

*Time to Summarize  
a Memorable Year*



**Annual Report**

**2011**

# *Time to Summarize a Memorable Year*



Looking back at 2011, Carver County Library remembers a year that brought technological changes, exciting successes, and great stories, which are all shared in this annual report.

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# Time of Transition

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## DIRECTOR'S MESSAGE



Nick Dimassis  
Library Director

### Greetings,

2011 was a year of many changes for your Carver County Library!

First, let me introduce myself. My name is Nick Dimassis. I am delighted and humbled to have been chosen to follow in the footsteps of Melissa Brechon, who retired at the end of 2011.

As Carver County's fourth Library Director—only four directors in 37 years is in itself a testament to this incredible organization—I look forward to leading your library where you need it to go. My promise: Your library will remain relevant. For more on the director's transition, see page 21.

Technology continues to impact libraries—in a positive way. This year saw the addition of eBooks to our offerings. The response has been wonderful. As you'll see

in the statistics section of this report (see page 23) we began with a small collection of eBook offerings but, due to demand, it has steadily increased. We welcome this new format for delivering content. It increases the access options for you—the residents of Carver County. You are, after all, for whom the library exists. And by whom it is funded. We aim to be where you are.

One of those places is on the road. Many of you commute to jobs some distance away, spending significant time in your car or on the bus. Reading a book (bus only, please!) or listening to a recorded book is a great way to pass the time and learn...or simply enjoy a good story.

Many of you found the Victoria Express Library such a great asset that in 2011 we added another at Cologne (see page 8). An instant success! Making materials available when and where you want them is yet another way the Carver County Library is meeting your needs.

Let's not forget our bricks and mortar. While libraries continue to evolve, the buildings themselves continue to provide a community center; a gathering place. Go into one of your five branch libraries and look around. Who's there? Anyone?

The answer of course is many, many people. Some are leaving with armfuls of books (that's one way the library has NOT changed!), some are attending the incredible programs offered, some accessing resources via the high-speed internet computers, and—my favorite—some are simply bringing their Kindles and Nooks to the library because they love the atmosphere! While today's libraries are increasingly a hive of activity, they also offer a bit of a sanctuary.

Well, I could go on and on, but I think I'll let others do some of the talking. See you at the end...!

**Nick Dimassis**  
Library Director



# Time to Reflect



## LIBRARY BOARD

The Carver County Library Board consists of six members, five of which are pictured below. When asked to describe their feelings about Carver County Library and serving as a Board member, they responded with the following statements.

“

“I have seen the tremendous growth in the number of patrons served, witnessed the construction of the new library in Norwood-Young America plus the Express Libraries in Victoria and Cologne, and observed the explosion in electronic media. Working with individual library staff members and patrons has been most rewarding.”

~James Dodson~

“Representing Carver County Commissioner District #5 on the Library board has been rewarding in several areas, especially in the planning and ultimate fruition of the new Norwood Young America library and the express library in the Cologne Community Center. Also personally, being a member of the Carver County Library Board means to be a responsive and effective advocate for the library in my community.”

~Joanne Johnson~



Carver County Library Board members, pictured left to right: Richard Kvitek, James Dodson, Joanne Johnson, Gayle Degler, and James Weygand. Not pictured: Mark Peterson.

“Carver County Library provides residents with opportunities: Opportunities for enjoyment with books, programs for all ages and as a gathering place. Opportunities for learning with references, computer access and staff to help youth and adults find the information they need for school, business or personal interest. Opportunities for help in areas such as tax preparation, computer classes, resources to create resumes and complete job applications.”

~Richard Kvitek~

“In 2011 we said farewell to our longtime library director Melissa Brechon. During Melissa’s tenure both the library system and the County saw a period of expansion, followed by economic slowdown with declining budgets and staff reductions. During these periods one thing remained constant: the library staff and administration worked hard to serve their customers, and make this a great library system. Now we are starting a new era with Nick Dimassis. We do not know what the economy or budgets will be in the future, but we can be sure that just as before all will do their best to serve our customers, and keep this a great library.”

~Jim Weygand~

”

# Time to Acknowledge

## CARVER COUNTY COMMISSIONERS



“The Carver County Library system is a pillar in our community. The knowledgeable staff provides top quality programs and services to patrons.” ~Randy Maluchnik~

### *Carver County Commissioners*

Pictured above left to right:  
Randy Maluchnik  
James Ische  
Gayle Degler  
Tim Lynch  
Tom Workman

“It is amazing to come into the library and see children and parents reading together, every computer in the building in use, students using the study tables for projects, programs going on, teens gathered reading books and adults comfortably enjoying the current magazine or newspaper. The local libraries serve as a critical gathering place for your communities.”

~James Ische~

“As a former school teacher, I hold learning and sharing knowledge as a high priority. The library’s extensive collection of books paired with valuable programs offers people of all ages an endless supply of learning opportunities.”

~Gayle Degler~

“The success of the Carver County Library system is obvious by the number of residents in the county that utilize and value the programs and services. This is apparent in the library reaching the one million circulation milestone.”

~Tim Lynch~

### **CARVER COUNTY LIBRARY**

Five public library locations, the Law Library, the Victoria and Cologne Express Libraries, and outreach services serving a population of 92,638 in an area of 376.15 square miles.

