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www.crandalllibrary.org

2009 Annual Report Crandall Public Library

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President's Report

Rick Leonelli Jr.

The year of 2009 was an extremely busy year for the Crandall Public Library. It was the first full year in the newly renovated and expanded facility and we saw a tremendous increase in use by our patrons. The patron visits, circulation and the applications for new library cardholders were all up 45%. The library staff along with volunteers did an extraordinary job in keeping up with the increase in circulation which was a record of almost 770,000 items checked out of our collection. The library would never have been able to process this record number of items without the cooperation of our patrons utilizing our state-of-the-art self check system. We are now seeing 80% of the items checked out through the self check system and 100% items are checked back through the system, which gives library staff more time to provide customer service to our patrons.

The next year will certainly bring challenges to the library as we remain committed to providing service to our patrons while operating a fiscally responsible library. On behalf of all the trustees, thank you for your past and future support.

Director's Report *Christine L. McDonald*

On behalf of the Library Board of Trustees, the Staff and Friends of the Library, I want to extend a heartfelt thanks to the community for making 2009 the best year in the history of Crandall Public Library! Your support for the 2009 budget made it possible for us to offer a state-of-the-art building that is inviting, beautiful and functional with creative and diverse Library services and programs. What an amazing year it was! Use of the Library in 2009 far exceeded our expectations as we completed the first full year in our newly expanded and renovated space.

To walk through the Library for the first time is to experience a winning combination of beauty and function. Comfortable seating, places to plug in computers, 27 Internet computers, a new Teen Center, quiet reading spaces, natural light and fireplaces. These are just a few of the features that earned the Library the New York Library Association, Public Library Section's Outstanding Public Library Building of the Year

Award. The Library also completed the process to become a LEED certified "Green" building. The award will be made in 2010.

Throughout the annual report you'll read about the record-breaking increases in use of the Library. From a 184% increase in Internet use, 98% increase in visits to a 26% increase in programs and a 47% increase in overall circulation. This growth indicates how important it was to expand space for the needs of the community for Library services. Because of the installation of the new self check system and sorting system, no additional staff was added to the Circulation/Customer Service department.

The Library is also grateful for the support district voters gave to the 2010 budget on November 3, 2009. We appreciate the comments and suggestions from our customers because they help us make the Library a better place for everyone.

7 Wonders From a Record Setting Year!

- MOST library visits ever: 453,401, an increase of 98% over 2008
- Circulation of 769,530 items was the HIGHEST ever at 47% more than 2008
- 45,001 registered borrowers, a TOTAL gain of 11% from 2008
- 131,746 reference transactions was an INCREASE of 99% over 2008
- Outreach of 13,563 items to the homebound GREW by 118% from 2008
- Program attendance was the GREATEST ever with 35,656 people coming to events
- SKYROCKETING public Internet usage with 65,147 sessions, 184% more than in 2008



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We Remember:

Richard C. Merrill
1935-2009



Dick Merrill led the community through the Library expansion and renovation project as Board President from January 2006 to December 2008. He went on to serve a trustee in 2009 until his sudden death in March 2009. A full tribute to Dick is found in the Library's 2008 report. He was a great friend who loved his family, the community and the Library. We still feel his loss.

Margaret D. Burrell
1922-2009

Margo had a distinguished career as an educator in many states, locally at ACC and in area schools. She was a lover of literature, music and the arts and attended many of the Library's literature, film and other programs which is where I first met her. She loved The Hyde Collection and the Lake George Opera. She was an avid birder and loved nature especially flowers. She was an activist when it came to preserving access to the land, risking arrest to show that her words followed with action. I often remember her visits to the Library with her late husband Harold. She was a gracious person whose life was a role model of love, action and beauty. She influenced many lives and she will be remembered by us for her thoughtful action in the world.

Adult services staff answered 75,018 requests for information.



Adult Services 2009

Some highlights from an exciting season of programming!

Head of Adult Services,
Andrea Herman

Pictured, Author Richard Russo Interviewed by WAMC's Joe Donahue on his new book, *That Old Cape Magic*.

Many thanks to the Friends of Crandall Public Library for their generous support of Reference programs.

