

Lynnfield Public Library
Annual Report
2012

2012 was our first official year in our Long Range Plan FY2013 - FY2017 and it has been a wonderful year! Funding for our Assistant Director position was restored and Samantha "Sam" Cabral began working with us on September 10, 2012. Within three months she completed a patron survey for eReader usage and interest, designed instructional materials, set up an ambitious series of classes called "eGad! Getting to know your eReader" for our patrons and staff, honing her skills on the iPad, Kindle Paperwhite and the Nook. Separate classes were set up for OverDrive so that patrons could download free eBooks. eBooks usage skyrocketed in FY12 - 1,458 eBooks were borrowed. In only six months (7/1/12-12/31/12), 1,243 were borrowed - a 58% increase!

Our opening hours expanded Monday - Thursday evenings from 8:00 pm to 9:00 pm and on Saturdays in the summer from 9:00 am to 1:00 pm - much to the delight of our patrons. Our Children's Room was refurbished with new lighting, furniture and a fresh coat of paint. The jewel in this crown is the mural designed and painted by local artist and resident Shaila Desai. By asking the staff to park across the street in the lower Town Hall lot, we freed up seven to ten parking spaces behind and on the side of the Library for our patrons on any given day.

We reconfigured our website for easier access and greater visual appeal, redesigned our monthly calendar and expanded outreach with a new Homebound Services program and Welcome Packet that Lynnfield resident Karen Harrington delivers. We are redirecting our marketing efforts to the sports and athletic community in Lynnfield - parents, kids and adults.

Longstanding and popular adult programs BookLovers and Curious about Cuisine enjoyed good turnouts: Curious about Cuisine welcomed "Around the World on a Loaf of Bread" in January, "The Portuguese Table" with local author Ana Ortins, "The Basics of Tea" with Danielle Beaudette of The Cozy Tea Cart and a collaboration in November with the Flower Workshop of Lynnfield called "Growing & Cooking with Culinary Herbs." Fall brought another series by the very popular William Sano called "Four Icons of American Music." BookLovers took on *The Greater Journey: Americans in Paris*, *Cleopatra: A Life*, *Catherine the Great* and *Behind the Beautiful Forevers*. The Library's contributions to the 2014 celebrations will be a series on the American Civil War.

The Selectmen are looking to the future and the building needs and space requirements for the police, fire, town hall and the Library. The Library has been asked to serve on the resurrected Capital Building Needs Committee. The Board of Trustees will establish a study committee comprised of interested individuals and Library supporters, community leaders, staff, and local officials. The committee is tasked with understanding the community's needs, assessing the Library's facility based on these needs, and developing plans for building improvements that will look twenty years into the future. A Library Building Consultant will oversee this work.

Nancy D. Ryan, Director

Samantha Cabral, Assistant Director and Head of Public Services

Circulation Services

Hollin Pagos

Circulation Services Manager

The Circulation Services Department strives to provide our patrons with a welcoming and engaging Library experience, whether they are stopping by to pick up materials or enjoying a longer visit in our Library. Our Circulation staff are eager and ready to assist patrons in locating materials, selecting the next book to read or film to watch, maintaining the organization and appearance of our collections, and providing excellent customer service at the check-out desk.

In 2012, more than 106,000 patrons visited the Lynnfield Library to take advantage of our growing collection of books, films, music, newspapers, magazines, and more. Over 490 new patrons registered for library cards, and nearly 121,000 items were checked out for patron use at home (that's an average of 10,000 per month or 400 per day open!).

This past year provided some major changes for the Circulation Department as we transitioned to our new library catalog system, Evergreen. Switching to a new system is a huge undertaking that historically has occurred once every ten years or so within our library consortium. The switch to Evergreen required complete re-training in all the simple tasks we take for granted in our daily work, including checking materials in and out, placing holds on items, paying overdue fines, etc. Our Circulation staff met this challenge with enthusiasm and determination, remained motivated during numerous one-on-one and group training sessions, and were rewarded on May 29th when we went live on Evergreen and they were more than ready to use the new system. Evergreen provided many opportunities to reevaluate our procedures and work flows on the library and consortium levels, and due to its open source structure we are able (with time and funding) to create and implement tools and features that are beneficial to our NOBLE consortium. We look forward to future improvements and developments!

