work on the Sip2 connection once they had finished working on Telephony.

Early in the year, OLIS put Windows 7 on our computers; however, Windows 7 was incompatible with our HP1012 printers. Comprise developed software which overcame that problem. In December, staff from OLIS also re-imaged our computers with the new Windows 7 image that they created over the last couple of months. We are now waiting to see whether this new image proves to be better than the last one.

Regarding our databases, it was decided that the consortium would drop Newsbank and NJ Newspapers because the price was too high, and that we would add to the newspapers we get from Proquest instead. Late in 2011, we added the *Financial Times* to our newspaper holdings. It adds a different perspective to the newspapers we offer, and is popular with our patrons.

Once again, in 2011, it was to our Library that patrons came in times both good and bad. On the one hand, we answered questions like *what is the difference between a person being beatified and being declared a saint*, and on the other, we researched companies for patrons who were looking for jobs. For those latter patrons, we also offered job training workshops conducted by instructors from the County College of Morris. Patrons who were looking for jobs also wanted help to apply for jobs online, attach resumes to emails, and research companies that they were interested in. A patron who had worked on Wall Street for 25 years asked for information on a particular company; and we found it using our database *RefUSA*. We used our Ancestry and Chatham Courier databases to answer genealogy questions, and were helpful to a gentleman in Canada who emailed us with questions about family members who had once lived in Chatham.

We were asked many health-related questions which we answered by giving patrons our print sources and by using our "Health Computer." Two satisfying interactions were giving a patron information on obsessive compulsive disorder behavior which her daughter was suffering from. The other was an older woman who called asking for information on squamous carcinoma. She had just had surgery, and planned to collect the books and articles when she was well enough to come to the Library. We used the shut-in service provided by the Friends of The Library to send her the materials.

The other landmark occasion on which we had the satisfaction of coming to the aid of our patrons was during the freak snowstorm that took place in late October. Many people in Morris County did not have electricity for seven days. They flocked to our Library, and we were happy to provide them with safe premises that had light, heat, access to WiFi, and a compassionate staff. On Monday, October 31, we had 404 reference interactions, of which 60 were guest logins (on our public PCs). The numbers for Tuesday, November 1, were 316 interactions, of which 84 were patron logins, and Wednesday, November 2, 247 interactions and 40 logins. A patron said "What we needed right now is a facility that has heating and Internet access, and that provides good customer service. You are giving us all three." Earlier in the year, and in less trying times, another patron had expressed similar sentiments. During the "One Day in the Life of New Jersey's Libraries" survey conducted by the State Library and NJLA, one of our patrons wrote, "Why be coy about this? I love the Library!"

In 2010, the state of New Jersey stopped sending income tax forms to residents, and in 2011, the IRS followed suit. However, IRS continues to send printed forms to public libraries. We spent the first half of the year helping patrons get the Federal forms that they needed, and downloading NJ forms for patrons who did not feel comfortable doing so themselves.

Interlibrary loan continues to be a very busy part of our activities. In 2011, we loaned out 23,873 pieces and borrowed 28,115 from MAIN libraries, and by way of JerseyCat, we lent 567 items to non-MAIN libraries and borrowed 292 items from non-MAIN libraries.

Many of our databases were well used during the year. Patrons performed 4,174 searches on Ancestry.com. Mango Languages was used 151 times with patrons learning languages like Pirate, Croatian, Urdu and Tagalog. Morningstar received 3,441 searches. Others include NJ Legal Forms database, 189; Oxford Art, 43; Prices for Antiques, 60, and the Small Business Resource Center was accessed 24 times and 100 searches were performed.

In August, we joined the Overdrive Advantage Program so we could buy duplicate copies of e-books and audiobooks that have more than four Chatham holds. E-Readers have become extremely popular, and our statistics for e-book usage went up from 14 in January to 104 in December.

We offered a wide range of computer classes for our patrons in 2011 on Excel, Word, PowerPoint, Outlook, Windows 7, and how to use an e-Reader to download books from our homepage. All were conducted by an instructor from the Adult School. In June, we had a workshop by the medical librarians from Overlook and Morristown Memorial Hospitals on how to use our Medical Computer. In September, we offered four sessions on how to use Word 2010 and Windows 7 to make resumes more presentable, and how to look for jobs online. This last program was conducted by instructors from the County College of Morris, and was part of the American Recovery and Reinvestment Act broadband Technology Opportunity Program.

