



February 4, 2009

To: The Library Board of Trustees
Bethlehem City Council, Officers of Lower Saucon, Hanover, and
Bethlehem Townships, Fountain Hill and Freemansburg Boroughs

From: Ardeth M. Smackey, President
Bethlehem Area Public Library

Re: 2008 Annual Report — Bethlehem Area Public Library

*The library is a great promoter of equality and democracy.
Anyone can go, anyone can read what they want and make
whatever use they want of it for whatever they want to
pursue --- cooking, science, crafts, entertainment.
A Library Supporter*

The attached 2008 Annual Report of the Bethlehem Area Public Library is a summary of the wonderful library services available this past year to the citizens of the Bethlehem Area. The library continues its record of excellence in fulfilling its daily civic role. Even though we are in very tough economic times, the library has used every dollar wisely --- whether it was community funding, grant money, or donations. This has been achieved by a dedicated director, staff, and volunteers.

As you read this report, notice the increase in usage, number of visitors, circulation, and kinds of items available. Then consider the growth in technology that didn't even exist some years ago. The report is not just numbers with lots of increases, but behind the scenes are stories of people educated and of lives changed and enriched.

The library's educational, informational, cultural and recreational mission is met only when we have the support and financial backing of the city council and the contracting municipalities. We appreciate this community investment which enables us to reach our goals and provide outstanding service to our area.



2008

Annual Report

2008

BOARD OF TRUSTEES

Members of the Board are appointed by City Council or the contracting municipalities. They receive no compensation for their services.

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To the Trustees of the Bethlehem Area Public Library

Ladies and Gentlemen:

It's hard to believe that almost a full year has passed since I became Executive Director of the Bethlehem Area Public Library, and what a wonderful year it has been! As you read the following report you will see that the library has been incredibly busy and active, and that we are beginning several new initiatives to keep the library a vibrant part of the communities we serve. The Coordinators and our incredible staff have done an amazing job, as you will see. Most exciting is the Room To Grow project, a two to three year initiative to expand our Youth Services department, add a teen room and open up the second floor of the Main Library to the public as well as refurbish the South Side Branch. We are beginning a fundraising campaign for Room To Grow, and have formed partnerships with companies, nonprofit organizations, community leaders, and individuals who love the library. The following report is a summary of our activities and achievements during 2008.

DIANE DAVIS - ADMINISTRATION/CIRCULATION/MAINTENANCE DIVISION

The Administration/Circulation/Maintenance Division is involved in many library activities. Responsibilities include writing grant proposals, the circulation and shelving of library materials, and the maintenance of patron records; overseeing collection agency activities; purchasing supplies, equipment, and furniture; maintaining the Staff Intranet; coordination of PHEAA or other work/study students; publicity and promotion for all Divisions; book sales and other special events; computer classes for the public and staff; coordination of volunteers; building renovations; building maintenance and repair, vehicle maintenance; and deliveries to the Branch and district libraries. The Coordinator of this Division is also District Consultant to the three libraries designated by Commonwealth Libraries to be the Bethlehem Library District - Memorial Library of Nazareth, Northampton Area Public Library, and Hellertown Public Library. The District Consultant acts as a liaison between the Commonwealth Libraries and the district libraries, and offers consulting services and continuing education workshops.

Administration

Mary Kupferschmid, former Administrative Coordinator/District Consultant, retired at the end of May. I was hired as her replacement.

Previously, I worked for Bucks County Free Library, most recently as a Branch Manager of the James A. Michener Branch in Quakertown.

Four PHEAA work/study students worked a total of nearly 1,400 hours with us this summer: Daisy Willis, Rebecca Schnader, Michael Ross, and Elizabeth Hartmann-Dow. They worked in the Circulation Department, did inventory for Technical Services and Public Services Departments. They also helped with shelving and with children's programming and activities in the Youth Services Department.

With a program called Traffic Flow, we are able to track library attendance at both the Main Library and South Side Branch. It can be reported anywhere from hourly to annually, by location. This will prove helpful in planning for hours open, staffing needs, and in addition it provides great statistics proving our importance in the community by showing the attendance rates.

Circulation

The Circulation Department continues to be a busy place. The annual circulation was 815,947 –15,691 items per week! We ended the year with 74,231 registered cardholders. Fifty-four percent of the residents of our service area have library cards.

As a convenience to our patrons we accept Visa, MasterCard, Discover credit and debit cards at our Main Library circulation desk or by telephone. Online donations, payments, and purchases may also be made as of December, thanks to the efforts of Dan Solove, James Talarico, and Anita Barrick.

Since my arrival, we had an August breakfast meeting with all circulation staff in attendance. I also met with the Circulation Manager and Circulation Technicians to discuss issues and future directions of the Department.

There was a major weeding project going on in the last six months of the year. Circulation staff assists with the weeding of the collection on the public service floor.

Special Events

The six book sales generated \$71,258.14, a record high! The website at www.bestbooksale.org is updated regularly by Liza Holzinger. Liza and her volunteers work hard to solicit quality donations. They spend much time sorting donations, merchandising, and promoting the sales.

Liza also handles promotion of the library's collection and programs by sending press releases and creating brochures, flyers, bulletin boards and displays. She also created web pages and flyers for our new Room To Grow project.

We provide free computer classes to residents of the library's service area periodically throughout the year. Registration is required and the classes fill quickly. Liza teaches these classes and also provides them for staff when requested by coordinators.

Instruction

Class	# of Classes	Total Adults Served
Basic Computers	12	97
Microsoft WORD®	12	132
Introduction to the Internet	13	140
Merchandising the Library (<i>staff only</i>)	4	52

Volunteers donated 4,270 hours to the library in 2008. The decrease in the hours by circulation volunteers is explained by a change in policy which eliminated volunteers at the circulation desk. There was a noticeable increase in book sale volunteer hours, however. Seventy-five people attended the 23rd Annual Volunteer Appreciation Luncheon.

