

ANNUAL
APPRECIATION
REPORT
2019–2020



THE
MANCHESTER COMMUNITY
LIBRARY

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J. Violet Gannon



Dear Supporters and Friends,

When our 2019–2020 fiscal year began on August 1, 2019, no one could have predicted that a pandemic was looming on the horizon. In March, we were heartbroken to temporarily shelter our beautiful building in the interest of the safety of both our dedicated staff and the community that we are dedicated to serving. The support of donors and goodwill of the Town of Manchester kept us positive and allowed us to remain nimble as we pivoted our programming and resources to the virtual space. Because of the generous support we received throughout the year, both before and after March of 2020, we were able to thoughtfully reintroduce our services to the public in new, safe ways.

The generosity of our community allowed us significant advances during the 2019–2020 fiscal year. We expanded our technology services with the launch of a new website and library catalog, additional digital collections, detailed help guides, how-to videos, and one-on-one training sessions. In June, we launched Curbside Lending and began putting plans into place for our launch of public external WiFi access, public computer use, and Browse & Borrow, which allows members to browse our full physical collection and check out materials during limited hours.

As COVID-19 leads us into a new reality, we continue to reimagine our delivery of services, fundraising methods, and short-term and long-term financial management. We are committed to serving vulnerable populations, anticipating needs and adapting as necessary. At the same time, the challenges of COVID-19 present a myriad of opportunities. Every day is different but we continue to learn, grow, and evolve in ways that demonstrate the relevance of our mission and agility of our organization.

We hope you enjoy the following highlights from our 2019–2020 fiscal year, and we hope that you are proud of your Manchester Community Library. We simply could not do this work without you.

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.

9,545
TOTAL
ATTENDEES

5th Birthday Party

On November 14, 2019, the MCL celebrated our 5th anniversary with an old school birthday party! Throughout the evening's festivities, families signed a five-foot tall birthday card handmade by artist Lynne Averill. Children's author Eileen Christelow hosted a special Story Time reading and demonstration of her popular series The Five Little Monkeys, and signed copies of her books, which were sold by Northshire Books. Children enjoyed monkey-themed crafts, games, a raffle, and balloon animals by Ed Pop's Magical Moments, and the evening ended with birthday cupcakes. Thanks to all who helped us celebrate our 5th birthday in style!



179
ADULT PROGRAMS



Community Mindfulness Classes

From January through June of 2020, the MCL hosted a twice-monthly Community Mindfulness Series led by Larissa Hall Carlson, M.A. for participants ages 15 and above. Even after we temporarily sheltered our building in March, Larissa led these classes virtually via Zoom and Facebook Live. In each class session, facilitator Larissa encouraged participants to try a different type of mindfulness practice; for example, walking meditation, relaxing meditation, concentration techniques, and compassion practices.

Many of these programs were sponsored cooperatively with other community organizations, including...

- Center for Restorative Justice
- Equinox Village
- Northshire Bookstore
- Northshire Day School
- Manchester Historical Society
- Southwestern Vermont Medical Center
- Taconic Music
- The Collaborative
- United Counseling Service
- Vermont Department of Labor
- Vermont Humanities
- Vermont Institute of Natural Science
- Vermont PBS
- Vermont Small Business Development Center
- And many more!

Small Business Workshop

The MCL was the honored recipient of a grant from the American Library Association, Public Library Association, and Grow with Google in order to respond to the challenges COVID-19 presents for small businesses, especially in our community. In July 2020, we hosted a workshop for local small business owners in partnership with the Vermont Small Business Development Center (VtSBDC). In it, MCL librarians Karalyn Mark and Ray Stevens, along with Nancy Shuttleworth from the VtSBDC, reviewed the current landscape of challenges for small businesses and the free resources available through the VtSBDC, the MCL, the Vermont Department of Libraries, and Google Business. A recording of this workshop is available on our YouTube channel.



Grow with Google

4,024
ADULT
ATTENDEES

Community Movie Series

Thanks to a generous sponsorship gift from an anonymous patron, in December 2019, we were thrilled to expand our Community Movie Days into a full series with at least two monthly film viewings, sometimes four!

