



ANNUAL
APPRECIATION
REPORT
2020–2021

THE
MANCHESTER COMMUNITY
LIBRARY

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Dear Supporters and Friends,

Throughout these many months, while the world shifted beneath us, the Board and staff at your Manchester Community Library kept our individual and collective eyes squarely on our mission and vision. Staying true to our commitment to serve the community when a state of emergency mandated that we remain at home was no easy task, but our talented and diverse team made every effort to think creatively, pivot imaginatively, and develop innovative ways to practice the art of librarianship.

In rural and urban communities alike, the significance of libraries in maintaining connections to others and to reliable information has grown. A physical and virtual citadel of democracy, our collection, as always, remained open 24/7. We invested aggressively in our virtual materials, created new programming for the young at heart and the wee ones, and expanded our public WiFi access with support from The Vermont Country Store. Our parking lot saw a flutter of activity on Thanksgiving Day as those without reliable internet access gathered in their cars to celebrate virtually with loved ones. Seeing the faces of family and friends and the opportunity to mark the growth of grandchildren during a time of intense social isolation was a priceless gift—indeed, one worthy of giving thanks.

Our devoted staff was not immune to the array of life stressors. Heartbreakingly aware of the challenges to fulfilling their vocational calling to serve all, especially the most vulnerable, they channeled feelings of helplessness into creating new ways of serving the underserved. In fact, when reopening our doors, our first priority was to welcome those without access to computers. For some, it was the first time they had the opportunity to check their email in many moons. Staff were present to not only assist with technical questions, but perhaps more importantly, to help process the overwhelming feeling of needing to read and respond to hundreds, if not thousands, of unopened emails.

Welcoming patrons back to their community Library was a joyful and intensely emotional event. Tears of happiness were shed as individuals updated us on their lives. Free to browse the entire collection, many were speechless in the presence of the books and materials that had only been accessible virtually or through our well-oiled Curbside Lending Program. Children had grown, new ones had been born, newcomers had arrived, and many were excited to share their gratitude for the efforts the staff had made to stay connected and reopen safely. We are deeply proud that our evidence-based health and safety measures were successful in keeping COVID-19 at bay, particularly considering the demographic mix of individuals we serve—some of our sister libraries in Vermont were not as fortunate.

Gratefully, the pandemic nudged us to think outside the box, resulting in many a new opportunity. Never before, for example, had we considered hosting the community under a red flagged tent! The outdoor space enabled us to pack the spring, summer, and early fall with programming and activities for all—from story time, to yoga, tai chi, and a new men's group. Partnering with organizations like the Vermont Institute of Natural Science (VINS), our tent also hosted a range of non-humans including owls, snakes and an opossum. A book group discussion on the Young Adult novel, *The Hate U Give*, invited conversation on issues of race, equity, bias, and encouraged self-reflection on our own privilege and ways of being. An equally engaging conversation on the 10th anniversary of Hurricane Irene mirrored feelings of the day—strength, hopefulness, and resilience.

As we look forward to our new fiscal year, we are embracing the notion that the new normal may be abnormal and are focusing on ways to adapt and thrive. We are excited, energized, and grateful. Simply put, we could not do this work without your ongoing support of time, talent, and treasure. For this, we are profoundly thankful.

Warmly,



Kate Orme
President of the Board



J. Violet Gannon
Executive Director

VISION

The Manchester Community Library will be a hub of the community through our role as a trusted resource providing unique, essential, and innovative services; and by creating a welcoming and stimulating environment for learning and social connection.

MISSION

The Manchester Community Library is open to all as an inspiring gathering place for the community, providing resources for personal enrichment and growth.



2020-2021 Staff

Jennifer Amatruto, Facilities & Operations Manager

Megan Demarest, Collections Development & Engagement Librarian

Gizelle Guyette, Youth Services Librarian

Sally Hespe, Advancement Manager

Elise Lunder, Manager of Patron Experience

Kellie Morrison, Associate Director

Judy Reid, Administrative Assistant

Ray Stevens, Information Technology & Instructional Librarian

Emily Turgeon, Patron Experience Specialist

Cal Workman, Adult Programming & Events Librarian



1,626
ADULT
ATTENDEES

The pandemic did not halt adult engagement or learning at the Library. Programs were reimagined and relaunched in new and creative formats, and the community remained connected with the support of our members donors, and program partners.