Volunteer Hours

Circulation	16 volunteers	1,287.25 hours
South Side Branch & Homebound Delivery	17 volunteers	273 hours
Book Sale	35 volunteers	2,709.75 hours
Totals	68 volunteers	4,270 hours

Forty-eight families joined the Friends of the Library and contributed \$4,251.

The Library hosted four AARP Safe Driving courses with 50 participants.

Our Staff accumulated 873 hours of continuing education in 2008.

Three hundred and fifty-five adults attended library programs in 2008.

Buildings

South Side

- A new air-conditioning unit was installed.
- Duct cleaning was completed.
- A new ramp was installed for the disabled.
- Stairwell, the floors in the basement, and a section of ceiling on the first floor were painted.
- Electrical service upgrade was accomplished.
- A de-humidifier/air purifier was installed.

Main

- An elevator pressure test was conducted.
- Repairs were made to the humidifier and return air, #seven.
- Phone lobby in the basement was repainted and a new floor was installed.
- In public restrooms on the basement level, new partitions were installed.
- The library gathered items no longer of use and removed these items, for recycling when possible.
- Custodians were involved in the removal of the discarded items from the storage stacks to the recycle bins.
- Asbestos removal around, and replacement of, several valves occurred.

Bookmobile

- The bookmobile's generator was repaired.

Districts

Since there was no increase in District Aid from the State, we made no changes in the district services provided. Together with Allentown and Easton districts we present tri-district meetings. Easton held one on *Service to Babies: Baby Story Time and Family Place*. The Bethlehem one was on *Credit Card Payment, Purchases and Payments Online: How You Can Make It Happen at Your Library*. Bethlehem also held a Library Merchandising class that was open to the district libraries to attend.

Through a grant, Jane Gill and Donna Horvath were able to acquire

some additional databases that are available also to the district libraries at no additional cost to them.

Mary Kupferschmid reviewed and submitted the State annual reports for the three District Libraries.

ANITA BARRICK - FINANCE DIVISION

The Finance Division is responsible for the maintenance of all financial accounts and bank account records; producing monthly operating funds reports and the annual budget; employee attendance records, vacation schedules, personnel records and payroll; management of the library's fringe benefits program; application for federal E-rate funding; maintaining the Lehigh Valley Library System financial records; administering State grants when available; and maintaining the database of library contributors.

Financial

Revenue during 2008 was only \$2,654 more than budgeted. Interest on investments, Buy-A-Book campaign, rental books, and copy services were under budget (\$25,851), but book sales compensated for most of this shortage and netted \$20,258 more than was budgeted. The library showed a net operating income of \$164.21.

In addition to budgeted income, the library received several large grants which made many projects possible. The Supportive Foundation donated a total of \$41,900 in 2008 to be used for an outreach van (\$24,000), South Side Branch plumbing (\$12,000), the ground floor elevator lobby at the Main Library (\$2,500) and a replacement window at the Main Library (\$3,400). The Reidler Foundation gave \$23,000 to the library's Endowment Fund and also \$42,000 for various projects. The Gates Foundation awarded the library an Opportunity Online grant (\$5,850) which was used for computer equipment.

The library received two State grants: a DCED grant of \$5,000 to be used for downloadable audio and a WebJunction mini-grant of \$300 for South Side Branch materials.

The library received gifts from KNBT (\$1,000), the Van Wagenen Memorial (\$100), First Windish Fraternal Benefit Society (\$2,000), Freedom High School PTO (\$100), Jr. League of Lehigh Valley (\$1,000), and the Friends of Music of Bethlehem (\$500). These gifts will be used to purchase materials at both the Main Library and the South Side Branch, and other projects as needed.

We received two \$10,000 grants through the Bethlehem Area School

District, each of which will allow the South Side Branch to be open on Saturdays for six months.

We added \$29,685 to the Endowment Fund. The market value of the Endowment Fund as of December 31, 2008 was \$1,114,672.

Income from the six book sales totaled \$71,258.14 for the year. This was \$13,792 more than 2007 and almost 40% more than was budgeted for 2008.

Salaries were only \$2,489 more than budgeted. This is less than .2% of the salary budget. Fringe benefit costs were under budget by \$13,504 for 2008. These two items account for over 77% of the library's budget, and an accurate estimate of these costs is essential for the budgeting process.

The 23rd Annual Buy-A-Book campaign mailing was sent to 631 former contributors in March 2008. A second request was mailed in October to 465 former donors. The total Buy-A-Book income for the year was \$10,466, from 126 donors.

The official kick-off of the exciting new *Room To Grow* project will be in 2009. However, we have already raised \$63,299.00 during 2008 toward the relocation of the Youth Services Department, the creation of a teen area in the Main Library, and the makeover of the South Side Branch. We received donations from First Windish Fraternal Benefit Society (\$12,000), Estelle Browne-Pallrand (\$10,000), Friends of the Bethlehem Area Public Library (\$10,000), Staley Foundation (\$7,000), Kathy and Gordon Weil (\$5,000), Just Born, Inc. (\$5,000), Harold S. Campbell Foundation (\$5,000), plus many smaller gifts from 21 donors totaling \$9,299. What a great beginning!

There were several major maintenance and repair costs in 2008 which necessitated expending some of the Vanguard deferred accounts. At the South Side Branch, the entire air-conditioning system had to be replaced. Deiter Bros. did the installation. Also at the South Side Branch, an air-purifying dehumidifier was installed by Air Care & Restoration Company after an inspection showed unacceptable moisture levels and air quality. They also sealed the exterior foundation walls. At the Main Library, H. T. Lyons Company made major repairs to the large return air fan shaft and bearings. These three items totaled more than \$34,000.

Maher, Duessel, CPAs (from Harrisburg) audited the library accounts in 2008 and presented a favorable report for the year ending December 31, 2007.