Collection of .....233,992  
books, books on CD, music CDs, DVDs, electronic resources.

# Time of Dedication

## OUR MISSION AND OUR VISION



## *Carver County Library*

### **Mission Statement**

Connect people with information resources and services by anticipating and responding to changing community needs.

### **Our Vision**

Be respected as a vital force in our community and its culture.

Our professional expertise, together with material and electronic resources, will inspire intellectual curiosity, effective decision-making and the joy of discovery.

# Time to Celebrate

## OUR ACHIEVEMENTS



### eBooks

With the concept of resources in public libraries constantly changing and expanding into multiple media forms and alternate access points, the Carver County Library decided to expand and improve our electronic book collection. We contracted with Overdrive to provide downloadable eBooks to our patrons. On November 1, this eagerly anticipated service went live.

The e-collection is purchased much like our regular book collection and consists of a variety of popular titles, both fiction and nonfiction for adults and fiction for youth and teens. We expect this collection to continually expand and grow in popularity.

In addition to our collection, Overdrive offers thousands of “always available” eBook classics. Check them out!

**eBook Circulation**

**November ...447 items**

**December...885 items**

**Total checked out: 1,332.**

**The total number of titles purchased in 2011 was 1,175.**

### New Virtual Branch

The goal: Providing library service to our patrons anywhere anytime. With the help of Jack Frost Designs and the Carver County Information Technology Department, Carver County Library staff worked tirelessly to create a website that would meet the needs of our patrons. The result: A virtual library to reach out to our growing online population.

Several exciting features were created or enhanced. We now offer reference services through email or online chat available 24/7. We're on Facebook! The new website features interactive discussion boards such as “Teen Chatter,” and “Tell Us About Your Favorite Book” - real-time, electronic discussion boards for kids and teens. The site is easily navigable with many helpful links to documents, forms and other relevant information. As always, the staff of the Carver County Library is available and willing to help you navigate your way through the myriad of available resources. “Contact Us” links are located on several pages.

The new virtual branch of the Carver County Library went live on January 17, 2012. Check it out at: [www.carverlib.org](http://www.carverlib.org)



## Cologne Express Library

Recognizing a growing population and increasing demand for library service across the county, a second express library was opened in the city of Cologne. Requested items can be picked up on site from a locker system, and return items can be placed in the book return, similar to the Victoria Express Library that opened in 2010.

We delivered a total of 2,013 items through the Cologne Express Library last year. Each month the demand is increasing. The Cologne Express Library offers delivery of items two days per week and pick up of returns three days.



### Cologne Express Library

Opened in March and circulated over 2,000 items for the year.

## Carver County Library Recognized by State of Minnesota Legislature





# Time of Offering

## PROGRAMMING FOR ALL AGES



### Youth Services



Enticing youth to plunge into the world of reading, to discover new worlds through the printed word requires an exciting collection that speaks to youth, but it also requires making books come alive to them on their own terms. Literacy-based programming can accomplish that and Carver County Library has made it a priority to offer programming for all ages of youth that will pique their

interest in reading. While the programs offered are too numerous to outline, following are some highlighted programming offered in 2011.

### Storytimes

From lapsits (for babies aged 0-18 months) to toddler storytimes (for ages 18-36 months) to preschool storytimes (for ages 3-5 years old) to family storytimes (for all ages) to Yoga storytimes (all ages), the library offered something for everyone. Utilizing the ALA Every Child Ready to Read six skills and five practices, youth librarians presented storytimes almost year round at one location or another.

**Nearly 500 storytimes were attended by over 14,000 adults and children in 2011.**

### History Day Hullabaloo

Carver County Library, collaborating with District 112 middle schools and the Minnesota Historical Society, worked to help students conduct research for their History Day projects.

The mission of National History Day is to provide students with opportunities to learn historical content and develop research, thinking and communication skills through the study of history and to provide educators with resources and training to enhance classroom teaching. It also provides the Carver County Library a ripe opportunity to partner with school colleagues.

Using the library's mobile computer lab, teams of librarians, Minnesota Historical Society program associates, and other research experts reached over 200 area middle school students in 2011.



## Tails for Reading

Each of our branches held monthly Tails for Reading events which welcomed children ages 4 to 10 to cuddle up with a dog and read a book. The dog volunteers were licensed therapy dogs specially trained to be reading companions for children.

These sessions offered a one-on-one reading experience which helped young readers build confidence and improve oral reading skills. It was tail wagging fun!

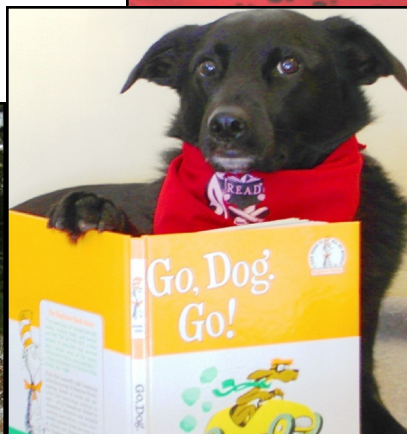
We are grateful for the hundreds of hours that the Tails for Reading volunteers provided for this wonderful program.



Anny listens as Tails for Reading participant Anna Karels reads her a story.



Bailey dressed and ready to meet young readers at the library.



