

Calvert County Public Libraries

Calvert County Library
30 Duke Street, P.O. Box 405
Prince Frederick, MD 20678
410-535-0291 301-855-1862

Fairview Branch Library
8120 Southern Maryland Blvd.
Owings, MD 20736
410-257-2101

Twin Beaches Branch Library
3819 Harbor Road, P.O. Box 910
Chesapeake Beach, MD 20732
410-257-2411

Southern Branch Library
20 Appeal Lane, P.O. Box 599
Lusby, MD 20657
410-326-5296

Calvert County Library's Web Site

<http://www.somd.lib.md.us/CALV/Libraries>

Web Catalog, COSMOS

<http://cosmos.somd.lib.md.us>

Calvert County Public Library



1989~1999
Serving a Growing Community

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Calvert County Public Library 1989-1999 Serving a Growing Community

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Introduction

Reading the history of the last ten years of the library has been rewarding for me. Thinking about how technology has changed and the progress we have made during those ten years is amazing. A devoted library staff has made our growth possible. The staff is always thinking about our customers and how to improve library services. A lot of changes have been required of the staff over the past ten years and they have managed this well. We have learned a lot and continue to learn something new every day. I would personally like to thank all the staff members who have worked at the library over the past ten years.

Enjoy the library!
Pat Hofmann
Director

The year is 1999. The Calvert County Public Library celebrates its 40th anniversary and is on the leading edge of library services as the new decade approaches. Friendly and knowledgeable librarians, with a sincere desire to help customers, provide competent and convenient delivery of information. With computers in every branch providing public access to the Internet and e-mail, automated circulation, the library catalog on the Web, and with customers able to reserve, renew, and check their library account from home, the Calvert Library is in the forefront of library technology. How did this happen? It didn't happen overnight! It's time to look back at the last 10 years and see how the library has expanded to reach out to its customers.

Statistics

	<u>FY 1988</u>	<u>FY 1998</u>
Circulation	318,352	515,182
Customers	122,249	327,558
Reference Questions	13,138	31,542

Awards Received by the Calvert County Public Library

The Maryland State Department of Education,
Division of Library Development and Services
For Highest Performing Library System over the Decade
1983-1994 in the Statewide Reference Survey

The Calvert County Chamber of Commerce
1998 Home and Business Expo Spirit Award
For Demonstrating the True Spirit and Initiative of Expo

The Calvert County Literacy Council 1998
For Community Leadership in Support of Literacy

The Calvert County Board of County Commissioners 1999
For Outstanding Contribution to the Preservation of
Calvert County's Cultural Heritage and for Extraordinary
Care and Support in the Education of Our Citizens about
Heritage and Cultural Resources

When the 30-year history was written in 1989, the last chapter looked to the future. The last passage in the book reads, "Many changes have occurred in the 30 years of the library's existence. The rapidly changing technology will create many more changes in the next 30 years – searching of remote data bases by computer, accessing data stored on compact discs, access to the library's resources by telephone line from home or business computers and automating the library's many routine functions such as circulation, acquisition of materials and interlibrary loan to name but a few. Though there will be many future changes, the library staff will continue to follow the same philosophy: *The user comes first.*"

In just 10 years, the predictions have come true. Technology has changed the daily routines of the library staff and customers. The incredible growth in the population of Calvert County has brought about additions in the hours and setup of the branches. Throughout the progress of the past decade, the customer continues to be the first priority.

Moving Forward with Automation

In 1989, there were four libraries in the County: Prince Frederick (the main library), Fairview Branch, Twin Beaches Branch, and Southern Branch. The library was part of the Southern Maryland Regional Library Association (SMRLA). Kitty Hurrey was the Director of SMRLA as well as the Director of the three public library systems in Southern Maryland: Calvert, Charles, and St. Mary's. SMRLA's new building in St. Mary's County was dedicated in May of 1989. It was a banner year for the library systems, because the lease was signed with CLSI, the company that would provide the first automated circulation system for the public libraries in Southern Maryland. This system would create a database of the holdings of the collections in the public libraries in Calvert, Charles, and St. Mary's Counties and Westlake High School in Charles County. For the first time, librarians and customers in each branch would be able to see the catalogs of all 11 libraries. Oh, if it was only as easy as signing the lease!

In 1989, customers checked out books using the checkout card in the back of the book. Librarians used the Gaylord machine to transfer the customer's library card number to the checkout card. They filed a massive number of cards daily to keep track of the items checked out. They placed requests for materials by searching the cards (an arduous task). Statistics were carefully tallied each day at closing. When new books were added to the collection, library staff filed cards in the card catalog. At least three cards were added for each book. Card catalogs were filled to overflowing. Signing the lease with CLSI created the hope that relief was in sight.

A great deal of work had to be done to prepare the libraries for automated circulation. Staff at SMRLA accomplished much behind the scenes work to plan and institute the mainframe computer and database. County librarians started CLSI training in 1990. By 1992, the libraries reached the final step in the

preparation process; they were ready to barcode their books. Each branch closed for about a week for this time consuming task. The Southern Branch and Twin Beaches Branch were the first in the County to begin checking out books with the new system on November 23, 1992. The Fairview Branch followed on December 10 and Prince Frederick on December 28.

Automated circulation brought computers to the branches for searching the library catalog. Staff trained the customers to use COSMOS (Collections of Southern Maryland On-line System), the computerized version of the card catalog. The benefits of automation were numerous: holdings of 11 libraries, in all formats, included in one catalog; faster delivery of materials; improved routines for checking in and checking out materials; and better accuracy in circulation records.

Customers in Calvert County have always had access to the state's interlibrary loan system. This allows customers to borrow books from other libraries, public and academic, throughout the state of Maryland. In 1989, each library received a computer with a CD ROM database of the holdings of the libraries in the statewide system. This database, updated annually, improved interlibrary loan through its computerized order form and detailed information about each book.

With a wealth of information available with the click of the computer mouse, the Internet significantly changed the way libraries provide information. Again, it didn't happen overnight. Calvert County Library staff received Internet training in 1993. By 1995, all of the libraries were connected to Sailor, the network sponsored by the Maryland State Department of Education that connects libraries in the state to each other and to the Internet. Calvert County Government and the Calvert County Public Schools currently receive their Internet access through Sailor. The Internet became another resource for librarians to search when answering reference questions.