Additionally, the Circulation Department switched to the new Library Insight online management system for our Museum Pass Program in 2012. Patrons are now able to check availability and reserve museum passes from home through the Library website and to modify or cancel their reservations without having to call or visit the Library. (Patrons without a personal Internet connection are still able to call or visit to make their reservations.) Our museum pass usage in 2012 remained extremely high, with 755 passes used by our patrons for a reduced or waived fee to some of the area's most popular museums and attractions. This year, we added the Isabella Stewart Gardner Museum and the Harvard Museum of Natural History to our collection of eleven passes, which includes the Museum of Fine Arts, Stone and Franklin Park Zoos, Peabody Essex Museum, and the Museum of Science. Our patrons saved an average estimate of

\$24,221.00 (and possibly as much as \$40,152.00) on admission to these attractions in 2012! All our passes and the Library InSight system are graciously funded by the Friends of the Lynnfield Library.

The members of the Circulation Services Department wear many hats in their daily duties. In addition to checking library materials in and out, signing up new patrons for library cards, shelving and organizing library materials, and managing the Museum Pass Program, our Department also promotes and markets library services, creates themed displays of library materials, and develops programs and services in support of community needs. In 2012 marketing efforts, the Circulation Department developed a Welcome Packet for new patrons that highlight the resources we offer beyond traditional print materials. Our Welcome Packets are now regularly featured in the Lynnfield Welcomes gift boxes for new town residents distributed by local resident Karen Harrington. In 2012, we also created new library cards that come with a key-ring card for patron convenience, and published three editions of our newsletter, *Lynnfield Library LIVE!* to promote library services. In efforts towards community programs and services, we held our annual Food for Fines drive in support of Haven from Hunger in Peabody (raising over 700 items!) and developed an improved Homebound Services program in conjunction with the Reference Department to bring library resources to the homes of local patrons who are temporarily or permanently unable to visit the Library in person. Our Department created a total of eighty-two themed displays in the Library in 2012—some of the most popular included *A Greater Journey: Americans in Paris*, *Titanic: 100 Years Later*, *Music Lasts a Lifetime*, and *Pride & Prejudice* adaptations.

A number of new faces could be seen in the Circulation Department this year. Allison Gallagher and Joey Ross joined our team of Library Pages and can be found undertaking the essential tasks of shelving and organizing our library collections. Carolyn Savio, who has worked at the Lynnfield Library as a Circulation Substitute since October 2008, was hired as a permanent part-time Circulation Technician upon Betty Whelan's retirement. Rachel Alexander and Allison Gallagher trained to become Circulation Substitutes. Finally, our new Assistant Director, Samantha Cabral, learned our Circulation procedures in order to fill in on the Circulation Desk as necessary. Our new staff members have brought great vitality to the Department and we welcome them all!

The Circulation Services Department also undertook a number of online publicity projects in 2012. The most important of these was the establishment of our Library's Facebook page, which has grown steadily up to our current seventy "friends". Our Facebook page really took off as photos of Shaila Desai's progress on the Children's Room mural were posted and community members shared their enthusiasm for the project. Our website also underwent some changes, including the creation of a "Teens & Tween" page that features young adult-related content, including programming news and booklists. The booklists featured for adults were updated to include images of book covers for better visual appeal. Due to these changes and the new ability to reserve museum passes online, our website homepage hits are already up 15% this fiscal year!

Reference Services

Patricia Kelly

Head of References Services

The Reference staff answered 11,064 questions in 2012: an increase of over 9% from 2011. Questions ranged from simple title look-ups to requests for a copy of the original charter of the East India Company. The Reference Desk is staffed all the hours the Library is open. The department is comprised of one full time and two part time librarians; other Department Heads and the Assistant Director assist with shift coverage. Although the majority of our transactions still occur in the Library with one-on-one interactions with our patrons, we answer a substantial number of questions via phone and e-mail. Our interlibrary loan service continued to be very popular with our patrons. We borrowed approximately 567 items from libraries outside the NOBLE library system and we loaned approximately 247 items to libraries outside the NOBLE library system.

Starting in July 2012, we provided access to two genealogy databases: Ancestry Library Edition (available for use in the Library), and HeritageQuest (available through our website at <http://www.noblenet.org/lynnfield>). These two complimentary databases provide an extraordinary array of genealogical research resources. We started a subscription to the online database Morningstar Investment Research Center on September 1, 2012. In addition to mutual fund reports, the database offers coverage of stocks, ETFs, CEFs, and markets as well as company information, educational resources, real-time data, and portfolio tools. This database is available in the Library only and replaces the print version which has been discontinued by Morningstar. Patron usage of our EBSCO database of journal, magazine, and newspaper articles increased by 7% over 2011 statistics. Patrons greatly increased their usage of the NoveList database (increase of 45% over 2011) to find author and book information as well as read-a-likes.