Murphy thinks this is one of the best books for a Tails for Reading session.



## Manga Club

2011 marked the second anniversary of the Chaska Library Manga/Anime Club. Club members meet bi-monthly to talk about what they've been reading and to watch as well as swap manga comics and DVD's with one another. This is a group that is normally not the typical library user, but these youth have become library users because of the Manga Club



## Teen Book Clubs

Year round teen book clubs continued to be another great program offering for teens in Carver County Library.

The Norwood Young America Library has had a teen book club in some form for over 6 years. Currently it is a High School Book Club that meets once a month and is open to teens in grades 9 through 12. Attendance averages 6-7 teens per meeting.

Teens help select the books to be discussed and the meetings are facilitated by the NYA youth services librarian. There is always plenty of great discussion, laughter, and yummy snacks.

The Chanhassen Library started a new teen book group in 2011 and they are off to a great start, with a small but dedicated group of avid readers that meet monthly.

Carver County Library teen book clubs are both an intellectual and social outlet for many of these teens and a welcome addition to the array of programs and services that Carver County Library offers.

## Summer Reading

While the Summer Reading Program is a long-standing favorite program, it is also one that will constantly be evolving to become the most effective means of serving our Carver County public during the summer months.



*A magician and his rabbit entertaining a group during a Summer Reading Program presentation.*

### Goals of Summer Reading:

- Advance literacy and academic performance by engaging children and teens in reading related activities during the summer months
- Enable retention of reading skills levels over the summer months
- Foster a love of reading through public library programs and services
- Increase successful reading experiences through librarian-supported, self-selected, voluntary reading
- Involve parents and all family members in the library summer reading experience
- Improve children's access to library materials and activities, which will encourage them to become lifelong library users
- Increase the number of children, teens and adults reading
- Introduce more people to the library with exciting programming and then, when in the library, introduce them to exciting reads in a variety of formats

### 2011 Summer Reading Program

#### Program registrations

5,622 children

1,001 teens

#### Performances/Events

50 performances were attended by nearly 6,000

35 literacy events were attended by nearly 1,500

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## Adult Programming

### Adult Summer Reading Program

Comprised of reading records that featured a reading list format, 592 adults entered the program and 26 of those avid readers were awarded \$10 Barnes and Noble gift cards.

### Author Presentations

Eight Minnesota Book Awards authors spoke at Carver County Libraries in 2011. Over 160 people attended nine author talks in Carver County. Presenters included State Representative John Kriesel, and authors Mary Logue, William Kent Krueger, Pete Hautman, Alison McGhee, and Laurie Hertzell.



*Alison McGhee, one of this year's Book Awards authors, speaking to a group at the Chanhassen Library.*

## Carver / Scott Master Gardeners



*Two Master Gardeners sharing their time and expertise as they staff a Saturday help desk at the Chanhassen Library.*

Carver County/Scott County Master Gardeners gave 20 presentations at four library branches which were attended by over 100 eager gardeners. Topics ranged from lawn care to houseplants, pruning, and tree selection. The Holiday Decorating demonstration was especially popular.

The Master Gardeners were also present for three hours every Saturday in June, July and August at the Chanhassen and Waconia libraries. During those times (26 sessions in all), their "Help Desk" experts answered all types of questions on gardening. The libraries provided laptops with internet access. These experts gave gardening suggestions and solutions to 10-20 people at each session.

## Great Decisions Discussions

Over 100 people attended the eight Great Decisions Discussions in 2011, covering topics as diverse as Crisis in the Caucasus, Germany Ascendant and Rebuilding Haiti, with specially trained experts speaking and answering questions.

The Friends of the Chanhassen Library sponsored this year's Great Decisions Discussions, organized nationally by the Foreign Policy Association and locally by the Minnesota International Center.

## Computer Classes

75 computer classes helped hundreds of people learn about computer technology:

- the basics
- the internet
- email and more.

The computer classes were taught by volunteers who contributed over 150 hours of their time

## Writer's Group

Monthly meetings of the Library Writer's Group were held at Chanhassen Library. Over 85 people were on the Writer's Group email list. In 2011 they organized a booth for local writers at River City Days, and also had a presence at the

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## Thrift Club

The Library Thrift Club is unique in our area and has been written about in blogs nationally. The group met monthly in 2011.



*The Library Thrift Club members learning about preserving food.*

## Family History Month

Family History Month was celebrated in October at the Waconia Library every Saturday. Memoir writing workshops and presentations on researching family history were all very well received.

## Art Exhibits

Monthly Art exhibits at the Chanhassen and Waconia Libraries featured local artists and photographers.

## Local Authors Event

Local authors Ruth Trembly and Lois Schulstad wrote a book on Carver County that had its first release and signing at Waconia Library in October and Norwood Young America Library in November.

## Law Library

### Law Library Usage

The Carver County Law Library serves the citizens, bench, and bar of Carver County. The library is a practice library focusing on materials useful to attorneys and self-represented litigants. Use of the Law Library's collection is free. A staff member is available to help access appropriate resources to meet the legal information and research needs of library patrons.

Usage of the Law Library continues to increase - up 28% over three years- to 3,823 in 2011. One major factor that may be affecting the growth in patronage is the economic downturn and the resultant increase in self-representation in divorces, child support modifications, domestic abuse, debtor/creditor issues, residential rental problems, and the increased necessity for criminal record expungements in response to the competitive employment and rental housing markets.

