



# FRIENDS' NEWS

Friends of the Libraries Surprise, Arizona

September 2013

## \$20,000 IN GRANTS for School Libraries!

Friends is preparing to allot a record \$20,000 in grants to school libraries in the Surprise area to fund a variety of needs. Former Friends President Jean Duncan and her committee will consider submissions from school librarians in October to determine the final payout. Twenty-five schools are eligible for the grants. "We will tailor the grants to cover whatever the school libraries need," Friends' President Alyson Cline said. "We can provide equipment, books, E-books, fees for authors to address the students and dozens of other things not paid for by the schools themselves."

The \$20,000 package raises the total of Friend's school aid to \$104,000 (since 2006 when the program started.) "This is a key program for us," Alyson said. "It's a significant way to confront illiteracy directly and to further our mission that's focused upon literacy in the community. "With current school system budget constraints, many schools do not have the funding to bring a popular author to the school or to even purchase books that might inspire young boys and girls to read". A hundred per cent of the funds for these grants come from the sale of donated books sold by Friends' Place in the lobby of the Surprise library, which is stocked by donations of books from the public. Each school librarian fills out an application explaining how the grant would help the school library and its students. Jean Duncan and her committee will determine the recipients early in October.



**Jack Hitchcock, Shirley Ferguson and Jean Duncan study school grant applications in the race 25 school Libraries have for the record \$20,000 that will be awarded to select schools.**

Photo by Marv Ann Gillisbie

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## FRIENDS PROGRAMS ATTRACT 2,302 READERS as part of the Summer Reading Program

Friends' donated \$13,283.69 towards programs and book rewards for the Summer Reading Program in Surprise. The fun filled and educational programs drew 2,302 readers to the Surprise Library's summer reading program. Programs included a magician with a clever parrot, a dinosaur expert who actually brought fossils with him, an artistic creator of henna tattoos for teen and a wildlife wrangler who dazzled participants with an array of living animals. The Friends' programs augmented programs sponsored by the Northwest Regional Library.

"The Friends proved absolutely vital in providing the programming," according to Coreen Wagner, Adult and Youth Services Supervisor at the library. "2,300 people came through our doors as a direct result of the generous support of Friends." Wagner continued: "There would most likely be a summer reading program without Friends Support, but there is no way we'd be able to get excited about coming to the library and signing up for summer reading without the educational and entertaining programs that Friends have sponsored."

"To see how effective these programs have been just look at the library numbers that occurred during the run of these programs," said Alyson Cline, Friends' President. The figures bear it out. Prior to program 67,005 books were checked out in May. During the program 78,697 books were checked out in June followed by 83,479 in July. Once the program was over, book volume returned to 77,433 in August.

Fueled by the crowds drawn by in by the programs, the Surprise Library issued 2,151 new library cards at the height of the summer reading program "The Library's goal is to get the people in through the door," said Alyson. "And this brings them to the books. It also provides people with entertainment and makes the library a place to spend their time and to discover what this remarkable community location has to offer". "Home school students also join in the mix, using the reading program as a prime resource." "Without this programming, there may not be a reason for all these people to patronize the library during the summer months. The summer reading programs that Friends' pay for are supplements to the basics that are provided to all the libraries throughout Maricopa County."

While Friends bear most of the cost; Surprise librarians organize, program and choreograph the shows. Youth librarian Jacqui Higgins-Daily and Coreen Wagner plus a crew of technicians make certain that these "captive audiences" receive major literary exposure at the same time. Even if these events aren't strictly devoted to reading, they give me a captive audience to sign-up more participants for the summer reading program. Or I'm able to coax them into going on the summer reading log. This brings them deeper into the library where they find a lot of cool stuff." Jacqui pointed out that, "There's always a literal element involved in the presentations." She cites the animal acts – which attract hundreds to the library. For instance Wild Man Phil, an animal expert, regaled his packed room with a hedgehog, a huge desert tortoise, and a non-poisonous snake. "To accompany these imports and Phil's general lecture on desert animals, we fill a large table full of books related to the subject. This large stack of books is wiped out before the session is over." So the kids invade the library and wipe the shelves clean of nature books. According to Jacqui, this occurs after most of the shows – whether they be about science, dinosaurs and even crafts.

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# SCENES FROM SUMMER ATTRACTIONS



# MEET THE VOLUNTEER

## PAT YAGHMOURIAN

New board member Pat Yaghmourian is a former teacher, librarian, online publisher and author who began volunteering five years ago. She will take over as volunteer coordinator for Friends in the fall.