Each month, the Library sponsors two book discussion groups. A librarian acts as facilitator for the discussions which follow the reading of either a fiction or nonfiction work. Once a month, the Memory Sharing Group meets to share stories and memories. Computer classes were held throughout the year; the economic downturn created an increasing need for employment and job related information. Several programs on cover letter and resume writing were offered. Once a month Crandall Knits meets to learn and enjoy their love of knitting.

Library Outreach

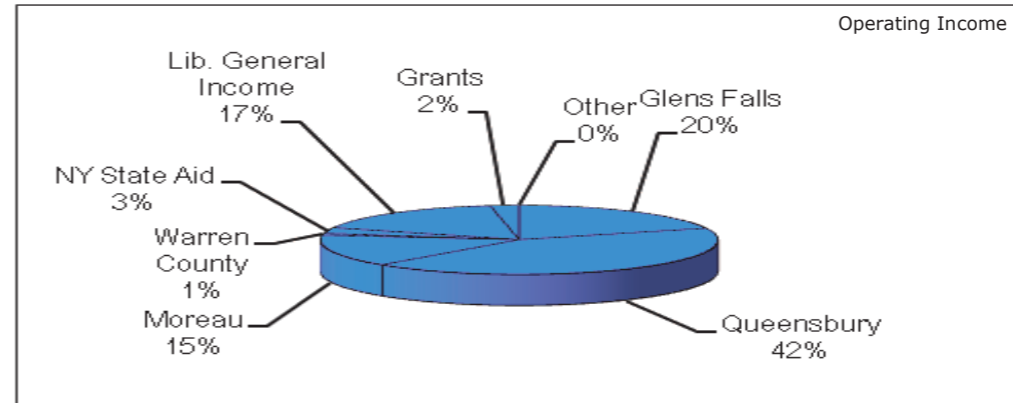
Crandall Public Library's Outreach Services offers library materials and services to help meet the information and entertainment needs of homebound individuals in a variety of settings. The Outreach Coordinator selects and delivers materials, places requests, offers reader's advisory and research services, and maintains comprehensive reader histories. In addition, Outreach Services strives to

promote and facilitate programs offered by a number of relevant agencies. These include the New York State Library for the Blind and Visually Impaired, the New York State Office for the Aging, Hospice, and the Glens Falls Lions Club.

As a rule, deliveries are made to individual homes on a monthly basis, with exceptions made for those who require more frequent delivery of materials. Monthly visits are made to group facilities. These include Adirondack Manor Adult Home, Cedars Senior Living Community, Cronin High Rise, The Glen and Glen Terrace at Highland Meadows, The Landing of Queensbury, Midtown Apartments, Moreau Community Center, The Pines at Glens Falls, Prospect Child and Family Center, Snowdrop Manor, Solomon Heights, The Stanton Nursing and Rehabilitation Centre, Stichman Towers, Westmount Health Facility, and The Willows.

Whether the setting is a private home or an institutional setting, Outreach Services takes great pride and pleasure in making the library experience available to those who are unable to visit Crandall Public Library in person.

Outreach Librarian,
Frank Pelkey



2009 Financial Statements

Operating Income		Operating Expenses	
Local Public Funds	\$2,954,224	Salaries	\$1,656,053
New York State Aid	\$104,652	Benefits	\$428,977
Library Generated Income	\$643,516	Library Materials	\$223,078
Grant Income	\$88,916	Grant Expenses	\$88,916
Other	\$0	Operation of Building	\$245,477
		Miscellaneous Expenses	\$137,824
		Other Expenses	\$126,669
		Debt Service	\$814,293
		Surplus/Deficit 2009	\$70,021
TOTAL:	\$3,791,308	TOTAL:	\$3,791,308

The Friends of Crandall Public Library

Hard work and \$35,000+ worth of generosity again defined the Friends of Crandall Public Library in 2009. Under the guidance of President Sarah Hussa, Vice President Susan Brandi, Secretary Barbara McCarthy and Treasurer Mark Powers they paid for reference programming, kids tickets for the Ballet, Book Page, decorative wreaths, new library cards with a keytag combo, display cases, book bin, disk cleaner, janitorial carts, events software and even a cab for the snow blower! Profits from three book sales organized by Marilyn Gorman and Margo Hyde plus an annual appeal allowed the Friends to continue their outstanding service to the Library and its community.
Assistant Director, *Kathy Naftaly*



Sampling of Folklife Programs (con't)

Hometown USA slide show, *Hometown USA* to the Glens Falls class of 1949 60th Reunion.