The Law Library offers informational programs for the public, and in conjunction with the 8<sup>th</sup> District Bar Association, continuing legal education courses for attorneys.

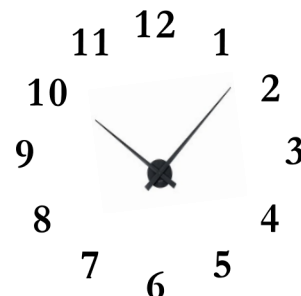
### Law Library Programs offered in 2011

- Bankruptcy Clinics at Chanhassen, Chaska and Norwood Young America Libraries;
- Debtor Rights Clinic at the Chaska Public Library;
- New Conversations about Race and Racism CLE;
- New Conversations about White Privilege CLE;
- Ongoing - Law Library Book Club

### Increase in Law Library Fees

Due to the continuing increases in expenses related to operation of the Carver County Library, and the diminished revenues over the past several years, it was necessary for the Law Library court fee to be increased to ensure continued operation at an adequate service level.

Pursuant to Minnesota Statute and the Law Library Bylaws, the Law Library Board of Trustees approved an increase in Law Library court fees in civil and criminal matters from \$10 to \$15. There had been no increase in the court fee in the past decade.



# Time to Appreciate

## OUR VOLUNTEERS

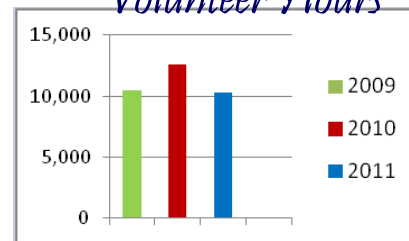


### What did our volunteers do in 2011?

They taught computer classes for beginners, had special training and helped low-moderate income people with their taxes, brought library materials to library customers who were homebound, assisted with the Summer Reading Program and storytimes, worked with the Foundation and the Friends of the Library, and helped with on-going circulation support at all five branches.

**Hours: 10,251 Monetary value: \$214,246**

### Volunteer Hours



### Help for Over 1,000 Taxpayers



Dedicated and knowledgeable Tax Aides helping prepare taxes at the Chanhassen Library.

The Tax-Aide Program, a collaborative effort with Carver County Library, IRS, MN Dept. of Revenue, and the AARP Foundation, offered free, face-to-face tax assistance and preparation February through April 15. Tax-Aide provided confidential income tax counseling and preparation by volunteer IRS trained and certified Tax Counselors. The program was designed to assist low-moderate income

individuals and families, with special interest given to taxpayers age 60 and older. It has been an important part of a county-wide community service for almost 30 years.

This service was provided throughout Carver County and included library sites, nursing homes, assisted living residences, group homes, and senior housing units. Visits also were provided for those physically unable to leave their homes.

Many of those assisted by the program sent thank you letters, such as the one below.

Carver County Library,

Today I had my 2011 taxes prepared and filed by the AARP Tax- Aide at Trinity Lutheran Church in Watertown. I am writing to thank you for allowing this free program which means a great deal to those of us who have limited funds. The preparers are not only knowledgeable in the process of filing but they are respectful and polite to the people they assist. Thank you again and know that I do not take this assistance for granted.

### 136 Homebound Served

Carver County Library provided free service to residents unable to come to the library due to mobility, health or disability barriers. In addition, people in assisted living residences also used this service. Each of seven volunteers delivered 8-15 items about once a month.

### Teen Volunteers

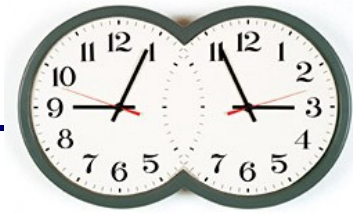
Teen volunteers enthusiastically assisted with library tasks. 59 teens worked 869 hours and helped in many ways.



Teen volunteer Elizabeth Maley helping shelve books at the Chaska Library.

# Time of Outreach

## COMMUNITY PARTNERSHIPS



### Service to Underprivileged Children

As part of District 112's outreach to low income housing at Aeon, Riverview Terrace and Brandondale in Chaska, the library visited each location three times during the summer. Library information was distributed, stories were shared and book talking was done to encourage the children from these housing units to read.

### Carver County Historical Society Collaborative

One of the most interesting outcomes of this collaboration was the CSI programming, based on true Carver County crimes and how they could have been solved using today's technology. These programs were held in Carver County libraries and were presented by a Carver County Historical Society educator and a Carver County Sheriff's office forensics officer.

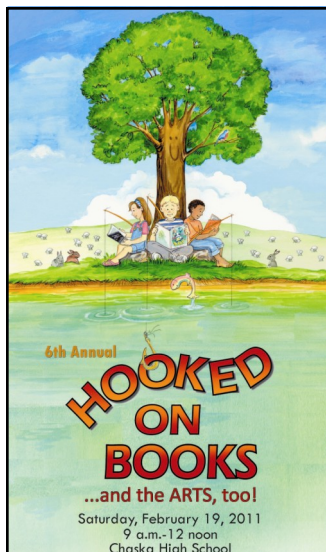
In addition, youth services librarians presented programs on pioneer life at the Carver County Historical Society as part of school tours to the Immigrants exhibit.