Programs for the Mind

Backyard Birds
First Wednesdays series
Journal Keeping
Three Minute Mysteries
Write It Out Writing series

Programs for the Body

Mindful Meditation
Seated & Standing Yoga
Staying Well in Weird Times
Tai Chi Tuesday

Programs for the Spirit

Backyard Astronomy
How to Hygge
Manchester Rocks: Art a La Cart
Planting Container Gardens
Poetry Salon

Adult Program Community Partners

Dina's Bakery Cafe
Downtown Window & Design
Front Porch Forum
GNAT-TV
J & B Honey
Manchester Historical Society
Manchester Journal
Manchester Studio Arts & Gallery
Merck Forest
and Farmland Center
The Artisan's Key
The Vermont Country Store
United Counseling Service
UVM Extension Service
Master Gardener Program
Vermont Humanities
Vermont Newsguide
Vintage Soul

108
ADULT PROGRAMS

162 YOUTH PROGRAMS

Youth Program Highlights

Tails & Tales Summer Reading Program

- 802 Reptiles
- Creature Feature Story Times
- Ed Popielarczyk, Magician
- Jerry Schneider, aka "Bat Man"
- Sea Craft Make & Takes
- Teen Tent Coffeehouse
- VINS

Crafternoons

Story Time with Gizelle

StoryWalk

Youth Program Partners

Burr & Burton Academy

Manchester Elementary Middle School

Manchester Parks & Recreation

North Meadow Farm

Northshire Bookstore

Northshire Day School

Taconic Music

MCL Youth programs moved outdoors in the Spring in our tented, open-air meeting space, just as Americans did during disease outbreaks a century ago.

Our youngest members were comforted and entertained by familiar programming in an exciting new venue.



Why MCL?

The Krasny Family, Members

Samantha (Sami) Krasny and her two sons, Elliott and Jack, can often be found searching for books in the Children's Library or enjoying Gizelle's weekly Story Time. The Library is an invaluable resource to Sami, who home-schools her pre-kindergartner Elliott in the Montessori tradition. She was recently in checking out books on stars, planets, and rockets for a space-themed learning segment.

Elliott's passion is truck books, but he also loves "crafts at Story Time and seeing my friend Henry." As for Jack, he simply loves to do everything his big brother does!

4,347 YOUTH ATTENDEES



While our facility was mandated to be closed during the Vermont State of Emergency, almost 3,000 community members retained their library membership. Patrons checked out over 23,000 items during the year, with the added benefit of 24/7 online access to electronic resources. Staff rejoiced when it was deemed safe to welcome patrons back into the facility.



Valuable Member Benefits

- Tiny Tech Support
- Parks & Museum Passes
- Loanable Chrome Books
- Use of private TouchDown rooms for remote work
- Physical access to 20,000+ books, audiobooks, magazines, and DVDs
- Digital access to the Green Mountain Library Consortium



Member Stats

Resident Adult Members	1,484
Resident Student Members	356
Total Resident Members	1,840
Non-Resident Adult Members	835
Non-Resident Student Members	246
Total Non-Resident Members	1,081
Total # of Library Members:	3,921



Why MCL?

Ray Smith, member

Everyone in Manchester seems to know Ray Smith! The dapper 95-year-old is frequently seen around town, maybe at Hildene or the Rec Park, where he takes a daily walk. A fast walk. For over a dozen years, Ray's pace put him in the top 5 walkers at the annual Komen Vermont Race for the Cure.

When he's not walking or greeting friends along the way, Ray stops in at the Library. An avid reader, he often calls the Library ahead of his visits to reserve the latest best sellers. He loves the cheery reception he receives at the Help Desk, where the staff act as if "he is the only person in the world" when they are helping him—"it's truly a wonderful thing."

Why MCL?**Mary Beth Zichelli, Member**

“Thank you to all of your staff for everything you did during Covid when the library was closed. Your hard work and communication made Covid bearable for my husband and I. I read and listened to about 100 books! Your dedication to our community and the importance of reading is highly commendable.”


EBSCO
**Physical Collections**

Adult Books	12,437
Children's/YA Books	7,290
Total Print Books	19,727
Adult Audio Books	1,373
Children's/YA Audio Books	128
Total Audio Books	1,501
DVDs for Adults	2,093
DVDs for Children/YA	492
Total DVDs	2,585
Museum Passes	10
Chromebooks	4
Misc. Collections	18
Total Physical Collections	23,845

INTER-LIBRARY LOANS

Items MCL borrowed, for our members	212
Items MCL loaned to other libraries	48

DIGITAL COLLECTIONS

E-Book Titles Available (33 languages)	38,888
E-Audiobook Titles Available (7 languages)	7,312
E-Magazine Titles Available (21 languages)	3,763
Total Digital Collections	49,963

Through a relationship with the Vermont Department of Libraries, MCL is proud to offer free access to a wide array of online databases encompassing a variety of topics to all Library members. Options available include Vermont Online Library/Gale Online Research Databases, Universal Class, EBSCO LearningExpress Library, and Mango Online Language Learning. Online genealogical research is available through FamilySearch, and Vermont family records can be accessed through a collaboration of myVermontgov.com and Ancestry.com. These resources are available from the Library's Technology Center and 24/7 remotely online.