This year we continued our ongoing non-fiction collection evaluation project. The subject areas we concentrated on included: religion, world & United States history, travel, sociology & crime, computers, science, education, business, literature, sports, law, and medicine. In each subject area, we take note of what we have, weed out of date materials, and purchase new materials to fill holes in the collection. (Weeded materials are sold at our book sale or donated for charity.)

The Reference Department also tackled another ambitious project this year: creating a collection of school texts for use in the Library. We collaborated with Lynnfield Middle and High School Department Heads to compile a list of the most used school textbooks (as well as the Middle School required novels). The schools generously donated many of the texts to us; we purchased the remainder. The textbooks are available for in-library use only and are housed in the Reference area. Many students and tutors have already taken advantage of this resource; we anticipate that use will increase over time.

We designated two areas under the mezzanine on the first floor as community artist display areas. Members of the Lynnfield Art Guild as well as a Lynnfield Middle School student displayed their artwork starting in August 2012. Their beautiful pieces brightened

the library immeasurably! We will be continuing this program in 2013 and anticipate installations from students, community members, and Art Guild members.

Reference Department member Irene Gorevitz continued to produce her popular genre reading lists. These lists were made available on the Lynnfield Public Library website (“Reading Suggestions/Booklists” or <http://www.noblenet.org/lynnfield/whats-just-in>) as well as several locations in the Library. Reference Department member Marilyn Graves assisted the Circulation Department in the expansion of the homebound delivery program. She will be in charge of selected books for homebound patrons who don’t have specific requests.

The Reference Department provided homework assistance to students at the high school and undergraduate level, as well as to elementary and middle school students when Youth Services staff was unavailable. Youth Services and Reference Department staff worked together to host fourth graders from the Huckleberry Hill School in March and the Summer Street School in May. One hundred and fifty-nine students participated in the orientations. The Reference Department also hosted a Boy Scout Troop visit on April 2, 2012. Eighteen members of Troop 248 learned how to use the library catalog and find books on the shelves.

Six students participated in community service at the Library in 2012 under the direction of the Reference Department. The volunteers contributed eighty-eight hours to the Library! These enthusiastic volunteers were invaluable in helping us keep the book shelves straightened, neat, and clean. One of the volunteers was particularly helpful in shifting the non-fiction books in preparation for expanding our audio-visual collection. We thank them for their commitment and enthusiasm!

The Reference Department is responsible for selecting the majority of the adult non-fiction and reference materials. In 2012, approximately 27% of non-fiction materials purchased was in direct response to patron requests.

Technical Services

Laurel Toole

Head of Technical Services

The Technical Services staff added 3,576 new adult items and 1,630 new children and young adult items to our collections this year, as well as 204 gift items to the adult collection and 107 gift items to the children’s collection.

The biggest news for us this year was our change to a new Library system, Evergreen. It is a completely different type of ILS (integrated library system) that we had before and the entire Library staff had extensive training so we could not only understand it for ourselves, but be able to help our patrons navigate the new system. There are many positive aspects to this change. This system will do many things that we wanted to be

able to do with our previous system but couldn't, and offers a more up-to-date process in our day-to-day transactions. There are big changes in the Acquisitions portion of the system that are greatly improved over the old, and we are still learning new ways to use the system to our (and our patron's) best advantage.

On the technology front, we purchased eight new computers for the Internet area that have Windows 7 and new, faster processors. Along with our relatively new print management system and the security configurations we have on these PCs, we are able to offer a sturdy, reliable Internet platform for our patrons. We also configured our wireless server so that patrons can now print from their wireless devices as well. Another big change is our new wireless access points that were installed in October. They have more capacity than the old access points, so we can have more people using wireless devices in the Library with reliable, constant service.

Judy Sellers, our very loyal volunteer, mended 425 items and ran 103 discs (CDs and DVDs) through our disc repair machine this year. The ability to mend items instead of having to purchase new ones is a great savings to the town, and also helps reduce our carbon footprint!

