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View from the Chair

How quickly we come to the conclusion of the Library's year and the dawn of the next! As I review the reports compiled here, I am struck by the journey we are taking together, sustaining this Library at the heart of our community. Together—Library staff, volunteers, board members, new readers and life-long learners, artists, authors, program presenters, generous donors and grant-making organizations—we share current stewardship for the Library we all love. Our commitment and dedication testifies to the work of those who have come before. This year, we sadly lost two deeply loved and appreciated staff members—a former director, Lorraine Saunders, and a former assistant director, Julie Russell. We will be inspired by their legacies for many years.

The Library benefits significantly from many very generous donors who support our annual appeals, fundraising initiatives, and the other opportunities to support the Library. Memorial gifts to the Library in the name of family members and friends grow the Library endowment, which strengthens our future financial stability.

Generous volunteers expand the services the Library offers—making necessary repairs to the building, applying protective covers to books, maintaining our online and social media presence, developing a rich year-long menu of engaging programs for a wide variety of interests, expanding and refining the Digital Archive of Southwest Harbor history resources, staffing fundraising events and clean-up days. These investments of treasure, time, and talent follow generations of others who have done the same in the past.

We will be challenged to build on the invaluable success that Pepper Cwik has achieved as our development impresario. Pepper has played many key roles in the Library's history—board chair, leader of the last capital campaign, designer and implementer of all the Library's fundraising programs and initiatives, among other achievements too numerous to name. We have welcomed Liz Solet to the staff to assume this portfolio and she has hit the ground running, as you would expect.

On behalf of the Library staff and Board, I thank all of you who participated in our survey, part of our strategic planning process. You were eloquent in your deep appreciation for the staff and their work in serving your information needs. Our new strategic plan will focus our energies on the important areas of the Library's organizational structure, Library services and facilities, and on growing sustainable funding. Now more than ever, you should know that we can't do it without you.

Finally, what can I say about the service and dedication to the Library that Candy Emlen has shown us every day for almost thirty years. She has brought her devotion and affection to generations of readers and staff. She has been a stalwart advocate for this Library, and for its staff and users. She has been eyewitness to expanding Library facilities. She has worked to bring in new services and technologies. We all salute her for her service and we will remain committed to her standard of excellence. We will celebrate Candy's directorship in good weather in 2018, when we can all show her our affection and respect.

Take time to review this Annual Report where YOUR support of time and talent and YOUR love of this Library are celebrated.

See you at the Library!

Charles V. Stanhope, Chair, Board of Trustees



The Library in spring

Director's Report

LIBRARY STAFF

Candy Emlen
Director

Kate Pickup-McMullin
Assistant Director

Susan Plimpton
Children's Librarian

Mary Anne Mead
Program & Circulation Manager

Carolyn Dyer
Administrative & Library Assistant

Janet Clifford
Library Assistant

Amanda Crafts
Library Assistant

Vesta Kowalski
Library Assistant

Allen Stephenson
Library Assistant

Cathy Willey
Substitute Library Assistant

OUR MISSION

Southwest Harbor Public Library inspires and supports the enjoyment of life-long learning, the love of literacy, and the exploration of new ideas, welcoming everyone through its doors.



Women's History Project art show



It is hard for me to believe that this will be my last Library report. I have been working at the Library since 1989 and am finally retiring. These almost thirty years have brought me immense joy. I started as a volunteer, then became one of the first children's librarians to be hired in Hancock County, then became Library Director. I had the joy of initiating a day-time story hour, which is now a staple program offered every week both in the Library and at other locations. I had the delight of starting the summer reading program, which is now more active than ever. I had the fun of developing new programs, such as introducing Jeff Moss, the creator of Oscar the Grouch and Cookie Monster of Sesame Street, to the community. I had the challenge of judging almost 700 children's books for the Golden Kite Award from the Society of Children's Book Writers and Illustrators. I had the satisfaction of working closely with the teachers and students at Pemetic Elementary School. I had the honor of working with the building committee on the 2000 Library expansion. I had the privilege of being selected by the Maine State Library to attend national conferences. None of this would have been possible without community, trustee, and staff support. Through the years I have met wonderful patrons, worked with incredible volunteers and trustees, and had the privilege of standing side-by-side with the most amazing staff.