Pat has also created a popular online site – Podaye Publishing which highlights her most recent book, “With Huskies, Who Needs a Rainy Day.” (The full book is available on Amazon). “Being a librarian, I’m always at the library. Five years ago, I noticed the Friends of the Library table and immediately filled out a volunteer application.”

She joined the volunteer army a week later. “I like almost everything about our volunteer operation. I’m glad to have a co-worker, and I believe that the FOL organization does such great things for the library itself and also for school libraries. The latter program is outstanding,” said the former high school librarian.

Like so many others, she likes ‘talking to the public about books and authors. I feel we get so much accomplished.’ She credits her mother for her love and appreciation of books. “She was never without a book in her hand. Born and educated in New York City, Pat has lived in Arizona for 34 years. While still back East; she taught Sociology and American History in high school. “After our move to Arizona, I worked as a division sales manager for World Book encyclopedia before deciding to go back into a school setting as a librarian. At age 50 plus, I had fun back on the college campus of the University of Arizona, earning a Master of Library Science degree.”

“It was while working as a high school librarian that an idea to write my first book began. I wanted my story to highlight the people in my life who made a difference.” In the book, “Houses of My life,” the author, “set the stage for the people and events that were most significant and bring them to life so that my granddaughters would learn to love them as I did.”

She was inspired by Jack London’s “Call of the Wild,” and “White Fang,” to write the saga of her four huskies. She recalled: “In their own fun loving style, the huskies became the narrators of unique adventures and escapades.” Pat is currently writing an account of her trip to Ireland.



# MEET THE VOLUNTEER

## LYNN PETERS

Though she's volunteered for less than a year, Lynn Peters has already proved herself to be one of Friends' stalwarts. In just a few months she's been elected to the board; rewritten and revamped Friends' Handbook for Volunteers, taken over the groups' library display case and held down two or more bookstore shifts per week. "Lynn landed running" said one board member. If that wasn't enough, she sniffed out the value of an antique book donation and eventually sold it to a dealer – adding more than \$150 to Friends' bank account. A transplant from Massachusetts with a degree in mathematics, Lynn had been a library member for about 12 years before she became acquainted with the Friends organization. "I was drawn to the library shortly after I moved here," she recalled. "We had left all of our books back East. They were just too heavy to move. So, here, I turned to the library for reading materials." Then in March of 2012 I got laid off from Michaels Wilder Inc., a big Peoria public relations firm. Shortly after that, I felt I needed to volunteer somewhere." Lynn knew Gloria Spannagel from the Surprise Library's Mystery Book Club who introduced her to Friends. (Gloria was also a Friends' past president). "Gloria and I would talk about it," Peters recalled. "But I just kind of decided on my own to join. It was such a welcoming, friendly group." Just weeks later, Friends President, Alyson Cline, after reading Lynn's corporate resume, asked her to be on the board of directors. Aly had her pegged for the position of assistant treasurer. The new recruit wanted nothing to do with math or with sitting alone juggling books. Years earlier Lynn had taught 7<sup>th</sup> grade math and had literally run away from it. Besides, the assistant treasurer position "seemed too much like work." Then Aly looked a little further down Lynn's resume and noticed that she had worked on procedures and documentation in the work environment. In addition, the new volunteer had considerable experience in corporate education at major East Coast firms. The Friends president talked Lynn into drafting a new volunteer handbook to replace the aged document the organization was using. The assignment 'was a good fit. Lynn turned in the new handbook in a matter of days. And it was a computerized, state-of-the-art document designed to be reader friendly. It even made simple the complicated pricing of Friends Place Books – which had recently been revamped.



Photo by Marv Ann Gillispie

Several months later, Lynn became director of the Friends display case located in the center of the library. A showcase for the interesting and sometimes odd collections of library patrons, the attraction changes every month. She already has it booked through February.

Lynn particularly likes the interaction between the volunteers and the patrons. And she's known for hunting down patrons requests even if it means "going into storage. "I also find it interesting to learn a household's reading habits. For some people it's all science fiction; others are all romance. This is heightened by not seeing the people. Since I don't know the people, it's not an invasion of privacy." One afternoon a couple brought in a large, bulging box of nothing but self-help books. That's interesting, she thought. "They read self-help religiously."

