### 1999 Library Measures

- **Population Served**
  - 57,984 (Fayetteville 1999 est.)
  - 152,065 (County 1999 est.)

- **Library Card Holders**
  - 21,111

- **Program Attendance**
  - 19,475 (15,023 children)

- **Materials Owned**
  - 109,772

- **Periodical Subscriptions**
  - 240

- **Reference Questions Answered**
  - 49,753

- **Use of Materials (circulation)**
  - 337,594 (104,204 Children’s materials)

- **Visits**
  - 366,362

- **Volunteer Hours**
  - 9,462

- **Staff**
  - 26.6 FTE

- **Staff with M.L.S. Degree**
  - 4.6
The Fayetteville Public Library wishes to acknowledge and thank the following individuals and organizations for their gifts of support, resources, time, talents, and in-kind contributions during 1999.

**Volunteers**

- Lois Devere
- Pete and Mauzen Anderson
- Judy Joven
- Delmar & Deleane Barker
- Max Barnett
- W. Booza
- Amie Beadracht
- Esmi Bottoms
- Janice Berry
- Inma Boyer
- Lorrin Brock
- Paul Buckley
- Verneka Beckley
- Cynthia Boldt
- Ashley Bowers
- Cathy Boyle
- LaDonna Bragan
- Tom Espy
- Cindy Espy
- Ann Espy
- Sherri Espy
- April Espy
- Vicki Espy
- Tracy Espy

**Friends of the Fayetteville Public Library**

2000 Board of Directors

**Lori Alward**, President

**Walt Danforth**, Vice President

**Ray Shipman**, Treasurer

**Betty Solis**, Secretary

**Cathy Boyd**, Past-President

**Nan Lawler**, Newsletter

**Genie Donovan**, Membership

**Bill Reddig**, Publicity

**Donnie Porter**, At-large

**David Lahn**, At-large

Fayetteville Public Library

217 E. Dickson Street

Fayetteville, AR  72701

(501) 442-2242

www.fayetevilelibrary.org

**Volunteer Speakers & Performers**

- Amos Marshall
- Gertrude Baker
- Cassandra Barber
- Cornelia Carpenter
- Phil Connerman
- Mable Connell
- Joel Emerson
- Melody Delorie
- Linda Duvall
- Clark Duma
- Penet D’Moro
- Gene Donaldson
- Martha Douglas
- Sue Duram
- Amy Durham
- Barbara Fairley
- Sten Frazier
- Andrea Frisch
- Debbie Frazier
- David Gay
- Yone Gay
- Monte Goff
- Jessie Golden
- Marcus Gordon
- Shadon M. Gerber
- Andre Poon
- John L. Hardy
- Neil Hardy
- Jalen J. Harris
- Stephanie F. Heath
- Laura Heng
- Summer L. Jent
- Brittany Higdon
- Alan Hill
- Christa Hinman
- Anna Holdman
- Adam K. Ivory
- Camille L. Johnson
- David Johns
- Hannah Kobsch
- Helene M. Kurn
- Jean Kelle
- Merry Kniker-Egber

2000 Management Staff

- Louise L. Schaper, M.L.S.

  **Director**

- Catherine Rew, C.P.A.

  **Manager, Financial Operations**

- Steven Thomas, M.L.S.

  **Manager, Public Services**

- Laurel Greenwood, B.A.

  **Manager, Children’s Services**

- Pam Lawrence, B.A.

  **Manager, Volunteer Services**

- Sarah Houk, M.L.S.

  **Team Leader, Reference Services**

- Mary Saxson

  **Team Leader, Genealogy Services**

- Gale Golden, B.A.