As the library collection grew and technology advanced, the automated system was ready for an upgrade. In 1996, the libraries made a smooth transition from a text based, fairly limited system to a Web based, multi-tasking system. With the new DRA product, librarians and customers could view the holdings of the 11 Southern Maryland libraries on the database to see if a book was owned and if it was on the shelf or checked out. Customers with a computer, modem, and Internet service provider were able to view COSMOS, the library catalog, from home or at work. Additionally, librarians could request books from other Southern Maryland libraries. This made delivery of items much quicker and eliminated a lot of paperwork.

In 1997, for the first time, customers could reserve their own books and videos using a computer in the library or at home. They could also look at their library account to see if any items were currently checked out, and renew or reserve items.

Staff eagerly trained customers to use the new computer system. They also patiently helped those who were uncomfortable with computers. Librarians enjoy



working one on one with customers to help them learn how to use the system. It creates a feeling of accomplishment when a customer feels comfortable using the computer.

The Calvert County Public Library changed major daily routines - from checkout cards to automated circulation; from the card catalog to an on-line library catalog, COSMOS, on the Web - all in one decade.

Kim Hunt using a computer in the Prince Frederick Library's Children's Department

Moving Forward with Changes in Structure

While daily library routines changed dramatically for librarians and customers during the decade, another major change took place in the Calvert County Public Library. The administrative structure changed in 1995 with the retirement of Kitty Hurrey, Library Director since 1968. Until 1995, SMRLA and the three Southern Maryland public library systems shared a Director. Each system had an Assistant Director who oversaw the daily operations of the libraries.

The one director structure had served Southern Maryland quite well for many years. Kitty, a visionary, always made sure the Southern Maryland libraries were on the leading edge of library services. Automation is just one example of her determined dedication to pool the resources of the three counties to provide excellent services. A strong advocate of customer service, Kitty stressed the importance of service to the customer. She would often say, "There are no dumb questions. Whoever walks in that door is just as important as anyone else. Whatever they need is important."

In 1995, the three Library Boards held a work session to review the structure



Kitty Hurrey at her retirement party.

of the library systems. With the sharp increase in growth taking place in each county and the resulting increase in library services, the current structure was proposed and accepted shortly thereafter. Instead of one Director for all of the systems, SMRLA and each of the library systems would have their own Director. A smooth transition occurred, as Pat Hofmann, the Assistant Director, was promoted to Director of the Calvert County Public Library.

Pat became the Director of the library on July 1, 1995. Having worked closely with Kitty and the Board for many years, Pat settled quickly into her new role. As with Kitty, Pat's number one priority was to provide excellent library services to the citizens of Calvert County. In July of 1995, Marcia Hammett was hired as the new Branch Manager of the main library.

The changes in the administrative structure took place with great care and planning by the Calvert County Board of Library Trustees. The smooth transition ensured that consistent, excellent library services would continue. June King, President of the Board during this time, recalled, "Perhaps the most important thing in those years was the reorganization that took place when Kitty Hurrey retired. The opportunity to be part of that growth in the library system in Calvert County was quite important. We [the Board] prepared and thought of ways of implementing things that would be helpful and appropriate, and at the same time, to set up all the communications that needed to be done so that people understood what was happening. We had the opportunity of trying to grow in an appropriate fashion and doing the things that needed to be done." She also praised the staff for their effort during this time of transition and their willingness to learn the new procedures and skills associated with the advances in technology, "The Board was so proud of the opportunities that they [staff] gave to the citizens because they were willing to go over and beyond the call of duty."

The Board of Library Trustees is the governing body for the Calvert County Public Library. During the last decade, the Board continued a strong, positive relationship with the staff. The seven members of the Board give many hours of their time to the library. They work closely with the Director to compose policies, balance budgets, and plan services to guarantee the smooth functioning of the library. Their hard work is a result of their dedication to the library community.

The current Board President, Judge Thomas A. Rymer, remarked, "We are extremely fortunate to have Pat Hofmann as our Director of the Calvert County



Pat Hofmann at a library Christmas party.

Public Library. Pat and her staff are the library's most valuable resources and give our customers the friendly services and professional help that make our library system one of the finest in the country."

Reaching Out as Calvert County Grows

In 1989, the Calvert County Public Library had four libraries and an outreach van serving the citizens. In 1999, this is still true. In 1989, the libraries circulated 358,821 items. In 1998, library circulation was over ½ million. What happened? The population of Calvert County grew by leaps and bounds. In 1989, the population of Calvert County was 45,000. In 1999, the population is 73,000. Calvert County is the fastest growing county in Maryland. Evidence of the growth is everywhere: new schools, stores, and shopping centers, increased traffic, and more traffic lights. The increase in library business is also evident. There have been increases in circulation of materials, customers visiting the libraries, the number of reference questions, computer use, and attendance at story time programs.

The libraries have changed over the decade to meet the increasing business due to this tremendous growth in Calvert County's population. The number of customer visits increased by 168% over the decade, with 122,249 in 1988 and 327,558 in 1998. Without adding any new libraries, the Calvert County Public Library stretched to meet the increased business by renovating one branch, moving one branch to a larger space, and reorganizing one branch and the main library. The hours of the three branches increased in 1998 to make it more convenient for customers to visit their local library. During the decade, the main library has been open 61 hours per week. In 1989, each branch was open 45 hours a week. In 1998, the branches opened 8 more hours per week. In 1999, all of the libraries will be open the same hours, each providing 61 hours of public service per week. The Calvert County Commissioners approved the necessary funding to hire staff to increase access to library facilities.

What has changed in the libraries?

The Prince Frederick Library, the main library in Calvert County, kept the same exterior over the decade. From Duke Street, the garden creates an inviting entrance with friends from the Chesapeake Garden Club keeping a watchful eye on what's growing. The Adult Department is still connected to



Grace Sturdevant, weeding the garden.

the Children's Department by a narrow lobby, however, changes are in store as soon as you enter either side. Over the decade, shelves have been moved and moved again to handle more materials. Librarians have also rearranged shelves to make room for computers and the customers who use them. The card catalogs are gone, and computer stations now hold the records of what is available in the library.

The Children's Department is truly a world for children. Bright, colorful bookcases and eye-catching displays of picture books invite you inside. Computer technology is also evident upon entering the Children's Department. A table of computers lines one wall. The computers hold educational CD ROM's that children find fascinating.