Films varied in style from blockbuster to social commentary, with selections including Downton Abbey, Judy, and Shoplifters.

Family Movie Nights were also a popular offering after school on Wednesdays. Film selections included acclaimed children's movies like Abominable and The Grinch.



Curbside Lending

On June 16, 2020, the MCL launched Curbside Lending services to accompany our expanded e-collections and many digital resources. Members were invited to submit a request form online and their materials were made available on the next designated pick-up date.



329
TOTAL
PROGRAMS

Story Time

Children's Story Time took place at 10:30 a.m. on Tuesdays and Thursdays for the majority of the year, moving from the Kid's Barn to Facebook Live in March. During Story Time, "Miss Rebecca" introduced weekly themes, sang songs, and led fun activities! While we couldn't be sure how going virtual would change the Story Time dynamic, it allowed us to expand our audience. Children in India and Rwanda began chiming in, making the MCL's Virtual Story Time a truly global experience.



5,521
CHILDREN
ATTENDEES



Teen Programs

The MCL was excited to welcome Jess Clausnitzer from the Center for Restorative Justice to hang out weekly with the teenagers in the Loft. In addition to other teen programs, thanks to Stewart's Shops, on January 11 we hosted Just Desserts, a special cake decorating workshop led by Nicolle Reed of Nicolle's cakery. Nicolle taught the teens how to decorate their own cakes while experimenting with icing flavors and techniques.

150
CHILDREN'S/YA
PROGRAMS

Approximately 39% of our members are non-Manchester residents.

Between August 1, 2019 and March 16, 2020, the MCL had 28,756 visits. The day of our building's closure, 816 books were checked out—more than we've ever seen!

In addition to co-programming and daily patron visits, the MCL rented facility space to community partners and other groups 119 times between August 1st and March 16, 2020. Spaces included the Hunter Room, the Commons, the Lower Level Gallery, the Conference Room, the Seminar Room, Touchdown Work Rooms, and the Conversation Den.

While we consider all of our patrons to be special Library visitors, we welcomed some unique personalities to the MCL during 2019–2020! We also love joining our community in their spaces, seeing where they work, live, and play.

Firehouse Breakfast

Executive Director J. Violet Gannon and Director of Advancement Kristin Williams joined Trustees Dave Quesnel and Robin Mowrey for the Manchester Fire Department Breakfast on February 16, 2020.



The Governor

We were delighted to host Governor Phil Scott and his Cabinet on September 24, 2019 for an editorial meeting related to the "Capitol for a Day" initiative.

Member Stats

Resident Adult Members	1,773
Resident Children Members	386
Total Resident Members	2,159
Non-Resident Adult Members	1,043
Non-Resident Children Members	364
Total Non-Resident Members	1,407
Total # of Library Members:	3,566



East of Equinox

Violet and Dave Quesnel were delighted to visit Manchester Selectboard Chairman Ivan Beattie—and his two new foals—at the magnificent East of Equinox Farm on April 28, 2020. East of Equinox Farm is a world-renowned Morgan horse-trading farm owned and operated by Beattie and his wife Jennifer.

John Nemeth

On February 25, 2020, Bob Stannard brought blues musician John Nemeth and his band the Blue Dreamers to the MCL for a benefit concert and 5th birthday celebration.



Vermont Online Library



More Digital Resources

Through the Vermont Department of Libraries, patrons also have access to 51 databases in the Vermont Online Library, Universal Class, and Learning Express. In addition to OverDrive/Libby, we also provide access to Mango Languages through the Green Mountain Library Consortium (GMLC). In the past year, patrons participated in 333 language learning sessions in Mango Languages and 2,039 sessions in the Vermont Online Library databases.