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# LIBRARY VIEW

*Mary Melby*

*Manager, Northwest Regional Library*

In this issue, I would like to tell you a little about the library's databases. The library subscribes to an amazing number of databases that are aggregates of information, many of them having full text magazine and journal articles. Our databases are good sources for car repair and maintenance information; for practice test and study guides for the most common tests for school and career; for the latest news stories from here and around the world; for information about books and authors including book discussion guides; for genealogy resources; for actually learning a foreign language. How do you access the databases and the wealth of information that they contain?



Photo by Mary Ann Gillispie

From the Library's home page, click on Research.

You will see the choices e-Sources, A - Z List,

Subjects, and For Educators. If you select subjects, you will see all the subject areas that the databases cover. The A - Z List will give you an alphabetical list of the 72 databases. All of the databases can be accessed from home, going through the library's home page, with the exception of Ancestry Library. You will be asked for your library card number and PIN after you have selected one of the databases. (In the library, you don't have to provide your card number or PIN). The database that I use more than any other, both to help library customers find information and for my own personal interest, is MasterFILE Premier, from Ebsco. This database provides the full text for almost 1,950 general periodicals, covering a broad range of disciplines, including general reference, business, education, health, general science, multi-cultural issues, and much more. It includes some scholarly journals, and when searching you can limit your results to those from scholarly, or peer-reviewed, journals. You can do a simple search for a keyword or phrase, or you can do an advanced search for specific titles, authors, or subjects.

Let's say you'd like to see a few reviews of the new Woody Allen movie, *Blue Jasmine*, before you invest in tickets. You can do a basic search for "blue jasmine review" and you will have quite a few reviews to read. But let's say that you especially enjoy the *New Yorker's* movie reviews. You can search for "blue jasmine" in the advanced search, but you can limit it by publication - just put "New Yorker" in the box that says publication. Maybe your dishwasher has conked out and you'd like to see how Consumer Reports rates the different brands before you make this fairly major purchase. You can type "dishwashers" in the search box, and type Consumer Reports in the box for publication. The articles are returned in reverse chronological order, so the most recent will be first. Some articles are in html text, but others are in PDF format, so they are snapshots of the articles, in full color and with the pictures, charts and tables. Perhaps you would like to browse the latest issue, or any issue, of *Time* magazine. If you click on the work Publications on the blue bar at the top, you will be able to put "Time" in the box labeled "Browsing: MasterFILE Premier—Publications". You will see every month of every year going back to January of 1984. Click on a month and you will see each magazine published that month - select one, and you will get every article with the full text for you to read. The possibilities are endless. I encourage you to take a good look at the library's databases. Yes, you can use Google to find information online, but the databases provide articles from professional publications that are trusted sources. And it's free with your library card.

## EXEC JEREMY REEDER LAUDS FRIENDS OF SURPRISE LIBRARIES

Jeremy Reeder, deputy director of the Maricopa County Library District, gave Friends of the Surprise Libraries a verbal pat on the back at a recent appearance before the board. “What you’ve accomplished is amazing,” said the executive, “I’d like to take the Surprise Friends on tour so other groups could see what you’ve done.” He enlarged on his remarks in an interview with the Friends News “I was speaking basically about the problems we have with some of our other friends groups; where willingness and levels of participation varies dramatically.” He said he could use Surprise Friends to show other groups “here’s how to get started, and here’s the way to get volunteers.”

“I’m a little discouraged by the spirit of volunteerism right now where levels have gone down all over the country. But that certainly isn’t the case in Surprise. It’s your desire to dig in and not just work hard but work smart. It’s a little bit different than just throwing some books on the shelves.” “It’s the way you handle it smartly that makes all the difference.” Reeder said that Surprise Friends has been a topic of discussion when other Maricopa County friends groups get together for informal conventions. “When they talk about improving, they’ve regularly inquired about Surprise.”



Jeremy also gave the welcome opinion that libraries are rebounding across the country. “When I went to library school in the late 1990s, there were predictions that we would have switched to a network of paperless libraries. People doubted that the libraries could adjust to the electronic age. But now I can see that these paperless institutions will not appear in my lifetime. Instead, according to Reeder, libraries made themselves more relevant. “Now you have librarians inquiring about what the patrons want. Gone are the days where a library is stocked with what the librarians want.” Reeder said this is now the age of “loud libraries,” where the institutions function as community centers. “They are not the temples to silence that we used to have.” He pointed to the bustling Surprise Library as a prime example of this trend where attendance has soared. “Surprise comes very close to reaching the maximum number of patrons on some days” During many months of the year, Surprise is the busiest facility in the Maricopa County system.

