

Education is not the filling of a bucket,
but **the lighting of a fire.** ~ W. B. Yeats

Information. Ideas. Inspiration.



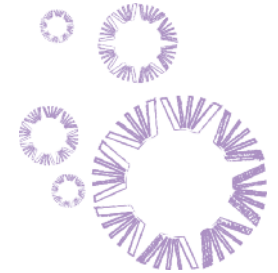
THE | DAUPHIN COUNTY
LIBRARY SYSTEM
THE LIBRARY
OPEN FOR DISCOVERY

DCLS.ORG

The Dauphin County Library System

2011 Annual Report

Open for Discovery



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Mission Statement

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

Service Spotlight

When my daughter was 4 (and very shy), [I] took her to Story Time. My daughter was 5 years old last summer. I took her to the programs that the library sponsored (there were programs about water, reptiles, science and many others . . .) as well as Story Time. Week by week, I saw her going from not wanting to leave my lap to sitting on the floor with the other children, participating and even raising her hand to answer questions! **It was beautiful to see her come out of her shell** in small increments.

~ Diana, Harrisburg

I often drop by the library to enjoy the solitude of working or reading in peace and quiet. I can get projects completed on my laptop; I have studied for finals in the silent room. **I love exposure to books that I otherwise may not know even exist.**

Rita Hicks, Steelton

I am a 75-year old senior Dauphin County resident who is typical of my age group - intimidated by technology. I had taken my first Computer Word 7 lesson. . . My computer software is the Word 3 version, and I went to the East Shore Area Library earlier today to practice. It was fortuitous for me that **Ms. Diane S was able to help me far beyond my expectations.** She took time to understand my questions and explained in detail the steps I needed to follow. Diane's job is to provide service. She delivered.

Dr. Ken Bowman, Harrisburg



As you can see from this report, the role of the public library in the community is to serve as the spark for lifelong learning. Traditionally, the library has been primarily thought of as an access point, a place where you obtain materials you need for everything from school support to making informed medical decisions to learning about car repair.

But as the service spotlights featured in this report and at The Library website demonstrate, the library is about so much more than gaining access to information. Because **what really sparks learning is the excitement generated by sharing ideas with others.** Whether it is a storytime, where the well-trained and enthusiastic staff have children laughing, clapping and dancing as they learn to love reading, a reference librarian who shows a job seeker how to use online resources to apply for positions, or a group gathering in the community room, the library is as much about sharing, connecting and exploring as it is about access to information.

The growth in library use (more than 1.25 million items borrowed and 1.4 million visits in 2011) clearly demonstrates **the library's central role in community life.**

As we move into our high-tech world, the high-touch aspect of the library becomes even more important. A spark fires the imagination, but it is the contagious nature of shared wonder that fuels lifelong learning.

2011 was my final year as President of the Board for The Library and it was indeed an inspiring one. I thank you for your support and use of The Library during my term. **It has been an honor to tend the flame.**

A handwritten signature in black ink that reads "Bruce Senft".

Bruce Senft
President
DCLS Board of Trustees





The Library has the fuel to fire your imagination. What sparks yours? Is it history, a mystery or a plan for building a business? Maybe it's researching your family tree online or getting medical information from a reliable database. Whatever inspires your sense of wonder and desire for discovery, you can find it at The Library.



2011 was an inspiring year at The Library, with continued increases in demand for service and a conflagration of comments from library users about how library service has ignited learning. We share a few of those with you in this annual report.

8% increase in borrowing of books and other items
1,267,300 items were borrowed—that's more than 1.25 million!

291% increase in downloaded items
13,705 items downloaded

6% increase in library visits
775,683 in-person visits to DCLS libraries

9% increase in virtual visits
669,457 visits to dcls.org

9% increase in new library cards issued
13,370 library cards

15% increase in answers to your questions
97,079 Reference Questions were answered



“Education is not the filling of a bucket, but **the lighting of a fire.**”
W. B. Yeats



Programming Heats Up



5% increase in Children's Programs/Events
1,680 programs were created and provided to the community

35% increase in attendance
34,491 children and their parents/caregivers attended

Computers Spark Learning



43% increase in database searching
92,645 searches within our online databases

6% decrease in public computer sessions
182,736 public computing sessions were conducted during 2011, a slight decrease from 2010

New Logo, Sizzling Look and Services



On January 18, 2011, The Library officially launched its new brand with a new logo, updated website, and a variety of quick service options, including:

- Online library card registration
- Telephone account information
- Online meeting room reservations



the new library cards!



The new look and updated services were embraced by existing and new users alike, and many of you helped us celebrate The Library being “Open for Discovery!”

Dachshund Tale Warms Young Readers' Hearts

The Joan Y. Leopold Children's Book Week Celebration featured author Johanna Kerby and her dachshund, Tink. The star of Johanna's book, *Little Pink Pup*, Tink “adopted” a piglet that was the runt of the litter and not likely to survive. The dachshund saved the piglet, nursing her back to health. Families turned out in droves to meet Tink and hear the story of how the book was written from Johanna and her daughters.



- **109 children and 90 adults** came to meet Tink and her author at three library programs.
- **201 children and 168 adults** attended a storytime featuring *Little Pink Pup*
- **177 free books** were distributed to families, thanks to book sponsors and other supporters.



One Book, Every Young Child

Whose Shoes? A Shoe for Every Job by Stephen R. Swinburne, was the One Book, Every Young Child selection for 2011. The annual celebration featured programs in libraries and in the community, including schools.



4,250 free books were distributed to children by The Library, thanks to the special price negotiated by Commonwealth Libraries and the generosity of our OBEYC sponsors.

