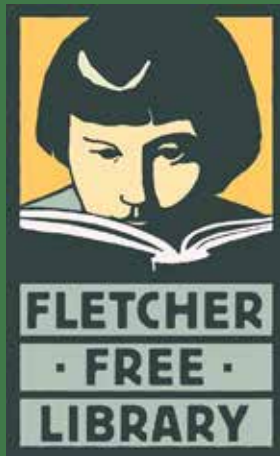


FLETCHER FREE LIBRARY ANNUAL REPORT



FLETCHER FREE LIBRARY
235 College Street
Burlington, VT 05401
802-863-3403
TTY relay 711
www.fletcherfree.org

Monday 10:00 – 6:00
Tuesday 10:00 – 8:00
Wednesday 10:00 – 8:00
Thursday 10:00 – 6:00
Friday 10:00 – 6:00
Saturday 10:00 – 6:00
Sunday 12:00 – 6:00



FISCAL YEAR 2013
JULY 1, 2012 – JUNE 30, 2013

LETTER FROM THE BOARD CHAIR



Thank you! We so appreciate your continued support during this year of transition. And, wow, what a great year it has been. In January, the Library Commission and Mayor Weinberger's team collaborated to hire Rubi Simon as the Library's new director. Rubi brings high-level expertise and unbounded energy to her position. Like any good leader, she initially focused internally on understanding the extensive skills and experience of the Library staff. Then working closely with the staff, they focused on transforming the Library into a dynamic, community-oriented organization that goes well beyond the traditional notion of lending books.

As you flip through the pages, you will see that the Fletcher Free Library is an increasingly crucial economic driver for Burlington, is leading the way in supporting social equity by ensuring equal access to community and economic resources, and is building partnerships with local communities and organizations to maximize the use of City resources. Even during these lean economic times, the Library leadership and staff have managed to expand evening hours, resources, programs, and opportunities.

Supporting Fletcher Free Library promotes not only our Library, it promotes our whole community. We cannot engage in all the important work we do without your continued support. As we look to an even brighter future, we will continue to rely on your involvement, encouragement, and feedback. Please feel free to contact me at any time with suggestions or advice for our Library. Thank you!

*Peg Boyle Single
pegboylesingle@gmail.com
Chair, Fletcher Free Library Board of Commissioners*



ANNUAL REPORT

FISCAL YEAR 2013
July 1, 2012 – June 30, 2013

MISSION STATEMENT

The Fletcher Free Library serves the evolving educational and cultural needs of the Greater Burlington community. Our urban public library offers a welcoming place for people to gather and to learn. A trained staff helps patrons locate the materials and information they need for work and pleasure.

LIBRARY BOARD OF COMMISSIONERS 2013-2014

Ed Adrian	Commissioner and Vice Chair
Kate Bouton	Staff Commissioner
Peg Boyle Single	Commissioner and Chair
Selene Colburn	Trustee and Clerk
Peter Ireland	Trustee
Jill Krowinski	Commissioner
Mary Ellen Manock	Trustee
Ellen MacLellan	At-Large Position, Friends
Glenn McRae	Commissioner
Jessica Nordhaus	Mayoral Designee Commissioner

Composed of Commissioners appointed by the City of Burlington and others chosen by the Board itself, the Library Board is primarily an advocacy group which meets monthly to hear recommendations from the Library staff. There are four Trustees who are elected by the current Trustees and must reside in Chittenden County. At-Large Trustees (non-voting advisors) may be elected, too. There are six Commissioners (who must be Burlington residents) appointed by the City Council, Mayor presiding. One of them is an Employee elected by the Employees of the Fletcher Free Library. Another is appointed by the Mayor and has been a representative of the Burlington youth population. The meetings are open to the public. Please join the Board to learn more about Board efforts and to share your thoughts and ideas about the bright future of Fletcher Free. The Board meets six times per year on the third Monday of every other month at 5:15 pm in the Local History Room of Fletcher's Carnegie Building.