Library Staff

As of December 31, 2008 the library had 26 full-time and 33 part-time employees for a total of 59. The full-time equivalent is 44.52. Four college students, Elizabeth Hartmann-Dow, Michael Ross, Rebecca Schnader, and Daisy Willis worked during the summer and were a great asset to our library.

Staff changes in 2008 included the following: Jack Berk, our Executive Director for almost 35 years, retired in February and, after a national search, was replaced by Janet Fricker. Also, Mary Kupferschmid, the Administrative Coordinator, retired after 29 years with the library and was replaced by Diane Davis. Donna Hartmann was hired for the open position of South Side Branch clerk which was vacated at the end of 2007. There were no other staff changes during 2008.

JANE GILL - PUBLIC SERVICES DIVISION

The Public Services Division includes the Audiovisual Department, the Information Department, and the Bookmobile. Nearly all Public Services personnel provide reference service. Reference questions are answered in person, by phone, by mail, by e-mail, and via virtual (chat) reference. In addition, we also handle a number of other library functions, including periodicals; the local history room; and interlibrary loan services not only for our patrons, but also for our district libraries. We cooperate with the Reeves Library of Moravian College and the Moravian Archives on the Bethlehem Digital History Project, as well as providing our own digital historical content on the bapl.org website.

Noteworthy events of 2008 include:

Bookmobile Services

1. The bookmobile travels to various locations in our service area four days a week, on a two-week rotating schedule. Carole Mauser, our bookmobile librarian, provides a one-person traveling library, serving simultaneously as driver, circulation librarian, reference librarian, and security officer. Bookmobile circulation for 2008 was 28,794. This represents a 4.5% increase over the 2007 circulation. This is truly amazing, considering that the bookmobile was not on the road for nearly two weeks in January due to required bodywork and painting.

2. Carole Mauser worked closely with Regina Kochmaruk of Youth Services to provide children's programming during the summer months. Regina also was able to take the bookmobile out for a variety of special events and special school visits.
3. Schedule changes this year included dropping the Creekside Marketplace stop in Lower Saucon, and adding stops at the SuperFresh Market parking lot and on Viola Lane. We have also added a stop on Cherry Lane. A slight reduction in the time at the Westgate Mall stop also allowed us to add stops on Ridgelawn Avenue and Club Avenue on the west side of the City.
4. An experiment with a new format for the bookmobile schedule was a great success. It is much easier to use and public response was universally positive.

Reference Services

1. We provide 15 public Internet PCs, plus two word processing PCs, and one that combines the two functions. The Public Services staff supervises the use of these resources and provides basic instruction and trouble-shooting assistance. In 2008, 14,094 adult Internet users conducted 49,648 sessions totaling 15,540 hours of Internet use. This represents an increase of approximately 5% in the number of Internet sessions, while only a slight increase in the total number of hours used. This would indicate that it is more common for our adult network to be 90% or more full, thus restricting more sessions to half an hour at a time.
2. We continue to participate in AskHerePA, the statewide virtual reference service. Library patrons use this service to receive live reference help from a network of librarians across the country on a 24/7 basis. AskHerePA has become the fastest growing program of its kind in the nation, receiving between 300 and 500 questions per day. We have handled 745 questions via the service this year. Meanwhile, based on zip code reports, approximately 850 questions from our patrons have been answered using this service.
3. A portable laptop was added for online test takers. We have offered proctoring services for College At Home students for many years, but it has become more and more common that the examinations must be taken online. The laptop hooks up via our wireless connection. We also are able to use it to test our first floor wireless connection when troubleshooting problems.

4. Several new online databases were added to our reference collection this year. New additions include the Morningstar Investment Research Center; Learning Express's computer tutorial module; Gale Literary Criticism Online; Student Resource Center Gold; the New York Times Historical Backfile; and the Express-Times via Newsbank. We also added our first "e-books" this year: several titles centered on medical and science reference topics.
5. We received a \$20,000 grant from the Keystone Nazareth Charitable Foundation for the purchase of online versions of Contemporary Literary Criticism and Twentieth Century Literary Criticism. These resources will be available to not only our own resident borrowers, but also residents of our district libraries.
6. While we engaged in many continuing education opportunities this year, perhaps the strongest theme was the use of webinars offered by our database vendors to provide no-travel, no-cost expert instruction for our reference staff. This kind of learning opportunity not only provides valuable instructional opportunities for all of us, but also fits with our scheduling challenges as well.
7. Adult programming was added as a new service this year. Barbara Subber and Carole Mauser assisted other library departments with the highly successful Dalai Lama book discussion group in April. Four more programs were scheduled for the fall, covering topics as diverse as investment; bird watching; genealogy; and mindfulness meditation. Total attendance at these four Fall programs totaled 160 participants.
8. Barbara Subber and Donna Horvath worked very closely to make effective use of our new budget category, which combined three previous line items: reference, standing orders, and electronic materials.

Interlibrary Loan

1. When we do not own a title which one of our patrons wishes to read, we can borrow it for him from another library. In return, we lend our materials to other libraries. Justina Rosnagle, Marti Sales, and Gail Reichard handle our ILL operations, often in between reference questions. In 2008, we borrowed 3,787 items from other libraries and lent 6,284 items to other libraries including our district libraries. This represents an 18.7% increase in items borrowed from other libraries in 2007 and an 8.4% increase in items lent.

2. As a district center one of our responsibilities is to provide materials to our district libraries, either from our own collection or as an interlibrary loan from another location. In 2008, we lent 2,107 items to our district libraries, an 8.3% increase over 2007.

