



## BOARD OF TRUSTEES

Charles Stanhope  
*Chair*

Duane Braun  
Pepper Cwik  
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Michael Rindler  
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## EX-OFFICIO

Erich Reed  
*Director*

## TRUSTEES EMERITUS

Ralph Stanley  
Patricia Sweeney

## View from the Chair

I once again have the privilege to report on the great and good works YOUR library achieved in calendar year 2018, here in the heart of our community. It is so rewarding to see how we respond to your intellectual and information curiosity, to see so many of you participate in the broad spectrum of public programs for children and adults, and —most especially —to hear your heartfelt reception each July as the Library participates in our Flamingo Festival parade. I can report that your support and respect for your library, and what it represents to our town and each of you, is beyond mere words.

Building on your input to our survey, we developed our strategic plan to guide our thinking and our actions. As part of the strategic planning process, we conducted a salary compensation review to insure that YOUR well-loved and well-respected staff are being adequately paid for the dedicated service they provide us. Based on that review, the Board approved a 20% pay increase for the staff which we have implemented over two years. Every staff member brings their strong skills to our community's reading and literacy needs, and their dedication is inspirational.

Please take a few minutes to review the various reports and photos included here, which provide details of the accomplishments of the past year. We are most grateful to the citizens of Southwest Harbor for their approval of a \$5,000 increase in the warrant that supports the library. We are so very proud to be

your PUBLIC library. We salute everyone who has built our endowment over the years, because annual income from it is a second essential component of everything we do. I extend our sincerest thank you to everyone who responded to our fund-raising appeals and activities. Your donations are critical each year, because they comprise almost one-half of our annual budgetary support. Truly, we couldn't do it without you. You will be hearing from us about these critical needs across 2019 and we count on your generosity.

I told you last year that the library entered into a period of change because of the retirement of our long-serving and beloved leader, Candy Emlen, and the retirement of our truly devoted and long-serving board member, Pepper Cwik.

We know no one is irreplaceable, but those two came close. The staff and board are focused on reviewing and revising how the library has conducted business in the past and how we will accomplish and grow into the future. After a nation-wide search, the Board appointed our new



**Starting together in 1989, Director Candy Emlen & Trustee Pepper Cwik retired together 29 years later in 2018**



**Flamingo sighting - New Director Erich Reed with his family, Ezra & Heather Albert Knopp**

Library Director, Erich Reed. What a joy to discover we found him already on MDI! And, he already had a SWHPL library card! Erich joined the staff mid-year and he has been warmly welcomed, and, as they say, he hit the ground running. If you haven't found an opportunity to greet him, please do so. He provides his perspective on his new job in his report inside.



**Young Author Cousins Sadie & Sofia**

*Continued on Page 7*

## LIBRARY STAFF

Erich Reed  
*Director*

Kate Pickup-McMullin  
*Assistant Director*

Susan Plimpton  
*Children's Librarian*

Mary Anne Mead  
*Program & Circulation Manager*

Elizabeth Solet  
*Development & Marketing Manager*

Janet Clifford  
*Library Assistant*

Amanda Crafts  
*Library Assistant*

Brenda Fletcher  
*Library Assistant*

Melissa Haas  
*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.*



**More time for story time -  
Candy with her youngest grandson**

## Director's Report

Recently, the Southwest Harbor Public Library received a thoughtful letter from patrons who were moving away from our community. They shared: "The Southwest Harbor Public Library has been the intellectual and artistic center in our lives while living in the local community. We shall therefore truly miss your wonderful library and its exceptional staff, but will always remember its import for us." It's heartening to hear such testimonials from our patrons, and to know what a prominent, multi-dimensional role the library plays for so many in our community.

In many ways, the numbers probably speak for themselves: in 2018 we had 64,968 visits, offered 630 programs to 9803 attendees, and circulated 55,454 items. For the eighth year *The Library Journal* awarded Southwest Harbor Public Library a 5-star honor and ranked us third nationally based on our budget and per capita metrics for circulation, e-circulation, visits, program attendance, and public computer use.