  **Team Leader, Circulation Services**

Fayetteville Public Library Foundation

1999-2000 Board of Directors

**Roy Clinton**, President

**Martha Brewer**, Vice President

**Charles Browning**, Treasurer

**Dorothy Wood**, Secretary

**Terry Woodruff**, At-large

**William D. Winters**, At-large

**Anita Vaughan**, At-large

**Karen M. Walker**, At-large

**Martha Ward**, At-large

**George Weine**, At-large

**Luisa A. Winters**, At-large

**Jake White**, At-large

**Jo-Ann Whitla**, At-large

**Whitney D. Williams**, At-large

**Mary Lee Wilmore**, At-large

**Jame Wilson**, At-large

**Anne Marie Windle**, At-large

**Lisa Windley**, At-large

**Barbara Y. Wright**, At-large

**Lucy Yao**, At-large

**Brooke Zellar**, At-large

Fayetteville Public Library

Our Vision

Our vision is to be a social and intellectual gathering place for everyone—a vital community center that informs and inspires.

Our Mission

Our mission is to provide citizens with access to information, kindle the imagination of children and adults, and encourage lifelong learning and achievement for all.

Our Goals

Our staff will perform a critical role in developing and delivering customer-focused, customer service.

Our collections and information resources will reflect a wide spectrum of ideas and viewpoints, mirroring diverse community needs.

We will use technology to maximize information access and continually improve efficiency of operations.

Our programs and services will meet life-long learning, cultural, scientific, and business needs of our diverse community of families and individuals.

Our facilities will be comfortable and accessible, and will efficiently accommodate the changing needs and interests of our community.

We will enhance services, expand resources, and increase visibility by pursuing mutually beneficial partnerships with other libraries, government and community agencies, educational institutions, business, industry, and the public.

2000 Board of Trustees

**Louis Gottsposter**, President

**Michael H. Thomas**, Vice President

**Richard Alexander**, Treasurer

**Steve Singleton**, Secretary

**Lorraine Brewer**, Rev.

**Maurice Roberts**, Secretary

**Beverly Bassett Schaffer**, Secretary

Fayetteville Public Library

2019 Annual Report

Leilani Schweitzer.
The dramatic increase in library usage continued throughout 1999. Circulation of library materials increased nearly 30% over the past two years, while virtually all other measures of use have shown a significant increase. We believe the growth of the area, as well as improvements in services, programming, print and electronic collections account for our exceptional increase. Many people who “gave up” on the library during its lean years have returned to find a vibrant information service with the latest literature, non-fiction, programming and computer resources.

We continued to focus on creating a library matching the expectations and needs of our community. To reach that goal, we have gone further down the road to building a new library closer to developing collections and services expected for a city of nearly 60,000 people hosting a major university.

Electronic resources expanded in 1999 through a gift from the Bill and Melinda Gates Foundation. The gift included five computers and a printer with a wide array of software. A... and drop-in use. Library computers were upgraded with supplemental funding from the Washington County Library System.

Many people discovered the ease of the Library’s website “http://www.fayettevillelibrary.org” where users can: (1) identify what’s available at the library, (2) place a hold on an item, (3) search the catalog, (4) check-out with date dues, (5) find information about library events and (5) find helpful links to reputable websites. Other electronic advances include additional periodical databases paid for by the Arkansas State Library, more children’s educational games and genealogy resources. The WCLS... system. The Library’s network grew to over sixty computers–the need for a systems administrator became obvious.

Overall use of electronic resources and the Internet rose steadily through 1999. In fact, it was not uncommon for lines to form and users’ patience to fray.

Improvement of library collections continued as a priority through 1999. Over 15,000 new items (16%) were added. Many areas of the non-fiction collection were strengthened. The... underway. Multiple copies of the most popular materials were made available, thereby reducing reserve queues by about 50%.

Staff delighted in being able to say over and over “yes, we have the book you need” and users were happy that the “latest” and “hottest” titles were available.

Improvements in the collection are due to two major changes. First, early 1999 saw WCLS decentralize book purchasing and processing functions to the city libraries. This... finally approached the per capita national average for a city of Fayetteville’s size. Increased allocations from the County Library millage and the City’s capital improvement project fund made this possible.

Program offerings continued to increase. By year’s end adult programming included a noontime lecture series, an author reading series and a science and nature series. The... 18-member teen Board is an asset to the Library and the community–they are an intelligent, creative group of individuals.

