

**Amherst Town Libraries – Fiscal Year 2013 Annual Report**  
***The Jones Library, Munson Memorial Library, North Amherst Library***

*Vision Statement: We believe in the freedom to read, learn, discover, and change lives.*

*Mission Statement: We serve and inspire people of all ages by providing multi-cultural resources for lifelong learning. We welcome everyone to our historic buildings. We celebrate Amherst history and literary heritage, including local poets Emily Dickinson and Robert Frost.*

### **The Friends of the Jones Library System**

This year's *Annual Report* begins with thanking the Friends of the Jones Library System. Without their active participation in fundraising and advocacy, Jones Library patrons would see fewer services.

The Friends' fundraising activities fund new materials for Library collections and maintain the Kinsey Memorial Garden. The Woodbury Fund, a bequest to the Library, was restricted to Friends' approved projects and the first project completely renovated the downstairs meeting room, now called the Woodbury Room. The Friends also fund free public programs featuring talented musicians, poets, chess teachers, writers, artists and activities which afford teens safe, enjoyable after school activities. The Friends bring you free and discounted admissions to cultural institutions such as the Museum of Fine Arts in Boston, MASS MoCA, the Eric Carle Museum, and the Holyoke Children's Museum. For more information about the Friends, please visit their blog at <http://www.friendsofthejones.org/>

### **Borrower Services**

In May of 2012, as a member of C/W MARS, the Jones Library and branches switched to Evergreen. This software change was designed to save money and facilitate custom software. Implementing Evergreen was extremely stressful for patrons and staff due to the frequent circulation computer crashes. However, the circulation function has improved and staff can quickly access patron information enabling quick retrieval of requested materials. Patrons are pleased to have more control over their own account and their requests for items. Amy Anaya and the Circulation staff thank all patrons for their patience during this transitional period.

### **Technical Services**

In November 2012, Roxanne Boyd was hired to serve as a Technical Services Assistant. Prior to this, Roxanne has been an invaluable employee for over 10 years working in all three buildings as a part time employee. Carolyn Platt and the Technical Services staff are happy to have Roxanne as part of their team.

### **Collections**

Also in November 2012, Linda Wentworth was hired to serve as the Library's Head of Collections. Previously, Linda was the Director of the Leverett Library for nine years. Linda's first goal was to improve the browsing experience for patrons and she did this by adding "New" sections and simplifying displays. Linda also oversees the Library's book groups. Examples include Seth Rothberg's "Classics Book Discussion," (recent selections include *David Copperfield*, *Portrait of a Lady*, *To the Lighthouse*, and *Middlemarch*) as well as a scholar-led book group titled the "People of the Book" which occurs monthly during the school year.

### **Information Services**

In FY2013, thanks to the efforts of Matthew Berube and Hank Allan, technology upgrades included acquiring the latest presentation technology for the Woodbury Room and the replacement of all public Internet computers in The Jones Library's Reference Room. Our popular E-Reader Lending Program, which began in 2012, reached a milestone of 250 unique checkouts in FY2013. Through this program, many of our patrons

have experienced reading on an e-reader or tablet for the first time. After instituting online courses from Ed2Go (now Learn4Life) in November 2012, our patrons had enrolled in over 120 courses in just eight months. Student comments include:

- “This is one of the best training workshops I have seen. I highly recommend it.” (Course: Get Grants!)
- “As an absolute beginner, I found this course to be extremely well-designed and organized.” (Course: Creating WordPress Websites)
- “I'm glad I took the course. It provided a good overview and was time well spent.” (Course: Computer Skills for the Workplace)
- “I thoroughly enjoyed this class, looked forward to each lesson.” (Course: Listen to Your Heart, and Success Will Follow)
- “Great class. I appreciate these courses. I find them to be interesting, informative, and easy to process. I plan to take as many as I can.” (Course: Intermediate QuickBooks 2013)

### **Young Adult Services**

In January of 2013, Tomi Eve was hired to serve as the Library's first Young Adult Services Coordinator. She had served as an Assistant in The Jones' Children's Room for over eight years and before that, she served as Director of the Little Red Schoolhouse for four years. Tomi designated space for young adults in the Library's lower level and added a large table and some chairs. She invited the young adults to use the Library's Craft Room. The maintenance crew did a great job of painting and shampooing the new area and Tomi slowly introduced herself to the young adults as they began to use the new spaces.