2018 has also seen several transitions in library personnel. I hope you will join me in thanking Charles Stanhope, who recently stepped down as Chair of the Board after eight productive years in the role. Under Charles's tenure the Board completed a strategic plan that has set the course for the library in the coming years, and has helped guide us through Candy Emlen's retirement as our long-time and much-loved library director, Kate Pickup-McMullin's capable interim leadership, and my start as the new library director. I

am especially grateful to Candy for mentoring me, and for her continued volunteer shifts in the library.

We cannot thank you enough for the support you give the library to help us accomplish our goals. Your donations, volunteer hours, and active involvement keep our library strong and vibrant. In the coming months, we will continue our strong focus on adult and children's programming, we will further share and evolve our Digital Archive containing over 10,000 items of local interest, and we will overhaul the library website to increase functionality and ease of use for both patrons and staff. We also look forward to celebrating the library's 125th birthday in 2020!

As I reflect back on 2018, I truly believe the library's mission of being a welcoming place that inspires and supports lifelong learning, the love of literacy, and the exploration of new ideas, feels as relevant and compelling as ever. In an era where public discourse can be especially polarized and divisive, the library feels increasingly important as a place where knowledge, ideas, and information are shared universally, and where all are welcome through our doors as neighbors and community members regardless of our differences.

I look forward to seeing you in the library!

Cheers,  
Erich Reed, Director

## Our Newest Board Member



Michael Rindler and his wife Leslie moved to Southwest Harbor in 1997. They had been visiting the community since 1977 and frequently vacationed in the area while enjoying its beauty and wonderful sailing opportunities.

Michael founded Integrity Hospital Company in 1987. Integrity specializes in assisting and managing community hospitals and helping them avoid being bought out by big healthcare systems. Michael has authored seven books on healthcare leadership and governance since 1987, and in

2015 semi-retired. Michael has a Bachelor of Science Degree from the University of Illinois and a Master of Management Degree from Northwestern University.

In recent years, Michael has focused on photography, emphasizing beautiful boats and seascapes of Maine and vintage motorcars. His photographs have been featured in several Maine shows, and his prints reside in a number of collections around the United States. He will be showing recent photographs in the Library in September 2019.

Michael and Leslie have one son, Timothy, who resides with his family in Atlanta. Michael feels privileged to serve on the Library Board, which he sees as one of Southwest Harbor's greatest assets.

# Buildings & Grounds Highlights

The most significant event in 2018 was the completion of reshingling of the roof of the second floor part of the Library on October 17, 2018 by Roof Systems of Maine. That finally completed the reshingling of the Library started back in late 2016. The Work Room annex will not be done until a decision is made on the renovation of that part of the library.

Work is continuing with the help of Don Lodge in costing out the replacement over the next few years of existing lighting with cheaper to operate LED lighting. Much of the present lighting is reaching its designed lifetime and will need to be replaced anyway.

In the Holmes Room the gap in the shelving from removal of the unit that used to project into the room has been rebuilt by Ken Hutchins. He will continue to do other "finish carpentry" projects in the library. Don Lodge built some shelving units that were placed in the Young Adult room.

With the assistance of Joe Blotnick with A Climate To Thrive, the Library took advantage of the Efficiency Maine Small Business Initiative which provides a 75% discount on replacement LED fixtures. This work is benefiting from the leadership and guidance of volunteer and retired lighting engineer Don Lodge. Don and his wife Marge are also long-time book sale volunteers.

In the attic of the two-floor part of the library work continues in filling in gaps in the vapor barrier, the blown in insulation, and covering the exposed HVAC ductwork with insulation batts. Inspection walkways still need to be constructed across the attic so the insulation is not repeatedly pulled aside to permit

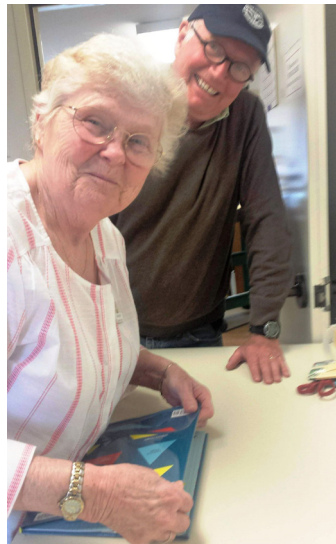
the fire system inspectors to step from one ceiling joist to another.