Our very good Friends of the Fayetteville Public Library took on the sponsorship of the Summer Reading Program for pre-schoolers and elementary children.

“We come to the library 3 or 4 times a month and I love to spend time with Miss Frizzle and the Magic School Bus on the computer. It’s really fun and educational.” Jared, age eight. “My favorite book is Possum Stew, but I also love the joke books and puzzle books. It’s fun to come to the Library,” Rachel, age six.

Improved quality and quantity of the library’s collection resulted in a 300+% reduction in the time from ordering to placing on the shelves.

“Demand for library services increase, plans for new library progress”

Stanley Adelman
Jolene Ahrendsen
Bea Alford
Ella L. Alford
Michele Allen
Raymond L. Anders
Peg Anderson
Rev. C. Frederick Barber
Katherine Barker
Mark Barmen
Jane F. Bass
Widdy Bassett
Philip Boehner
Lloyd Boling
Brian Bowers
Joe Bowlen
Frank J. Benzo
John Brubana
Cheryl Brandton
Ruth Britfield
Richen D. Briney
Kim, Mark, Mr. Hammin Brinson
Gary E. Brown II
Bruce D. Brown, Bailey
Donna Brown
Dorothy Robert
Gorden Burns
John Callahan
Sam S. Campbell
W. J. Chapman
Jack Cheehorn
Sue Chinn
Sondra Cipolla
Betty Lane Cochran
Jim Longhorn Cole
Donald Lee Coger
Robert Coleman
Bob Cooper
Mary Cooper
Dorothy Sorrell Crabb
William W. Conselli
Phil Conselli
Roger Consotto
Laura Covington
B. Bryon Crain
Julie Crane
Emmett Cross
John A. Crosthwait
Cecil Cross
Leslie Daly
Clyde Day
Holly Davis
R. H. De Low, Demington
J. D. Deboe
Performers were hired, additional sessions were offered and attendance soared! Throughout the year the Children's Library offered an array of exciting, creative programming—even a lock-in for those kids who have always wanted to spend the night in the library.

Efforts to improve the facilities of our existing library continued. A book detection system was installed; long-term problems with lighting were addressed; the Computer Center was added on the lower level and Genealogy was expanded. The City of Fayetteville's Public Lands Maintenance Department took over landscape maintenance and has done an excellent job! An expanded reference desk, browsing tables for new materials and computer tables were added in the Main Library. Crowding and congestion problems in the staff and collection areas continued to increase.

A volunteer infrastructure was put into place resulting in 9,400+ volunteer hours logged at the library. That time is worth between $75,000 and $95,000 to the community!

The 1997-98 effort to streamline Ozarks Regional Library resulted in Washington and Crawford counties parting ways, the Washington County Library System (WCLS) was born on July 1, 1999. The Talking Books service, long operated by ORL, was dissolved and divided between Little Rock and Fort Smith. The newly established WCLS focuses on counter service between libraries, library automation, cataloging, interlibrary loans and children's programs for rural libraries. The eight member libraries are Elkins, Fayetteville, Greenland, Lincoln, Prairie Grove, Springdale, West Fork, and Winslow.

Good news for Fayetteville taxpayers came last spring when the WCLS Board allocated county library millage for the year 2000 on a more equitable basis. From 1989 through 1999 only half of the library millage collected within Fayetteville city limits was allocated to the Fayetteville Public Library. In 1999, due to the restucturing of Ozarks Regional Library, Fayetteville Public Library received 85% of the library millage its citizens paid — the highest percentage ever received. However, all seven other libraries in the County received at least 99% of the funds collected in their city boundaries, some many times more. For 2000, an allocation was made based on city boundaries — this allocation resulted in Fayetteville receiving an estimated 76% and Springdale 73% of library millage its citizens paid in 1999 (2000 actual tax receipts are not known until 2001).

Plans for the new library made progress in 1999. Balancing the desire to stay at the present site with reality, a decision to locate the new building just west of the downtown Square was made in late spring. Although staff members frequently hear people ask “when does construction start?” we remind people that it takes time, a public vote, and private contributions to make the proposed new library a reality.