In 2017 we began offering monthly AED/CPR hands-only classes through the Maine Cardiovascular Health Council and MCD Public Health. We introduced the Digital Archive, a catalog of thousands of historic photographs, maps, and other documents and the stories behind them that can be accessed online from anywhere. We



Watching monarchs hatch at the Library



offered a variety of speaker programs including Senator George Mitchell, Maine State Librarian James Ritter, authors Tess Gerritsen, Christina Baker Kline, and Joe Coomer, and Maine Poet Laureate Baron Wormser. We rewrote our strategic plan, which will guide us into the future. We partnered with organizations including Acadia Family Center, Mount Desert Island and Maine Coast Memorial Hospitals, Acadia Night Sky Festival, Camden Conference, Kneisel Hall, and Charlotte Rhoades Park and Butterfly Garden to broaden the programs and resources we provide for the community.

We continue to offer ongoing programs such as tax help through the AARP program, monthly tea parties, exam proctoring, tech help several times a week, monthly art shows, Summer Story Camp, Reader Dog, Café Book for children, and every March we honor Women's History Month with programs and exhibits. And for the 7th year, we received a five-star rating from Library Journal. All of our library services and programs continue to be free and available to everyone equally.

Thank you all for the enthusiastic support you have given the Library, now going strong for 130 years, and for the warm kindness you have shown me for the past thirty.

With deepest appreciation,
Candy Emlen, Director



Candy Emlen with Elly Andrews, director of the Northeast Harbor Library, celebrating the libraries' designation by Library Journal as "Star Libraries"

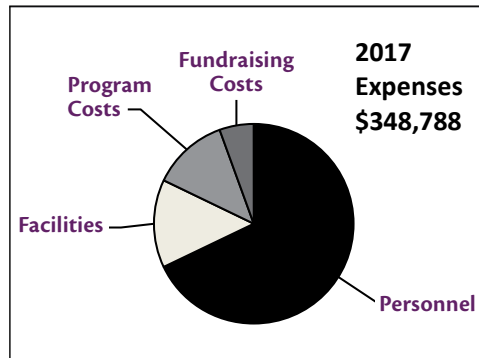
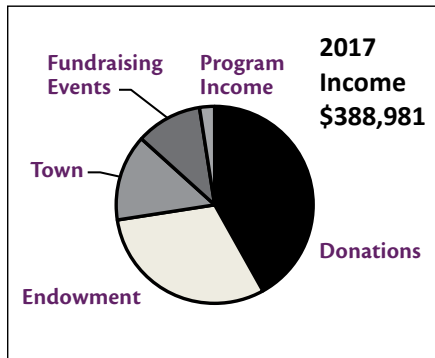


Library Assistant Janet Clifford works with patrons at an Apple Tech Help session

Treasurer's Report

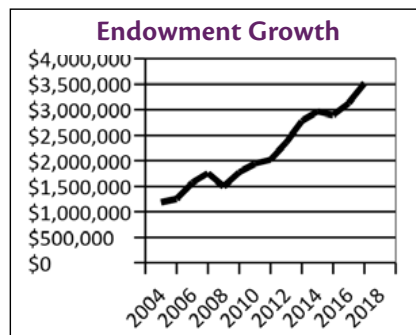
BUDGET

Donations and fundraisers exceeding budget by \$16,000, and a half-year lapse in filling a new full-time position, were the major factors in a budget surplus of about \$40,000. This money will be used to help fund the new position as well as overall salary increases in 2018.



