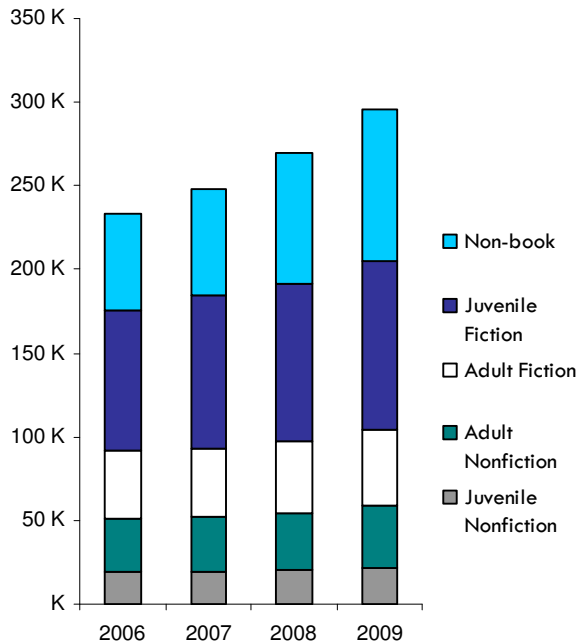


By the Numbers

Upper Dublin Cardholders: 10,409

MAIN LIBRARY CIRCULATION



MAIN LIBRARY STATISTICS

	2007	2008	2009
Days Open	353	355	352
Circulation	247,865	269,816	295,770
Total Visits	164,005	179,904	182,580
Collection Size	107,593	110,078	112,903
Reference Questions	7,387	6,597	6,839
Weekly Computer Users	770	1,025	1,008
Website Hits	141,493	175,456	179,648

Most 2009 Visits	Wed, July 29	922
Most Items Checked Out in 2009	Tues, May 26	1,714

Collection Items (UD & NH)

Added in 2009	Withdrawn in 2009
Books: 10,723	Books: 8,888
Audio/Visual: 2,330	Audio/Visual: 1,290

See the library's new 2010-2013 Strategic Plan:
www.upperdublinlibrary.org (under About Us)

Upper Dublin Public Library Board of Directors

Suanne Strauss
President

Barbara Wasserman
Janine Buesgen
Susan Detweiler
Peter Hahn
Andrea Merrick
Wendy Rader

Cherilyn Fiory
Director

Our Mission

The mission of the Upper Dublin Public Library is to satisfy the informational, intellectual and cultural needs of all township residents by providing materials, programs and services that enrich people's lives. We accomplish this mission by ensuring:

- A welcoming environment
- Knowledgeable staff
- Fiscally responsible oversight

Friends of the Library

The Friends of Upper Dublin Public Library, a non-profit volunteer organization, stimulates public interest in our library and supplements funding to support the cultural, educational, and special needs of the library. Upper Dublin residents were treated to two special Friends events in 2009—a presentation by author Steve Lopez on March 17 before an audience of over 500 and a Thanksgiving demonstration by Chef Jim Coleman for 75 on November 6. The Friends also raised \$11,833 from the ongoing book sale and \$7,208 in memberships & donations, and sponsored the Summer Reading Club.



UPPER DUBLIN
PUBLIC LIBRARY

2009: The Year in Review

805 Loch Alsh Avenue
Fort Washington, PA 19034
215-628-8744
www.upperdublinlibrary.org

2009 Year in Review

From the Director

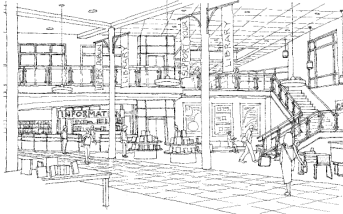
2009 was a year of planning for the Upper Dublin Public Library. Don't get me wrong; library staff are always planning. Sometimes, it's marketing campaigns, like the one we did for the Steve Lopez event for which we were



Author Steve Lopez

awarded the Pennsylvania Citizens for Better Libraries Public Relations Award. Other times, we are planning public programs or for new technology or collections. But in 2009, we planned for the future. *Inventing the Future of the Upper Dublin Public*

Library—A Space Planning Study, completed and presented in April, demonstrates alternatives for resolving the library's space needs. Also, with the library's long range plan's expiration, the library staff and board developed a short-term plan, entitled *Future Focus Extended 2010-2013: An Interim Plan*, which focuses on ways to get the community more



Conceptual interior of a new library

invested in its library. And finally, with support from the commissioners, we planned how to preserve library services despite decreases in state funding. Be sure to stop in and see what we are up to! Review the plans mentioned at upperdublinlibrary.org.

Highlights

In 2009, we improved library services by:

- adding new collections—Morris Arboretum passes (thanks to Friends sponsorship) and Kill a Watt meters that measure energy consumption.
- developing new signage throughout the library, providing improved guidance for our visitors.
- conducting an outstanding marketing campaign for the Friends-sponsored Steve Lopez event on March 17, which earned us the Pennsylvania Citizens for Better Libraries Public Relations Award.

In 2009, we improved our technology services by:

- launching our new, user-friendly website—our third branch with a regularly updated Staff Picks blog and interactive events calendar.
- establishing our popular one-on-one computer mentoring program for novices.
- supplying time-management software on the public computers to ensure usage is fairly shared.
- installing self-serve photocopying and computer printing (early 2010).

Programming

Did you know that Head of Children's Services, Miss Barbara McNutt, may have visited your child's school or that your child's class may have visited the public library last year? In an effort to reach out in multiple ways to the children of Upper Dublin, Miss Barbara visited & hosted 70



Mr. Mac reads to captivated 2-year-old boys

sessions with school children, from preschool & up. The library & UD school district also joined forces to provide special programs for ESL & Title I parents & students as well as an event for all parents that emphasized the importance of summer reading, entitled *Read S'more*. With nearly 1,400 participants of all ages, the 2009 Summer Reading Club was our most well-received ever.



Enjoying stories & cake in honor of the American Girl series

2009 UPPER DUBLIN & NORTH HILLS PROGRAMS

	Offered	Attendance
Children	313	9,015
Teen	166	1,882
Adult	95	1,637

North Hills Community Library

The North Hills Library continues to provide library services to the community 20 hours each week. The



Experimenting during Science in the Summer

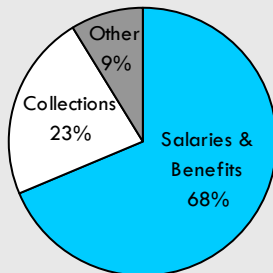
library's four public computers, which provide Internet & Microsoft Office tools, are always in use and the library is a popular destination for teenagers after school. Forty-nine programs were held for over 700 children & teens in 2009, including storytimes for children in the Head Start program and monthly teen events. 481 new items were added to the collections.

2009 NORTH HILLS STATISTICS

Circulation	2,739	Collection Size	6,897
Visits	5,968	Questions	256

Finances

2009 EXPENSES



2009 REVENUES