Volunteers are critical to operating library services. To organize, improve and manage the growing number of volunteers, a half-time Manager of Volunteer Services was hired. A volunteer infrastructure was put into place resulting in 9,400+ volunteer hours donated by the end of the year. That time is worth between $75,000 and $95,000 to the community! We express our sincere thanks to all the people who gave freely of their time.

By the close of 1999 the library staff began to feel the difference. Customer complaints were minimal, compliments and great ideas for further improvement were the norm. We are pleased that all library staff members serve as a vital link in the effort to improve and streamline services. Their creativity and flexibility have led the charge to give the taxpayer the biggest and best return on their investment in library and information services. Our creative, capable and resourceful staff members coupled with an involved and ever-growing “citizen” customer-base are why the Fayetteville Public Library has become a “happening place” for intellectual and lifelong learning pursuits.

Louis Gottspener
President, Board of Trustees

Louise Schaper
Library Director

Chronology of 1999 building project events:
February 2– City Council approved $34,465 contract with Meyer Scherer & Rockcastle, LTD for a site selection study of two options: (1) either a new or expanded building on the existing site; (2) a new building on another downtown site.
March 7– After approximately 5 public meetings, the Library Board of Trustees voted to narrow the choices to two: (1) acquire the hospital site and build a new library there while recommending to City Council that the existing building be preserved; or (2) raze the existing building, acquire three houses to the south on Conner Street, and build a new facility. The Board also voted to charge the architect with a “hard-nosed” comparison of the two options.
April 6– After another five public meetings the Library Board of Trustees voted to select 2.4 undeveloped acres 2.5 blocks west of the Square on School St. for the site of the new public library. They also voted to recommend to the City of Fayetteville that the existing library buildings and site be retained in a form that maintains the integrity of the original Warren Segraves design.

July– From five proposals, the City Selection Committee chose Meyer Scherer & Rockcastle as the City’s architect. Ft. Smith native, UA School of Architecture graduate and nationally recognized library architect Jeff Scherer, FAIA, is principal architect.

May–A&M – Matty Golf, Board Trustee, chaired a series of exploratory committee meetings with community leaders to assess financial feasibility of the project.
September 20– Library Board of Trustees hired The North Group to conduct a study to assess the feasibility of a capital campaign.
October 5– City Council approved $174,856 in funds for pre-funding design, geotechnical study and engineering. The architectural agreement with Meyer Scherer & Rockcastle LTD of Minneapolis, Minnesota for the design of the proposed public library is approved.
October 5– City Council approves an option to purchase land from WRMC for $268,000.
October 11 – Anders Dahlgren of Library Planning Associates holds one public meeting and 1.5 days of staff meetings to develop a library building program.
November 11-12– Held kick-off pre-funding design public meetings.
November 15– Library Board of Trustees agrees to have a two-phase approach to the building project with approximately 73,000+ square feet in the first phase.
December 6-7– Conducted two public architectural Rorschach tests.
December– Completed site survey, tree survey and geotechnical study.
December 13– Planning Commission approves rezoning of the site from R-2, Medium Density Residential and C-3, Central Commercial.
December 28– Completed rough draft of library building program.
Early 1999 saw the completion of the Master Plan for Library Services and Facilities: 1998-2020. After many public meetings, over a dozen meetings with community leaders and a thorough benchmarking of similar communities, the Master Plan called for a 90,000 square foot hi-tech library, a collection of 300,000 items, and a large meeting room to seat 200. The Board of Trustees adopted the Plan and began exploring the expansion of the existing building.

The Board of Trustees decided on a 2.4 acres undeveloped city block just 2.5 blocks west of the Square. The land, owned by the Washington Regional Medical Center, had originally been planned for an assisted living facility. The WRMC Board of Directors gave its consent to sell the land for $268,000 to the City of Fayetteville for a new public library.

