



*Live, Laugh & Learn
@ the Library*



Great speakers



Storytimes



Workshops



Computer Stations



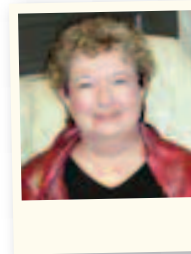
Children's Book Wk.

DCLS 2008 Annual Report

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Message from the President



Challenging times can be periods of exciting growth and reinvention for organizations as well as individuals. In these difficult economic times, Dauphin County Library System is experiencing exponential growth in public use, serving as the go-to resource for residents searching for work or financial assistance, families seeking low-cost resources for entertainment and their children’s education, and lifelong learners hunting print and online materials to explore the world, satisfy their curiosity, and read for pleasure.

These important service connections are made at DCLS libraries and on DCLS’s website every day, thanks to the dedication, expertise, commitment to excellence, and creative thinking of our employees and volunteers. They make a dramatic difference in people’s lives. Combined with the support of government leaders, corporate and foundation sponsors, individual donors, trustees, Friends of the Library, taxpayers, and community partner organizations, their efforts ensure that DCLS has an impact on Dauphin County’s educational, economic, and cultural health.

At this point in DCLS’s life, we have much to celebrate as we set new circulation records (one million!), expand our literacy programs, achieve fundraising successes, and make significant structural improvements to several branch libraries — all with the goal of improving our level of service.

Your commitment of support to the Dauphin County Library System is an investment in keeping learning alive and accessible to everyone in our community. We’re counting on your continued support and involvement as we make a difference in even more lives in the future.

A handwritten signature in black ink that reads "Kathy A. Silks". The signature is fluid and cursive.

Kathy A. Silks
President
DCLS Board of Trustees

Mission Statement

The Dauphin County Library System strengthens the community by promoting literacy and providing resources and services for information, education, and recreation.

Mission Moment

Library Makes Grandmother's Holiday Visit Happen!

One afternoon in October the head of DCLS Reference was called to the busy reference desk where a senior citizen couple requested help with purchasing an online airline ticket. They had never before used a computer or the Internet but the airline had informed them that they needed to book flights online. They turned to the public library. The octogenarian gentleman moved slowly on a cane. The petite grandmotherly woman told the staff she wanted the ticket so she could see her grandchildren for the first time in two years. She would travel alone three days before Christmas. Gathered around a public PC, the staff helped the couple work their way through PriceLine.com, creating a Gmail account along the way to complete the purchase. It was a heart-warming experience and they both repeatedly expressed appreciation.

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Milestones

Borrowing Tops One Million!

Most Used Library Service Grows Even More

2008 was a banner year for DCLS library users, who borrowed more than one million items. Checking out books magazines, CDs and DVDs is the most used library service, followed closely by in-library public computer use.

633,580 Adult and young adult items borrowed

377,746 Children's items borrowed

1,011,326 Total items borrowed*

* This is equal to more than 11 items per DCLS cardholder!



borrowing tops one million!

Laughter & Learning @ the Library

Alan Zweibel, award-winning comic writer of Saturday Night Live fame, was the highlight of DCLS's "Live, Laugh and Learn @ Your Library" events in celebration of National Library Week.

Headlining the Library Service Excellence Awards dinner, Zweibel had the entire audience alternately in stitches and profoundly moved as he talked about his friendship with the late Gilda Radner. 2008 was the first year that this annual event served as a fundraiser for the library system and it was a great success.



Annual Dinner
Alan Zweibel



Cassandra King



Cheryl Dellasega

Other Live, Laugh and Learn programs included talks by best selling novelist, Cassandra King, and award-winning author, Cheryl Dellasega, and other programs.

Adult Programming Stats

- 61** Programs were held for adults and teens
- 1,110** Adults and teens attended library programs
- 3,603** Adults and teens registered for the DCLS summer reading club

"Catching the Bug" @ the Library

Laughter-enhanced learning was on hand all year at DCLS libraries. Urged to "Catch the Reading Bug" with the summer reading program, thousands of readers of all ages demonstrated that learning is infectious by signing up for the program and participating in a summer full of "bug related" activities.

Summer Reading Club Registrations:

Total	9,332
Adult	2,875
Teen 13-19	728
Schoolage 6-12	3,859
Birth-5	1,870

Registrations up 8% from 2007

These readers completed more than **104,000** books!