For Me, For You, For Later



On October 11, 2011, The Library announced its launch of For Me, For You, For Later, a new program to teach children about sharing, saving and spending and to equip their parents to reinforce the lessons. This special program focuses on early financial education skills, using games, toys

and activities that help develop math and counting concepts. Children shop at a pretend market, make change from the cash register, and play related games. Each child receives a book and other materials to keep. Offered initially at select libraries, the series will eventually expand to each library in the Dauphin County Library System and will be taken to outreach sites such as Capital Area Head Start.



These series are part of the PNC Grow Up Great initiative and are supported by a grant from the PNC Foundation.



AFL | William H. and Marion C. Alexander Family Library
200 W. 2nd St.
Hummelstown, 17036
Phone: 717-566-0949

KL | Kline Library
530 S. 29th Street
Harrisburg, 17104
Phone: 717-234-3934

ESA | East Shore Area Library
4501 Ethel St.
Harrisburg, 17109
Phone: 717-652-9380

MOM | Madeline L. Olewine Memorial Library
2410 N. 3rd St.
Harrisburg, 17110
Phone: 717-232-7286

EV | Elizabethville Area Library
80 N. Market St.
Elizabethville, 17023
Phone: 717-362-9825

MRL | McCormick Riverfront Library
101 Walnut St.
Harrisburg, 17101
Phone: 717-234-4976

JOH | Johnson Memorial Library
799 E. Center St.
Millersburg, 17061
Phone: 717-692-2658

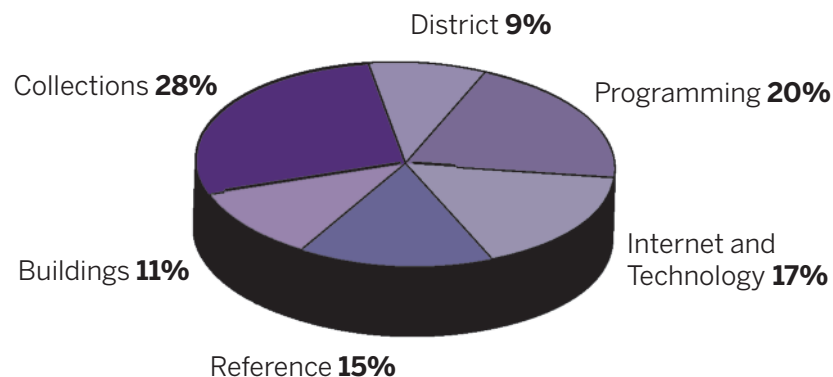
ND | Northern Dauphin Library
683 Main St.
Lykens, 17048
Phone: 717-453-9315



The Library provides residents of Dauphin county with **free access** to virtually any materials imaginable, both current and ageless. **We have books, movies, music, magazines, online access, people to help you with research and programs to help you grow.** The Library is the place to **satisfy your curiosity.**

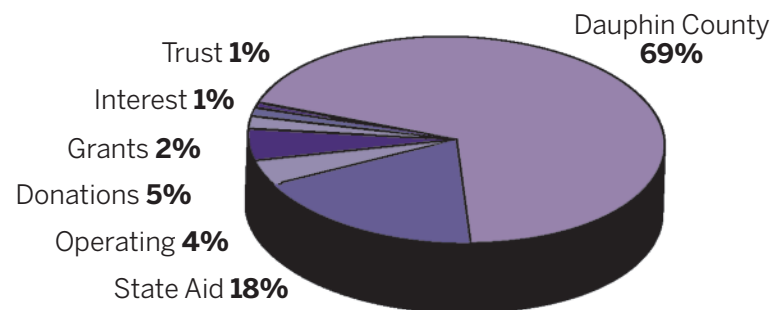
Public Library	Hours Per Week	Items in Collection	Size (sq. feet)
AFL	43	38,754	8,707
ESA	64	138,620	28,500
EV	41	47,539	5,000
JOH	27	19,701	2,928
KL	45	46,045	5,000
MOM	40	29,476	6,300
MRL	40	33,747	8,190
ND	35	24,505	6,300

Expense Report



Collections buying, cataloging, managing and housing library collections	\$2,041,770
District providing delivery, printing, reference support and other services to the libraries in the Capital Area Library District	\$651,697
Programming in-library programs, outreach, training and workshops for the public	\$1,452,649
Internet & Technology purchase and maintenance of equipment, connection fees, and services related to Internet access and catalog automation	\$1,268,497
Reference providing reference staff and service, excluding reference collections	\$1,098,000
Buildings funds for building repairs and upkeep	\$809,853
Total Expense	\$7,322,466

Revenue Report



Dauphin County includes income from Dauphin County, plus additional revenues from Lower Paxton Township	\$ 5,093,987
State Aid 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	\$ 1,336,683
Operating income from fines, fees and related sources	\$303,277
Donations gifts from individuals and organizations	\$356,329
Grants one-time grants for specific projects from the Commonwealth of Pennsylvania and other sources	\$124,359
Interest interest earned on all DCLS funds	\$50,292
Trust annual disbursements from trusts	\$57,539
Total Revenue	\$7,322,466



THE DAUPHIN COUNTY
LIBRARY SYSTEM
LIBRARY
OPEN FOR DISCOVERY



Thank You!

Your gifts bought books and resources for sharing, produced programs for fun and learning, helped build a new library and kept the library system "Open for Discovery!"

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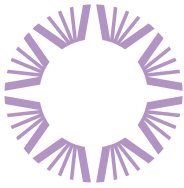
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