Total Sessions ... 2,039

Total Connect Time ... 250 hours

Average Connect Time ... 7 minutes

Total Retrievals ... 224

Total Searches ... 5,085

Physical Collections

Adult Books	12,175
Children's/YA Books	6,555
Total Print Books	18,730
Adult Audio Books	1,324
Children's/YA Audio Books	124
Total Audio Books	1,448
DVDs for Adults	2,147
DVDs for Children/YA	505
Total DVDs	2,652
Total Physical Collections	22,830

INTER-LIBRARY LOANS

Inter-Library Loans Provided	176
Inter-Library Loans Received	361

DIGITAL COLLECTIONS

E-book Titles Available Through OverDrive/Libby	42,305
E-audiobook Titles Available Through OverDrive/Libby	6,534
Magazine Titles Available Through rbDigital	1,986
Total Digital Collections	50,825

We were delighted to welcome two new librarians during the 2019–2020 year: Karalyn Mark and Ray Stevens. You can read more about Karalyn, Ray, and the rest of the MCL staff at mclvt.org!



Karalyn, our Collection Development Librarian, is dedicated to connecting our community with resources that spark inspiration, discovery, and exploration. She oversees the acquisition, cataloging, and processing of print and digital materials for the Adult Collection and manages the library's online Koha catalog, which debuted in April 2020.



Ray joined the MCL in March as our IT & Instructional Librarian, developing learning materials for tech skills, offering tech support consulting, and maintaining our digital assets. Ray has given the MCL a new website with an updated look and feel, and is developing tech self-help guides and events for those who would like to learn new skills.

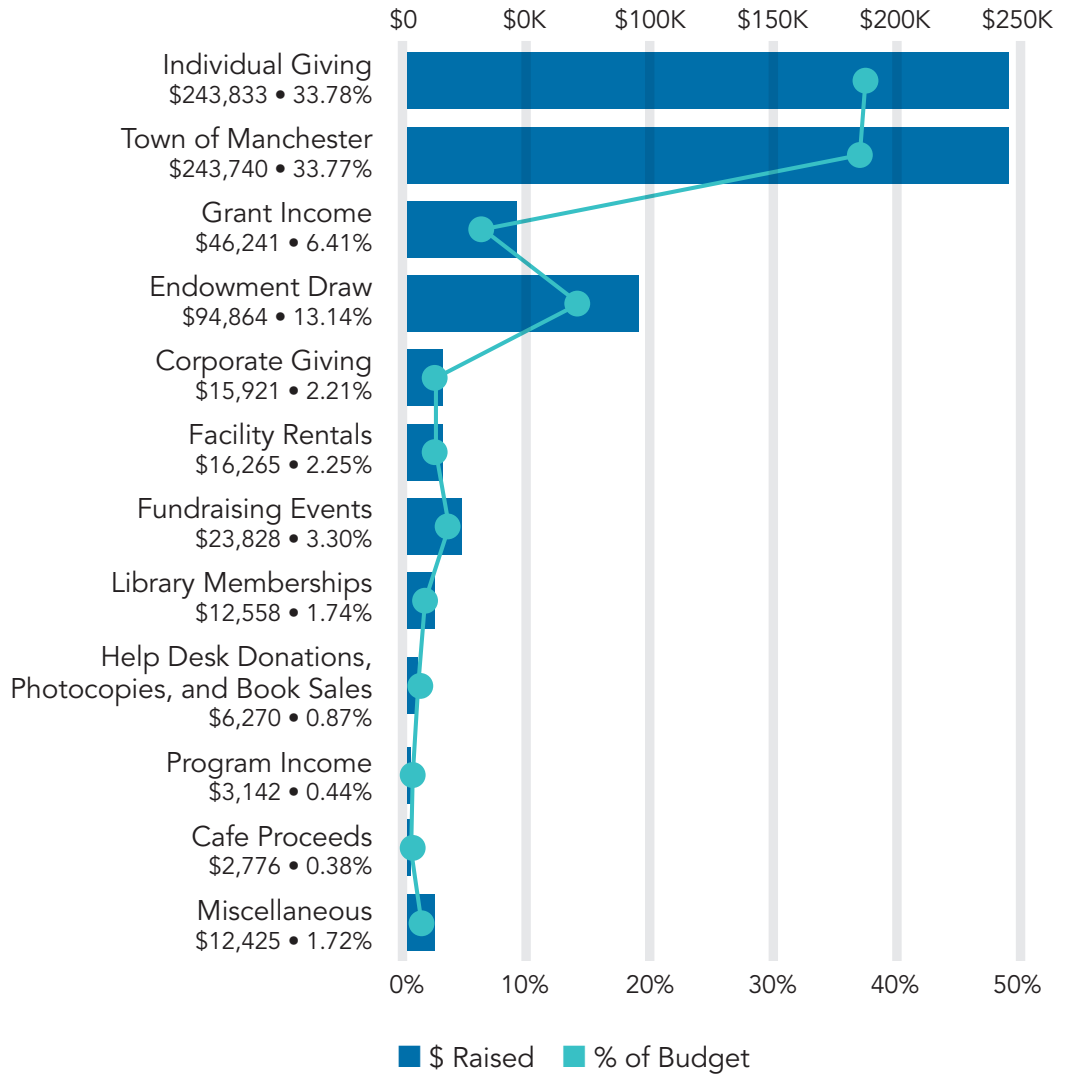
As of July 31, 2020, the Library's operating endowment equaled \$2,807,843. Based upon current policy, the MCL may withdraw up to 4% of the average market value over twelve trailing quarters to offset annual budget expenditures. In FY20, the Library effected an endowment draw of \$94,863.72.