In the next five years or so, several mechanical system components will need to be replaced. The most likely items needing replacement will be the heating system boiler, the HVAC circulating fan motor, heating coils, and sprinkler system components.

Duane Braun, Building & Grounds Chair



He's up for the job - Volunteer Dick Atlee brightens the staff workroom during Spring Clean-up



Processing books with Volunteers Margo Martin and Jay Emlen



## GALLERY LIGHTING DONATED BY SHIRLEY FUERST

Exciting news for artists exhibiting at the Library. Shirley Fuerst, a patron and accomplished multi-media artist, saw a need and donated funds to make it happen. We now have brand new track lights in the upstairs sitting area that turn that area into a genuine gallery space. The artwork now exhibited there just pops! Thank you, Shirley. Your gift will benefit all of our future exhibiting artists.



Ground crew monitoring the Village Green Entrance while replacing shingles

# Development Report

Thank you for your support this year. We matched our top amount of general donations at \$171,200 and had our greatest number of donors at 667. Elizabeth (Liz) Solet managed the donor data base and coordinating events. A newly established Development Committee (composed of Linda Hayward as chair, Beth Pfeiffer, Jim Vekasi, Charles Stanhope, Dennis Wint, and Liz and Erich from the staff) was formed to raise more than had been raised in years past, to respond to increases in staff salaries. (See the Board Chairman's report for details on that.)

The Annual Appeal, which got off to a slow start, is responsible for about 40 per cent of the Library's income by the end of the year. Thanks to all of you, donations reached the previous year's level.

Fund Raisers sustained previous years' levels, and brought in about as much as last year. The Taste of Spring Dinner, always eagerly anticipated, was a great success, because for the first time, the event had sponsors, who donated over \$4000. Look for a slightly different event in 2019!

The labor-intensive Plant Sale brought in relatively little. Many thanks to Bar Harbor Bank and Trust for the use of their parking lot! And to volunteers Tom Lee, Dennis Wint, Duane and Ruth Braun, Pepper Cwik, Cora Olgay and Alan Rosenquist and everyone who donated plants or bought them.



**Plant Sale Volunteer Tom Lee**

Once again this year, we would like to thank grant support from Bar Harbor Bank and Trust, The First Bank, The Hinckley Company, Rudman Trust, Rodney White Foundation, and the Southwest Harbor Medical Center.

The end result was that all our efforts raised the same amount as last year, but did not reach our goal. With a new, more experienced Development Chair and Committee, some new initiatives, and your help, we will achieve our 2019 goals.



**Top Shelf donors Ingrid Sunzenauer and Hal & Anna Hall at the Claremont Boathouse**

# Book Sale Report

Although Book Sale income was down compared to 2017, receipts were above what was budgeted. The Holiday Sale featured hundreds of new or like-new books suitable for giving, and brought in slightly more than last year. It's a great way to save money on great gifts AND support your Library.

The dedicated book sales committee, veterans and new members, did yeoman work throughout the year. Here is a partial list of who did what:

Helene and Murray did their usual wonderful job of researching and pricing the white glove books, and rejecting those that didn't qualify. Helene also trained new volunteer Joan on researching white glove books which kept the process moving even when Helene and Murray weren't available.

Jana volunteered at the August book sale, and collected books at the end for donation to prisons. Nice to keep the books in circulation!

Don regularly moved boxes of sorted books to Norumbega Storage. The folks from Norumbega Storage helped unload books they delivered. The Coast Guard came to help at the end of the August book sale and we were very grateful for fresh legs at that point.

Anne picked up books to be recycled from the library regularly, which was very helpful.