OUTREACH SITES

Barnes World Academy
King Street Youth Center
Flynn Books on Wheels
Parks & Rec Champ Camps
Boys & Girls Club at IAA
Parks & Rec Nutrition Sites
Boys & Girls Club at Oak St.
Sara Holbrook New Arrivals
EMS Humanities Camp
S.O.A.R. Summer School
EMS Summer School



YOUTH

“For one thing, I love to read. It was very fun to read so many books. I like the little prizes and the whole party with the watermelon. This year we saw a pretty rainbow at the party.”
—Isaac, age 5

The verdict on Summer Reading Program 2013 is in—another banner year with **1,280 kids** reading **13,199 hours** and their parents, teachers, and caregivers loving the results! With Library staff and 48 volunteers working tirelessly to make it a success, this year’s Summer Reading Program, Dig into Reading, encouraged kids to connect to both topics of Genealogy (digging into one’s roots, with activities around “Who am I?” and “Where did I come from?”) as well as Science (actual digging in the earth and observations and discovery of creatures and plants that live in the earth). Children in grades K-8 who signed up at the Library were encouraged to read at least 15 minutes a day and record this reading in a logbook. Along with Dig into Reading t-shirts made possible through the generosity of the Amy E. Tarrant Foundation, the kids collected pencils, stickers, bookmarks, and other cool prizes as rewards for their reading accomplishments.

For each hour read, participants were able to enter a ticket into a raffle for a chance at winning larger prizes donated by community partners. At the end of the summer every participant received coupons for free bagels and chocolates. Readers who met their goals by the end of the program were also given vouchers to pick out a free book.

SUMMER PROGRAMS

- Cardboard Box Parade
- Very Merry Theatre
- Creative Tuesdays
- VPT Film Screenings
- Dig into Stories with Megan
- We Dig Our Lake Monsters
- Digging Yourself:
A Celebration of Who We Are
- What Rot! The Amazing Life of Dirt
- Evening of Music from Trad Camp
- X-Theater
- Library Night at the Ballpark
- You Rock! An Evening to Celebrate!

YOUTH

This year our Summer Outreach Coordinator, Nadia Womble, met with hundreds of kids all over the Burlington area. She visited camps, free lunch programs, community centers, and schools to bring the reading program to children who might not otherwise be able to get to Fletcher Free.

In addition to the Youth Department's signature Summer Reading Program, the Fletcher Free continued to deliver hundreds of free, dynamic, and exciting programs—all celebrating the love of learning—to thousands of our community's younger members. Fun and free programs included Stories with Megan, Music with Robert, Creative Tuesdays, and Moving & Grooving with Christine. Most of these programs and resources are made possible entirely by your private support. Thousands of kids thank you! For their continued long-standing support of our Youth Services Programs, we also wish to acknowledge the generosity of the Bergeron Family Foundation. A generous gift from Dr. Andrew Goodwin and Dr. Sarah Heil enabled us to purchase a much-



For more information on our Youth Programs or to preregister for any of our family favorite offerings, please call the Youth Desk at 865-7216.

needed and greatly-appreciated sound system for our Youth Area. The Paul Post Fund once again made a generous grant that enabled us to purchase books to expand our young adult section.

And we are deeply grateful to Ernie Pomerleau for his gift which allowed us to purchase a brand new and wildly popular Youth Literacy Station.

“Supporting the Fletcher Free is truly an investment in our community. The Library provides a place for young kids to learn to love reading and a place for our newest members of the community to improve skills that will set them up for success in their new country. I am delighted to support the mission of Fletcher Free because I believe that the free services and programs they offer really make a difference in peoples’ lives, and this, in turn, makes our entire community a better place. I am honored to be on their team!”

—Ernie Pomerleau



Last, the Library's 22nd annual Books for Children Gift Campaign in partnership with the Vermont Children's Trust Foundation was another tremendous success. This Campaign provides Burlington preschoolers from low-income families with new, quality books during the holiday season. Partnerships with the Sara Holbrook Center, the King Street Youth Center, the VNA Family Room, the Committee on Temporary Shelter (COTS), and Champlain Valley Head Start enabled us to distribute the books—in December 2012 totaling **1,400 books**. In addition to generous donations of books by community members, special thanks go to local booksellers Crow Bookshop and Phoenix Books Burlington.