Local History Room

1. Cassy Trauger received 75 requests for genealogy research as the result of our web indexes, 14 from Pennsylvania residents and 61 from out of state. These requests resulted in a total of 243 copies from our newspaper microfilm and local history resources. We charge for this service.
2. Archival collections which were processed and added to our local history collection included the Friends of Music Collection; Baer's Agricultural Almanacs; the Dennis Kery trolley photograph collection; City of Bethlehem Planning Department documents dating back to the 1960's; and the records of Reverend Weaver. Maps and posters were also added, and a finding aid was posted to our web page.
3. We received an IMLS/AALS bookshelf grant, which provided a collection of materials on preservation techniques designed to guide small historical agencies and museums in proper handling of their collections.
4. Several cabinets of uncataloged/unprocessed materials from the second floor storage area were reviewed. Items which did not meet our collection policy have gone to Liza Holzinger for sale. Others which fit our collection guidelines have been cataloged and added to our Bethlehem Room collection.
5. A large collection of Bethlehem Globe-Times and Daily Times in paper format were sold, since they had already been microfilmed.

Bethlehem Digital History Project and Selections from the Bethlehem Room

1. James Talarico, our Digital Projects Manager, is responsible for our digital collections, The Bethlehem Digital History Project, and Selections from the Bethlehem Room. He also is responsible for the update and design of our web page. In 2008, the BDHP had 14,131 unique visitors who used this resource 22,907 times and viewed a grand total of 104,893 pages on the site. Meanwhile, the local history resources that we make available on our own homepage, bapl.org, consistently rank in the top ten web pages viewed on our site each month.

2. Web page development this year included a completely revamped South Side Branch web page and updates to the Youth Services and Reference home pages.
3. Working in cooperation with the Moravian Archives, we now have two additional prints for sale: Nicholas Garrison's 1754 view of Bethlehem and the original 1741 Deed to Bethlehem.
4. James Talarico worked closely with the Youth Services Department to design a colorful "wrapper" for the Children's outreach vehicle. The design is quite dramatic as well as meticulously presented, and showcases his artistic flair.
5. James Talarico and I did a display at the Moravian Education Conference on the Bethlehem Digital History Project.

Room To Grow

1. Barbara Subber, Linda Freedman, and I worked with Melanie Fiske of Youth Services to clear space for a temporary teen area on the adult side of the library.
2. The entire Public Services staff began working in cooperation with the Circulation and Technical Services Departments on a major weeding project. So far weeding has been done on the first floor nonfiction collection from the 700's through the 900's, and from the 000's to the 500's. Donna Horvath also did extensive work in the Storage Reference area. Work on this project will continue in 2009.
3. James Talarico designed our new "Room to Grow" web page which debuted in early December. He worked closely with Dan Solove of Technical Services to implement the ability to make credit card donations to the project via the web.

Audiovisual Department

Record DVD circulation and the addition of new innovative media were the highlights of the year.

DVD circulation was 117,438 for the year and 11,143 for December alone, both new highs. Circulation of DVDs and books on CD was up 20% compared to 2007. Circulation of audiovisual material as a whole was up about

7% compared to 2007. Music CD checkouts increased by a modest 4%. I am pleased to report that audiobook downloads continued to increase. Use of our older technologies declined, VHS tapes by 15% and books on cassette by 47%.

The new formats to which I referred are Playaways and streaming music. Playaways are tiny audio players with preloaded books. Listening to a book in this convenient format is becoming popular with library users. Streaming music is now available from the library computers or at home.

Streaming music from Alexander Street Press consists of Classical Music Library, Smithsonian Global Sound for Libraries, Contemporary World Music, African American Music, and American Song. The funds for this service came from the state as part of the CD price-fixing settlement.

The BAPL News Blog is maintaining its popularity as the most visited portion of the library web page other than the main page. Library users can visit the blog to discover the latest DVDs, audiobooks, music CDs and extensive information on other departments and activities within the library. Our web designer, James Talarico, continues to find ways to improve and enhance the blog.

The Friends of Music of Bethlehem donated \$500 for the purchase of classical music. The ongoing support of this generous organization has enhanced our music collections for many years.

Linda Freedman weeded our VHS and books on tape collections, discarding items that were worn or outdated. This made space for DVDs and books on CD.

Audiovisual Technician Cassy Trauger uses our disc repair machine to make scratched discs look like new and keep them working. She also packs books for interlibrary loan shipping and assists with periodicals. Daisy Willis joined our staff for the summer. She completed inventory for Information and audiovisual and repaired damaged CDs and DVDs.

Much of the work in this department consists of essential ongoing tasks: such as selecting and ordering audiovisual material based on reading reviews and professional literature, researching current films, and studying independent films and classic cinema being released on DVD. However, we stay alert to unique, effective media that will bring information and entertainment to our community.

DAN SOLOVE - TECHNICAL SERVICES DIVISION/SYSTEM ADMINISTRATION

The Technical Services Division was again busy in 2008 ordering, receiving, cataloging, and processing numerous books and audiovisual materials from the regular budget as well as from many grant and gift accounts. The adult storage collection was weeded extensively in preparation for the Room To Grow project. The System Administration Department was involved in maintaining, upgrading, and configuring various hardware and software with servers and PCs for both desktop applications and in conjunction with the library automation system. Our consortium manager, Matt Mackey, worked with Bethlehem staff as well as with staff from our consortium libraries in troubleshooting various aspects of the Horizon automation system and creating customized reports and enhancements.

Cataloging & Collection Maintenance

Thousands of books and audiovisual items were cataloged during the year. Many older and worn items were discarded and sent to the book sale for resale. Many replacement materials were ordered and cataloged. We continued to weed the collection, making room for the newer books and updated books in many subject areas. We did extensive weeding in the second floor storage area to make room for future renovations for the children's area in conjunction with the Room To Grow project. I managed the ongoing update of our authority records (author, subject, series) in our database for the Consortium. I submitted bibliographic records on a quarterly basis to our vendor that we contract with for this service. I then imported the enhanced records back into the database. This has kept our database more current and complete. I also imported the monthly batch downloadable audio records for the public libraries in the Consortium.