Book sale kiosk stalwarts Alan, Cora, Joan, Don L, Carol, Diane and the staff kept the kiosk stocked with interesting books available even when the Library was closed. Diane also took the reins of the coffee shop sale, including connecting with the

new owners, stocking the shelves, collecting the funds.

We are grateful to all these people and the unnamed volunteers who sort books throughout the year and for all your donations of books for us to sell. The Library book sales are something summer visitors often plan around. In 2018 Southwest Harbor, Bass Harbor and Somesville all had their sales on the same weekend. Some shoppers liked being able to go to three sales on the same day; the jury is still out on whether the Libraries did better or worse with so much competition on one weekend.

Working at the book sale is a lot of fun, and you really get to peruse the collection. Sorting the books during the year is also fun and interesting, and you can always choose to buy the ones that pique your interest even if it's not book sale time. Contact the Library if you'd like to join this active group.



**On the move, Volunteer Don Lodge, and his wife Marge (not pictured) moving book donations**



**Browsing the Paperback Book Sale during the Quightside Festival**

# Volunteers Report

Without the volunteers, the Southwest Harbor Public Library would not be the place we all know and love. Why?... because volunteers fill so many roles. It would take this whole report to list each person and what they did this past year. So here is a generalized THANK YOU to all our wonderful volunteers and a synopsis of what was done.

- 510 hours Maintaining the Building and Grounds
- 950 hours Doing "ordinary" Library functions like shelving and ILL, otherwise done by staff
- 580 hours Supporting Children's Programs such as Story Time, Reader Dog and Café Book
- 100 hours Putting on the marvelous winter teas
- 400 hours Preparing for and manning the Book Sales and Plant Sale
- 225 hours Maintaining the website
- 500 hours Attending meetings, planning events, raising money (the Trustees)

**Total: 3265 hours – and that's only the hours people recorded!**



**Volunteer Ellen Brawley - Non-Fiction Shelving Whiz!**



**Celebrating our Tea Volunteers Sarah Fraley, Kathy Saunders, Diane Phipps, and Leza Colquhoun**



**After School Café Book visitors immersed**



**Candy Emlen volunteering at the Desk with Staff Mary Anne Mead**



**On display - Artisan Marilyn Hermann's traditional baskets and other original birch bark creations**



**Unpacking the Interlibrary Loan delivery with Volunteer Dan Farley, Staff Janet Clifford, and Volunteer Mary Vekasi**



**Volunteer Kenneth Hutchins installing a bookshelf**

## Welcome and Farewell



**Brenda Fletcher, New Staff Member**



**Melissa Haas, New Staff Member**



**Carolyn Dyer, Retiring Staff Member**



**Vesta Kowalski, Retiring Staff Member**

# Children's Service

## THE UNSEEN

Monday through Friday our children's rooms are bustling with activity. Patrons from infants to grandparents are enjoying our books and programs. We offer story times, Reader Dog, Reader's Theater, home school groups, after school programs, evening and summer programs; all designed to support family literacy. Our shelves are overflowing with books that boast vigorous circulation.

We are proud to say "and that's not all." What you don't see are the many patrons we serve through our outreach program which currently serves two Southwest Harbor home day care centers and one medical center. Typically small home day care providers are not able to transport children to the library. We aim to begin our library/patron relationship at birth because we know that early language development begins

at birth and is essential to reading success. Amanda Crafts, our outreach librarian, delivers individualized story times that are packed with early language essentials and a fresh supply of books to Kids Kare Child Care and Love of a Mother Child Care Center every few weeks. At the MDI Community Health Center she keeps the waiting room supplied with books and puzzles so that kids and parents can use their wait time productively and perhaps find needed comfort. A display encourages patients to apply for library cards. We are so proud of this program and our contribution to the community.