Youth Services

Laura Bruynell

Head of Youth Services

Renovation of the Children's Room

The year 2012 brought a series of aesthetic improvements to the Children's Room. The Rotary Club purchased an adorable new caterpillar-shaped table for the Picture Book area in 2010, which has been used by hundreds of children to work on wooden puzzles and to share stories with parents, grandparents and other caregivers. Other new furniture acquisitions, purchased with funds from a number of generous memorial donations, include three new craft tables and twelve chairs, and study carrels to house catalog terminals. New lighting has made it easy to see even our lowermost shelves, and a fresh coat of 'Frisky' yellow paint on the walls has brought a look of sunshine to even the dreariest winter days.

The crown jewel of the room is a classic fairy tale-inspired mural, designed in part by former Head of Youth Services Farouqua Abuzeit and painted by talented Lynnfield resident Shaila Desai. Children recognize with delight Little Red Riding Hood, The Three Bears, Rapunzel and others. Some have even been inspired to re-read the stories!

Children's Programming

Many of our treasured recurring Children's programs continued in 2012. As always, our best attended program was Wednesday morning's Mother Goose Story Time, with even higher annual average than 2011- over the 48 weeks it met, 1820 people were served, an average of almost 38 per week! Monday's Time for Stories was close behind, with 1298 attendees over 41 weeks, for an average of close to 32 people a week. We hosted a

number of author birthday parties, including ones for Tedd Arnold, Chris Raschka, and Arnold Lobel.

“LEGO Night,” offered as a pilot program in 2011, was made a permanent recurring program in 2012. Some even newer programs were offered on a trial basis based on feedback from community members: “Mixing in Math,” a fun activity-based math program for elementary school students; “Keep it Real”, a nonfiction book club for ages 9-12; and “Sing & Sway”, a music and movement program that features musical instruments, parachutes, singing, dancing, marching, and skipping.

In addition to recurring bilingual storytimes in English and Spanish, we’ve prioritized cultural programming for children to celebrate global holidays throughout the year. Some especially popular examples were celebrations of Chinese New Year, Mardi Gras, St. Patrick’s Day, Diwali, and the Mid-Autumn Moon Festival. Parents continued to comment throughout the year that they value this kind of education and cultural exposure for their children.

Special performers of 2012 included PuppeTree of Vermont with a Chinese art-inspired shadow puppet performance for Halloween, and Newburyport artist Ann McCrea brought us an interactive clay workshop for elementary students based on Children’s picture book *The Longest Night* by Marion Dane Bauer.

We continue to partner with diverse town departments and local organizations for other special programming. A town resident brought her specially-trained collie Trey for reading therapy with beginner readers. The Robert Lappin Foundation of Salem, MA helped with both Passover and Hanukkah programs. The Boston Sports Club offered a special Water Safety Storytime. The Fire Department’s Jim Alexander offered a Fire Safety Storytime. The bright plastic fire-fighter hats and bookmarks for kids to take home were a big hit!

Young Adult Programming

“Afternoon Discovery” continues to be our most successful program for teens. Serving the Lynnfield Middle School students who visit the Library after school, 2012 highlights included flight mechanics, soda-making, balloon-powered car building, and a repeat of the oft-requested homemade ice cream!

2012 also marked the launch of a brand new Young Adult recurring program: Trivia! Six teens competed for a cupcake prize from Jeanne’s Bakeshop by answering trivia questions alone or in teams on a particular topic. In November, in honor of Geography Day, teens wowed librarians with their answers to questions inspired by *The National Geographic Bee Ultimate Fact Book: Countries A to Z*.

Summer Reading

A record 125 attended our 2012 Summer Reading Program kickoff party, a magic show with Scott Jameson preceded by a family hot dog luncheon. Those who signed up to be part of the program logged their reading on paper or online, and received prizes. Other

special performer visits included interactive theater with local group Kidstock, and a resident secured an ice cream donation from Friendly's for an ice cream social that packed the room!

This year's theme, "Dream Big—READ" led staff to explore the dreams and career aspirations common to young people – from nurses and doctors, athletes, community helpers, scientists and engineers, and chefs. Home-grown programs included picnic lunch read-aloud sessions, trail mix-making, a Red Sox party, and an airplane craft session – truly something for everyone.

The more pages kids read, the more times they were entered in a raffle to win fun prizes. Thanks to the Friends of the Lynnfield Library, we had enough to offer everyone who logged any number of pages their choice of a book, beach ball, puzzle, or Frisbee.