Saratoga Native American Festival display booth at SPAC, Saratoga Springs, about local Indian Camps.

Basics of Archives, workshop.

All Cordially Invited Co-host the Chapman Museum's programs including lecture, *Vaudeville* by Robert Thompson and lecture, *Old Time Circus* by Dave Carlyon.

Great River of the Mountains exhibition in Folklife Gallery with the following events: lecture by Lucey Bowen, live concert, *North River, North Woods*, by Berggren & Kirk, live concert, *Adirondack Tunes & Tales*, by Smith & Woodcock, Old Adirondack Logging Films by Dick Nason.

Pictured, Mountain Lakes PBS filming of Lucey Bowen & Great River lecture.

In memory of Jessica Weller

- Paul & Sara Borisenko
- Crandall Public Library Staff
- Dorcas Society of the East Glenville Community Church
- Ann & James Eignor
- Bob & Peggy Grot
- Kay Hafner
- Paul Hobart
- Audrey Holloway
- Laura Holloway
- Megan Holloway
- Susan & Bruce Holloway
- Dawn & Jeff Howland
- Sharon Humphrey-Mason
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- Barbara Schierloh
- Barbara & Peter Skillman
- Jan Stewart & John Bruhm
- Thomas & Carol Versocki
- Maria Weeks
- Katherine & Martin Williams

Matching Gifts

- Aetna Foundation
- Chubb & Son
- IBM International Foundation

Every effort has been made to ensure the accuracy of our donor list. Please notify Crandall Public Library of corrections at 518-792-6508, ext. 284.



**Remember when this doorway was the entrance to the Children’s Department?
Atrium Skylight from 2nd Floor Ann Beha Architects**

—Peter Vanderwarker, photographer.

Crandall Public Library would like to thank the following individuals and businesses for their generous support during 2009. Their private contributions have enabled new and enhanced programs and services that connect, inform, and nurture this community. They have made Crandall Public Library exceptional.

Development Director, Lynn Shanks

2009 Annual Fund Donors

- Lydia & William Aitcheson, in honor of Maria Aitcheson
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- Thomas & Colleen Garvey
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- Glens Falls Club of College Women,
in memory of Osnif Gallucci
- Glens Falls Club of College Women, in memory of Ann Center
- Glens Falls Hospital Guild
- Glens Falls National Bank and Trust Company
- Glens Falls Rotary Club
- Mike & Laura Gouthreau
- Pauline Governale

2009 Annual Fund Donors (con't)

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 Sandra Rypkema
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 Joy Smith & Michael Lieberth, in honor of Pam Frazier, children's librarian
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 Sandra Smith, in memory of Jack Smith
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 Sports Specialists, Ltd., in memory of Marilyn Higley

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 June Talley
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 Cedric A. Traver
 Douglas H. Tulley
 US Championship Rodeo Foundation
 Ralph & Beth Van Dusen
 Mr. & Mrs. Lewis Varney
 Thomas Wade
 Allen & Renee Wadler
 Otto Wahl, in memory of my mother, Hazel L. Wahl
 Maxine Wasserman
 Stephen Weaver, in memory of Mr. & Mrs. Arthur Weaver
 West Mountain Community Church
 Helen Whittemore
 Terry & Maurice Wiart
 Thomas J. Williams
 Nancy D. Wilson
 Lisa J. Winters
 and several anonymous donors

In memory of Margaret D. Burrell

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 Patricia A. Decker
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In memory of John Gallucci

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In memory Richard Merrill

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 Ann Beha Architects, Inc.

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In memory of Joyce Moses

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Mr. & Mrs. Peter Bien
 Herman & Yvette Simon

In memory of Viola Lozo Smith

Geralyn C. Abbott
 Frederick & Joanne Fibiger
 David & Marilyn Fitzgerald
 Agnes E. Lillibridge

Teen Services

Teen Librarian, *Frieda Toth*

We are now on over a year of having a real Teen Center. How did we ever live without it?