This area has had several changes in the last decade. At one time the picture books were shelved in a structure resembling a porch with a picket fence. To create more room for books, the children's nonfiction collection was moved into the Duke Room in 1992. With the increase in reference service and computer use in the Children's Department, the area was redesigned in 1997 to create more space for books and computers.

The next room in the Children's Department, the Duke Room, is the original library building. It is the base of the Prince Frederick Library from which all



Children enjoying the collection in the children's department.

additions have grown. It is an Historical Site, established as a library in 1912. Originally located adjacent to the Court House in Prince Frederick, the Duke Room was moved to its present site in 1961. There have been changes in the Duke Room to accommodate the growth in Children's Services. The children's nonfiction and fiction books are now housed in the Duke Room. The historic atmosphere of the Duke Room is maintained with its high ceiling, long windows, and beautiful fireplace.

Moving across the lobby to the Adult Department, customers are immediately surrounded by shelves of books. Changes are regularly made in the Adult Department to make room for materials.

Displays of new fiction and nonfiction books are a favorite browsing area for customers as they enter the library. A computer area now occupies the section where story times were once held. In 1989, there was one computer for public use. It had an electronic encyclopedia. Today there are 10 public access computers with a variety of programs and capabilities.

Librarians in the Children's and Adult Departments are eager to help customers check out their materials and find the information they need. Librarians assist customers in finding answers to their many questions. They also help those who are unfamiliar with the on-line catalog and the Internet. Have a question? Ask a librarian!

Bursting at the seams, the Prince Frederick Library is scheduled for renovations and an addition in Calvert County's FY 2002 capital budget. The staff continues to find creative ways to make the library more appealing and, at the same time, squeeze in new books, videos and audios to meet customers' needs. Martha Mackall, Circulation Supervisor, keeps an eye on the collection and shifts books to try to make more room on the shelves. That task becomes more challenging as all of the shelves



JoAnn Fox, Shirley McCarthy, Martha Mackall and Mary Flynt in the Holiday Spirit.



Customers using computers in the library.

become full and the library runs out of room for more bookcases. Bookcases take up space where customers used to walk or read at tables. Customers and staff eagerly look forward to more space!

Carolyn Graessle became Branch Manager in 1998. Though she inherited a building that was too small for its collection and services, she was very pleased with the welcome she received from staff and the community. She is looking forward to contributing to the design of a user-friendly space for library services at the Prince Frederick Library.

Though crowded, the library shines under the care of Ollye Wallace. Ollye has been the Prince Frederick Library's custodian for 34 years. She cleans the library before customers arrive and in between the busier times. Ollye, scheduled to retire in October of 1999, will be missed.

More customers, increased use of the meeting rooms, higher attendance at story time programs, all created the need for additional parking. The parking lot behind the library seemed to get smaller and smaller as customers had to look for parking in nearby lots. In 1997, the County expanded the parking with a temporary lot. In 1999, the parking lot became complete with the dedication of the Boyd and Margaret King Memorial Park.

The Prince Frederick Library has been the home of several agencies over the decade. Cooperative ventures with these agencies have been very successful. Of particular note is an event held in 1996. "30 Duke Street Presents" was an open



Carolyn Graessle, Joan Roach, Martha Mackall, Kathie Eichfeld, Pam Perrygo and Marcia Hammett.

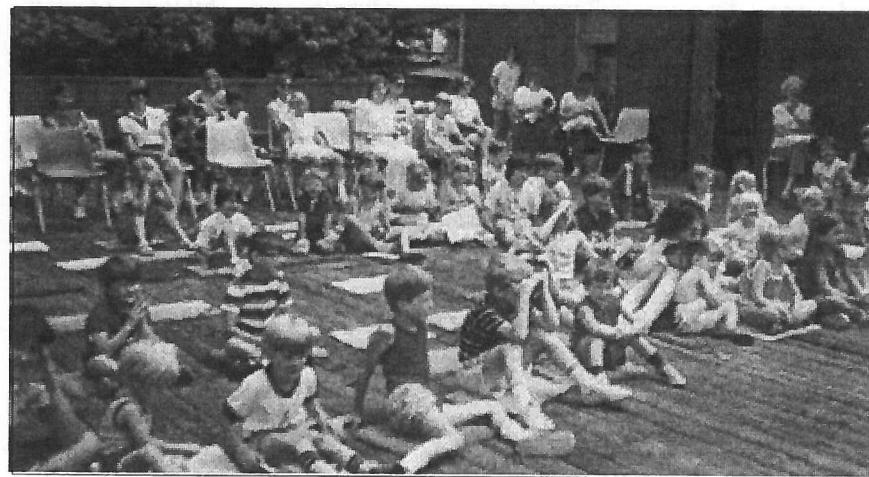
house, an evening of entertainment and refreshments, hosted by the four agencies in the building at the time, the library, Calvert County Historical Society, Calvert County Literacy Council, and the Calvert County Cultural Arts Council. The Calvert County Historical Society has been located in the basement of the library since 1973. The Society plans to move to Linden, on Church Street, when its renovation is complete. The Calvert County Literacy Council and the Calvert County Cultural Arts Council shared with the Outreach Service one room in the basement of the library for most of the decade. In 1998, both agencies located space to rent in separate locations, giving them more room and windows!

Cosmetic changes have happened as well. New carpeting was installed in 1990. Library staff moved all of the books and materials and county workers moved the furniture. The Friends of the Library recently funded the painting of the meeting rooms downstairs. The fresh paint has created a pleasant and inviting atmosphere.

The branches have had changes similar to the main library as their collections and services have grown to meet the needs of their customers.

In 1989, the Twin Beaches Branch was located on the second floor of the Twin Beaches Community Center (now the North Beach Community Center) in North Beach. The librarians used the meeting rooms, located downstairs, or the open deck to hold children's story time and Summer Fun programs. In 1989, the Summer Fun programs were moved to the Union Church Sunday School Building to accommodate the increasing number of children attending the programs.

Twin Beaches celebrated its 10th Anniversary in 1991. From the beginning of the decade, the Branch was rapidly outgrowing the space. More room was needed for books, customers, and programs. The Branch closed in October to prepare to move to a new location, Captain's Quarters, in Chesapeake Beach.



A summer program on the deck at Twin Beaches Library.

The Twin Beaches Branch reopened on November 4, 1991, in its new location, to continue to serve both Chesapeake and North Beaches. Additional space included a meeting room where story time programs could be held. Librarians and volunteers assisted with the move, packing and moving numerous boxes of materials.