OUTREACH

SUMMER READING PROGRAM SUPPORTERS

The following local businesses, individuals, and foundations helped make the 2013 Summer Reading Program a success. Thank you!

Patty and Paul Levi	Chittenden Solid Waste District
Robert and Anne Shapiro	The UPS Store
Patrick Robins and Lisa Schamberg	City Market
David Ryan	United Way of Chittenden County
Elizabeth Shayne and Tiffany Bluemle	Crow Bookshop
Lisa Steele	ECHO Lake Aquarium & Science Center
Northfield Savings Bank	Vermont Lake Monsters
Bruce and Lillian Venner	The Friends of the Fletcher Free Library
Mark Saba and Karen Paul	Vermont Tent Company
The Bergeron Family	Gardner's Supply
Amy E. Tarrant Foundation	Very Merry Theatre Company
My Little Cupcake	Great Harvest Bread Company
Auntie Annie's	VT Department of Libraries-Smith Fund
North Star Sports	Lake Champlaine Chocolates
Ben & Jerry's Foundation, Inc.	VT Elder Law & Trust Group
Phoenix Books	Lake Champlaine Shoreline Cruises
Brueggers Bagels	X Theater of Burlington
The Putz-Brotz Family	Parks & Recreation
Burlington Bay Market and Cafe	Merrill Theater Corporation
SoYo Frozen Yogurt	Andrea Rogers

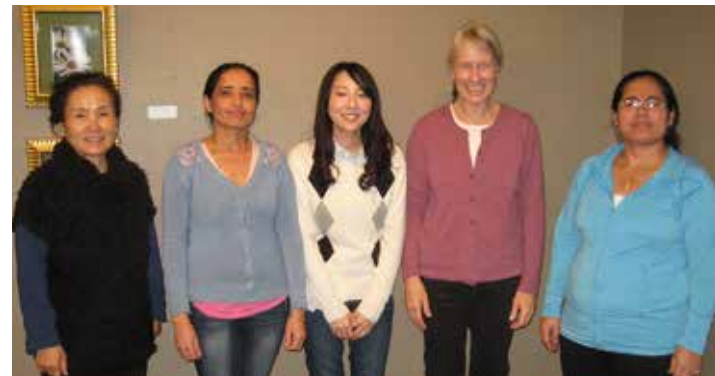
2012 SUMMER READING PROGRAM

Number of Participants	1,280
Number of Outreach Sites in Burlington	14
Number of Volunteers	48
Number of Volunteer Hours	930
Number of Contributors	30
Amount of Money/Services Donated	\$16,000

Anne Clift and Htun Sein know what it takes to enrich a community. As instructors of the increasingly popular Outreach Class offerings at Fletcher Free, they help transform lives and they do so with a smile.

Virtually every Wednesday night for the past four years, Anne Clift makes her way to the Library from her home in Jericho to teach Beginner English-language classes. She started in April 2009 for one main reason—she loves to teach. When asked why she has continued for so long in this entirely volunteer role she answered without hesitation, “I love my students!” She went on to say that many of her students are now her friends. And the feeling is mutual. Many students request to stay in Anne’s classes even when their progress indicates they could move up to the Intermediate level. The students Anne teaches come from all around the world and they all **share a common goal: to improve their English in order to improve their lives.** Anne thinks that what makes the Library’s programs so successful is that the classes are in the evening and, of course, that they are free. While other organizations

Anne Clift’s Beginner English-language classes are from 6:30-8:30 p.m. in the Pickering Room and she invites anyone to come to see what they are all about.



OUTREACH

offer similar programs, often times they have restrictions on who can take the classes. Not so at Fletcher Free and just one more reason why Anne says the program is so important.