Tomi continues to work with other teen organizations in Town. She has met with the Volunteer Coordinator of the Amherst School System and the Director of the Boys and Girls Club of Amherst. She has met with the Middle School Librarian and the High School Librarian. Also, she has met with the people in charge of the Afterschool programs for Amherst Elementary Schools. Finally, Tomi has recruited a Teen Advisory Board (TAB), which is in charge of developing/hosting teen events. Their first Friday Fun Night was a dance party. Other teen programs include henna art, craft workshops, and teen socials. You can read about these activities here: <http://www.joneslibrary.org/teenblog/>

### **Youth Services**

In June, after 33 years of service to the Town of Amherst and The Jones Library, Sylvia “Sully” Brinkerhoff retired from her position as Youth Services Assistant. She touched the lives of so many children; her presence in the Children's Room will be missed for a very long time.

Sondra Radosh and the staff of the Library's Children's Room have always provided strong services which are loved and supported by the community. Examples of FY13 events include “A Parenting Story” program for parents; a “Lego Club,” led by Theresa Atteridge and Marcin Marszalek; “Woody Guthrie's Music;” an American Girl party; a Princess Party; Spanish Story Time; multiple craft workshops; local author visits; a “Read to a Dog” program; and an extremely active Summer Reading Club. We participated in the Jurassic Road Show, which was held on the Town Common, and the Business Improvement District's first annual Block Party. Also, the Friends continue to fund the “Every Child a Reader” program where every Amherst second grade class gets their own private Library tour, a new Library card, and a book to keep.

### **Programming and Outreach**

In August of 2013, Janet Ryan was promoted from Reference Librarian to Head of Programming and Outreach. Janet has raised the quantity and caliber of adult Library programs.

The Jones Library offers a vibrant selection of programs for people of all ages, races and economic backgrounds. They contribute to our patrons' lifelong learning and they enrich lives by providing free entertainment, knowledge and community engagement. One of the highlights of the year was our “On the

Same Page” program where the entire community was encouraged to read the book *The Brief Wondrous Life of Oscar Wao* by Junot Diaz. We expect to hold an “On the Same Page” program annually in March.

Other examples of adult Library programs from the past year include:

- the “Books Into Films” series where The Jones Library held book discussions, and the Amherst Cinema showed the film;
- our first ever Adult Summer Reading Program;
- “Hot Summer Saturdays Movie Matinees;”
- “Los Ríos Invisibles,” which was presented totally in Spanish;
- Artist in Residence, Chris Demarest, brought his World War II Portrait Art to The Jones;
- “Edible Wild Plants of the Northeast;”
- The annual “jubilat” poetry series, which was sponsored by the Friends of the Jones Library System;
- “Money Smart Week,” offered programs for all ages;
- “Reflections on the Immigrant Experience in Amherst;”
- “Food for Fines” allowed patrons to donate food to the Amherst Survival Center in lieu of fines;
- Our Homebound Delivery Program staffed by Library volunteers who delivered books to patrons who could not get to the Library.

### **Special Collections**

Curator Tevis Kimball lists these highlights from FY13 in Special Collections: group visits which included Karen Sanchez-Eppler, Professor of American Studies and English at Amherst College, bringing her Dickinson class to The Jones; and Jim Wald, Associate Professor of History of Hampshire College, brought his Historic Preservation class to Special Collections so his students could be introduced to the resources at The Jones which are used in historic preservation. Other groups which visited included a class of fifteen ninth graders from the Hartsbrook School in Hadley for an overview of Frost and Dickinson; students from South Korea for an introduction to Dickinson, Francis and Frost; a visit from a Lee University class; and a visit from the University of Michigan’s New England Literary Tour, during which students created journals using no electronic equipment.