We have over a thousand uses of the Teen Center every month, ranging from book clubs to live theater. We've done hundreds of pages of writing, field trips to sports events and pizza places, and volunteered in the community.



Picture, *The Reduced Shakespeare Company.*

Our official weekly book club, *Confabulation*, has six to twelve in attendance. Our weekly social club, *The Reduced Teen Group*, boasts up to two dozen. In addition, we have special events such as fanfic workshops, poetry slams, even dance events.

We've worked hard to make the Teen Center a welcoming and safe place. If a teen drops in, there are a number of things to do to relax, such as a puzzle on the table or a basket of knitting. A book review box gets frequent use, with teens expounding to other teens about the things they have read. New and popular books are prominently displayed, and teens are encouraged to share their writing and their homework with the Teen Center staff.

Teen Center staff and volunteers encourage teens to

Children's Services

Super services...

Head of Children's

Services, *Pam Frazier*

Programs

Our first full year in the renovated building was a very eventful one with **24,396** people attending children's programs, an all-time record. Children and care givers enjoyed a variety of educational and cultural programs designed to appeal to all ages and interests. The most popular program of the year was the Summer Reading Program once again, with a total enrollment of **1,047** children, **77** teens, and **216** adults.

Programs offered on an ongoing basis encompassed all ages starting with *Baby Lap Times* for the youngest patrons, then progressing to *Walking Wonders* for beginning walkers, to *Parent/Child Workshops* and *Toddler Story Times*, then *Preschool Story Times*, and numerous programs for preschool and school classes visiting the Library. Educational programs for school-aged children were offered during the summer and school vacation weeks. One of the most popular educational programs was *Reptile Adventures* featuring live exhibits by Jessica Shea: this program was repeated 3 times to meet the demand. Cultural programs ranged from a concert by the Zucchini Brothers, to a dance workshop with Jennifer Stanley, *The Last Dragon* by the Puppet People, and even a children's opera, *Carmenella*, by the Seagle Music Colony. A new program

introduced to encourage reading gave children an opportunity to read to a therapy dog. Some of the most successful programs of the year involved working with community partners. Over **300** people attended *Music of the North Country*, a cooperative event with the Chapman Museum that included fun activities for learning history as well as music and ice cream. We also worked with the City of Glens Falls on some special events: **218** people stopped at our table at the *Downtown Balloon Festival* and made miniature balloons, and over **200** people visited the Library and made an ornament as part of the *Downtown Holiday Celebration*. We collaborated with the Iroquois Reading Council for a program celebrating beloved Dr. Seuss on his birthday, and the Gospel Lighthouse Bookstore worked with us to show the popular *Veggie Tales* movies in our community room. For



many years we have hosted tables at the *Chronicle Book Fair* and the *New Teacher's Welcome*. We participated in the *Nature Fest* at Moreau State Park reading stories about wildlife. At the end of the school year numerous outreach programs were held at every elementary and middle school within our library district to encourage students to get library cards and make use of library services over the summer. The success of these promotions was realized here at the Library in July: to meet the demand we held **68** programs attended by **2,301** people, an average of **3** programs per day when the Library was open.

Reference

Kid's staff answered a total of **43,904** requests for information in 2009. At the beginning of the year, patrons needed a lot of assistance finding things (continued on Page 9)

Children's Services (con't)



in the renovated building and using the self-check system. As the year progressed and people became more familiar with the new surroundings, questions shifted to a wide range of inquiries. Staff did subject searches for teachers for materials to use in their classrooms, assisted college students taking children's literature courses to find books in various genres, helped parents find materials on parenting topics, made recommendations on fiction books for kids to read at many different reading levels, helped with homework questions and research, and even directed new parents to board books to read with their babies and toddlers.

Computer Use

The six computers located in the Children's Department were heavily used during the year. A total of **9,177** children signed up for 30 minute turns.

21st Century Grant

Through funding provided by a 21st Century Grant, a Community Learning Center composed of the Glens Falls City School District and its community partners including Crandall Public Library, was successfully established. Funding ended in June after benefiting many students over a four year period. The homework help has been continued by the staff of our Teen Center and expanded to include students from other school districts. The grant-funded Book Group for eight grade students, administered jointly by Crandall Public Library and the Glens Falls Middle School, has been continued and expanded to include 7th grade students through funding from the Glens Falls Middle School PTSA.