Library services continued to increase at Twin Beaches and, as elsewhere, more room was needed for materials, computers, and customers. In September of 1996, the Branch closed for renovations. Interior walls were removed and the space was redesigned resulting in a more open area. The children's department took the place of the meeting room. The attractive arrangement invites children to come in and explore the wonderful materials with bright displays and a computer with children's programs. An Open House was held on December 14 to celebrate the reopening with guest readers, storytellers, and children's entertainers.

Twin Beaches has a wonderful location overlooking the Chesapeake Bay. Customers may sit and read in a cozy area with a panoramic view. Twin Beaches has a computer area available for customers with librarians nearby to assist. As the book collection continues to outgrow its space, librarians try to find creative ways to shelve more books.

Changes in staff took place along the way. Maryann Dillon, Twin Beaches Branch Manager since 1981, retired in 1992. Joan Roach was promoted to the Branch Manager position just in time to usher in the first automated circulation system and computerized version of the card catalog. She reflected that while automation doesn't automatically make things easier, it does make things much more efficient. Twin Beaches librarians patiently helped customers with the new system as they, themselves, learned its many benefits.

Twin Beaches experienced growing pains while trying to meet the increased audience attendance at children's programs. Over the years children's programs have been held in the Branch, Union Church Sunday School Building, North Beach Fire Department, and the Northeast Community Center in order to accommodate the continuously expanding attendance.

The Fairview Branch is at the same location in Owings as it was in 1989, but the building was transformed in 1994 – 1995 to create a library twice the size. The Fairview Branch, located in the former Fairview Elementary School, closed in October, 1994 for the renovation. Staff packed up the books and other materials in countless boxes to be stored along with the furniture and shelving while the space was completely gutted.

Since the Fairview Branch would be closed for so long, the Twin Beaches Branch increased their hours during the renovation to accommodate those who were inconvenienced by the temporary closing of Fairview. Additional story time programs were also offered at Twin Beaches. Fairview staff worked at other branches during this time. Their help with the increasing workload was appreciated, and they were missed when they were called back to Fairview to prepare the renovated library for service.



Ribbon cutting for the enlarged Fairview Branch.

Receiving the permit to move back into the library on September 20, 1995, librarians worked practically night and day to be ready to reopen on October 10. Staff throughout the county participated in the Fairview project, moving and unpacking boxes and placing the books carefully on the shelves. The dedication ceremony was held on the afternoon of October 10, under the trees, with remarks by County Commissioners, the President of the Library Board of Trustees, and the Library Director.

When the Fairview Branch reopened, it looked like a new library. There was new furniture, including a centrally located circulation desk. Sheila Hejl, Branch Manager since Fairview opened in 1981, continues to be very pleased with the library's arrangement. The library's collection is now housed in one room that she describes as open and airy. Much appreciated are the windows that actually open! There is also a larger area for librarians to process and prepare materials for programs.

The computers are arranged in a circle in an area close to the front of the circulation desk. Recently, a customer had a request for help in using the Internet. She gave the librarian the address of the site she wanted to visit. It turned out to be a hospital web site. With the librarian's help, she was able to view a picture of her newborn granddaughter. What a nice introduction to the Internet!

Attractive book displays mark the way through the library. The children's area has a variety of books arranged on low shelving for little hands to reach. Bounded by shelves, the area offers a space for children to enjoy the wonders of books.

Children's story time programs are very popular at Fairview. Sheila related the following story about a little girl who came to story time with her mother and



Sheila Hejl, Nancy Fissel, Beth Emerson and Russell Costley.

grandmother. She enjoyed the weekly programs led by "Miss Joanie" and "Miss Grace." The little girl moved to Hawaii with her family when her father was transferred. On her first visit to the library in Hawaii, she walked up to the circulation desk and asked, "Where's 'Miss Joanie' and 'Miss Grace'?"

The Southern Branch has also remained in its same location during the decade. The youngest branch, Southern opened in 1988 in the Southern Community Center in Lusby. Library services there have also been impacted by the growth in Calvert County. Carol Bays, the Branch Manager since its opening, remarked that when the library opened there were five books on each shelf. Today, the shelves are full to overflowing! Business has grown quickly as new schools and housing for senior citizens have been built near the Southern Branch.

By May of 1996, the Southern Branch had reached the point where the collection and furniture had to be rearranged to create more space for books, customers, and computers. The Branch closed for three days. Everything that was movable was moved! Staff moved books and county workers moved furniture and shelves. The Library Technical Assistant ran wire to network the computers with each other and the main library. Space was created to install workstations for the computers. The computers are located for easy access by customers and librarians. The Internet was not available in the libraries in 1989, and in 1999 if it is unavailable for even an hour, it is a calamity!

When the library reopened, there was a bit more room for the children's area. The children's area continues to be located near the front entrance. The appealing displays are designed to delight those who look for books.



Carol Bays surrounded by staff, Amy Bracewell, Trudy Mihalcik, Anita Urbanek, and their families.

Attendance at story time programs grew quickly at Southern. When the Branch opened there were three story times a week as in the other two branches. The number has increased to five story times a week to accommodate the number of children in the southern part of the county.

Library services grew by leaps and bounds over the last decade. Librarians changed the arrangement of the libraries to accommodate the growth in circulation, customer visits, and the addition of new services. What changed in services?

Reaching Out with Library Services

Traditional library services continued to be in demand. Books, reference, children's, and outreach were the core services in 1989. Adult and children's programs continued to be popular. Services that were fairly new in 1989, such as audiotapes and videos, took off in the next decade. Plus, there was a brand new service - public use of computers.

Outreach serves that segment of the population which is unable to visit the local library. With the retiring of the bookmobile, "The Rolling Tomes," in 1988, and a new van, "Traveling Editions," Outreach continued to focus on delivering materials to the homebound, senior centers, nursing homes, and agencies. Outreach took on a new role in 1988: Outreach librarians began visiting licensed

day care providers with materials and programs. In 1998, a new van, "Special Editions" replaced the old van.

The Outreach librarians handle an incredible number of books each year. They load the van each week with books selected for their customers, and completely unload and reload the van every six months. "Special Editions" carries a browsing collection of children's books to the daycare providers and centers, as well as several schools. Children are delighted to get on the van to explore the mini-library. The librarians often select books which correspond to the current curriculum to leave at the centers.