Acquisitions & Collection Management

Many new books were ordered this year and many existing titles were replaced with updated editions. The department received and cataloged many other materials such as books on CD, DVDs, music CDs, and Playaways that were ordered from other library departments. We also processed many additional materials purchased from grants for various library departments. We ordered and processed many books for our annual Buy-A-Book campaign.

Staff Training & Continuing Education

Anna Kimble, Jo Horning, and I attended the annual meeting of the Lehigh Valley Chapter of the Pennsylvania Library Association Conference, held this year at Cedar Crest College. Matt Mackey and I attended the SirsiDynix

Northeast Regional Conference which was held at Lehigh University. We attended various sessions held by users on the Symphony software platform that is the main software product the company now sells. The Horizon system we are now on will no longer be developed, and we need to migrate to a new software product within about the next three years.

Library Automation

Matt Mackey and I surveyed the current library software automation systems to narrow it down to the top vendors to demonstrate their systems to the entire consortium. SirsiDynix and Innovative Interfaces gave presentations. We plan to see more demonstrations in 2009.

Matt Mackey, our consortium manager, logged many calls to our vendor on behalf of the four libraries in our consortium. Matt also created customized scripts, queries, and reports for the libraries to accommodate their specific needs. Matt also stayed abreast of the library automation marketplace and what software products might be best for our consortium. Matt also custom programmed a library catalog interface with our bibliographic records with an open source product called Vufind. He used this software interface to make it now a functioning searchable catalog of BAPL bibliographic records. Two public access workstations are now dedicated to this customized catalog.

PCs, Networking, and Wireless Access

Tom Ritter, our Technology Specialist, was busy upgrading and installing PCs as well as working with various network configurations, hardware, and programs needed for the library computers. Here is some of the work Tom accomplished this year:

- Installed and/or upgraded PCs, printers, UPSs, LAN cabling, and software for various staff positions
- Installed Anti-Exec on adult Internet PCs (required to allow downloading files to USB drive)
- Upgraded software on Branch public PCs
- Ordered, installed, and configured 12 training laptops for the Branch (Gates grant)
- Installed new core firewalls (installation ongoing)
- Upgraded WiFi access point at Branch

The wireless access available at both libraries was well used by our patrons. It is another important standard technology service on which our patrons depend.

MELANIE FISKE - YOUTH SERVICES DIVISION

The Youth Services Division includes the South Side Branch and the Youth Services Department at the Main Library. The Branch provides a wide range of services and materials, including a Spanish collection, English as a second language collection and bilingual items. Story times and special holiday programs delight children and their parents. Homebound service provides for those who are disabled and cannot come to the library. The Youth Services Department serves infants through teens, their parents and teachers, students and others interested in children and children's literature. Both locations offer collections of fiction and nonfiction materials in many formats. Computers are available for searching the Internet, playing educational games, and word processing. Programming, both in-house and out in the community, reference service, and reader's advisory are an integral part of our daily activities.

Main Library

The Youth Services Department had a busy year, from preparing for and presenting programs, either in-house or out in the community, to answering patron's questions and to suggesting good books to read for many ages. Outreach brought information to many students about the Summer Reading Club and introduced the library to many children and parents. A total of 562 programs were attended by 13,898 children/teens and 5,358 adults.

The year's biggest change was seeing Jack Berk leave as executive director. We were all happy to honor his many years of service. New executive director, Janet Fricker, came on board and, in talking to staff and looking at our service areas, immediately saw the need for larger children's areas at the Main Library and our Branch. Room To Grow was born! It was very exciting to see the seeds for an expansion grow into a full-fledged fundraising campaign, to think about reuse of space and to meet with architects to plan new areas. Much of our focus during the fall turned to the campaign, fundraising meetings, and giving the collection a good weeding.

One of Mr. Berk's last legacies for youth services was procuring funding for an outreach van. The van was used on many trips to schools and agencies by the outreach librarian. Part of the funding allowed for the van to get wrapped! Larger than life graphics designed by our digital projects manager made the van a show stopper. A \$1,000 grant from the Junior League stocked the van with materials to use on the road.

In addition to our staff programming, the Butterfly Lady from Bear Mountain Butterfly Sanctuary, musician and storyteller Odds Bodkin, musician Todd Newman, teacher Karla Erdman (SAT classes), Jamie Wilson (Baby Signs), and Kira Willey (song and yoga) presented entertaining programs for our patrons. Many resource professionals from our community contributed to the success of

our Toddlers @ Play parenting workshops. Total attendance for the twenty-five Family Place programs was 562 children and 465 adults.

Story times remain a year-round favorite. We presented 226 programs attended by 3,209 children and 2,763 adults. Monthly Teddy Bear story times reached an audience of 227 children and 179 adults. Family activities included a Read Across America night; A Little Kindness family fun night; a daylong celebration of the PA One Book, *Up, Down and Around* by Katherine Ayres; a Halloween party; and participation in an American Library Association event, National Gaming Day. Awards ceremonies were held for young poets and book writers. We received 353 entries in the poetry contest and 65 in the Write and Illustrate Your Own Book contest. Book discussions, school and scout tours, and story times for visiting groups kept the department busy.

Many local schools visited the library for tours and library cards and our outreach librarian visited many schools for programming after school and to introduce the library to students at many age levels. Her visits promoting the Summer Reading Club increased our sign-up numbers. In the spring, our outreach librarian presented 64 summer reading programs at 20 schools to 3,731 children and 204 adults. She took the bookmobile to schools, the Alex's Lemonade Stand event, Hanover Township's "Ready to Read" event, a PNC Bank family event, South Side's 4 Blocks International, and a Cops 'n Kids reading promotion. Total presentations for the year, most done by our outreach librarian, were 185 programs seen by 7,155 children and 1,199 adults. The outreach librarian also participated on the committee working with Lehigh University to present programming in honor of the Dalai Lama's visit. She was a co-presenter at a poster session during the State Library conference about this successful collaboration. She worked with the digital projects manager to recreate our Youth Services website. This year we were able to increase the number of kindergarten registration visits to schools and were successful in getting many families to join the library.