Total Sessions ... 1,575
Total Connect Time ... 12,161 minutes
Total Retrievals ... 221
Total Searches ... 2,790

The Manchester Community Library continued to serve the community during the ongoing pandemic, sometimes in person, sometimes remotely, sometimes at the curb. Thank you to our patient and flexible patrons and creative and imaginative staff, who all embraced the motto RESET. REIMAGINE. RELAUNCH.

5,930

WIFI
USERS

Park and Surf is Here

Access public wifi from the MCL parking lot.



16,433

ITEMS
BORROWED

5,930

PROGRAM
ATTENDEES



Why MCL?

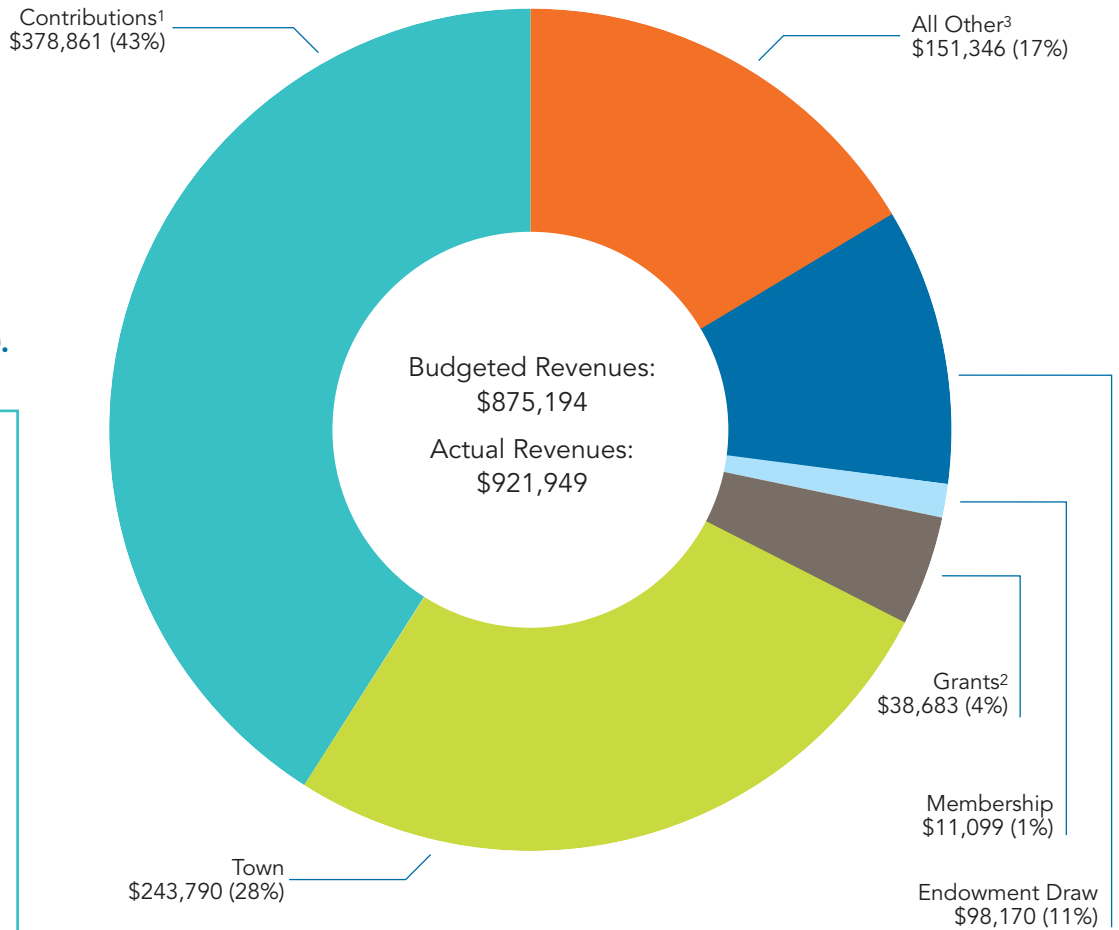
Jennifer Amatruto, staff member

Jennifer and her husband moved to Vermont from New Jersey with their two small children in 2002, having purchased a local motel. They quickly became part of the community as local business owners and involved parents at the elementary school. Several years later, Jennifer was recruited to work at the Mark Skinner Library, helping with the Capital Campaign and subsequently the move to the new and expanded Manchester Community Library. It was a natural fit, as her love for reading and thirst for knowledge have been lifelong passions, and libraries her favorite places to visit since she was a young child. With Jennifer's enthusiasm for literacy and learning, coupled with an intuitive sense of practicality and amazing organizational skills, she quickly became an integral part of the new library. Her current title as Facilities and Operations Manager only hints at the importance of her role—especially when the library was closed very early on during the Pandemic. With the staff working remotely at the time, it was Jennifer who came to the building each day to ensure that all facility systems were maintained and working properly. And when the staff needed supplies or materials to support their remote work, it was Jennifer who packed them up and arranged for safe retrieval by a grateful staff member. Jennifer's expertise and dedication are appreciated by all! Thank you, Jennifer.



The **MCL's FY21 operating budget of \$875,194** was funded by the following sources:

As of July 31, 2021, the Library's operating endowment equaled \$3,431,340. Based upon current policy, the MCL may withdraw up to 4% of the average market value over twelve trailing quarters to offset annual budget expenditures. In FY21, the Library effected an endowment draw of \$98,170.



Thanks to the following grantmaking organizations for their support:

- American Library Association
- Foundation for the Preservation and Protection of Green Mountain Boy History
- Vermont Agency of Commerce and Community
- Vermont Community Foundation
- The Vermont Country Store
- Vermont Department of Libraries

Volunteers

While we were not able to host volunteers on site for much of the year, MCL friends stepped up when able, giving over 336 hours of their time. We were able to thank these stalwart volunteers in June with a Volunteer Appreciation breakfast.

¹ includes \$125,000 non-recurring anonymous donation
² includes \$35,583 non-recurring COVID grants
³ includes \$103,416 COVID PPP loan that was forgiven