### **English as a Second Language (ESL)**

Library ESL tutoring sessions have enabled immigrants to attain citizenship. For example, Ngeth “Annette” Ouch, a Cambodian homemaker, became a U.S. citizen and got her driver’s permit after eight months, thanks to a dedicated volunteer tutor. As a driver, she will no longer need to wait for her husband to come home from work in order to shop or take her children to a doctor. Lynne Weintraub and our ESL volunteers have enriched our ESL students in many ways. Below is another success story.

Tina Gurung, a Tibetan refugee and ESL Center student since 2009, won a \$1,500 Educational Opportunity Grant from the Western Massachusetts Community Foundation. In conjunction with this grant, the Library’s ESL Center was awarded \$100 in recognition of the one-to-one instruction we had provided for Ms. Gurung (which has enabled her to become a full time community college pre-nursing student after having worked as a part time restaurant worker).

### **North Amherst and Munson Memorial Branch Libraries**

The Branch libraries have continued to thrive by adapting their services to meet the ever-changing needs of their communities. To do this, they have provided materials from distant libraries, they continue to explain the use of new electronic technologies such as e-readers, tablets and cell phones. The Branch libraries are a major public Internet hotspot inside and outside of the building, and they continue to be a valuable part of the North and South Amherst Communities. Sue Hugus (Munson Memorial Library) and Maggie Spiegel (North Amherst Library) visit the Amherst schools and host very well attended Summer Reading Clubs which continue to be an active part of Library services for our young students and very young readers. The

Branches are still, and will always be, important community resources which bring people and ideas together.

### **The Burnett Gallery**

The Burnett Gallery's monthly exhibits, juried by a volunteer committee, showcase the work of local artists. The purpose of the Burnett Gallery is to provide a place where community artists and crafts people can show their work, particularly those without the reputation or resources which would enable them to exhibit at museums or commercial galleries. Collectively, the Library's exhibits reflect a variety of media, styles, cultural viewpoints, and levels of artistic experience. Applications for the Burnett Gallery may be submitted by individuals or groups from Amherst and surrounding towns.

### **Buildings and Facilities**

Many thanks to the Town for their support in helping to maintain the Library buildings. George Hicks and the Building Maintenance staff worked hard to complete two very important capital projects, funded using Joint Capital Planning Committee (JCPC) and Community Preservation Act (CPA) funds, during FY13 including the restoration of six chimneys and the replacement of a cooling tower.

The Chimney Restoration Project (CPA funding), was critical since falling pieces created a safety hazard. This project encompassed the complete re-pointing of all six historic stone chimneys on the original portion of the Jones Library and the replication of two architecturally significant chimney caps. The replacement of some bluestone crowns, sealing the chimney surfaces, and complete replacement of lead flashing was completed. Roy Brown Architects of Wilbraham provided architectural services for the project, and Galvin and Sons Masonry of Hadley were the general contractors. Completed in six months, the total cost for the project was \$104,800.

The Cooling Tower Replacement Project was funded through Town appropriated Capital Improvement Funds. Without a functioning cooling tower, air conditioning is not possible. The original 1992 cooling tower had rotted beyond repair, leaked and broke down regularly. Lindgren and Sharples of Springfield provided architectural services for the project, and the general contractors were Grodsky Service, Inc. of Springfield. The project was substantially completed in June of 2012 and the total cost for the project was \$74,685.