Since 2010, Htun Sein has been teaching the Library's Burmese-language Laptop Literacy classes, teaching between 2 and 3 four-week sessions each year. Most of Htun's students have just arrived in this country and many of them are introduced to Fletcher Free's free offerings by Htun himself in his other role as a Case Manager for the Vermont Refugee Resettlement Program. When asked what he accredits to the success of his teachings at the Library, Htun said, "I work in the community and

am connected with the community that needs these classes. I also know that having good computer skills really can make a difference for these people. It is a win-win situation." Htun also said that it is extremely rewarding to teach some of the older students who never thought in their life that they would be using a computer. And he loves the camaraderie in his classes. He said that in the Burmese community there are several different ethnic groups and several religions. When working together in his class, everyone is united and there exists **a strong spirit of connectedness and teamwork**—perhaps one of the most rewarding facts of all.

In 2013 with thanks to the generosity of many individuals, corporations, and foundations, we were able to offer these kinds of Outreach programs and to expand computer literacy classes to New Americans. A **\$5,700 grant from The American Dream Dollar General Literacy Foundation** allowed the Library to add more classes and a second level to our Laptop Literacy classes in Burmese, Nepali, and Somali and to purchase laptops and iPads for off-site tutoring for elderly New Americans and those with young children. KeyBank Foundation and Ernie Pomerleau also contributed generously for continued success of these offerings. We additionally thank IBM for continuing their generous support by providing new computers for our popular public access Computer Center.



Htun Sein's Burmese Laptop Literacy class

OUTREACH PROGRAMS

- Computer Literacy Classes
- Laptop Literacy Classes in Burmese, Nepali, and Somali
- English Language Learner Classes
- Citizenship Classes
- Foreign-Language Conversation Groups
- Scholarly Lectures in German
- Reference assistance and learning materials in a variety of languages

OUTREACH

In addition to the Laptop Literacy classes, we offered two levels of English Language Learner Classes every Wednesday throughout the year, a Citizenship Class series, three foreign-language conversations groups, a scholarly lecture in German, reference assistance, and learning materials in a variety of languages. In partnership with the Vermont Humanities Council and the University of Vermont, the Library offered the Muslim Journeys Bookshelf and Let's Talk About it Book Discussion Series, providing informed discussion about the histories, faith, and cultures of Muslims around the world and within the United States. We continued our important tradition of "delivering" the Library to those unable to come to

us by visiting 16 senior residences and nursing homes as well as schools, community centers, and private residences of home-bound community members.

Last, with thanks to a Vermont Arts Council Cultural Facilities Grant of \$16,500, the Library completed installation of audio-visual equipment in three of the Library's main meeting rooms, all free and open to the public. The Fletcher, Pickering, and Community Rooms all received significant upgrades. The Fletcher Room added a 70" TV display, 4 speakers, Blu-ray DVD player, and 3 assisted listening devices. The Pickering Room added a 70" TV display. The Community Room added a ceiling mounted LCD projector and a pull-down screen. In addition, a 55" TV display was installed above our main

public service desk to advertise Library events. The Library is deeply grateful to the Vermont Arts Council for this grant which has turned these spaces into state-of-the-art facilities to foster life-long learning for the benefit of everyone in our community.

OUTREACH

For more information on our Outreach offerings and Library programs, please call Programming and Partnerships Librarian Barbara Shatara at 865-7211. For more information on other Outreach activities including deliveries, please call Outreach and Reference Librarian Robert Resnik at 865-7222. For further information on how to access any of our easy-to-use online resources, please call the Reference Desk at 865-7217.

FRIENDS

The Friends of Fletcher Free Library is a separate non-profit organization devoted to supporting the Library. Their mission is to encourage support for the Library, raise money for its needs, promote cultural and literacy programs, and sponsor educational and enrichment programs for all ages.