ENDOWMENT

\$50,000 of new donations plus 15% investment returns resulted in a balance of \$3,520,671, which is \$390,589 more than the previous year even after using \$119,215 for operations. Our investments continue to grow successfully, with generous annual gifts and a real (after-inflation) return substantially higher than our withdrawal rate.



Jim Vekasi, Treasurer



Saturday Games Mornings enrich winter weekends at the Library



October Library Tea, with music by Ruth Grierson and Dick Atlee



Author Tess Gerritsen and Mary Anne Mead, the Library's Program and Circulation Manager

Buildings & Grounds Committee Report

LIBRARY ROOF

The Library roof was originally scheduled to be replaced in the fall of 2016. The contractor had problems getting the job started until fall 2017. Then problems continued with only most of the older one floor part of the Library getting done before winter set in. Additional materials were purchased to put plywood over the original planked roof of the older parts of the Library. The roof is now scheduled to be finished in the spring of 2018.

EMERGENCY PLAN, BUILDINGS & GROUNDS MANUAL

In the fall of 2016 a draft Emergency Plan for the Library was developed by modifying similar plans from other libraries. The plan includes emergency evacuation building diagrams to be posted at exits, a state fire-code requirement. A 34-page Emergency Plan was finalized in the summer of 2017 and evacuation diagrams were posted at all the exits. In the fall of 2017 work began on revising and updating a comprehensive manual concerning building and grounds operations. The

manual gives the location and operating details of heating, electrical, and various other systems.

INTERIOR RENOVATIONS

Several small interior renovations were done in 2017. In the Holmes Room, a book shelf unit that projected out into the room has been removed to make the space more usable for presentations. In the Young Adult room, a larger table with shelves underneath was added on the north side and two shelf units were added on the south side. Work continued on building walkways in the attic spaces for better access to those areas for inspection of the sprinkler system and smoke alarms. Outside the Library, the tops to recycling and trash bins were replaced and the Holmes Room north side windows were redone and repainted so that they could readily be opened.

LIGHTING AND ENERGY

Replacement of failing fluorescent lighting with LED fixtures that save energy and are more cost efficient continued, with the large ceiling lights in the Holmes Room being replaced. The resulting

light intensity has been somewhat reduced and alteration of the light assemblies or stronger perimeter lighting will be pursued in 2018. In the summer of 2017 there was a meeting with a ReVision Energy representative about installing solar panels on the roof. He surveyed the building and gave us a proposal for the type of installation and cost. With all the Strategic Plan activities going on in 2017, it was decided to put off further consideration of installing solar panels until mid-2018.

SNOW CLEARING

During the winter of 2016-2017 we had problems obtaining dependable sidewalk snow-shoveling help. Two different people didn't work out and a third sometimes could not do it in a timely manner because he worked full time elsewhere. During the winter of 2017-2018 Library volunteers did the snow shoveling until two local people were hired. They have worked out well.

Duane Braun, Building & Grounds Chair

You Provide the Strength - Thank You!

Once again, the Library was wonderfully busy and active in 2017. And YOUR faithful support and contributions made all this amazing activity possible. We were able to meet our fundraising goals and end 2017 in the black. YOU keep the Library's services and resources free for all who enter our doors. Thank you!

We are happy to announce the Library has hired a new staff member, Liz Solet, as Development and Marketing Manager. Liz started in November and has already become part of the Library family. She brings new ideas to our current template of activities. You will be seeing her at various Library activities and events. Please introduce yourself and say hello!

A marvelous group of book lovers came together during 2017 to organize and sell all the book donations the Library received over the year. This group blasted through our monetary goals by sorting, pricing, boxing, lugging, and selling books via the front lawn kiosk, an in-house shelf, a new coffee shop kiosk (thank you to Village Green Coffee House!), and three book sales. It takes a great group of people to tackle all these projects. Please call us if you'd like to help! A huge thank you to: Don Lodge, Deb Smith, Diane Phipps, Dizey Lindquist, Lynn Switanowski, Marilyn Mays, Susan Choma, Helene and Murray Tuchman, Alan Rosenquist, Cora Olgay, Duane and Ruth Braun, Mary Anne Mead, and Candy Emlen, plus all of the volunteers and trustees who helped with the book sales through the year.