### Hooked on Books

The sixth annual book fair "Hooked on Books...and the Arts Too!" was held February 19, 2011 at Chaska High School. This yearly event is a partnership of Carver County Library and the Eastern Carver County School District, attracting over 2,000 people for a celebration of reading and the arts. Volunteers at the event handed out 1,200 free books to local children, ages pre-school to grade 5.

*"This is the best day ever!"*

There were over 30 activities for children, ranging from dancing, to live music to making "Wild Thing" masks. As one 3 year old exclaimed, "This is the best day ever!"



### Partnerships That Benefited All Carver County Library Branches

- Carver County Historical Society
- Baylor Park
- City Parks Carver County Historical Society
- Carver County Sheriff's Department
- School Systems
- Carver Scott Master Gardeners
- Chaska Police and Chaska Human Rights Commission
- Crown College
- Office of Aging
- Public Health
- Social Services
- Court Services
- IRS
- MN Dept of Revenue
- AARP Foundation
- Eastern Carver County Schools
- Community Action Programs
- Senior Commissions
- Volunteer Lawyers Network
- Metropolitan Regional Arts Council

**Our School District Partners**

District 108 Norwood Young America  
District 111 Watertown-Mayer  
District 110 Waconia  
District 276 Minnetonka  
District 112 Carver, Chaska, Chanhassen, East Union, and Victoria

## Legacy Events



The Minnesota Clean Water, Land & Legacy amendment dedicates funds for Outdoor Heritage, Clean Water, Parks and Trails, and Arts and Cultural Heritage Funds. Under the Arts and Cultural Heritage Fund (ACHF) Minnesota's 300+ public libraries receive funding which is distributed to the 12 Minnesota Regional Library Systems.

This funding is to help provide programs and services in four areas: arts (visual, performing and media), culture, literary and Minnesota history.

Legacy events presented at Carver County Library in 2011 included many speakers and musical performers.

Music (Live at the Library) proved to be the most popular of our Adult Legacy events. Over 1,000 people attended these unique performances, including: Chinese Pipa virtuoso Gao Hong, local group Valley Jazz Ensemble, Irish group Chulrua, The Rose Ensemble, Claireseach Celtic Harp, Bluegrass group Switched at Birth, and the Rowe Family Singers.

Club Book author events were well-received, too.



Gao Hong, Chinese Pipa virtuoso, one of the Live at the Library performers.



Chulrua musicians sharing their joyful music during a "Live at the Library" performance at Chanhassen Library.



# Time of Friendship



## FRIENDS OF THE LIBRARY MAKE A DIFFERENCE

### Friends of the Norwood Young America Library Provided Funding for:

- Adult Winter Reads program
- Children, Teen and Adult Summer Reading programs, including a variety of special performers and literacy programming during the summer
- Enhancements to storytimes with supplies and manipulatives
- Author Kathy Machowski
- Yoga Storytime
- Refreshments for NYA Film Festival

### Friends of the Waconia Library Provided Funding for:

- Yoga Storytime
- Adult Winter Reads program
- Children, Teen and Adult Summer Reading programs, including a variety of special performers and literacy programming during the summer
- Enhancements to storytimes with supplies and manipulatives
- Author Laura Childs



Members of the Friends of the Chanhassen Library are pictured in the new senior area of the library.

### Friends of the Chanhassen Library Provided Support for:

- Hooked on Books
- Great Decisions series
- Summer Reading program
- Several author talks
- Development of the senior area in the Chanhassen Library. The Friends funded the purchase of over \$6,000 of "senior friendly" furniture placed in a prime reading nook in the Library. In addition to the new seating, this area contains displays of materials of particular interest to seniors, including books on universal design in housing provided by the Carver County Office of Aging. A program developed and funded through an LSTA grant awarded to MELSA provided brain fitness games for this senior area.

### Friends of the Watertown Library Provided Funding for:

- Yoga Storytime
- Adult Winter Reads program
- Children, Teen and Adult Summer Reading programs, including a variety of special performers and literacy programming during the summer
- Enhancements to storytimes with supplies and manipulatives
- Author William Kent Krueger

### Friends of the Chaska Library Provided Support for:

- Hooked on Books
- Summer Reading program with materials especially supporting the outreach to the S-team summer school children and to low income neighborhoods in Chaska visited by staff
- Bins and a cart to use in the outreach activities of Chaska staff delivering materials to local senior and assisted living facilities in the area
- Children, Teen and Adult Summer Reading programs, including a variety of special performers and literacy programming during the summer

# Time to Congratulate



## MELISSA BRECHON ON HER RETIREMENT

### Library director turns the page

By Unsie Zuege

(Excerpted from the Chaska Herald website)

When Melissa Brechon was hired as Carver County library director in 1998, the Carver County Library Board had sought someone with experience opening libraries, someone not afraid of change.

Brechon, 69, is retiring Dec. 31, and closing a chapter of eventful growth, expansion, and new technology in the Carver County Library system.

During her 13-year tenure, three new libraries were built, two were updated or expanded, and express library services were brought to two communities.