Summer Reading Club is a library staple and this year was another success. "Catch the Reading Bug" for preschoolers and school-age children and "Rock the Pages" for teens kept young patrons coming in for more books to read. During our eleven-week program, a total of 35,461 books were read by 2,353 children and teens from the Main Library, the Bookmobile, and the Branch. The Read to the Dogs program was again a lot of fun and the gracious dog owners helped our outreach librarian with her participation in downtown Bethlehem's Doggie Days.

The Teen Advisory Board was very energetic and eager to work on projects. They designed a Summer Reading Club, did a trash pick up on Sand Island, spent the night in the library, held a bake sale, presented a murder mystery and hosted an all-ages open mic. They also hosted two family events, their award winning Read Across America Dr. Seuss event and a Halloween party. They met 32 times with a total of 567 teens attending the meetings. A very congested set of teen book shelves was moved to a new area in the adult section and now has seating and space to highlight the collection much more effectively. This could not have been done without help from the Information Department to move parts of their collections to other spaces. A ribbon-cutting ceremony marked the opening of the corner. In attendance was Representative Steve Samuelson who also participated in the book party hosted by the Teen Advisory Board and held in conjunction with the grand opening. Teens assisted MTV Made when MTV came for tryouts for that show.

Computers are an important part of our service. Many students do not have computers at home and come to the library to type papers or create PowerPoint presentations. Game computers served 2,890 children, the Internet stations served 4,239 and the research/typing stations served 1,339 students. Print resources continue to be helpful to patrons, and we saw a steady use of the booklists compiled by staff. Updated this year was the historical fiction booklist. Changing displays helped books circulate, newsletters kept teachers updated on library happenings, and we spent our money wisely on print and non-print materials. New to the teen collection are Playaways, a new way to listen to a book.

Staff experienced many continuing education opportunities: workplace safety, marketing collections, the Public Library Association conference, Pennsylvania Library Association conference, Lehigh Valley PaLA conference, Summer Reading Club training, Mother Goose on the Loose, and Family Place training.

We had a very busy, creative and fun year serving our community in and out of the library.

South Side Branch

The Branch is part of a busy south side community, and it has something for everyone. From computers to story times to homebound service, its staff, including two bilingual speakers, helped patrons find everything from information on the Internet to a good movie to the perfect read. Volunteers in the homebound service delivered books 47 weeks during the year to 391 patrons that could not come to the library. The Branch continued to serve as a meeting place for community services. AARP tax preparers offered free help to patrons during

tax season, the Bethlehem Area School district offered English as a second language classes, and R.S.V.P. helped seniors choose the best prescription plan for their needs.

A Gates grant was integral in expanding computer lessons. A lab of twelve new laptops increased lessons in using the mouse, setting up e-mail accounts, basic Internet searching, and how to use Microsoft Word®. Seventeen lessons were attended by 86 adults. Regular Internet stations were used 16,998 times and the word processing station was used 628 times. Patrons were able to access a new and improved web page that was a true collaboration of staff.

Some major building improvements included a new air-conditioning unit, a dehumidifier/ventilation system, and interior sewer pipes. The newly patched and painted ceiling was a big improvement in the adult reading area.

It was an active year for children's programming. The Branch held 78 programs attended by 972 children and 703 adults. Special parties were a signature feature of programming and had a loyal following. Families enjoyed games, dancing, stories including bilingual stories, an egg hunt, sundaes, and ornament making. A special feature in the fall was a Fiesta party in honor of Hispanic Heritage month. A summer beach party and participation in the American Library Association Gaming Day added to the fun. Twelve Family Place programs including the Toddlers at Play workshops and follow-up programs served 137 children and 115 adults. Forty story times were attended by 352 children and 268 adults.

Summer was an especially busy time as 75 pre-readers, 123 readers and 27 teens signed up for the Summer Reading Clubs. Younger children enjoyed earning prizes in "Catch the Reading Bug @ Your Library" and the teen club, "Rock the Pages," saw an increase in enrollment. Eight weeks of story/craft sessions offered a variety of activities for preschoolers and school-age children. Sixteen sessions were attended by 247 children. Read to the Dogs, a visit from the Butterfly Lady, and a family fun night completed summer fun.

Working closely with local schools continued in 2008. Donegan brought 146 children for 11 programs during the summer. Children enjoyed a wide range of book-related activities at the library. Staff also served the schools in an outreach capacity by attending kindergarten registration at Donegan and Fountain Hill schools where 115 students received a bag filled with a book, information about the library, and school supplies. Eleven other visits to Donegan, Fountain Hill, and Freemansburg schools brought stories and crafts to 161 students.

The Branch manager participated in the Fountain Hill Elementary School's leadership committee and the South Side Task Force meetings. Staff continued to attend professional workshops and earn continuing education credits as mandated by the State.

The staff's friendly service went a long way to making the public feel welcome. Goals were completed and programs made available to many ages. It was a very busy and productive year!

CONCLUSION

Thank you for your support and encouragement this past year. The Bethlehem Area Public Library is truly a wonderful library system, and I look forward to many exciting years ahead.