An architecture firm, Meyer, Scherer & Rockcastle LTD, was hired by the City to design and oversee the construction of the proposed facility. Their firm's team included library planning consultants, engineers, and local architect Jim Foster of Foster Witsell Evans and Rascoe. Efforts to plan and design the facility began in the fall. Community and staff involvement in the planning and design phases was paramount. At least two dozen meetings were held by year's end. At least two public meetings were held at each stage — one in the evening and one during the day. In addition, information was made available via a “building project” newsletter, on the Library's website, and through extensive press coverage.

On January 1, 2000 the state-wide Arkansas Democrat Gazette editorial thanked the Fayetteville Library Board for meaning it “when it asked for public involvement in the decision to expand the library” and for holding a number of open meetings to find out what the people wanted.*

The current facility was designed and built in 1961 by locally noted architect Warren Segraves; it is considered to be one of the better examples of the International Style in this region. Although many options for expansion or replacement were investigated and analyzed, community and neighborhood concern regarding building and landscape preservation, increased traffic and scale of the proposed building, as well as the difficulty in adapting the existing building to modern library standards, led the Board to explore other locations.

The Arkansas Democrat Gazette thanked the Fayetteville Library Board for meaning it “when it asked for public involvement in the decision to expand the library” and for holding a number of open meetings to find out what the people wanted.*

During 1999 the Friends sponsored programs for children and adults, such as Summer Reading and Brown Bag lectures. Friends bought videos, books, and books-on-tape beyond what was funded by the City and County. This has helped to fill the large backlog of gaps in the library's collections, due to the many lean years in the past. The Friends also contributed to the Computer Center. As the Library goes to the people to ask for support for the proposed new building, they will need substantial community support. Thus, some of the Friends' funds are being held to cover unexpected expenses connected with the project.

In addition, some of the Friends' funds are being kept in reserve for unexpected expenses connected with the new library building. Friends have always been included in the plans for the new building and plan to contribute to the effort.

In all, Friends spent $27,412 for the Library in 1999, spending only $836 (only 3%) for producing and mailing the newsletter, other printing, postage and all the incidental expenses in maintaining the organization. The Friends' Bookstore, open two mornings a week during 1999, has become increasingly popular and brought in over $6,000. Other book sales brought in additional funds. The Silent Auction in November, featuring books, recordings, works of art, and other items, made over $1,500 for Friends.

The purpose of the Foundation is receive and administer endowments and other designated and undesignated charitable gifts to and for the benefit of the Fayetteville Public Library. Through its fundraising and fund management activities, the Foundation will advance the role of the Library in encouraging reading, knowledge acquisition and a love of literature.

People from around the region have long given generously to the Fayetteville Public Library — memorials, bequests, and donations. They give for many of reasons—the library may have inspired them to new heights, sparked their imagination, helped solve a problem, provided information that opened up job opportunities or reunited them with their family history. What better gift could there be than to help empower a continual source of learning and inspiration for everyone, from the very young to the very old?

In 1999, the Board of Trustees created the Fayetteville Public Library Foundation with $700,000 of privately donated seed money to strengthen the role of the library in our community. All gifts made to the Fayetteville Public Library, including memorials, estate legacies, and appreciated assets, will be managed by the Foundation, a Section 501(c)(3) organization, from November 1, 1999 forward.

The nine members of the Foundation Board of Directors are appointed by the FPL Board of Trustees to three year terms.

The Friends of the Library make programs possible

View of proposed new Library at School and Mountain streets.
More materials arriving faster
Due to an expanded materials budget and more efficient use of funds, we added over 15,000 items to the collection during 1999. That’s an increase of about 16% in collection size in only twelve months. At the same time, the number of items checked out of the library went up by about 13%. Due to streamlining of operations, materials on the shelf much faster than in the past.

Collections updated
In fiction, we added hundreds of popular and literary authors whose works were lacking. A major focus was ensuring the most up-to-date, notable books were available. For example, when the New York Times Book Review released its “Notable Books of 1999” in December, we already owned 148 of the 154 titles listed. We have also expanded our classics and paperback collections. Use of our fiction collection has risen substantially — some months by nearly 20% over the previous year.