We extend a special thank you to organizations that support unique projects through grants and other gifts. The Hattie A. and Fred C. Lynam Trust, the Rodney L. White Foundation, and the Southwest Harbor Medical Center have made many generous donations over the years in support of Summer Reading Programs for children, helping to strengthen children's literacy skills and nurture the love of reading. L.S. Robinson Company supports informative and well-attended adult programs throughout the year. Bar Harbor Bank and Trust, The First National Bank, the Catherine Johnson Fund, and the Maine Arts Commission also provide crucial support for children's summer reading programs. The Barn Arts Collective of Southwest Harbor contributes time, talent, and collaboration for creative programs for children and adults throughout the year. In 2017, the Library received a substantial grant from the John S. and James L. Knight Foundation in support of the Digital Archive (see page 5 for more on the Archive, which debuted in July 2017). And we thank the many generous donors and foundations whose gifts make the Library's programs, services, and special projects

possible. It is your bedrock support that keeps the Library thriving—Thank You!

We are grateful to the Claremont Hotel for hosting another wonderful June dinner to benefit the Library, and to Chow Maine for donating appetizers. The reservation list filled before it hit the newspaper, and seven fun silent auction items nearly doubled the income. Thank you to the faithful Library supporters who donated these items and experiences.

The steadfast support and supply of plants by Islands Gardening Center for our yearly Plant Sale has been amazing. They have supplied plants to our sale for over two decades. We also received plant divisions from more than ten local gardens. A beautiful way to support the Library. Thank you!

More than fifty artists participated in A Celebration of Art during July and August. All of the artists donated 50-100% of the proceeds from their sales to the Library. While all these years of the art auction have been fun, and have substantially supported the Library, we are planning to shake things up in 2018 with some new twists on the art event. Stay tuned for details!

We have noticed a significant uptick in online donations. It is easy to donate via our website by making either a one-time gift or monthly donation to support the Library. A monthly donation allows you to 'set it and forget it' by having your chosen amount automatically paid by credit or debit card each month. It also benefits the Library by saving on the costs of printing and mailing appeal letters, and providing a steady, predictable stream of funding. ALL donations are welcome, and deeply appreciated!

Serving the Library over the years has been an honor and pleasure. It has been personally rewarding to be engaged with such an active organization and board, and to lead during the years of fundraising and building of the expansion in 2000. Thank you.

Pepper Cwik, Development Committee Chair



Volunteer Appreciation Breakfast at Common Good Café

Volunteers at SWHPL

The Southwest Harbor Public Library could not function as it does without the support of our volunteers. Because many of the volunteers, including most of the Board of Trustees, do not keep accurate records, it is impossible to give an exact count of the hours that the 100+ volunteers devote to doing tasks within or in support of the Library. A new sign-in form has helped track how volunteer time was spent, but there are still many unrecorded hours. Our valued volunteers range in age from 9 to 93, and served between two and 200 hours each. The numbers in the accompanying table give a rough picture.

Not including the hours spent on fundraising or by the trustees on board work, the Library has benefited from over 1580 hours of "free" labor for work that would have had to be done by paid employees or outside contractors. That saved the Library well over \$25,000 in 2017.

A huge Thank You to all of our volunteers!