### **Community Partnerships**

Thanks to the generosity of so many community partners, The Jones Library is able to provide excellent services to Amherst area patrons. Many thanks the following local organizations for their ongoing support of Library programs: Amherst Area Chamber of Commerce, Amherst Club, Amherst College and the Frost Library, Amherst Community Connections, Amherst Historical Society, Amherst Media, Amherst School District, Amherst Survival Center, Amherst Business Improvement District, Applewood, Emily Dickinson Museum, Hampshire College, Kanegasaki Sister City Committee, Thursday Club, and the University of Massachusetts and the UMass Library.

The Jones Library also has a fabulous working relationship with the other Amherst Town departments. For example:

- the Library actively advertises and promotes Leisure Services and Supplemental Education (LSSE) camp programs in the lobby and sells tickets to LSSE musicals;
- the Library's Children's Room co-sponsors the teen improvisational group, ACTSMART, which uses drama to address teen issues such as bullying, peer pressure and social and emotional issues;
- the Library hosts information tables at community events including the Schools' First Day Celebration and Latino Night Celebration;
- the Reference Department provides access to Town reports and other documents made available for public review; assists the schools in the selection of textbooks by making potential selections

available for public review and comment; provides voter registration forms; and is available to assist Town Departments and officials with research projects;

- the Library supports town-wide surveys (e.g., Waste and Recycling Survey) by providing print copies to residents upon request and by assisting residents in completing online surveys;
- the Library's ESL Department works with the Cambodian Social Services Coordinator in sharing naturalization information to ensure that elderly disabled refugees can become citizens; and works with the ESL Department at the High School to make sure families have access to services;
- the Library helps to promote Health Department seasonal information such as encouraging residents to get flu shots and learn about Lyme Disease;
- the Special Collections staff provides support to Amherst High School students, as they conduct research on Amherst buildings, as part of a long standing cooperative effort;
- the Library provides meeting room space to other town departments;
- and as the Munson Memorial Library building is the voting location for precinct 8, Library staff are able to help the Town Clerk's office during elections.

The Jones Library also directly benefits from the advocacy efforts of the Massachusetts Library Association (MLA), the Western Massachusetts Library Advocates (WMLA), the Central and Western Massachusetts Automated Resource Sharing Network (C/W MARS), and the Massachusetts Library System (MLS).

### **Donor Generosity**

The Jones Library is fortunate to have many generous donors led by the Friends of the Jones Library System (volunteers) who donated over \$14,283 for programs free to the public and an additional \$14,000 for books and other circulating materials through their Beds for Books program and their Valentine Basket Auction. The Jones Library (elected) Trustees raised over \$51,000 from many individual donors. Other donors include: the UMass Community Health Fund which has been most helpful by enabling workers to use payroll deduction to send contributions directly to The Jones; Amherst Club and Yankee Candle which support the ESL program; Amherst Garden Club which donates money to be used for the purchase of gardening materials; Amherst Historical Society which helps us with our gardens; Community Foundation of Western Massachusetts which raises money for us annually through their online Valley Gives program; Amherst Cultural Council which supports Library programming; Emily Dickinson Society which donates money to the Special Collections Department; and the Thursday Club which donates to the Munson Memorial Library.

### **The Jones Library, Inc. Endowment**

The Endowment's balance on June 30, 2013 was \$7,307,860.58 and the separate Woodbury Fund totaled \$585,068.66.

### **Other**

Last, but certainly not least, we need to mention the newest addition to the Library's Office. In January, Lisa Slocum, a resident of Amherst, was hired to serve as the Library's Receptionist. Lisa has been working part-time at The Jones for the past 14 years. She has experience working at the adult circulation desk, as well as in the Office as substitute Receptionist. If you haven't seen her in her new position, please stop by to say "hello!"