“Melissa was the driving force in pushing Carver County into the new age of libraries,” said Wayne Mortensen, who has been a member of the Library Foundation of Carver County. “All of the libraries became technologically up-to-date in their systems —check out, computer stations, and its online site. Instead of a rural library system, we became a real functioning metro library with all the bells and whistles and an ever-increasing circulation.”



*Melissa Brechon at the Chanhassen Library on the eve of her retirement gathering. Melissa was celebrating her 13 years as Carver County Library Director.*

“Carver County Libraries have grown with the county to provide what residents need,” said Richard Kvitek, president of the Carver County Library Board. “Under Melissa’s leadership the library system has grown into a modern unified system.”

### Her legacy

- Remodel Chaska Library
- New Chanhassen Library
- Update Watertown
- New Waconia Library
- New Norwood Young America Library
- Two Express libraries, in Victoria and Cologne
- Staff grew from 14 FTEs in 1998 to current 40
- Budget grew from \$780,000 in 1998, to \$3.5 million in 2011.
- Five libraries have circulated more than 1 million items for the past two years
- Number of library visitors has tripled in the past 10 years.
- County has more than 66,000 square feet of public library service space.
- Law library brought under county library supervision.

# Time to Thank

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## OUR DONORS

**Thank you all of the individuals, businesses, organizations and foundations listed below for their generous contributions.**

### \$500-999

- Chaska Lions Club
- Frank and Judy Foss
- Dennis and Shirley Gaarder
- Suzann Schmid

### \$250-499

- Aeration Industries Int'l
- Charles Dahlke
- Everson's Hardware Hank
- VFW Post 1783
- Watertown Lions Club

### \$150-\$249

- American Legion Post 343
- The Goddard School
- Hamburg Lions Club
- Klein Bank Chaska
- Mackenthun's Fine Foods
- Melchert Hubert Sjodin
- QualiTech Inc
- Yetzer's Home Furnishings & Flooring

### \$100-\$149

- Heidi Hoks
- Klein Bank NYA
- Klein Bank Waconia
- Richard and Mary Kvitek
- Lakeview Clinic
- State Bank of Hamburg
- Watertown Veterinary

### Up to \$100

- Anonymous
- American Legion Auxiliary Unit 57
- American Legion Auxiliary Unit 150
- American Legion Post 57
- Katie Bade
- Melissa Brechon
- Lois and Gayle Degler
- Marlys Dodd
- Margaret Dunnigan
- Donald Ess
- Janet Karius
- Genene Kluck
- Anne Lundsten
- Wayne Mortensen
- Norwood Veterinary Clinic
- Ronald and Nancy Pieri
- Roger and Linda Sauerbrey
- Tracy D. Swanson
- Bruce and Shirley Thalacker
- Ray and Bev Tschimperle
- James and Joanne Weygand

### LIBRARY FOUNDATION OF CARVER COUNTY

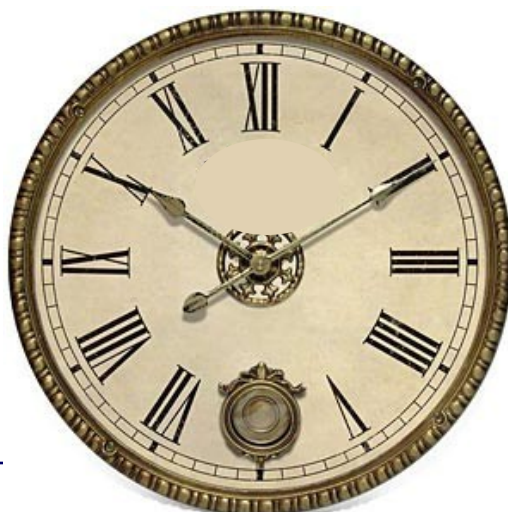
With the help of many Library supporters, the Library Foundation of Carver County successfully secured needed resources to support the 2011 Summer Reading Program. This important program provides opportunities for literacy enrichment for thousands of local youth but relies on private donations and grants for the majority of the funding. The Library Foundation Board of Directors is grateful for the community's support of the Summer Reading Program and other Library programming and service needs.

### LIBRARY FOUNDATION BOARD MEMBERS

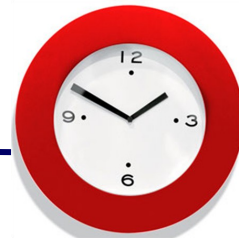
Wayne Mortensen  
Barbara Colhapp  
Unsie Zuege  
Frank Foss  
Sue DeGolier

*Elected in Dec. of 2011*

Mary Booth  
Libby Fairchild  
Richard Scott

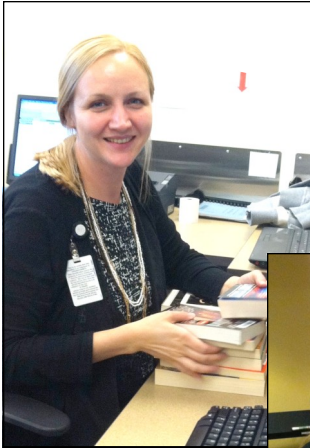


# Time for Us to Smile



## KIND WORDS RECEIVED IN OUR COMMENT BOX

Customer service is a high priority and a daily goal of Carver County Library employees. When an appreciative comment is received it shows a job well done. As you can see by the faces of staff below, many of the comments we received made us smile. Read them and you will, too.