Respectfully submitted,

Janet S. Fricker, Executive Director

SERVICE AREA

LOCAL LIBRARY SERVICE

	<u>Population</u>
City of Bethlehem-----	71,329
Bethlehem Township-----	21,171
Fountain Hill-----	4,614
Freemansburg-----	1,897
Hanover Township-----	9,563
Lower Saucon Township-----	9,884
TOTAL-----	118,458

DISTRICT SERVICE: Includes above areas plus
Western half of Northampton
County ----- 175,345

LIBRARY LOCATIONS: Main Library----- 11 West Church Street
South Side Branch-- 400 Webster Street
Bookmobile Service- Local service area

HOURS OF SERVICE: Main Library----- 65 per week
South Side Branch-- 33½ per week
Bookmobile----- Average of 20 per week

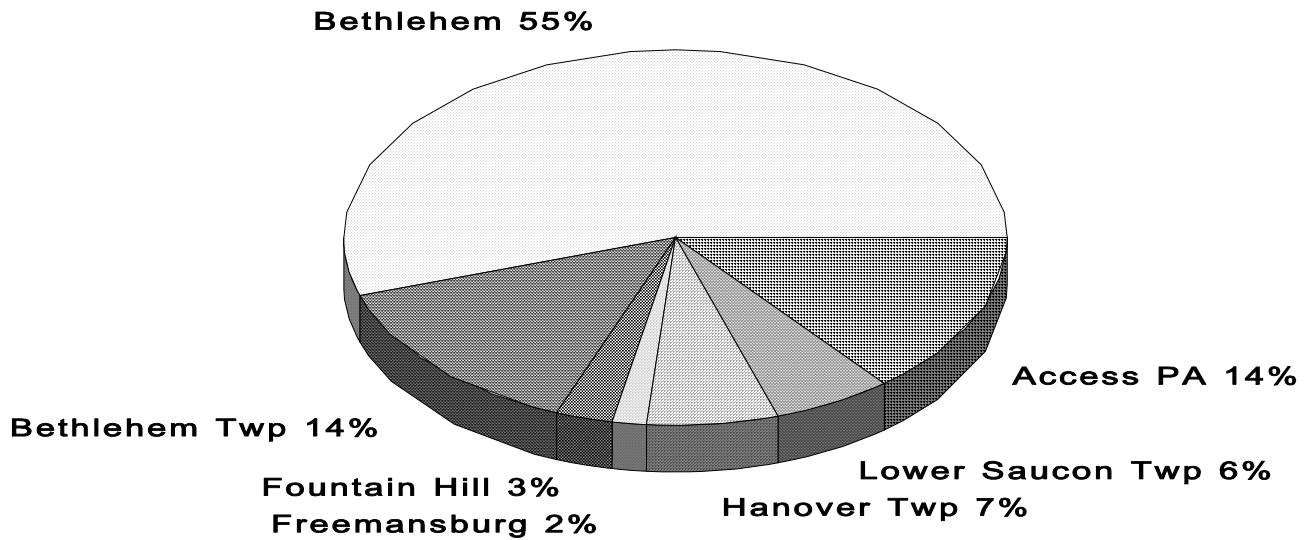
RESOURCES

	MAIN LIBRARY ADULT (Includes Bookmobile)	MAIN LIBRARY JUVENILE (Includes Bookmobile)	SOUTH SIDE ADULT	SOUTH SIDE JUVENILE	TOTAL
Books	87,131	62,204	13,472	13,325	176,132
Videocassettes	3,041	1,714	463	501	5,719
DVDs	4,646	1,225	551	721	7,143
Music Compact Discs	8,701	1,638	562	206	11,107
Music Cassettes	10	111	30	68	219
Books on Cassette	748	493	157	150	1,548
Books on Compact Discs	2,042	717	44	104	2,907
Toys, Puppets and Kits	0	286	0	42	328
Software	0	94	0	39	133
Playaways	142	19	0	0	161
Downloadable audio					2,838
Total Catalogued Items	106,461	68,501	15,279	15,156	208,235
Periodical Subscriptions	247	28	57	10	342
Newspaper Subscriptions	20	0	7	0	27

USE OF LIBRARY MATERIALS

	2008	2007	2006	2005	2004
TOTAL ITEMS LENT	815,947	768,946	773,544	781,716	792,435
Main	744,833	704,406	707,886	719,436	730,541
South Side	39,483	34,683	35,982	36,072	32,312
Bookmobile	28,794	27,537	27,845	26,208	29,582
Audiobook Downloads	2,837	2,320	1,831	n/a	n/a
TOTAL INTERLIBRARY LOANS	10,071	8,984	8,020	7,778	7,251
From Other Libraries	3,787	3,188	2,797	2,516	2,504
To Other Libraries	6,284	5,796	5,223	5,262	4,747