This year we said a sad goodbye to our Reader Dog, Connie. Connie and her human, Mary Anna Fox, served children at this library in the Reader Dog program for over a decade. Before her career as Reader Dog, Connie was a US/Canadian champion show dog. Her extremely

sweet personality was a perfect match for Tremont's elementary school teacher, Mary Anna. Together they provided unconditional love and acceptance for a decade of young readers. Connie was a true ambassador for reading and for our library. We love knowing that Connie will live on in the memories of so many of our young patrons.

Unseen but essential are approximately 12 volunteers who help provide our weekly children's programs. These are people who care deeply about our local children and are willing to make time for them every single week. We are all proud and humbled to realize the extent of their commitment and delighted to be working with every one of them. We really are making a difference!

Susan Plimpton, Children's Librarian



Reader Dog Connie and rising reader



Down by the Sea with Mr. Magee and Reader Dog Connie



Story time at a home daycare with Outreach Staff Amanda Crafts

# View from the Chair

Continued from Page 1

Watch for the very successful Summer Story Camp and our on-going programs to strengthen literacy and reading skills. These efforts are truly one of the gems in our crown, along with the engaging and varied programs offered all year long. In particular, I want to celebrate the continuing growth of our critically-acclaimed Digital Archive. Established and nurtured by Charlotte Morrill and the late Meredith Hutchins, former Library Director, and many devoted volunteer scanners, researchers and catalogers, our Digital Archive is regarded as an example of how to organize, amplify and share original materials. With grant support, board member George Soules and others designed this Open Source content management system which is now in use by seven

cultural heritage organizations on MDI. YOUR public library is showing how to solve a complex problem and this achievement would not have been possible without your investments in us. Please take a look at the Digital Archive by visiting [www.swhplibrary.net](http://www.swhplibrary.net). We hope you will be inspired to help with the ongoing project. Join in mining with us this Digital Archive as YOUR library celebrates its 125th birthday in 2020, along with that other Bicentennial you may have heard about, the 200th Birthday of the State of Maine. We will be developing a creative year of celebration and I would love to hear from you about how best to mark this achievement.

With this 2018 "View from the Chair," I step down as chair of the board. It has been a rewarding privilege to serve my community in this role. I now welcome the new Chair, Linda Hayward, and Vice-Chair, Karen Kupiec, who will lead the board in the years ahead. I know I can count on all Library friends to support them, the staff and board in every way to guarantee YOUR library's continuing growth and success.

I look forward to seeing you in the heart of our community, at YOUR library, and in this summer's Flamingo Festival parade!

Charles V. Stanhope, Chair, Board of Trustees



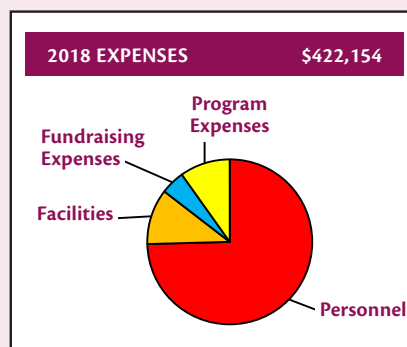
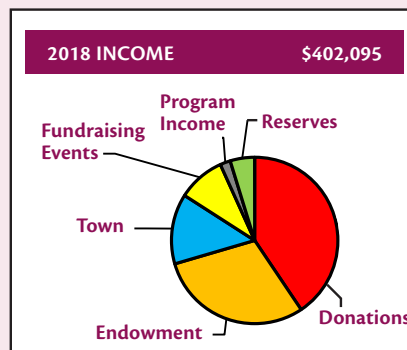
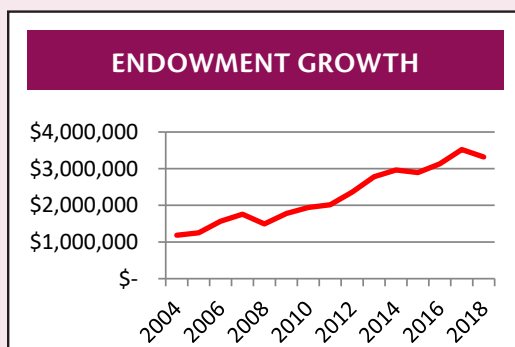
A view from the past - the Library in 1896

## Treasurer's Report

**BUDGET** — Increased costs for personnel along with limited income growth led to a 2018 operating deficit of \$20,058. The deficit was funded by reserves from previous year's surplus.