We are deeply grateful for the dedicated leadership of Robin Twery and for the contributions of the other officers including Vice-President Jane Berlin, Treasurer Ann Warrington, and Secretary Anne Nixon. The contributions of time, resources, and energy from all of the past, present, and future Friends Board members and active volunteers have a profound impact on our community. In 2013 **they contributed over 2,500 hours** behind the scenes and actively within programs to enrich the Library experience for all who walk through our doors. Thank you, Friends!

In 2013, the Friends raised \$18,023.50 from the book stall and book sales, as well as \$6,520 from memberships and donations. These funds directly support the Library with needs such as sending staff to profes-

JOIN THE FRIENDS!

The Friends meet on the first Thursday of the month at 10:30 a.m. in the Community Room. For more information, please contact fletcherfriends@gmail.com.



FRIENDS

sional meetings, printing bookmarks, and providing tote bags for the Summer Reading Program. In addition, the Friends continued their support of the Burlington Book Festival, covered the costs of the rent and maintenance of the copy machine, supported the Library's Front Porch Forum membership, and facilitated a link between Fletcher Free and Echo's programming.

The Library Board and the Friends work cooperatively supporting Library services. The Library is grateful for individual support to the Friends as well as support made directly to the Library. In the end, all funds and efforts benefit the Fletcher Free Library. The Friends also serve as the Library's fiscal agent to facilitate online giving. **Anyone who wishes to make a gift to Fletcher Free Library may do so online at www.fletcherfree.org.** Gifts made here serve as general support of the Library's greatest funding needs.

SPECIAL RECOGNITION

The Fletcher Free Library is what it is thanks to hundreds of dedicated volunteers—some of whom have been giving their time and energy to our community for decades. Thank you to everyone who takes such care to make our Library live out our mission each day. A special thanks to Gerald Couture for his generous gift which was used for the purchase of books.

In January, we suffered an immeasurable loss in the untimely passing of our good friend **Dan Balón**. As a tireless advocate for diversity initiatives in Burlington and beyond and as a valued trustee on the Library's Board of Commissioners since 2009, Dan was an exceptional member of our community. He is missed profoundly by the Fletcher Free Library community, which remains deeply grateful to him for all he did and all he represented.



STATISTICAL HIGHLIGHTS	FY13
Hours of operation per week	58
Staff hours worked— full time equivalent	18
Volunteer hours (including Friends' hours)	9,672
People through the front door	250,194
Members	13,362
Total number of items in the Fletcher's collection <i>(books, CDs, DVDs, gardening tools, etc.)</i>	139,887
Ebooks	23,457
Items checked out and/or renewed	395,015
Outreach deliveries	646
Inter-Library Loan transactions <i>(borrowed & loaned)</i>	2,630
Computer Center log-ins	55,052
Adult & Youth reference questions	24,120
Summer Reading Program <i>(for summer just after end of Fiscal Year)</i>	1,280
Number of WiFi log-ins	30,554

SUPPORT

The Director and the Board of the Fletcher Free Library work within the City's organizational and financial structure.

The three primary sources of funds for Fletcher Free include the following sources:

- The City of Burlington
- Grants
- Donations from individuals, corporations, and foundations

In Fiscal Year 2013, the total expenses for the Library amounted to \$1,223,327.59. This figure represents all salaries, consulting fees, marketing professional services, furniture, grounds, maintenance of machines, books, programs, parking, and all expenses.

For the same time period, total income (not including City funding) amounted to \$130,404.01. This figure includes **\$75,823.40** from a total of **285 donors** and the Friends, as well as revenues from the front desk, grants, and Children's Sing-Along Music CD sales.

Who makes our programs possible? You do! *While we rely on City funding for our basic operating needs, almost all of our most popular programs and offerings depend 100% on your private support.* Thank you to everyone who made a gift in 2013.