Technology and information access tools expand
The Community Computer Center, a gift of the Bill and Melinda Gates Foundation to the Washington County Library System and operated by FPL, opened to the public in May 1999. Eleven workstations in the Center have Internet access, Microsoft Office programs, and educational software available. The Gates Foundation also donated five workstations and a laser printer complete with office software to FPL for use in the adult and children’s areas.

In late summer, FPL began offering introductory computer classes for the public. Between August and December of 1999, over 200 people participated in the 2-hour classes, covering topics such as PC Basics, Internet, MS Windows, Word 97, and Using Hotmail.

Other improvements included the implementation of a book detection system and the upgrading of the library’s computers. By the end of 1999, the library was operating a network of 60+ computers and 7 printers. The FPL director chaired a county-wide committee who selected and negotiated an upgrade and expansion of its shared library automation system. This web-based upgrade, called Millennium, will decrease staff training, increase service options and improve ease of use for customers.

Science and Nature Lecture Series takes flight
A new monthly lecture series, Seeing Nature in a New Way, began in November with Dr. Gerald E. Walsh talking on the life of Charles Darwin and Dr. Lyell Thompson presenting The Increasing Beauty of Ozark Rural Landscapes. Given the success of this series, additional lectures have been planned with area zoologists, archi-
tects, botanists, orchardists, and physicists.


The audiovisual collection was expanded to offer a wide range of acclaimed films, including substantial holdings by important American and international directors. The CD collection was expanded to include genres such as country, folk, and world music. In response to customer demand, we tripled the number of audiobooks and upgraded the non-fiction collection, with large infusions of books into areas such as history, travel, language, religion, and business and investing.

firstTuesdays celebrates local authors
In September, the Library launched a new program called firstTuesdays, poets and writers @ FPL, a monthly reading series featuring local writers reading aloud from their work. Planned with the guidance of Miller Williams, the first reading took place September 14th. An audience of 65 heard readings by Alison Pelegren and Rob Griffith, MFA students in the U of A’s creative writing program. firstTuesdays continued through the end of the year, showcasing six more writers of poetry and fiction. An average of 50 people attended each program.

Mayor Fred Hanna, his wife Anne, and six of their grandchil-
dren gather to celebrate Read Across America with FPL Children’s Services Manager, Lolly Greenwood.
The brown bag crowd grows

Begun in 1998, FPL’s Brown Bag lecture series continued to build through its second year with lectures on an array of practical and inspirational topics. Standouts included horticulturist Carl Tottemeir’s lecture on planning a landscape, Washington Regional Hospital pharmacist Lisa Miller’s talk on herbal medicine and home inspector Robert Jordan’s discussion of spring home maintenance. Tim Ernst’s slide lecture on spring hikes in the Ozarks and Gaylah Balter’s introduction to feng shui, the ancient Chinese art of placement, also drew crowds.

Teen Advisory Board kicks off

To involve young adults in Library activities a Teen Advisory Board was created in the fall of 1999. Its purpose is to give teens a voice in book selection, programming, and community projects. Meeting monthly, the first project of this group was to participate in the local “Toys for Tots” gift drive for local underprivileged children. The Board consists of 18 teens in grades 7-12.

A major donation was made by Fayetteville resident and genealogist Virginia Harding Sharp. Mrs. Sharp donated over 3,000 genealogy research items, as well as a microfilm reader and microfiche reader.

In addition to Fayetteville residents, Genealogy received 3,700 visitors from outside of the city. This includes 2,085 Arkansas residents and 1,615 visitors from other states and countries.

People using Genealogy Services in 1999

<table>
<thead>
<tr>
<th>Non-residents</th>
<th>Residents</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.7%</td>
<td>33.8%</td>
</tr>
</tbody>
</table>

To ease space congestion and improve operational efficiency, the front of the main library was reorganized for audiovisual materials and paperbacks. Bookstore-style browsing was added to better highlight new acquisitions and to recommend classic titles. The new books area was expanded in order to accommodate more materials. Revised and improved signage throughout the Library has improved ease of use. Ergonomic computer furniture was added, as well.

Main Library gets a new look

Library volunteers gather for an information session during National Volunteer Appreciation Week in April.