When the Outreach librarians visit their homebound customers, they take books that they have selected with that specific person in mind. The librarians get to know their customers. They know who likes what author and what type of book the customer may prefer – romance, historical fiction, mystery - to name a few of the more popular selections. In addition to books, the librarians also bring news of the community as they visit with those who are confined to their home. Their visits involve more than delivering books. They actually bring a piece of the library and its friendly atmosphere into the home.

Reference service is another library service that took on a new role. Reference service changed during the decade to incorporate the Internet. At one time, librarians primarily used print sources within the library to answer customer questions. Questions that were unable to be answered were forwarded to the Enoch Pratt Library in Baltimore for extended searching by their subject specialists.

The advent of the Internet increased the potential sources for answers. Librarians attended many workshops to learn how to search the Internet successfully to help customers find the information they needed. Sites abounded on the Internet and librarians learned to navigate carefully to create a successful search with accurate and reliable results. The branches became more independent as librarians were able to search for materials and information on the Internet. Kathie Eichfeld, Reference Supervisor, recalled a reference question that was answered through the Internet that would have previously been sent to Pratt. The customer wanted to know if a particular company was still in business. The company was known to be located in a small town in Ohio in the 1940's. Print sources revealed no such company. Likewise, a search of the company's name on the Internet revealed no answers. Kathie looked up the town on the Internet and found that it had a web site with an e-mail link for questions and comments. She e-mailed the customer's question and received, by e-mail, the history of the company with its name change, current address, and phone number.

Reference services grew as informational questions increased. In FY 1998, Calvert County librarians answered 31,542 reference questions compared to 13,138 in FY 1988. Questions were asked not only in the library, by telephone, by letter, but also by e-mail. The reference and nonfiction collections in the libraries increased to help customers find the answers to their questions. As popular as the

Internet is, it is not the best source for every question. Librarians are trained to conduct reference interviews with customers to assist them in finding the best sources to answer their questions.

"Library Lines" continued to be a popular section of a local newspaper. The decade saw the author change from Pat Hofmann to Kathie Eichfeld, who continued the tradition of providing a list of sample questions and answers from the Reference Department.

Interlibrary loan services changed a great deal during the decade. Librarians had to type requests for materials from other libraries and send them through the library's delivery system to the Southern Maryland Regional Library. The upgrade to the on-line catalog in 1996 introduced the capability for librarians and customers to place requests directly on-line from the library and home. This speeded up the process.

Marina, Maryland's new statewide interlibrary loan system, has allowed librarians to request materials from other public libraries using the Internet. This improvement has significantly reduced the paperwork associated with the process and allowed requests to be made much faster, improving the delivery time of the material. Books borrowed through Marina come in delivery with a green band around them. Written on the band is "Do Not Remove – Marina Books." At the Twin Beaches Branch, where the view includes harbors and boats, a puzzled customer who frequently received interlibrary loan books, finally asked, "Why does the marina have so many books?"

Videotape and audiotope collections also grew over the decade as demand increased. The videotape collection grew from a core of classic and children's videos to include more contemporary selections. The audiotope collection of both abridged and unabridged books on tape likewise expanded to meet increased requests. Both services were enhanced by the on-line catalog of the tri-county library system. Customers gained the ability to locate and order video and audiotapes with the computer from the library and home.

Children's services, always popular, continued to blossom over the decade. Librarians added books to the collections to encourage young readers to experience the pleasures of reading. Librarians carefully prepared packets of material for each story time and met regularly to coordinate high quality programs. Attendance at story time programs increased through the decade as children enjoyed books, music, and crafts. Nancy Fissel, Children's Coordinator for more than a decade, noted the joy children feel by participating in story time. She remarked, "You can see the sincerity in their little eyes. They feel it's so special to be here."

Children's librarians presented programs at schools to encourage children to visit their local library and to get a library card. Librarians also visited classes to present specific programs, such as storytelling. Many individual classes came to the library for a tour and a story. For several years, librarians have visited every first and fourth grade class annually.

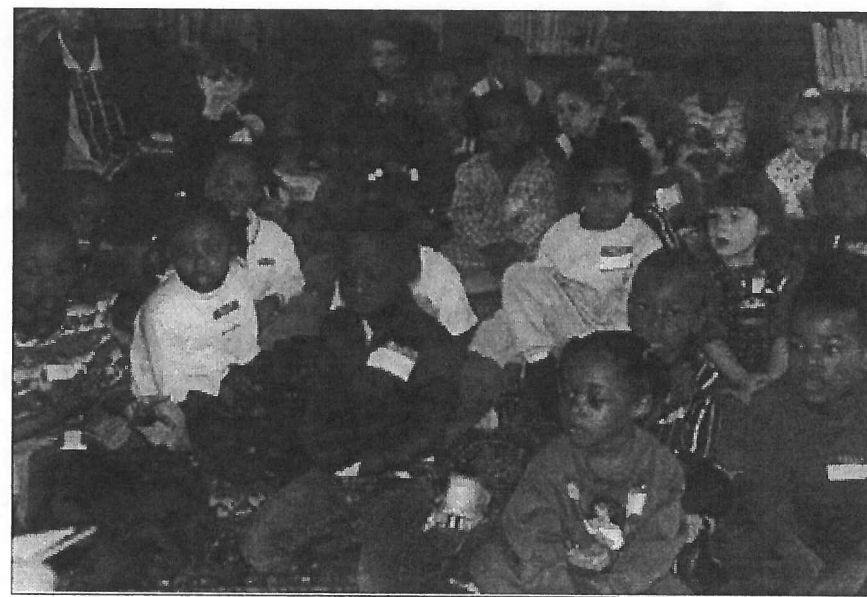


A young customer, Kyle John Plusch, and his friend, Wishbone, check out the video section.

A series of programs was designed for 6 – 12 year old children. Programs held in the library for this age group explored topics such as fossils and dinosaurs. Participants also had the opportunity to create their own books and make gingerbread houses.

Children's services continued with Summer Fun programs. Nancy arranged for a variety of high quality children's performers to visit Calvert County to entertain the children during the weeks of summer. Performers, such as TheaterWorks and Reptile World, delighted children of all ages over the decade. Attendance at summer programs outgrew the size of the meeting rooms in three of the libraries. The Southern Branch's summer programs continued to be held in the Southern Community Center. Prince Frederick's moved to the Prince Frederick Rescue Squad; Fairview's to the Dunkirk Volunteer Fire Department; and Twin Beaches' to the Northeast Community Center. Librarians encouraged children to read over the summer by sponsoring Summer Reading Clubs.