Mr. Schriek offered one-on-one computer training workshops to patrons throughout the year. In general, older patrons came to him for a basic introduction on how to use a computer, how to use email, and how to save or delete files. Younger patrons had specific questions on Excel, Word or PowerPoint. Mr. Schriek enjoys offering these classes, and intends to work on learning more about the features that these programs provide.

We have had a steady attendance at our Book Club meetings. Some of the books we read this year were *Death in Holy Orders*, *The House of Sand and Fog*, and *Dracula*. Librarians take turns facilitating the discussions. One of the best books discussed this year in our group was Colum McCann's "Let the Great World Spin" It is a reminder that change is natural, we all impact each other in various ways, and we are always evolving.

160,824 patrons accessed our Library homepage in 2011. At Reference, we had 41,666 patron transactions (2010, we had 33,766). Of these transactions in 2011, 20,227 were reference questions, and in 2010, 17,444 were reference questions. 2011 has been a busy and satisfying year for the Reference Department. We have helped patrons with their recreational and job-hunting needs. We have shown them how to improve their computer skills, and aided them in searching for jobs online. This is the pressing need of the day, and we are doing our very best to support our patrons in this

TECHNICAL SERVICES DEPARTMENT: Mary Kennedy, Head

In December we added 390 books and 151 audiovisual materials for a total of 541 items added to the collection. We discarded 255 books and five audiovisual items for a total of 260 items withdrawn from the collection. Of the 390 books added, 46 were gifts. This represents 12% of the total.

After a very busy November processing books and getting used to our new computer system, it was nice to glide through the holiday season steadily plugging away getting caught up with library journals, reviews, publisher's catalogs, and book processing. We added several wonderful gift books, as usual. One in particular purchased with Book Bale proceeds is a gigantic book titled "Art Museum." It is literally an art museum in print format. We are glad to see that it has been checked out and is being enjoyed by our patrons.

The stacks were closed for much of the month for our ceiling and light renovation project. Although all of the information about the collection is available in the computer, we missed going directly to the stacks to get a bird's eye view of exactly how a particular book will fit into the collection.

In 2011 we added 5,643 books to the collection and 1,011 audiovisual items for a total of 6,654 items added to the collection. Of the books added, 798 were gifts. This represents almost 15% of the total. We discarded 2,503 books and 205 audiovisual items for a total of 2,708 items discarded.

The e-book revolution is in full swing. We continue to offer titles through Overdrive/ Listen NJ and attempt to keep up with its huge demand. In spite of this demand, we feel strongly that the printed book will always be the most viable and practical way our society relates to each other.

At the beginning of last year we stopped maintaining the shelf list catalog for most of the collection and have not missed it one bit. The areas that we continue to maintain a shelf list catalog are for standing orders and reference materials. Also, Ms. Fitzgerald continues to use shelf list cards for the young adult books and the music collections. Mrs. Rex also continues their use for audiovisual items.

During 2011 we experienced two transitions. In staffing, Nancy Picillo retired in June and we welcomed Sarah Skakum into her position. Sarah's organizational and computer skills have made the Technical Services Department more efficient by maintaining our records on computer rather than on a hand-written ledger as had been done in the past. She is a pleasure to work with.

The second transition last year was to our new computer system. MAIN went from Sirsi to Polaris. During the first half of the year we worked hard to "clean up" our records by making sure they didn't contain spelling errors and that our call numbers were entered in a uniform way and that every item that could be linked to a record was linked. This was not a small task. At the end of the summer we received Polaris training and worked together as a staff to fine-tune our understanding of the public catalog, circulation, and cataloging functions. For a week, we crossed our fingers and hoped for a smooth migration of our records. Over the past couple of months we've gotten accustomed to the new system but miss certain elements of familiarity in finding necessary information and the efficiency of the old system. We look forward to any enhancements to the system as the year progresses.

DOB/kr

GLOSSARY

MAIN – Morris Automated Information Network

OLIS – Office of Library Information Services

ILL – Interlibrary Loan