THANKS TO OUR CORPORATE AND COMMUNITY PARTNERS

- Boy Scout Troop 332 • HITS Shows, Inc.
- MEMS PTO • Northshire Bookstore
- Northshire Day School • Shaw's Supermarket
- W.H. Shaw Insurance Agency

2020–2021 Annual Giving

August 1, 2020–July 31, 2021

Thank YOU donors for playing a significant role in ensuring YOUR Manchester Community Library continues to be a hub of the community, a trusted resource, and a welcoming and stimulating environment for learning and social connection. We could not do this work without YOU.

\$100,000+

Anonymous
Patricia Dupree*

\$25,000–\$99,999

Janice Izzi and Lyman Orton
Linda Oskam
VT Agency of Commerce &
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\$10,000–\$24,999

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\$5,000–\$9,999

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This report gratefully recognizes all gifts made during the 2020–2021 fiscal year, between August 1, 2020 and July 31, 2021. Every effort has been made to ensure the accuracy and completeness of this report. Please accept our apologies for any errors or omissions, and notify Sally Hespe, Advancement Manager, at shespe@mclvt.org or (802) 549-4579.

\$2,500–\$4,999

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Ellen Hains

In Memory of Pat Johnston

Robert Johnston
Amy Johnston and Mark Hughes

In Memory of John Oskam

David Oskam



Why MCL?

Pat Bennett, volunteer and former Trustee

A Jersey girl by birth, and alumnae of Mount Holyoke College, Patricia (Pat) Bennett fell in love with Vermont many moons ago. Drawn by the natural beauty and ski season (though she's quick to share she spent more time falling than skiing), Pat eventually made Manchester her forever home. She brought with her a love of libraries and literacy, which began in her childhood home where story time was an evening affair. Pat carried on this tradition with her own children and became involved with the former Mark Skinner Library upon her arrival in Manchester. Over the years, Pat has served as a Trustee, volunteer, and member of our fundraising committee. She played an instrumental role in the construction of two community libraries—the first in New Jersey and the second, our beautiful Manchester Community Library (MCL). Committed to the long-term success of the MCL, Pat was an early participant in our planned giving program, the Frances Skinner Willing Circle. A strong believer in the transformational power of philanthropy, Pat wanted to ensure that the MCL, and its role in the community, would continue to strengthen and grow. To that end, she planned a lasting legacy—much like Lyn Hoyt, whose generous bequest provided a once-in-a-lifetime opportunity to build the new Library. We are so grateful to Lyn, Pat, and others who, through thoughtful estate planning, help solidify the future of the MCL and its role in promoting learning and literacy for generations to come.

For more information on Planned Giving, please contact Sally Hesse at shespe@mclvt.org.

THE
MANCHESTER COMMUNITY
LIBRARY

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info@mclvt.org