In May, 1999, "Miss Nancy" retired after 29 years of service to the Calvert County Public Library. During that time, she watched children's services grow to include not only books, but videos, audios, and, in the last decade, computers. As with other library services, there have been changes in the children's services. New technology created perhaps the biggest change of the decade – computer



Children enjoying story time.

services. Nancy noted that, "Everyday you learn something here. We learn new things. Things change. When there are changes, we're hesitant at first. Pat (the Director of the Library) makes sure we get the proper training."

Pam Perrygo has been promoted to Children's Coordinator. She said that she doesn't plan many changes since she has been left a program that "already works fine, thanks to Nancy."

Computer services required the library staff to learn a host of new concepts and procedures. Librarians participated in a variety of training sessions to learn about computers. They incorporated what they learned not only into their daily routines but also into the new service of public access computers.

Each branch has provided computers for customers to use, setting up a bank of computers near the Circulation Desk or Reference Desk. Librarians are ready to help those who need assistance. In addition to the on-line catalog, customers have free access to the Internet. Computer use has increased greatly as the Internet's popularity grows. Customers have also been able to use some of the computers for word processing. Each of the libraries has collected a wonderful selection of CD ROM's for children and computers have become very popular with adults and children.

The Calvert County Public Library ushered in computer use with an opportunity for customers to learn about the on-line library catalog as well as other informational tools available through the Internet. In 1997, librarians applied



Children's librarians (seated) Nancy Fissel, (standing) Teresa Piovesan, Glenda Fields, Grace Jarboe, Cindy Farrell, and Judy Upton-Hall.

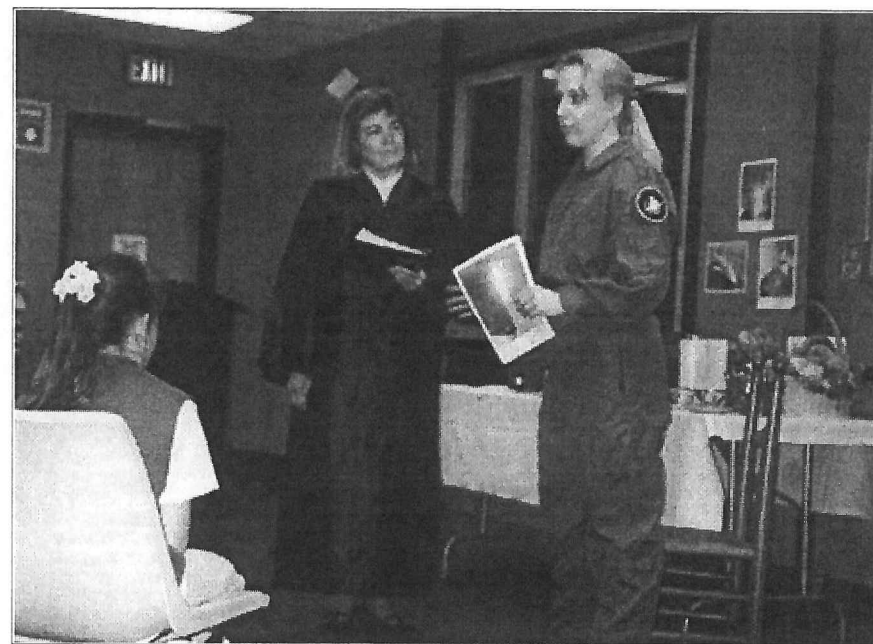
for and received a federal grant through the Maryland State Department of Education, Division of Library Development and Services, to train customers in the use of the mouse, the on-line catalog, on-line full text magazine databases, Sailor, and the Internet. Librarians designed two training sessions to cover the information. At each library, librarians became trainers as they instructed groups of five at the computers, one participant per computer. Participants found the sessions to be very helpful with a small class size in the comfortable setting of a local library. The training sessions were so popular that the libraries have continued to offer sessions after the grant goal of 480 customers was reached. Pat Hofmann commented, "Training customers how to use the computer catalog, full text magazines, and how to access information on the Web is a great addition to our services. We open a whole new world to our customers and they are able to use the Internet for information and enjoyment. The customers really appreciate our efforts to help them with the computers."

Programs for adults have continued to reflect the interest of the customers. Shirley McCarthy, Community Services Librarian, arranged a variety of popular and educational programs. A sampling of programs from the decade include: "Passing through India," "Conservation Series with the Chesapeake Land Trust," "Collector's Fair," "Mystery of UFO's around the Chesapeake Bay," "Series of Art Talks," and "Organic Gardening Series." In 1997, C-Span requested permission to film the "Democracy in America Discussion Series." The series

aired in 1998 as part of C-Span's programming on de Toqueville. Several programs, such as "Conversations with Famous Women in History" in 1996 and "Seneca Falls 1848: All Men and Women Are Created Equal" in 1998, involved participation by staff and the community who portrayed characters from history.

The "Let's Talk About It" Book Discussion series has been very popular. The series was originally created with a grant from the Maryland State Department of Education, Division of Library Development and Services. A visiting scholar leads participants in a discussion of a series of books surrounding a specific topic. "Let's Talk About It" has continued to be enjoyed by many participants for over 10 years. Several other book discussion groups evolved over the decade, including two that still meet, the Twin Beaches Book Discussion Group (held at Twin Beaches) and the Literary Guild (held at Prince Frederick).