School Support

The Youth Services Department continued its outreach efforts to all of Lynnfield's schools in 2012. As always, fourth graders from both Huckleberry Hill School and Summer Street School visit in the spring to get some instruction in catalog use and to check out books. Second graders used the Library to find books for biography assignments, and exhausted the Library's substantial collection of books by Gail Gibbons to complete a nonfiction book report. Both schools' Parent Teacher Organizations invited librarians to speak at fall 2012 meetings, after successful spring collaboration on programming for TV Turnoff Week. Storyteller Mark Binder entertained the screen-free audience of forty-eight, young and old, with humorous storytelling.

Tower Day School kindergarteners continued to visit throughout 2012 to hear stories and check out books to support learning about the human body, space, holidays, and animals. Librarians took storytime to preschoolers at the Bethlehem School in 2012 to read about sports.

The Lynnfield Middle School students used Library resources to complete a number of assignments over the course of the year, from biographies to chemical elements. Due to the school's proximity to the Library, they also often used our table space in both the adult and Young Adult spaces to collaborate on homework assignments.

Collection Changes

Every facet of the collection grew in 2012 to include popular and critically acclaimed media. Popular new easy readers included *Penny and Her Doll* by Kevin Henkes and the newest in the *Elephant & Piggie* series by Mo Willems; in picture books *Z is for Moose* by Kelly Bingham was a favorite; in graphic novels we saw a trend to turn favorite children's novels into graphic format, as in Jeanne DuPrau's *City of Ember* and Madeline L'Engle's *A Wrinkle in Time*. In the fiction collection for readers, Dav Pilkey's newest addition to the silly *Captain Underpants* series is heavily requested. The more philosophical *The One and Only Ivan* by Katherine Applegate, which won the 2013 Newbery Award, has been popular with young animal lovers. The films *Hugo*, based on

the Brian Selznick book, and *The Lorax*, based on the Dr. Seuss book, were DVD favorites in 2012, but nonfiction additions from DisneyNature like *Chimpanzee* were also in high demand. Youth Services also added nonfiction titles on a broad range of topics, including *Island: a story of the Galapagos* by Jason Chin, *I Have a Dream* illustrated by Kadir Nelson, and several books on history, math and science, animals, and poetry.

In Young Adult fiction, John Green's tragic *The Fault in Our Stars* was a hands-down popular winner. Popular nonfiction titles included *Steve Jobs: The Man Who Thought Different* by Karen Blumenthal. New popular DVDs included the documentary *Being Elmo*, feature film *Sparkle* and episodes of the hit television show *Pretty Little Liars*.

Reference

Youth Services continued to provide Reference services to help young people answer questions for homework or curiosity's sake. We also answered the questions of their teachers and families, helping them to find library materials through the NOBLE consortium and within the Lynnfield Library. In 2012, we answered a total of 1289 questions.

The Youth Reference Collection also got an update. We ordered a brand new 2013 World Book Discovery Encyclopedia set for young people, and supplemented it with the Kingfisher *History Encyclopedia* and DK's *Children's Illustrated Encyclopedia*, and National Geographic's *Animal Encyclopedia*.

General

More of our patrons than ever are interested in ways to connect with the Library resources online, especially the growing OverDrive collections of downloadable e-books and e-audiobooks. We responded in 2012 by expanding access to downloadable copies of Summer Reading books on the lists from the Lynnfield Public Schools.

The Youth Services Department continues to be a thriving, bustling center of learning and play for families in the community. We look forward to continuing to connect with patrons in person and online in 2013.

Concerts on the Common

2012 is the last year that the Library - or the Friends - would be involved in the Concerts on the Common series. Marie Hill - and her family - organized the series for more than twenty years as a member of the Friends' Board. She turned over the responsibilities to the Library Board of Trustees and Linda Burns and her committee. In 2012 the Board transferred the administrative and fiscal responsibility to the Rotary Club of Lynnfield. Marie Hill, Linda Burns, their families, committees and the area businesses and local organizations, deserve great credit and our appreciation for their hard work and years of service for supporting the series with funding and donations! We look to many more years of great entertainment under the auspices of the Rotary Club!