Below is a rough breakdown of those hours that are recorded, or estimated by the staff:

2017 VOLUNTEER HOURS

Annual Appeal—trustee work	500
Art Auction	50
Book Sales	365+
Building & Grounds	
maintenance and projects,	
snow removal, spring and	
fall clean-ups	250
Children's Programs	350+
Digital Archive	250+
Friends Teas	100
Circulation desk, ILL,	
shelving, shelf reading,	
magazine stripping,	
and other Library tasks	900+
Mother's Day Sale	100
Plant Sale	40
Adult Programs	175
Tech Support	75
Trustee work,	
including on Strategic Plan	1000
Website design & maintenance	
(from one amazing volunteer!)	200
Women's History Project	75
Total	4430+

Linda Hayward, Volunteer Chair

Remembering Barbara, Julie, and Lorraine

In the last three years the Library has lost three of its own — Barbara Moser on April 11, 2015, Julie Russell on April 12, 2017, and Lorraine Saunders on January 13, 2018. I had the great happiness and honor of working with all three of them. In fact, it was Lorraine who hired Julie and me in 1989. All three of them welcomed me into the Library family and helped me find my way.



Barbara loved the loons on the lake. I always enjoyed talking to her about them — when they were back after their winter vacation, how many babies they had, how long they would stay. We also had great conversations about the walks she took with Lorraine and her Canadian

heritage. Barbara was a gentle presence on the circulation desk and always had the perfect book recommendation. We were all sorry when she decided to retire.



Recently I had a tender dream about Julie. It made me realize how much I miss her. Julie balanced us all. She was a great sounding board. She tended to see things in softer tones rather than black and white. She was always willing to see the other side. Her sense of fairness and forgiveness were immense. She had an open and kind approach to everything. She was the one who would suggest a gentler way of seeing things. She also gave the Library its one and only pet, Peanut.



Lorraine led with a kind nature. She knew what she wanted from us and gave us the room and encouragement to be the best we could be. She was an advocate for what she believed in and always looked to the future. She was the one who led us to our first computerized circulation system. It was a DOS program but felt very modern at the time.

I have learned so much from these three friends. It makes me sad to think the days with these amazing women are over. The Library is less without these lovely Library Ladies.

Candy Emlen



The Digital Archive

On Sunday July 9, 2017, the Library debuted the Digital Archive, an online collection of more than 10,000 photographs, maps, and other documents.

More than a collection, the Archive not only includes individual photos and other materials, but shows how they are related to one another, enabling a process of discovery for the viewer.

The Archive was many years in the making, created by dozens of volunteers giving thousands of hours of time and expertise. In 2006, Meredith Hutchins and Charlotte Morrill began scanning and cataloguing the physical photos and other items in the Library's collection—items that had been given to the Library in the century-plus since its founding. Library trustee and software architect George Soules joined the project in 2014 bringing his expertise to not only get the collection online, but to make it come alive by developing innovative technology that graphically displays the relationships between the people, places, buildings, boats, and other items in the collection.



George Soules, Ralph Stanley, and Charlotte Morrill at the Digital Archive debut in July

These relationships reflect the real lives and real stories behind the items in the Archive.

The Library is grateful to John Palfrey, a founder and former board chair of the Digital Public Library of America, who after seeing a prototype of the Digital Archive in 2016, encouraged

the Library to seek funding to develop the idea into free open-source software that other libraries, museums, and historical societies could also use. Acting on his suggestion, the Library raised \$25,000 from individual donors and received a \$35,000 grant from the John S. and James L. Knight Foundation along with a matching contribution of in-kind services from AvantLogic Corporation.

Now that the Archive is online, people from Southwest Harbor, Mount Desert Island, and around the world have begun contributing to its content. Recently a man in Portugal discovered the Archive while doing a Google search for information about his boat, which was built by the Henry R. Hinckley Company in 1949 and subsequently used as a training vessel by the Portuguese Navy. The Archive did not contain this particular vessel, but it does now thanks to the man's donation of photographs and his own historical research.

You can visit the Archive anytime, from anywhere, at www.swhplibrary.net. The Library has a large backlog of items waiting to go into the Archive, but needs additional funding to perform the work. If you are interested in donating to support the Archive, please contact the Library or visit the 'Contribute' page on the Digital Archive website. In keeping with the Library's mission, the Archive opens the doors to the history, culture, and stories of Southwest Harbor and Mount Desert Island to all.