Many programs were designed for both adults and children. For several years, the program, "Night of a Thousand Stars", created "stars" of guest readers who read a selection to the audience to celebrate the joys of reading. In 1997, the program, Great African American Achievers, was held at the Prince Frederick Library. Children portrayed a number of African Americans, such as Ben Carson, Barbara Jordan, and Benjamin Banneker. The children had tremendous enthusiasm as they learned about and portrayed their achievers. In 1998, the

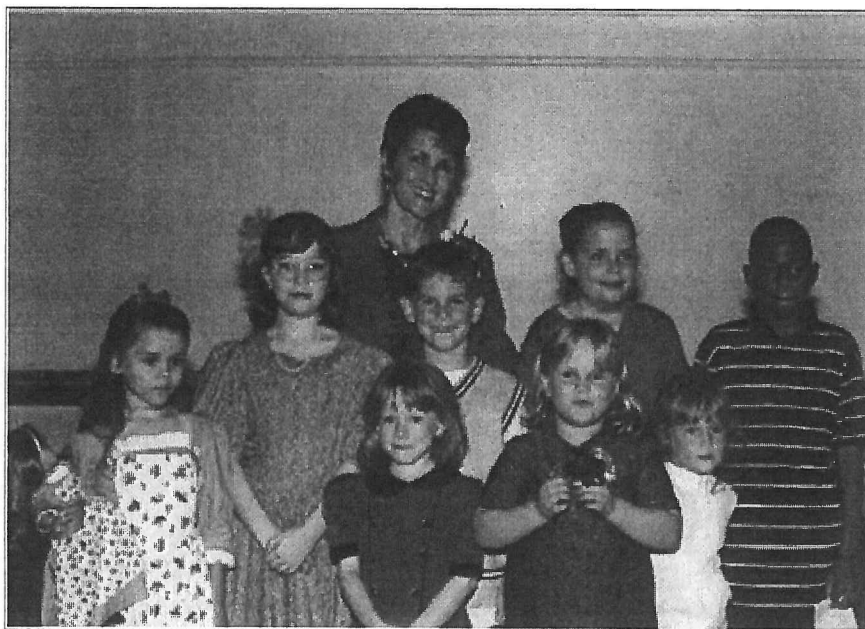


Conversations with Famous Women in History, Trudy Mihalczik as Sandra Day O'Connor and Kathleen Branch as Sally Ride.

Let's Talk About It Book Discussion Series

1986	Working	1995	Family
1987	Drama, Part I	1995	Native American Literature
1988	Drama, Part II	1996	Being Ethnic, Becoming American
1989	<i>I, Claudius</i>		
1989	Not for Children Only	1997	The American Landscape in Poetry
1990	Destruction or Redemption: Images of Romantic Love	1997	Democracy in America, Part I
1991	Michener's <i>Chesapeake</i>	1998	The Wives of Henry VIII
1992	Maryland's Authors	1998	Democracy in America, Part II
1993	Westward, Ho!	1999	Only in New England
1994	Humor in Literature		

Library Trustees sponsored the program, "Peggy's Party" to celebrate the birth anniversary of Margaret Mackall Taylor, one of Maryland's Presidential First Ladies. A day of celebration was held, concluding with a program with the "First Lady" of Maryland, Frances Hughes Glendening, as the guest speaker.



Frances Hughes Glendening, Maryland's First Lady, with children at Peggy's Party.

The library continued to cooperate with the Cultural Arts Council to present the Performing Arts Series. This series has provided cultural and popular entertainment for Calvert County citizens at a reasonable price.

The Performing Arts Series (1988-89 to 1998-99)

1988-1989

Animal Farm
The Kingston Trio
Country Gentlemen
Twas the Night Before Christmas
The Princeton Ballet

1989-1990

Pandarella
The Peking Acrobats
A Shakespeare Experience
A Charles Dickens Christmas
Roger Miller in Concert

1990-1991

Charlotte's Web
The Amazing Kreskin
Nashville Bluegrass Band
La Petite Symphonie & La Badinage
Merry Christmas with the Serendipity Singers
Marilyn Maye in Concert

1991-1992

Winnie-the-Pooh
Chinese Golden Dragon Acrobats
Richard Fields, pianist
Menagerie Dance Company
The Legend of Sleepy Hollow
An Evening with Ben Franklin

1992-1993

The Wizard of Oz
Yesterday, A Tribute to the Beatles
Mr. Pickwick's Stories for a Christmas Evening
Tricks & Treats:
Steve Johnson, magician &
Tomi's Foolery, Tom Casciero

1993-1994

Mahina and the Polynesians
The Seldom Scene
Charlie Byrd in Concert
Dinorock's The Great Dinosaur Mystery
The Potato People

1994-1995

Freedom Bound
Das Puppenspiel's The Snow Queen
The Chinese Acrobats & Magic Revue

1995-1996

Aniko Farrell & Peter Palmer in Best of Broadway
If You Give a Mouse a Cookie
Chesapeake Youth Symphony Orchestra
Sabella Consort

1996-1997

Landis & Company Theatre of Magic
Chesapeake Youth Symphony Orchestra
Hal Trapkin Percussionist
The Four Aces
Rumplestiltskin

1997-1998

Chesapeake Youth Symphony Orchestra
John Amos in Halley's Comet
Chrismice Carols

1998-1999

Peter Rabbit by Cleveland Signstage
The Great American River Tour
The Measure of a Man:
A Tribute to Paul Robeson
"Trinidad & Tobago" A Steel Band
Stars of the Shanghai Acrobatic Theatre

Programs Presented by Friends of the Calvert County Public Library

Mick Blackistone	Aileen Hutchins	Eugene Meyer
Kenny Brooks	Ed Jagen	Donnie Radcliffe
Tom Clancy	Paris Kern	Colby Radowsky
Joanna Fiedler	Pepper Langley	Elisavietta Ritchie
Grace Firth	Barbara Lee	Harriet Stout

Library services have been enhanced through the work of many volunteers. They have assisted with projects such as processing paperbacks, repairing books, typing labels, preparing crafts for story time, and making photocopies.

Everyone needs a friend and the library is no exception. The Friends of the Calvert County Public Library has as its purpose: to maintain an association of persons interested in libraries; to build good will and community support for the libraries; to develop a want list for the libraries and provide those items; to assume an advocacy role regarding issues of concern; to enrich the cultural life of Calvert County; to receive and encourage gifts and bequests to the library; and to encourage the use of the library's resources and services to the fullest extent. The stated purpose of the Friends is continually accomplished by dedicated members who generously give of their time and talents.

Over the years, the Friends of the Calvert County Public Library provided funds for many items, including paper shredders, formal coffee urns, CD players, and cameras for each branch. They have also provided funds for Christmas decorations for each branch and the outreach van. They have contributed towards the History Fair, the Young Reader's Programs, and the Literacy Programs in Calvert County. Martha Grahame, President of the Friends, remarks, "I work with the Friends of the Library because I believe learning to read is the most exciting and important thing that happens to us. Reading opens up the entire world to the reader for his/her entire life."



Martha Grahame

Reaching Out with Dedication

The Calvert County Public Library has seen many changes over the last decade as increased growth and technological advances have changed the schedules and routines of the library and its services. One thing has not changed. The staff of the library continues to provide friendly and expert service. The librarians consider the customer to be the first priority. They genuinely want to connect people with information and materials. With more customers and increased services, the focus remains on delivering quality service to the customer.