**ENDOWMENT** — Despite more than \$40,000 of net new donations, the combination of our normal budgeted withdrawal of \$126,159 along with stock market losses in Fall, 2018 resulted in a balance of \$3,318,940, a decrease of \$202,673 from 2017.

Jim Vekasi, Treasurer



## BY THE NUMBERS:

### LIBRARY OPEN HOURS:

2,444 hours/year;  
47 hours a week

### PEOPLE AT THE LIBRARY:

4,682 adult patrons  
305 child patrons  
64,968 people visited the Library  
11,412 people used the Library's public computers  
10,014 used the Library's free WiFi on their own devices

### IN THE LIBRARY'S

#### COLLECTIONS:

27,151 adult books  
6,616 children's fiction books, CDs, kits, puzzles  
1,764 children's nonfiction books  
3,728 young adult fiction books  
871 audiobooks  
1,627 DVDs  
113 print magazines

### THE LIBRARY PROVIDED

#### FREE ACCESS TO:

11,408 electronic books and 5,580 audiobooks via OverDrive  
60 online databases through Maine Digital Library  
5,226 Downloads of audio or electronic books from cloudLibrary

### THE LIBRARY

#### CIRCULATED:

5,826 books borrowed through ILL  
5,877 books loaned through ILL  
12,734 children's titles  
3,778 young adult titles  
36,129 adult titles

### LIBRARY PROGRAMS:

346 children's and young adult programs, with  
5,046 attendees  
284 adult programs, with  
4,757 attendees

### TECHNOLOGY

#### AT THE LIBRARY:

807 Tech Help sessions (appointments, walk-ins, patron services)  
A variety of tech items that can be used in the Library or borrowed

# 2019 CALENDAR OF EVENTS

that benefit the Southwest Harbor Public Library

**May 4-11, Library hours**  
**MOTHER'S DAY SALE.** Buy your Mom something special. More added each day including baked goods! All proceeds go to children's programs.

**NO PLANT SALE THIS YEAR**

**Thursday, June 27,**  
**A Taste of Spring, Dinner and Silent Auction at the Red Barn, Causeway Club.** Reserve early, seats are limited.



Author Dava Sobel (2nd from L) with staff Mary Anne Mead, Kate Pickup McMullin, and Board Chair Charles Stanhope



Naturalist Ruth Grierson with her book *Living on the Edge* co-authored by Thomas F. Vining (not pictured)

**Saturday & Sunday, July 13 & 14, all day**  
**PAPERBACK BOOK SALE.** Thousands of used paperbacks on the Library Front Lawn for your vacationing pleasure.

**August 3-28,**  
**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!

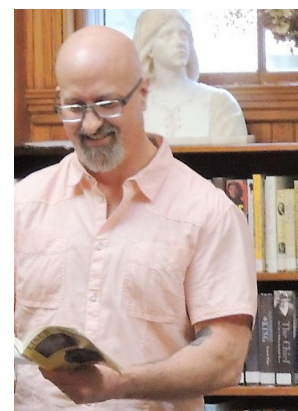
**Sunday, August 4,**  
**A CELEBRATION OF ART, Reception**  
 Meet the artists!

**Saturday & Sunday, August 3 & 4,**  
**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.swhplibrary.org](http://www.swhplibrary.org)



Bee Parks Send-off Party for musician/performer Brittany Parker



Swan's Island Poet Gary Rainford



Bronwyn with Bronwyn in her mother Maria Charette's painting for Women's History Month



Post Office Box 157, 338 Main Street  
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**LIBRARY HOURS:**  
 MON, TUES, THURS & FRI: 9:00am - 5:00pm  
 WED: 9:00am - 8:00pm  
 SAT: 9:00am - 1:00pm

*Open Doors . . . Open Minds*