Teen Services (con't)

feel safe and validated therefore no name calling or bad language is permitted in the Teen Center. Because this is a time when life-long habits are formed, the snacks allowed at Teen Center activities are required to be both



Picture, *The Reduced Shakespeare Company.*

wholesome and inexpensive. Furthermore, teens have even learned at *Reduced Teen Group* how to make homemade salsa and Hungarian goulash.



Picture, *Teens Collect Items for Charity.*

The Teen Center has received several prestigious grants during its first year of operation, and was honored by NYLA with a first place in the state Snapshot Contest for illustrating how librarians can be pioneers in new technology by creating a podcast.

A dozen teens have chosen to make the Teen Center their place to volunteer. We are proud to be such an important part of their lives and of the community.

A Sampling of

Folklife Programs

Folk Arts All Around Us exhibition.

Asefa live concert.

Professional Music Workshop by NY Folklore Society.

Old Songs' The Visitors live concert.

Extraordinary Women 7th Annual Women History Awards with musical performance by Nancy Walker, co-hosted by the Adirondack Branch of the American Association of University Women.

Queensbury 3rd Grade Adirondack Day musician Dan Berggren.

I Would Be Delighted to Go, If I May Take Mrs. Meyer with Me exhibition.



Pictured, Guess What I Collect workshops for kids in a new exhibition case for the Children's Department.

Center for Folklife, History & Cultural Programs

A Banner Year...

Director of the Center, Todd DeGarmo

Mission

The Center for Folklife, History & Cultural Programs at Crandall Public Library is committed to original research and documentation, special collections, cultural programs and scholarly discussion on the living and historical heritage of the region. The Folklife Center helps to serve the library's mission of outreach as the Central Reference Library of the Southern Adirondack Library System.

Staffing, Volunteers and Consultants

2 full-time professional staff, 440 total volunteer hours by 15 volunteers and 359 total consultant hours by 4 consultants under 3 different grants.

Grants & Income

New York State Council on the Arts-Folk Arts Programs: general support for folk arts projects.

Capital District Library Council: grant to re-catalog cookbooks, folklore, etc.

Finch Paper: donation towards logging films program.

NY Folklore Society Mentoring Program: consultant for live concerts sound system.

Queensbury Schools: for our help with Adirondack Day.

Glens Falls Hospital Guild: to buy archival materials for special collections.



Collection Loans

Pictured, Henry Ferguson's oil painting, *Bridges over the Hudson at Glens Falls*, to Tang Museum, *Lives of the Hudson*.

Photographs & broadsides to the Chapman Museum's exhibition, *All Cordially Invited*.

Pictured, *Johnsburg UMW Tied Quilt* to Adirondack Museum's *Common Threads: 150 Years of Adirondack Quilts & Comforters*, in Blue Mountain Lake, and then traveling to Lake Placid.



Renovations & Equipment

New built-in exhibition cases in Folklife Gallery.

New portable display system for gallery & traveling exhibitions.

Library catalog and computer with finding aids to special collections available for patrons.

Hanging system installed for maps and artwork.

Portable sound equipment for live concerts.

Archives & Special Collections Activity

In 2009 **3,688** patrons visited, during **1,288** open hours, using **5,834** items.

Holden Reference Collection added **709** books & publications.

Tom Ryan original watercolors.

David Casey's books & papers on Irish families & local history.

John C. Mannix Magician's Library.

Erica Wolfe Burke's *Christmas Nativity Puppets*.

Janice Whipple's donation of *Pines in Snow*, a watercolor by S. Hamilton.

Charles R. Wood portrait.

Glens Falls Hospital Guild Records.

High school yearbooks.

Fran & Irv Shapiro Folk Music Collection.



Consumer Health Information Center (CHIC)

The Consumer Health Information Center (CHIC) continues to see an increase in usage from the previous year. In 2009, the Medical Librarian prepared **149** information packets on a variety of health & wellness topics. **52** full text journal articles were requested through DOCLINE, our automated interlibrary loan system. The CHIC website also saw an increase in traffic with **1159** unique visitors to the site.