"I have always found the library staff to be extremely helpful. They go above and beyond to make sure I get books I request. I appreciate their professionalism and desire to help the customer. I feel privileged to have this service. Thank you!"



"This library is my 'happy place'. Thank You!"

"This place rocks."

"This library smells so good."



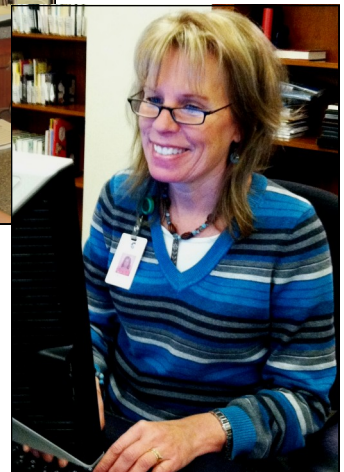
"I am so glad you folks label your books mystery or western."

"Cool place, cool books!"



"Love your library. Everyone is so helpful!"

"You are fantastic, helpful people who are kind and respectful."



"Thank you so much for always 'being there' for me when I need reading recommendations, help with research, computer assistance, or when I need a smile for the day."

# Time to Look Forward



## DIRECTOR'S VISION FOR THE FUTURE

### Hello again!

As you can see, it's been a busy year! What's ahead? Lots more. Technology will of course continue to be harnessed for library use. We are always on the watch for better tools. Right now eBooks may get the spotlight but we will be offering many other tools that enhance library user experience.



For example, 2012 will see the new Carver County Library website go live and to evolve—just like our physical branches. It's your new Virtual Branch!

We will soon be making available a software application ("app") to download that allows you to access our website, catalog, calendar, etc., via your mobile device. We will be exploring which online catalog best fits your needs and looking at "discovery" tools that peel away the layers between you and the

library's rich materials—books, eBooks, articles, eArticles, etc.—whether located inside a building or inside a database. If you can't find it, you can't use it. We want to make the tools as transparent as possible so you can get to the content. Stay tuned.

Programming remains a core function of the library as a community asset. And this is where I get to highlight the real heroes of your library: the front-line staff. Who is there to open the doors each morning? Who is there with a smile to help you find the right book? Find the right DVD or CD? Help with the study rooms or meeting rooms? Who organizes and performs the storytimes? Book groups? Who offers help with resumes and job search? Who provides homework help after school? Who? Who? Who? That's right: the front-line staff. The next time someone claims libraries are going the way of the Dodo because "everything's on the internet", ask them if they've ever met Maren, Mary, Linda, Laurel, Sarah or Sarajo. Tell them to visit Suzanne, Janet, Jennifer, Jeff, Brenda or Heidi and demand answers to: "How is the library relevant to me?";

"What's it got that can't be found online?" Ask Kathy, Kristin, Cindy, Karla, Angela, or any of the other outstanding staff members "Why should I continue to pay \$35 a year?" I'll bet you they leave an advocate.

Here's to 2012!

**Nick Dimassis**  
Library Director

### YOUR LIBRARY... A PRETTY GOOD DEAL!

Library Budget  
\$3,151,737

Population  
92,638

Investment per Capita  
\$35

# Time to Calculate



## VALUE OF SERVICES

VALUE OF SERVICES			
Library Use	Library Service	Estimated Value	Customer Value
300,400	Books	\$17.00	\$5,106,800
42,575	Paperbacks	\$7.00	\$298,025
466,429	Children's Books	\$12.00	\$5,597,148
36,591	Magazines	\$5.00	\$182,955
179,228	DVDs	\$5.00	\$896,140
35,286	CDs	\$10.00	\$352,860
34,057	Audio Books	\$10.00	\$340,570
3,379	Museum Passes (2)	\$20.00	\$67,580
1,282	eBooks	\$15.00	\$19,230
4,338	Children's Kits	\$10.00	\$43,380
504	Book Club Kits	\$75.00	\$37,800
8,872	Interlibrary Loans	\$30.00	\$266,160
1,002	Meeting Room Use	\$50.00	\$50,100
2,869	Adult Programs/Classes	\$10.00	\$28,690
23,518	Teen/Child Program/Classes	\$6.00	\$141,108
110,043	Computer Use	\$12.00	\$1,320,516
42,861	Reference Questions	\$15.00	\$642,915
863	Online Tutoring- Homework & Job Assistance	\$35.00	\$30,205
<b>TOTAL VALUE</b>			<b>\$15,422,182</b>

The Carver County Library Value Calculator is adapted from the Library Use Value Calculator originally provided by the Massachusetts Library Association in 2004. 2011 estimated values are adapted from modifications made by the Maine State Library.