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**Trustees**

Austin Sarat, President  
Christopher Hoffmann, Vice President  
Tamson Ely, Clerk  
Robert Pam, Treasurer  
Jon McCabe, Vice Treasurer  
Michael Wolff

**Staff**

Henry Allan, Computer Technician  
Amy Anaya, Head of Borrower Services  
Theresa Atteridge, Library Assistant  
Matthew Berube, Head of Information Services  
Roxanne Boyd, Cataloging Assistant  
Kate Boyle, Special Collections Assistant  
Clare Cooke, Youth Services Coordinator  
Laura Castano-Longey  
Christine Crane  
Janice Doyama  
Nancy Dubin  
Maglen Epstein  
Tomi Eve, Young Adult Services Coordinator  
Leah Eve-Cowles  
Catherine Gees  
Oressa Gray-Mullen  
Daquaan Hamilton  
Josephine Hernandez  
George Hicks, Facilities Supervisor  
Emily Houk  
Enoch Huang  
Susan Hugus, Head of Munson Memorial Branch  
Ralph Hurwitz, Audiovisual Assistant  
Revathi Janaswami  
Zoe Keenan  
Tevis Kimball, Head of Special Collections

Karen Kowles  
Jessica Lamson  
Robin Levine  
Judy Lincoln, Library Assistant  
Margot Malachowski  
Brian Marchese  
Marcin Marszalek  
Elizabeth Matthews  
Susan McCoy  
Barbara McGlynn  
Miguel Otero, Maintenance Assistant  
Jill Palmer  
José Paredes, Maintenance Assistant  
Carolyn Platt, Head of Technical Services  
Joan Pyfrom, Cataloging Assistant  
Sondra Radosh, Head of Youth Services  
Seth Rothberg, Circulation Supervisor  
Janet Ryan, Head of Programming and Outreach  
Ben Sarat  
Lucas Schildbach  
Sharon Sharry, Library Director  
Lisa Slocum, Receptionist  
Maggie Spiegel, Head of North Amherst Branch  
Valerie Steinberg  
Julie Stepanek  
Lace Stokes, Sunday Supervisor  
Tina Swift, Business Manager  
Cathy Verts, Audiovisual Technician  
Mary Weidensaul  
Lynne Weintraub, ESL Center Coordinator  
Linda Wentworth, Head of Collections  
Christine White, Cataloging Specialist  
Dawn Winkler  
Katherine Zdepski

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**Special Thanks to the FRIENDS OF THE JONES LIBRARY SYSTEM!**

**Officers:** Bonnie Isman, President; Lucy McMurrer, Past President; Mary Elizabeth Sitze, Vice President; Kathy Caputo, Treasurer; Nancy Gregg, Secretary.

**Board Members:** Edith Byron, Mike Giles, Ellen Goodwin, George Goodwin, Michael Greenebaum, Jean Jeffries, Lewis Mainzer, Dorothy Morse, Anita Page, Christine Stevens, Janice Thern, Bonnie Vigeland, Conrad Wogrin, and Barbara Ford (Beds for Books).

**FY 2013 at a Glance**

<b>FY13 Library Checkouts</b>	
Books	309,553
Newspapers & Magazines	14,164
Audio & Visual Items	180,761
Electronic & Other Materials	7,967

<b>Cataloged Collections Available June 30, 2013</b>	
Books	208,444
Audio & Visual Items	27,718
Electronic & Other Materials	23,609

Amherst residents with C/W MARS library cards	21,749
Interlibrary Loans received from other libraries	56,133
Interlibrary Loans provided to other libraries	45,188
Attendance	281,659
Number of reference transactions	33,521
Number of weekly users of Internet computers	1,000
Number of children's programs	149
Attendance at children's programs	4,929
Number of young adult programs	10
Attendance at young adult programs	154
Number of adult programs	339
Attendance at adult programs	4,709
Number of hours volunteered in Library system	18,742

**The Jones Library, Inc.**

**43 Amity Street**

**Amherst, MA 01002**

[www.JonesLibrary.org](http://www.JonesLibrary.org)

For full statistical reports: <http://mbic.state.ma.us/advisory/statistics/>