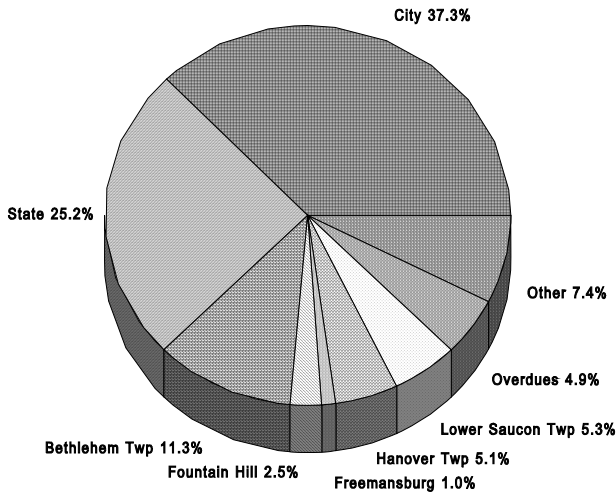
Registrations 2008



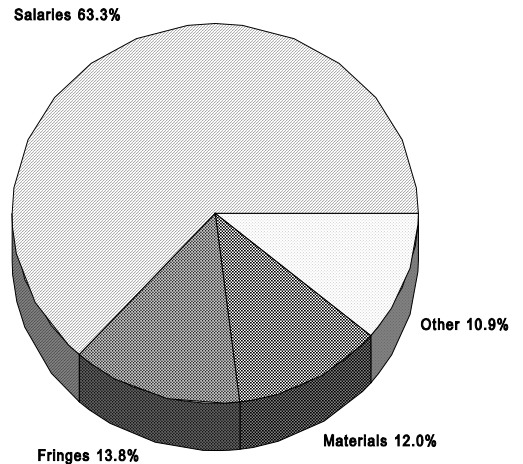
REGISTRATIONS

	Child 0-14	Youth 15-17	Adult 18-64	Senior 65+	Total	% of Population	% of Cardholders
Bethlehem	10,536	2,488	26,215	1,633	40,872	57%	55%
Bethlehem Twp.	3,328	757	6,042	376	10,503	50%	14%
Fountain Hill	643	134	1,317	63	2,157	47%	3%
Freemansburg	421	75	674	16	1,186	63%	2%
Hanover Twp.	1,404	339	2,846	254	4,843	51%	7%
Lower Saucon Twp.	1,119	194	2,761	244	4,318	44%	6%
Total Service Area	17,451	3,987	39,855	2,586	63,879	54%	86%
Access					10,352		14%
TOTAL					74,231		100%

Income & Disbursements



Income



Disbursements

2008

STATEMENT OF INCOME AND DISBURSEMENTS

OPERATING INCOME*

City appropriation-----	\$1,138,000
State appropriations (Aid, Access PA)-----	767,015
Bethlehem Township contract-----	344,240
Fountain Hill contract-----	75,024
Freemansburg contract-----	30,845
Hanover Township contract-----	155,494
Lower Saucon Township contract-----	160,714
Overdues-----	150,828
Other (investments, rentals, etc.)-----	225,558

TOTAL INCOME -----	\$3,047,718

OPERATING DISBURSEMENTS*

Salaries and wages-----	\$1,930,194
Fringe benefits-----	421,709
Library materials-----	364,397
Other (heat, light, supplies, etc.)-----	331,267

TOTAL DISBURSEMENTS -----	\$3,047,567

* Does not include grants, insurance provided by City, and special accounts.

LIBRARY STAFF as of December 31, 2008 (includes consortium employee)

Janet S. Fricker, Executive Director

FULL TIME EMPLOYEES

<i>Anita Barrick</i> -----	Finance Division Coordinator
<i>Diane Davis</i> -----	Administration/Circulation Division Coordinator
<i>Melanie Fiske</i> -----	Youth Services Division Coordinator
<i>Jane Gill</i> -----	Public Services Division Coordinator
<i>Daniel Solove</i> -----	Technical Services Division Coordinator
<i>Christine Coleman</i> -----	Technical Services Manager
<i>Maria Delgrosso</i> -----	South Side Technician
<i>Judith Deltuva</i> -----	Circulation Technician
<i>Linda Freedman</i> -----	Audiovisual Manager
<i>Dawn Fritz</i> -----	Circulation Technician
<i>Sharon Gattuso</i> -----	Administration/Finance Technician
<i>Brenda Grow</i> -----	South Side Branch Manager
<i>George Hixon</i> -----	Buildings Supervisor
<i>Elizabeth Holzinger</i> -----	Special Events Manager
<i>Jeffrey Horning</i> -----	Custodian
<i>Jo Horning</i> -----	Technical Services Technician
<i>Donna Horvath</i> -----	Information Reference Collection Librarian
<i>Matthew Mackey</i> -----	Consortium Manager
<i>Carole Mauser</i> -----	Bookmobile Librarian
<i>Catherine McCafferty</i> -----	Youth Services Technician
<i>Linda Orlando</i> -----	Circulation Department Manager
<i>Thomas Ritter</i> -----	Computer Specialist
<i>Louis Rodriguez</i> -----	Custodian
<i>Barbara Subber</i> -----	Serials Manager
<i>Yolanda Votral</i> -----	Circulation Technician

PART TIME EMPLOYEES

<i>Jennifer Bruch</i> -----	Circulation Clerk
<i>Elizabeth Burch</i> -----	Circulation Clerk
<i>Cheryl Chamberlin</i> -----	Youth Services Technician
<i>Kim DeNardo</i> -----	Circulation Clerk
<i>Clare Ebner</i> -----	South Side Clerk
<i>Adam Fiske</i> -----	Circulation Clerk/South Side Clerk
<i>Robin Fritz</i> -----	Youth Services Clerk/Circulation Clerk
<i>Donna Hartmann</i> -----	South Side Clerk
<i>Michael Henninger</i> -----	Information Technician
<i>Nancy Horwath</i> -----	South Side Technician
<i>Kathleen Hutnick</i> -----	South Side/Youth Services Technician
<i>Ellen Kajmo</i> -----	Youth Services Clerk
<i>Mary Jane Karabin</i> -----	Information Technician
<i>Anna Kimble</i> -----	Technical Services Technician
<i>Lisa Knappenberger</i> -----	Circulation Clerk
<i>Regina Kochmaruk</i> -----	Youth Services Outreach Librarian
<i>Amy Levy</i> -----	Youth Services Clerk
<i>Valerie Mann</i> -----	Circulation Clerk
<i>Marjorie Marchese</i> -----	Circulation Clerk
<i>Margaret Nickles</i> -----	Circulation Clerk
<i>Delia Pacenza</i> -----	Circulation Clerk
<i>Kathleen Prutzman</i> -----	Youth Services Technician
<i>Gail Reichard</i> -----	Information Technician
<i>Justina Rossnagle</i> -----	Information Librarian
<i>Martha Sales</i> -----	Information Librarian
<i>Susan Schirripa</i> -----	Circulation Clerk
<i>Karen Schubert</i> -----	Administration/Finance Clerk
<i>Virginia Seifried</i> -----	Youth Services Technician
<i>Carol Smith</i> -----	Circulation Clerk
<i>Joan Spangler</i> -----	Youth Services Technician
<i>Laurel Stone</i> -----	Circulation Clerk
<i>James Talarico</i> -----	Digital Projects Manager
<i>Cassy Trauger</i> -----	Information Technician