Babies and their parents got into the act, too, and dispelled the myth that reading must be a sit-at-home-alone activity. Clapping, dancing and making noise are all part of the Born to Read programs!



Born to Read!

Born to Read Stats:

- 889** Babies were introduced to the joy of reading and wordplay via Born to Read
- 786** Parents joined their babies for the fun
- 353** Children enjoyed reading and stories through Born to Read outreach programs
- 614** Adults also participated in Born to Read outreach

Characters @ the Library

And, of course, reading often requires “getting into character,” so there were plenty of opportunities for costumed fun during the year.

Programs for Children **972**
 Program Attendance Children **27,929**



Laura Amy Schlitz

The 2008 Joan Y. Leopold Children’s Book Week Celebration featuring Newbery Award winning author Laura Amy Schlitz was a rollicking success!

Award-winning children’s author/illustrator Michael Dooling received rave reviews for his presentation as part of the Elizabethtown Library Arts Series.



Michael Dooling

Live, Laugh & Log On @ the Library

Use of the libraries’ public computers is one of the most popular services offered by DCLS. But online learning doesn’t stop at the library’s doors. The DCLS website offers you 24/7 service, including access to AskHerePA, an online chat session with a librarian any time of day or night that promises answers to your questions within 15 minutes! The website is also a place to see what you have checked out, renew your borrowed items, check on the latest library programs or do research. You can even reserve a library computer there.

Get connected! Visit dcls.org



live



laugh



learn

129 Public computers at DCLS libraries
199,802 Public computing sessions

That’s more than **1,600** computing sessions per DCLS computer!

Award-winning Service!

The following individuals and groups were presented with DCLS Service Excellence Awards for their 2008 service:

Impact Award: Dauphin County Commissioners **Jeffrey T. Haste**, **Dominic DiFrancesco** and **George Hartwick**, for their outstanding support of public library service in Dauphin County

Person of the Year: **Marion C. Alexander**, for her 17 years of volunteer service on the DCLS board, her leadership of the DCLS Development Committee during the period of the “Connecting the Community in the Heart of Hummelstown” capital campaign and her exemplary fundraising efforts for DCLS, including the naming gift for the William H. & Marion C. Alexander Family Library being built in Hummelstown.

Organization of the Year: The “Connecting the Community in the Heart of Hummelstown” Capital Campaign Steering Committee, for their outstanding volunteer service and success in raising \$1.5 million to make a new library for the Hummelstown area a reality.

Volunteer of the Year: **Jean Houseal**, for her more than 20 years of dedicated volunteer service at the Kline Library, where she has done nearly every imaginable task and become a true member of the DCLS family.

Katherine M. Myers Distinguished Service Award: **Karen Cullings**, for overseeing fundraising initiatives that have garnered more than \$10 million in donated funds in the last 7 years and acting as campaign coordinator for the “Connecting the Community in the Heart of Hummelstown” Capital Campaign in 2007-2009.