# Time to Assess

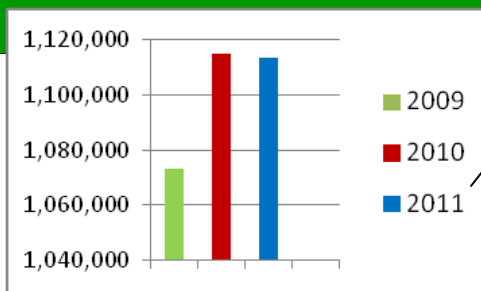


## FACTS AND STATISTICS

68,658 Card Holders  
6,508 New Card Holders 2011

233,992 Collection

### Circulation



1,113,621  
*Items Circulated in 2011*



#### Test Proctoring

197 tests were proctored

#### Tax-Aide

1,000 taxpayers were served during the 2011 tax season

#### Southwest/Metro Job Fair

206 high school students were introduced to *Homework Rescue* database

283 adults jobseekers were introduced to *Reference USA* and *JobNow* databases

**Library Visits** 584,998

#### Self Checkout by Library

Chanhassen 81%  
Chaska 80%  
Norwood 80%  
Waconia 79%  
Watertown 65%

#### Holds Placed

148,414 holds were placed of which 96,532 were placed online (65%)

#### eBooks Went Live Nov. 1

Purchased in 2011: 1,282  
Checked out:  
November 447  
December 1,175

#### Library Programs

925 programs had a total attendance of 26,387

#### Volunteers

Volunteers gave 10,251 hours of service

#### Tours

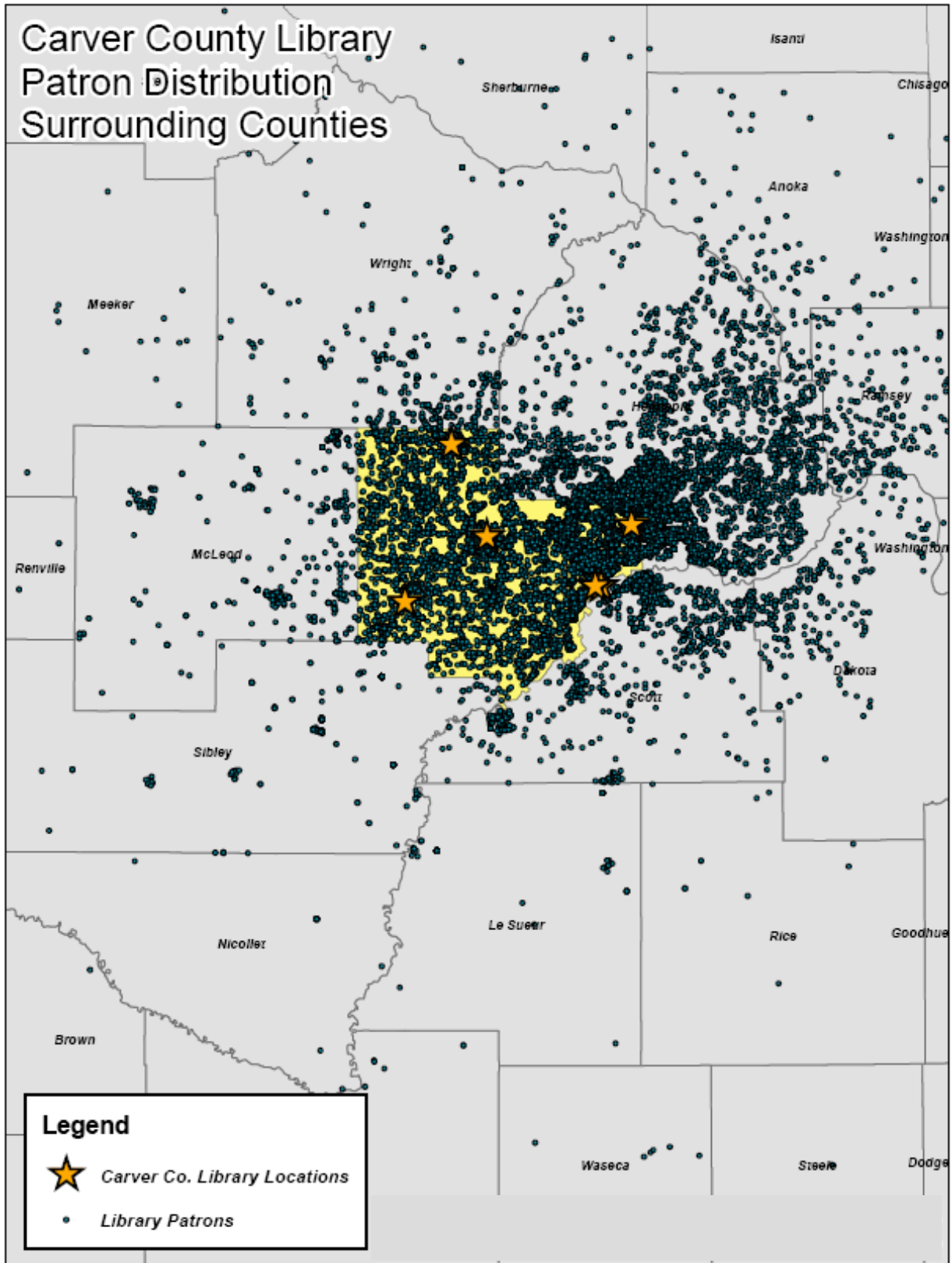
122 library tours were given to 3,049 individuals

#### Inter-Library Loan

Our cardholders borrowed 8,872 items through ILL

Carver County Library loaned 8,722 ILL items to other library systems

# Carver County Library Patron Distribution Surrounding Counties



**Legend**

- ★ Carver Co. Library Locations
- Library Patrons





**Administrative Offices ~ 4 City Hall Plaza ~ Chaska, MN 55318**

**952-227-7602**

**[www.carverlib.org](http://www.carverlib.org)**