The Library's Digital Archive portal

Children's Service



Young readers at the Library



Educator Tony Sohns digs into dinosaurs at Summer Story Camp



Susan Plimpton with volunteer Ephron Catlin

With patience, diligence, and passion, many in our community work daily to make sure that not one child will go hungry or fail to succeed in life because of inadequate literacy skills. I am proud to be a part of this work, and proud that our Library plays such an active role.

A major goal of our work with children is to turn struggling readers into thriving readers. To that end we host a lively assortment of events and programs. The 2017 summer family concert series was rich with local performers and performances provided to us by the Barn Arts Collective. They are a talented and dedicated group who add a great deal of literacy inspiration to our community.

Our Summer Reading Program kicked off with Thoughts on Books, where the current Pemetic 4th graders recommended books to the incoming 4th graders. All summer long kids are encouraged to keep journals and check in with a librarian once a week. The grand finale of the summer is our red carpet event where we premier films that the kids have created based on their favorite books. Our Summer Reading Program engaged 174 participating children in 2017.

During the year we offer weekly storytimes for babies, toddlers, and preschoolers, an after-school Reader Dog Program, an after-school café on Wednesdays and a weekly Homeschool group. The 2017 Valentine's Day Tea for the after-school Harbor House kids featured local harp player Liza Rey Butler. When she brought out Kermit the Frog singing "Why Are There So Many Songs About Rainbows?" while playing the harp one-handed, we were all astonished and enchanted. I knew we were creating indelible memories in the minds of our young readers, which has always been my goal.

Our outreach program serves two home daycare centers, one medical center, and the Harbor House Camp MAX summer program.

To facilitate the increased use in our Young Adult room, volunteer Don Lodge built a beautiful and inviting new oval table with shelves underneath. The table is perfect for after-school gatherings. He also built us two new sets of shelves that we will use to alleviate the crowded



Bookworms student and volunteer Tom Lee

Juvenile Fiction section and provide desperately needed display space. Thank you, Don! The more programming we do, the more books that are needed to support it; and we keep doing more. The crowding and competition for space are challenging but a sign of success!

It's been a year of ups and downs, gains and losses. We lost our former assistant director, the wonderful Julie Russell, to brain cancer in April; a volunteer musician, beloved by a decade of toddlers, Bob Myers in March; and our never-to-be-forgotten former director Lorraine Saunders to a bad fall in January. It's hard to believe they are really gone when I think of them every day and still feel their support, inspiration, and love. I see them all in the golden glow of the "good old days" and am grateful for all the ordinary and extraordinary days I spent with them. I hope everyone experienced "Julie's rainbow," her parting gift to us all.

We have gained a new friend and advocate. Liz Solet is now doing grant-writing, development, and fundraising. She is hot on the trail of new funding sources for children's programs and I know our whole community of young readers will benefit greatly from her work.

We were delighted to welcome Sarah O'Neil to our Summer Story Camp staff this year. Sarah works as an Ed Tech at Pemetic School and is specially trained in wellness and yoga. Her high energy, humor, and deep sense of calm are equally contagious, benefiting staff as well as campers.

Happy news is that the peace crane folders are back! Over the years, the group that began under the direction of Lorraine Saunders in 1987 has sent out over 15,000 peace cranes to destinations around the world including the then Soviet Union, Senator Mitchell in Augusta, Baghdad, Hiroshima, and Finland. On Monday afternoons you will find Kate Henry and friends both new and old, of all ages, folding cranes together. Each crane carries with it a wish for peace. This group represents so much history and so much hope; I think they are back just in time. Join us!