Flower Workshop of Lynnfield members donated their energy, time and expertise to beautifying the Library grounds and changing and managing the seasonal plantings throughout the year. They decorated the inside of the Library with poinsettias throughout the first floor and a display on the Circulation Desk during the holidays. In August 2011 together with the Friends of the Lynnfield Library and a generous donation of labor and expertise from Chris Drislane of Designscapes, Inc. of Lynnfield, an irrigation system was installed in the front and side of the Library grounds enabling the gardeners to maintain the grounds more efficiently. **The Home & Village Garden Club** hung garlands on the outside of the Library, wreathes on the doors and a swath on the Library signpost for the holidays. The members collaborated in April with the Lynnfield Art Guild and Lynnfield middle and high school students for the annual Art in Bloom. The gardeners designed and arranged flower arrangements that would interpret artwork done by Art Guild members.

Local History & Genealogy Collection

The Library has revised the digitization project planned for the 2014 celebration and separated it into two distinct parts only one of which will be part of the 2014 celebration. We will finalize selections of local history and genealogical materials from our collection and begin the process of digitization with members of the Essex Society of Genealogists. The Historical Commission and the Historical Society will collaborate with the Library to identify and photograph Lynnfield houses with interesting architectural features, create a narrative and a timeline. Our Library boasts a superb collection of materials that focus on Essex County history and family genealogy.

Friends of the Lynnfield Library

Janine Saldanha

President

The Friends of Lynnfield Library Executive Board met eight times in 2012 to discuss fundraising ideas and community outreach. Janine Saldanha became President effective July 1.

The Friends raised more money from our October 14 and 15 Annual Used Book Sale and the Geraniumfest on May 19 than we have ever done in the past. Our first "Dining for a Cause" event on November 5 at the 99 Restaurant in Lynnfield was very successful and a lot of fun. We thank the Library supporters who came out for us, the raffle item donors and the 99 Restaurant for their generous support!

Fifty of our great Library volunteers along with Friends' Board members and the Selectmen attended the annual Volunteer Appreciation Reception on June 21. The Friends sponsored a refreshment stand on July 18 during the popular Concerts on the Common series. We held our annual fall potluck dinner on October 25, when the Friends' Board, Board of Trustees and Library Director exchange ideas about future projects for the Library.

The Friends raised more than \$ 36,640.00 in revenue in FY2012! We provide the funding for nine museum passes, rental DVDs, adult programming (Curious about Cuisine, Famous Icons of American Music), and children's programs such as Scott Jameson Presents, Kidstock Theatre and PuppeTree Presents "The Legend of Sleepy Hollow." We made an important contribution to the renovation of the Children's Room with funding for the wall mural of fairy tale characters painted by local Lynnfield artist and resident Shaila Desai addition to a new upholstered bench for browsing and reading.

Volunteers

Over 100 adults contributed hundreds of hours to support the staff and the operations of the Library this past year: They straightened book shelves, mended our materials and repaired our DVDs, and CDs, planted and maintained the Library grounds and decorated the Library for Christmas, and assisted genealogy patrons. They also sorted through thousands of books, DVDs and paperbacks for the Friends' two book sales, shifted and stored our newspapers, prepared our calendars and newsletters for mailing and photographed Library and Friends' events. The Friends, Board of Trustees and staff honored these same volunteers on June 21 with a reception and open house at the Meeting House.

Board of Library Trustees

Robert D. Calamari, Jr., Chair
E. Seavey Bowdoin, Vice-Chair
Kerry Haughney
Faith Honer-Coakley
Stanley Schantz

Library Staff

Administration:

Nancy D. Ryan, Library Director
Samantha Cabral, Assistant Director and Head of Public Services (began on September 10, 2012)
Patricia Nutile, Administrative Assistant and Secretary, Board of Trustees

Youth Services:

Laura Bruynell, Head of Youth Services
Pam Griswold, Children's Assistant

Reference Services:

Patricia Kelly, Head of Reference Services
Irene Gorevitz, Reference Staff Librarian
Marilyn Graves, Reference Staff Librarian

Technical Services

Laurel Toole, Head of Technical Services
Pauline Silva, Technical Services Librarian

Circulation Services

Hollin Elizabeth Pagos, Circulation Manager
Katherine Decker, Circulation Assistant
Jane Doherty, Circulation Assistant
Dawn Mayerson, Circulation Technician
Margaret O'Keefe, Circulation Technician
Carolyn Savio, Circulation Technician
Betty Whelan, Circulation Technician (retired in March, 2012)

Circulation Technician Substitutes

Rachel Alexander
Mary Kraft
Beverly Lenehan
Emily Skoff

Library Pages

Allison Gallagher
Josephine Hilty
Joseph Ross
Marissa Wilkerson

Respectfully submitted,

Nancy D. Ryan
Library Director
March 11, 2013