Volunteers get together

Throughout the year, three volunteer get-togethers took place. In April we had an afternoon event to celebrate National Volunteer Appreciation Week. Then in May we held a Pizza Party to recognize our young volunteers. Finally in December we held a holiday party to show our appreciation for all our wonderful volunteers. Without the support of local companies we would have been unable to hold these events.

Lending Voices program developed

To complement the Library’s Lending Hands program (volunteer delivery of books to homebound customers), we started a new program providing assistance to nursing home residents. This is in its infancy, but the new program is already very popular at the Fayetteville Health and Rehabilitation Center.

The results tell the story

The number of volunteer hours donated to the library was up 34% from 7,164.45 in 1998 to 9,462.50 in 1999. The number of active volunteers working regularly at the library increased 50% since March 1999.

Library volunteers gather for an information session during National Volunteer Appreciation Week in April.

Awards program begun

Thanks to generous donations from community businesses, the library was able to implement a Volunteer Awards Program. The awards include Volunteer of the Month, Volunteer of the Year, and Outstanding Volunteer Awards in each department. Award winners for 1999 are:

- Gene Mock, Volunteer of the Year
- Pat Donat, Department Award
- Dorothy Metcalfe, Department Award
- Jesse Rosboeum, Department Award
- Sarah Dale, Department Award
- Pete & Maureen Anderson, Special Recognition Award

Awards winners for 1999 are:

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- Dorothy Metcalfe, Department Award
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Fayetteville Public Library 1999 Annual Report
Rule 1. Check out all the books!
Lots and lots of beautiful new materials displayed on crisp new shelving units have been responsible for our escalating circulation numbers. The Children’s collection has grown by leaps and bounds with over 4,600 new items added to the overall collection in 1999. All specialty areas of the collection including Toddler Books (those indestructible board books), Easy Readers for beginning readers, audio books, videos and parenting materials doubled in size. And to find the areas of the collection, check out our eye-catching new signs.

Rule 2. Attend library programs.
In addition to monthly story times for area preschools, day care centers and the general public, new and exciting program venues were added in 1999. Favorite programs were continued with annual events such as Summer Reading, Bedtime Story Hours, Back to School Fright Night and Halloween Storytelling.

Wearing P.J.’s and dragging favorite stuffed animals, blankets (and their parents!), children were lullied to sleep during evening Bedtime Story Hours. What better way to end the day, than to spend an evening at the Library?

Speaking of an evening at the Library, have you ever thought about actually spending the night at the Library? Well, we did! Thirty 3rd, 4th and 5th graders, brave staff and volunteers, survived the first ever Library Lock-In. After bidding their parents farewell, the kids ran, played games, saw a martial arts demonstration, ate, sang, listened to stories, ate again, watched movies and even read with their flashlights after lights out. They sleepily greeted the morning with prizes to take home, and yes, more food. This event was such a hit, plans are already underway for Lock-In #2.

The annual Halloween Storytelling Festival enticed costumed listeners, young and old, to the Library. Guest storytellers shared their favorite Halloween stories and we shared our favorite Halloween treats.

While The History Channel Great Race vintage automobiles made their way to the Fayetteville Square, over 250 children were preparing for the Library portion of the Great Art Car Parade. Children suited up in costumes depicting storybook characters, complete with cardboard vehicles, and paraded around the square not once, but twice. Some were even lucky enough to win a ride in a vintage auto. Scary stories around a campfire, roasted marshmallows and gifted storytellers, brought the 2nd annual Back to School Fright Night to life. Spine tingling tales and hair raising stories helped prepare the kids for the “dreaded” first day of school.

"William Butler Yeats said ‘Education is not the filling of a bucket, but the lighting of a fire.’ My goals in educating my children are not to teach them everything there is to know, but to help them be lifelong readers, desirous of pining learning on their own. Surrounding them with quality books makes my job of lighting the fire an easy one. The Fayetteville Library plays a big part in our lives and is a vital link in the education of our five children. It is so gratifying to watch their excitement and witness their love of reading. Being home schools, we rely heavily on the library to provide books for our curriculum and we were pleasantly surprised by what the library already has and their willingness to consider purchasing our requests. We also appreciate the ability to work from our home computer to view the card catalog and find exactly what we need for our children. Our family couldn’t make it without the library," Lori Foster, mother of 5.