This year, the CHIC partnered with local MVP health educators to offer the following educational

programs: Memory Enhancement Total Recall (June); Gender Differences for Stroke (October); Nutrition Myth Busters (November); and Osteoporosis, the Silent Disease (December).

A "Diabetes Drop-In" day was held in April. A health educator from the Seven County Diabetes Network provided one-on-one diabetes information for the public. In May, the Medical Librarian coordinated a special story time with a local dietician as part of the Healthy Kids NY Library Week. The library is also pleased to be able to

offer the use of our Community Room for the American Red Cross to hold blood drives.

The CHIC continues to offer a wide selection of reference books, health journals & DVDs. In addition to the databases available on the dedicated "medical computer", the Medical Librarian utilizes emerging technologies to offer accurate, reliable web-based health information.

Medical Librarian, *Guin Forshey*

NY State Council on the Arts 2009 Film/Video Festival

The Film/Video Festival completed its **29th** year in 2009. The Electronic Media Film Program of the New York State Council on the Arts continues to provide grant funds for the program. Other support comes from the Friends of Crandall Public Library, the Experimental Television Center, the Gloria Bittman Foundation, private donations and local corporate donors: Glens Falls National Bank, Rosemary Reardon Kingsley, CPA and other donors.

Notable in 2009 was that the Film Festival opened in the newly renovated and expanded Library's Community Room which seats 176 people. The space is beautiful with state-of-the-art sound system, new screen and comfortable chairs. Currently, the Library screens work in 35mm, DVD and Video. In 2009, **44** works were screened and **3,692** people attended the screenings an increase in attendance of over **12%**.

The Tenth Annual African American Film Forum was held four Tuesdays in February with sponsorship from the newly re-organized Glens Falls Chapter of the NAACP, Lee Braggs, Vice-President. Films screened were: *Zora Neale Hurston; Trouble the Water; The Order of Myths; Traces of the Trade, a Story of the Deep North*.



In May, John Columbus, Director of the 27th Black Maria Film and Video Festival brought 12 of the latest cutting-edge films from the competition, including American independents, documentary, animation, narrative and experimental works.

In addition to the films screened for the Black Maria Film Festival in June as part of the regular program, the following films were screened this year:

Spring: *The Visitor; I'm not There; Man on Wire; American Teen; Rachel Getting Married; Sleep Dealer; Revolutionary Road; Frozen River; Synecdoche; Gran Torino; Milk; Nerakhoon [The Betrayal]; The Boy in the Striped Pajamas; Vicky Cristina Barcelona.*

Fall: Colin Bannon appeared with his film *Love Conquers Paul* in September prior to the regular program. We also screened: *Frost/Nixon; Stranded; The Impressionists; Degas*, as part of the Hyde Collection's Degas exhibition and celebration; *Summer Hours; After the Wedding; Dishonored; Unspeakable* with a personal appearance by director Sally Heckel; *Our Disappeared* with a personal appearance by director Juan Mandelbaum; *Shine a Light; Harvard Beats Yale; The Garden; Food, Inc.; Araya; Still Walking.*

Programmer, *Christine McDonald*

We Remember (con't):

Irving S. Shapiro 1918-2009

Irv Shapiro was an avid Library customer. He and his wife Fran hardly ever missed a film program unless they were in Florida for the winter. Irv's amazing photography exhibit and book [from the Union College exhibition] offered a look at what Irv experienced during the time he served in the U.S. Army's Medical Administrative Corps during WWII. He had many interests which is why he was often seen at the Library. Just a few days before his death, Irv spoke to me and our Folklife Director Todd DeGarmo about leaving the Library his folk music collection. He made all the arrangements to make this happen. A portion of this important collection is now on display in the Library's Folklife Gallery. Irv will be remembered here for his many talents, his great photographer's "eye," for his curiosity and participation in many program discussions. We were blessed to have him with us.

Jessica L. "Jess" Weller 1976-2009

Prior to her employment in Washington County, Jess was a beloved staff member who brought joy to all. Her infectious smile was a welcome greeting to both staff and customers. Her interest in travelling, books and scrapbooking enabled her to share stories with all groups she encountered. While she loved to share these interests her true passion was her beautiful young family and her love for mothering her twins. Jess will always be remembered as a very, very special person.

Director,
Christine McDonald