"The customer comes first" has been the guiding principle of the Calvert County Public Library. Each person who enters the library is treated with care and respect. The friendly atmosphere of the library provides a wonderful setting for those seeking information services. An example of one of the many comments from the Annual Output Measurement Survey is: "The library has been very helpful to our entire family. We have found it to be the friendliest of all the ones we have been to in the last 20 years. You are always there to help with information or just to find something. We are all very pleased. Thank you!"

The Director of the Library attributes the excellent customer service to the hiring of librarians who genuinely care for people and focusing on customer service skills in training. "Our supervisors are role models for all library staff," Pat explains. "No matter where I go in the County and say I'm the Library Director, people come up to tell me how much they appreciate the library and how helpful the librarians are. I try to bring those comments back and tell the branch managers and staff members."

Librarians find that wherever they go – grocery store, restaurant, church – they are recognized. They may be asked a reference question or asked to renew or return a library book. One librarian remembers being recognized in a department store in Prince George's County. Suddenly she heard a little boy's voice coming from under a dress rack, "Mom, there's the library lady!"

Librarians in Calvert County have consistently demonstrated high quality service in unobtrusive surveys sponsored by the Maryland State Department of Education, Division of Library Development and Services. The State's Reference Survey has been conducted at intervals since 1983. The Calvert County Public Library received a plaque from the State for the achievement of the highest performing library system over the decade, 1983 – 1994. Kitty remembers the day she found out that Calvert had scored first place in the Survey. "The first time Calvert made tops in the Reference Survey was a red letter day. Then in the next two [surveys] we were tops. I was so proud!" The librarians do their best to find the answers to customers' questions. They are supported with training opportunities, such as the workshop, Better Communication = Better Reference Service. The combination of continuous training in reference and interview skills



Story time at Twin Beaches Branch.

and the sincere desire to help people has created a team of librarians that are tops in the State.

Librarians attend workshops regularly to sharpen their skills in helping customers. Sessions in topics such as reference, computer applications, team building, and customer service, contribute to the staff's ability to help customers and to create a positive environment. Refresher sessions offered inhouse, "Computer Express" (a set of computer exercises), and coaching contests are examples of ways librarians regularly update their skills.

The staffs of the libraries truly enjoy what they do. They look for ways to promote library services. They design eye-catching displays and bulletin boards to generate enthusiasm for books and reading. Helen, a mannequin, has visited the libraries to promote reading and various library activities. Recently, she has been stationed at the Twin Beaches Branch. Librarians there have had her variously dressed for gardening with an array of gardening books at her feet, in an authentic Chinese costume carrying a basket of Amy Tan's books, and in a ski outfit with earphones holding a sign, "Listen to WMJS for bad weather closings."

The library staff is dedicated to the library system and its customers. When the budget became particularly lean, staff suggested holding fund raising dinners to raise money for books. Thus, the fund raising buffet was born. In 1993, the first event was held, the 1993 Best Seller Buffet. The cost of the ticket was \$19.93 and included dinner and entertainment. Librarians and friends prepared the desserts. pianist, Gregory Parker, and singer, Katrina Thomas, provided the entertainment



Rob Radcliffe, Grace Rymer and Judge Thomas Rymer at the Spring Into Books dinner.

for the first buffet. Greg had been a student page at the library in 1985. Proceeds from the dinner were used to buy best sellers for each branch. Subsequent fund raising dinners were 1994 Books on the Go Buffet, 1995 Multimedia Buffet, 1996 Dinner and a Movie, and 1997 Spring into Books.

The dedication of the staff makes the libraries special. Carol described a scene at the Southern Branch that typifies the staff's dedication. "One cold, winter day there was no heat in the library part of the Southern Community Center. Staff sat in the hall where there was heat. When a customer would come in, we would run into the library, check out the books, and run back to the hallway."

The library has an important presence in the community and librarians regularly participate in community activities and events. They have worked with other agencies and organizations throughout the decade designing and carrying out projects and events. The library has had representatives on the Chamber of Commerce's Home and Business Expo every year since it began. Librarians have participated in events such as Patuxent River Appreciation Days, Children's Day on the Farm, and the Health Fair.

The members of the library staff work together as a team. The strengths of individuals are combined to create a dynamic team of service providers. The library strives to maintain consistent service within and between the branches.

Quality standards have been written and implemented by the staff to support consistent service. One of the library's newest staff members noted that she had always used the library resources extensively and felt it was "really icing on the cake to be working here." The librarians show a great deal of respect and support for one another.

This decade saw the loss of a member of the library's family. Della Wallace had worked for the library since 1973 when she started as a student page. She had provided faithful service over the years as the Technical Assistant, processing every book that went on the libraries' shelves. She also worked at the Circulation Desk in Prince Frederick and the processing department at the Southern Maryland Regional Library. With her calm manner and reassuring smile, she was a beloved member of the library. Staff rallied to her support during her long illness. She maintained a positive attitude throughout her life. She passed away in 1993. A plaque in the lobby of the Prince Frederick Library commemorates her dedicated service to the library.

Dedicated is the word that describes the library staff as they provide the best library service possible to Calvert County. Librarians regularly go that extra mile to help their customers. From selecting books for someone who is homebound to bringing materials from home to answer a reference question to working an extra shift to cover a service desk, the staff of the library stretch to make the best better. They form friendships with their customers. They delight in the success of their customers, as they watch children grow up using the library from picture books to research materials. Self sufficient, they move large quantities of books, rearrange furniture, scrub shelves, and paint to make the libraries more functional and attractive.

As the year 2000 approaches, the Calvert County Public Library is writing a long-range plan that will carry library services into the next decade. Growth will be a factor as the libraries serve an ever-increasing population in Calvert County. Advances in technology will present new possibilities for librarians to explore. Electronic books (e-books), handheld computers, computers that recognize voice commands, debit cards, the ability to order materials from libraries outside of the tri-county using home computers, are just examples of currently available technology yet to be explored. Technology will continue to expand the capabilities of the librarians and the customers they serve.

Changes, and there have been many, mark the growth in the Calvert County Public Library over its 40 year history. Looking back, one constant remains, excellent customer service. As the libraries move forward, librarians will continue to follow the principle, "the customer comes first."

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