### TOTAL READING GRANTS REACH \$13,283

- Friend’s grants to the Surprise Library’s Summer Reading Program totaled \$13,283 for 2013.
- This includes the \$2,357 spent on special programs, gift cards craft supplies, t-shirts and other supplies.
- The heftiest grant was a record \$10,926 to pay for the books awarded to those who complete the library’s summer reading program. Every graduate receives a new hard cover book of their choice – ordered online from a special website.

## SCHOOL GRANTS (continued from cover)

Here's how the Friends grants were disbursed in 2021: K-8 schools: Cimarron Springs, money to purchase an I-Pad and to introduce E books; Desert Moon, materials to support its Arts Academy designation; Parkview, non-fiction E books for library and classroom use; Sonoran Heights, increase book collection for seventh and eighth readers; Thompson Ranch, purchase titles for middle schools students with emphasis on lower-level readers.

Here is the grant history from the beginning:

2006, three \$2,000 grants

2007, five \$2,500 grants

2008 four \$2,000 grants, one \$4,000 grant

2009 five \$2,000 grants one \$4,000 grant

2010, five \$2,000 grants, one \$4,000 grant

2011, five \$2,500 grants and one \$4,000 grant

2012, five \$2,000 grants and one \$4,000 grant

Total value of the grants through 2012 \$84,000

## FRIENDS PROGRAMS ATTRACT 2,302 READERS (from page 2)

Jacqui continued: "Once they search the library shelves, they're going to want to read more. And, soon, they learn of the online treasury which opens even more doors. A lot of these kids don't really know what the library has to offer." Soon these fledgling readers discover "a lot of cool stuff."

"The result from the Friends' programs" according to Jacqui "is that fairly large numbers venture into the library and become repeat customers and avid library users."

"There were so many remarkable things about the summer reading program, from the over 50 dedicated teen volunteers to the collaboration of staff on programs and promotion – but the most remarkable thing was the enthusiasm from the families that came in to celebrate summer reading with us at our Thursday programs. Each week we had more than 30 people who stayed afterwards to pick up prizes and enjoy the library."

## TIPS FOR VOLUNTEERS

(by longtime volunteers Pat and Jack Hitchcock)

- Move chairs that block access to our table and shelf displays of books (be aware that the custodians shoves them in front of our displays).
- Angle double-sided romance cart away from the table so both sides can be browsed but do not block access to the bathrooms.
- Sort "Time" and "This Week" magazines and toss copies older than six weeks.
- Straighten the magazine display cart (over and over during the day if you have time).
- Place one chair over by the cart with the DVDs – people like to sit there out of the way.
- Pull books forward that are double-shelved when there is space in front.



# *In Memoriam*

## DAVE DUNCAN: 1931-2012

Dave Duncan was one of friends' "super volunteers."

He lived the organization's first decade, an indefatigable worker who was known for packing each shift with action.

And he was famous for roaring out of the storage room with a full cart just as his shift was winding down. His wife Jean Duncan (a founder and past president of Friends) recalled the frustration his partners felt during these last minute book runs.

"Dave never slowed down," Jean recalls, "not even after he was stricken with Parkinson's Disease."

As if this wasn't enough, the former Pharmaceutical sales representative was a master woodworker who built some of the first shelves for Friends Place.

Right after Friends moved into the lobby of the Surprise Library, Dave went to work on the large rolling fiction bookcase and the complicated rack for the magazines that were flooding in. Friends' member Joanne Ardary designed the large newsstand and made a model out of Styrofoam for Dave to work from. Not long after he hauled in the magazine rack that organized magazines in a descending series of shelves. He also designed and built the wall-mounted cash box for customers to use when buying books after hours. But there's a story about that. The box that customers use now is actually the second cash holder. The first one was scrapped after volunteers caught kids taking off with the cash after using a pencil and sticky glue to fish out the money. Dave put an end to that by crafting a sophisticated drop slot that kids couldn't manipulate.

He was the top Arizona salesman for William S. Merrill and later Dow Chemical, but Dave's passion was wood working. He built all of the streamlined furniture for his house and manufactured hundreds of presents for the doctors he called. "They were all miniatures," Jean recalled. "He even made special boxes to hide Christmas presents."

A Nebraska native, Dave started out as an accountant but changed course in mid-life after he moved his family to Arizona. He fought Parkinson's for five years while working at the bookstore until the day he was confined to a walker.

In 2010, just as he was winding down, Friends awarded him the volunteer of the year award. "He was so proud of that accomplishment," Jean recalls.





*New \$2,800 Children's Furniture donated to Surprise Library*



*Friends of the Libraries  
Surprise, Arizona*