Thanks to the following grantmaking organizations for their support:

- American Library Association
- Children's Literacy Foundation
- Sarah K. deCoizart Perpetual Charitable Trust
- Foundation for the Preservation and Protection of Green Mountain Boy History
- Roberta and Russell Housman Charitable Foundation
- Paul Post Fund of the Vermont Community Foundation
- The Orvis Company
- Vermont Department of Libraries

We could not do the work we do at the MCL without the generous gifts of time and energy from our wonderful group of volunteers. Over eighty volunteers were actively involved with the Library during the past year, contributing over 3,000 hours of service and using their unique talents, skills, and knowledge to connect people and build community.

The **MCL's FY20 operating budget of \$721,863** was funded by the following sources:



THANKS TO OUR CORPORATE PARTNERS

Christmas Days • Hearst Corporation • Long Ago & Far Away
 Manchester Physical Therapy • Maverick Capital Foundation
 Nathan Auction & Real Estate, Inc. • The Garden Club of Manchester
 The Inn at Manchester • Vermont Kitchen Supply

2019–2020 Honor Roll of Donors

August 1, 2019–July 31, 2020

Thank you to the following donors for playing a significant role in ensuring your Manchester Community Library can continue 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.

\$25,000+

Sarah K. deCoizart Perpetual Charitable Trust
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On behalf of Habitat for Humanity and the Manchester Community Library

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Michele and Robert Post
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Cindy Waters

This report gratefully recognizes all gifts made during the 2019-2020 fiscal year, between August 1st, 2019 and July 31st, 2020. 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 Kristin Williams, Director of Advancement, at kwilliams@mclvt.org or 802.549.4579



FRANCES SKINNER WILLING CIRCLE

The Manchester Community Library exists as it does today thanks to the transformational power of philanthropy. In 1897, Frances Skinner Willing established the Mark Skinner Library in memory of her father for the benefit of the Manchester and residential citizens.

Decades later, in 2006, Lyn Hoyt's generous bequest provided a once-in-a-lifetime opportunity to expand and enhance the library's services to better serve the community. On November 15th, 2014, the Manchester Community Library opened its doors.

When you consider your estate plans, please consider becoming a part of a lasting legacy by including a gift to the MCL and becoming a part of the Frances Skinner Willing Circle. Like Mrs. Willing, you will leave a permanent legacy on the community, ensuring the health and vibrancy of the Manchester Community Library for years to come.

For more information on the Willing Circle, or for a confidential discussion about including the Library in your estate plans, please call Kristin Williams, Director of Advancement, at 802.549.4579 or kwilliams@mclvt.org.