Susan Plimpton, Children's Librarian



Rockin' out in the children's room



Ocean Week at Summer Story Camp



Baby Storytime



Island Readers and Writers summer reading list books



Reader Dog



Liza Rey Butler enchants youngsters



Café Book in the spring



Families reading together



Family Sing-a-long with Paul Kaplan



Children's Librarian Susan Plimpton receives the Maine Library Association/Northeast Storytelling Honor Award



Dracula looks for his next read at Trick or Treat for Books

BY THE NUMBERS:

Library open hours: 2,444

PEOPLE AT THE LIBRARY:

3,837 patron accounts

70,318 Library visits

17,256 used the Library's public computers

8,805 used the Library's free WiFi on their own devices

420 reference questions asked at the Circulation Desk

IN THE LIBRARY'S

COLLECTIONS:

26,323 adult books

6,199 children's fiction books, CDs, kits, puzzles

1,640 children's nonfiction books

3,490 young adult fiction books

812 audiobooks

1,260 DVDs

112 print magazines

THE LIBRARY PROVIDED

FREE ACCESS TO:

9,548 electronic books and

5,309 audiobooks via OverDrive

70 online databases through MARVEL

5,226 downloads of audio or electronic books from cloudLibrary

THE LIBRARY CIRCULATED:

5,603 books borrowed through ILL

5,021 books loaned through ILL

13,734 children's titles

4,110 young adult titles

34,252 adult titles

LIBRARY PROGRAMS:

319 children's and young adult programs, with

5,025 attendees

284 adult programs, with

5,047 attendees

TECHNOLOGY

AT THE LIBRARY:

625 Tech Help sessions (appointments, walk-ins, patron services)

A variety of tech items can be used in the Library or borrowed, including an iPad, iPod, Kindle, telescope, Kill-a-Watt Meter, and digital camera.



Marc Stowbridge, founder of the telescope lending program for libraries, visits SWHPL

2018 CALENDAR OF EVENTS

that benefit the Southwest Harbor Public Library

May 5-12, 2018, Library hours
Buy your Mom something special at the annual **MOTHER'S DAY SALE**. More added each day including baked goods! All proceeds go to children's programs.

Saturday, May 19, 2018, 8-11 a.m.
Buy all your spring flowers at the **ANNUAL PLANT SALE**.

Thursday, June 21, 2018
A Taste of Spring, Dinner and Silent Auction at the Claremont Hotel. Reserve early, seats are limited.

Saturday & Sunday, July 14 & 15, 2018, all day
PAPERBACK BOOK SALE. Thousands of used paperbacks for your vacationing pleasure on the Library Front Lawn.

July 9 – August 5, 2018
A CELEBRATION OF ART, Exhibit and Silent Auction. Enjoy the creative works of our talented community artists and plan to bid often or better yet, **BUY IT NOW!**

Sunday, August 5, 2018
A CELEBRATION OF ART, Reception and "Paint the Quightside" Live Auction. NEW for this year—celebrate the beauty of the Island with a "fresh paint" event!

Saturday & Sunday, August 11 & 12, 2018
GIANT USED BOOK SALE Thousands of books including fiction, nonfiction, puzzles, children's books, paperbacks and MORE at great prices for your reading pleasure.

For More Information, Contact the Southwest Harbor Public Library
207-244-7065
www.swharbor.lib.me.us



July Booksale during Quightside Festival



Coast Guard members help with book sales



The annual Trick or Treat for Books draws kids and families for spooky fun



A guided hike on Great Pond Mountain was one of the auction items at the Claremont Dinner



The Library represents at the Flamingo parade!



Trustee Duane Braun at the annual Plant Sale



Post Office Box 157, 338 Main Street
Southwest Harbor, Maine 04679
PHONE & FAX: 207-244-7065
EMAIL: circulation@swharbor.lib.me.us

LIBRARY HOURS:
MON, TUES, THURS & FRI: 9:00am - 5:00pm
WED: 9:00am - 8:00pm
SAT: 9:00am - 1:00pm

Open Doors . . . Open Minds