Additional funds come from the following sources:

- Dedicated Book Tax— A ½-cent tax provides most of the funding for the purchase of new books and other Library materials such as books on CD and DVDs. This figure amounted to \$151,000 and was spent in its entirety.
- Endowment Fund, managed by the Vermont Community Foundation. Each year, 5% of the past three-year average of the fund value is allocated for distribution or reinvestment. The Board de-

cidates whether to spend or reinvest this income, designated for spending only on books. As of June 30, 2013, the fund was valued at \$307,536.09

- In-Kind Contributors— Many individuals, volunteers, and businesses continue to donate products and services to support a wide variety of Library services and events. We are deeply thankful for this commitment to our efforts.
- Volunteers— The Fletcher Free would not be what it is today without our vibrant group of dedicated volunteers—thank you!

We also wish to thank the volunteer members of the 2013 Development Committee including Selene Colburn, Jill Krowinski, Patty Levi, Eric Lindstrom, and Co-Director Robert Resnik for their efforts to raise private support for the Library's top programs. In addition, special thanks to former Board Chair Eric Lindstrom and the 2013 Board for all of their noteworthy efforts on a range of issues and their work to secure private funding for our most popular programs.

BOOK FUND MEMORIAL

When we receive donations totaling over \$500 in memory of an individual, we pay tribute to that individual by mounting a brass nameplate on the red marble Book Fund Memorial displayed by the front entrance. This tradition was started in 2000 by Charlotte and Herb Mandel & Family in memory of Nathaniel Lash. In addition, the family may request that memorial bookplates be placed in new library books of a genre of their choice. We are grateful to family and friends for honoring their loved ones in such a meaningful way. Since the last Annual Report, we honored long-time Library friends and supporters **Doris Mongeon** and the parents of **Jeffrey D. Glassberg**.



SUPPORT

LEGACY SOCIETY

To ensure that the Library continues to support a growing and changing list of community needs, the Legacy Society honors benefactors who make a gift commitment through their will, trust, life insurance plans, or life income program. With deep gratitude, we announce the inaugural supporters of the Legacy Society, Patty and Paul Levi. Patty and Paul believe in the mission of the Library and have made formal plans to support the place they love with a \$50,000 life income plan benefiting the Library's Youth Programs. Their forethought and generosity now will have a profound impact on our community in the decades ahead. For more information on planned giving options and becoming part of our Legacy Society, please contact Development Coordinator Ashley McAvey at 802-264-9640 or ashley96@aya.yale.edu.



“We encourage you to join us in becoming members of the Legacy Society by making an everlasting gift. Our Library is instrumental in assisting the citizens of Burlington and those in the surrounding towns and cities in their personal life goals of learning and knowledge. Your gift will make the difference for our community in the decades to come. Thank you for being a key part of the Fletcher Free Library's future success.”

—Patty and Paul Levi

**Renew your support today!
Make your gift online at
www.fletcherfree.org**



STAFF

Susan Bevins, Acquisitions	1978
Kate Bouton, Circulation	2010
Megan Butterfield, Youth Services	2007
Craig Carlson, Circulation, Page*	2011
Doug Chamberlain, Acquisitions, Payroll	2001
Robert Coleburn, Reference Librarian, Systems Administrator, Selector**	1992
Anne Marie D'Alton, Systems Support Specialist	2003
Christine Demarais, Youth Services	1996
Claire Demarais, Library Assistant	2013
Tenzin Dhondup, Circulation	2003
Emer Pond Feeney, Circulation	2008
Susan Fensch, Circulation, Page*	2004
Sammie Friedman, Acquisitions, Accounts Payable	1993
Rebecca Goldberg, Youth Services Librarian, Selector**	1994
Dawa Jinpa, Custodial	2012
Tenzin Longsel, Custodial	2013
Nga Pham, Cataloging Assistant	2001
Robert Resnik, Outreach and Reference Librarian, Selector**	1990
Barbara Shatara, Programming and Partnerships Librarian	1998
Rubi Simon, Director	2013
Toni Taginski, Circulation Chief	2006
Christine Webb, Cataloger, Reference Librarian, Collection Development Librarian, Selector**	2010

* Pages are responsible for shelving library materials

** Selectors choose which library materials to buy

Special thanks to Elise Whittemore who for the fourth consecutive year has generously donated her time and talents to create the layout and design of this Annual Report.



Rubi Simon, Director