Libraries, Hours, Collection Size

East Shore Area Library

4501 Ethel St., Harrisburg, 17109

Phone: 652-9380

TDD 652-2706 for hearing impaired

Elizabethville Area Library

80 N. Market St., Elizabethville, 17023

Phone: 362-9825

Harrisburg Downtown Library

101 Walnut St., Harrisburg, 17101

Phone: 234-4976

Hummelstown Community Library

205 S. John St., Hummelstown, 17036

Phone: 566-0949

Johnson Memorial Library

799 E. Center St., Millersburg, 17061

Phone: 692-2658

Kline Library

530 S. 29th Street, Harrisburg, 17104

Phone: 234-3934

Madeline L. Olewine Memorial Library

2410 North Third St., Harrisburg, 17110

Phone: 232-7286

Northern Dauphin Library

683 Main St., Lykens, 17048

Phone: 453-9315

Cards: 85,457 Library cards in use | 11,638 New library cards issued

Questions: 76,817 Reference questions answered

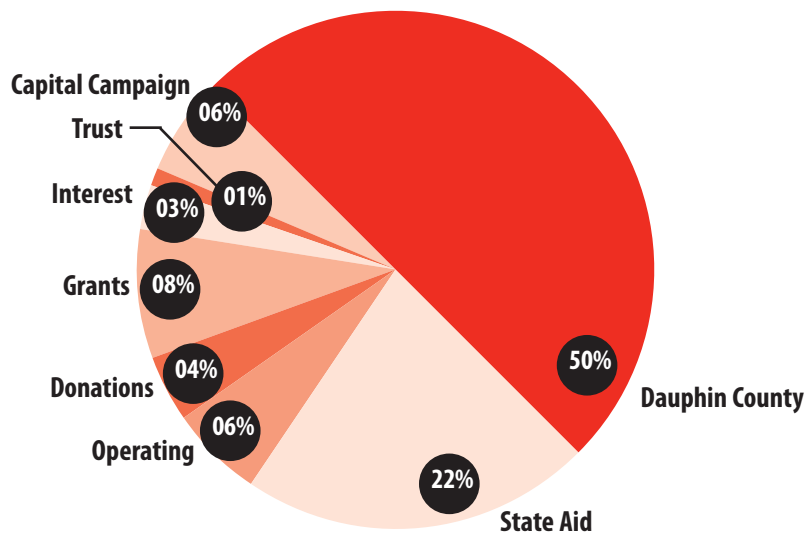
Visits: 753,738 In-person visits to the library | 557,575 Online visits
1,311,313 Total Visits

Programs: 1,032 Programs Held Total | 28,806 Program Attendance Total

Public Library	Hours Per Week	Items in Collection	Size (sq. feet)
ESA	64	134,420	28,500
EV	41	45,250	6,000
HDB	39	30,357	7,000
HUM	43	39,076	2,800
JOH	30	23,421	2,900
KL	45	43,927	5,000
MOM	39	29,517	6,400
ND	32	23,516	6,400
System:	332	369,484	

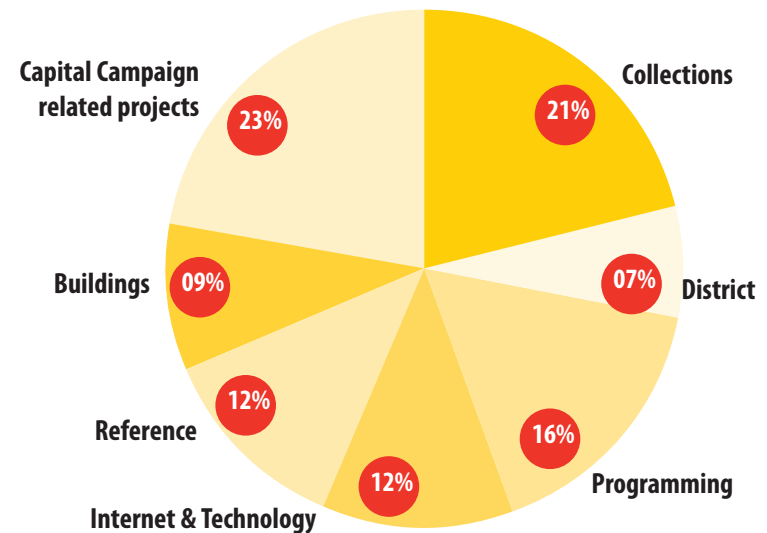
Income

Dauphin County	\$4,315,288
includes income from Dauphin County tax, plus additional tax revenues from Lower Paxton Township and an annual contribution from the City of Harrisburg	
State Aid	\$1,892,193
income provided by the Commonwealth of Pennsylvania designed to support and maintain the operating budget, provide incentive for local support and assist with county and district wide operations	
Operating	\$486,168
income from fines, fees and related sources	
Donations	\$339,746
gifts from individuals and organizations	
Grants	\$648,499
one-time grants for specific projects from the Commonwealth of Pennsylvania and other sources	
Interest	\$254,349
interest earned on all DCLS funds	
Trust	\$93,185
annual disbursements from trusts	
Capital Campaign	\$536,117
Total Income	\$8,565,545



Expense

Collections	\$1,803,110
buying, cataloging, managing and housing library collections	
District	\$621,659
providing delivery, printing, reference support and other services to the libraries in the Capital Area Library District	
Programming	\$1,354,052
in-library programs, outreach, training and workshops for the public	
Internet & Technology	\$1,003,048
purchase and maintenance of equipment, connection fees, and services related to Internet access and catalog automation	
Reference	\$1,047,716
providing reference staff and service, excluding reference collections	
Buildings	\$810,452
funds for building repairs and upkeep	
Capital Campaign related projects	\$1,925,508
funds for current and future construction and major renovations	
Total Expenses	\$8,565,545



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