The Children’s collection has grown by leaps and bounds with over 4,600 new items added to the overall collection in 1999, including Toddler books, Easy Readers, audio books, videos and parenting materials.

The annual Halloween Storytelling Festival enticed costumed listeners, young and old, to the Library. Guest storytellers shared their favorite Halloween stories and we shared our favorite Halloween treats.

The Sourdough Cowboy, Don Sanders, traveled from Houston, Texas to lasso in our biggest and best Summer Reading Program. The western theme, “Go West, Blaze a Reading Trail,” opened the doors for us to don cowboy boots, hats and bandannas and offer great programs and performers. Sponsoring the Friends of the Library, we were able to offer pony rides, stick horse parades, western music, storytelling, theatrical troupes and much more. Yee-haw!!

It was a great summer.

Reading Rules for Fayetteville & Area Children

Children’s staff and program attendees pose in their Halloween best.

Preschoolers, dressed in their finest, enjoy the annual Summer Tea Party with staff member Amanda Thornburg.

The Gingerbread Workshop was finger-licking fun!

The annual Halloween Storytelling Festival enticed costumed listeners, young and old, to the Library. Guest storytellers shared their favorite Halloween stories and we shared our favorite Halloween treats.

The Sourdough Cowboy, Don Sanders, traveled from Houston, Texas to lasso in our biggest and best Summer Reading Program. The western theme, “Go West, Blaze a Reading Trail,” opened the doors for us to don cowboy boots, hats and bandannas and offer great programs and performers. Sponsoring the Friends of the Library, we were able to offer pony rides, stick horse parades, western music, storytelling, theatrical troupes and much more. Yee-haw!!

It was a great summer.

"William Butler Yeats said ‘Education is not the filling of a bucket, but the lighting of a fire.’ My goals in educating my children are not to teach them everything there is to know, but to help them be lifelong readers, desirous of pining learning on their own. Surrounding them with quality books makes my job of lighting the fire an easy one. The Fayetteville Library plays a big part in our lives and is a vital link in the education of our five children. It is so gratifying to watch their excitement and witness their love of reading. Being home schools, we rely heavily on the library to provide books for our curriculum and we were pleasantly surprised by what the library already has and their willingness to consider purchasing our requests. We also appreciate the ability to work from our home computer to view the card catalog and find exactly what we need for our children. Our family couldn’t make it without the library,” Lori Foster, mother of 5.
The annual Halloween Storytelling Festival enticed costumed listeners, young and old, to the Library. Guest storytellers shared their favorite Halloween stories and we shared our favorite Halloween treats.

While The History Channel Great Race vintage automobiles made their way to the Fayetteville Square, over 250 children were preparing for the Library portion of the Great Art Car Parade. Children suited up in costumes depicting storybook characters, complete with cardboard vehicles, and paraded around the square not once, but twice. Some were even lucky enough to win a ride in a vintage auto.

Scary stories around a campfire, roasted marshmallows and gifted storytellers, brought the 2nd annual Back to School Fright Night to life. Spine tingling tales and hair raising stories helped prepare the kids for the “dreaded” first day of school.

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Rule 1. Check out all the books!
Lots and lots of new materials displayed on crisp new shelving units have been responsible for our escalating circulation numbers. The Children’s collection has grown by leaps and bounds with over 4,600 new items added to the overall collection in 1999. All specialty areas of the collection including Toddler Books, Easy Readers, videos and parenting materials doubled in size. And to find the areas of the collection, check out our eye-catching new signs.

Rule 2. Attend library programs.
In addition to monthly story times for area preschools, day care centers and the general public, new and exciting program venues were added in 1999. Favorite programs were continued with annual events such as Summer Reading, Bedtime Story Hours, Back to School Fright Night and Halloween Storytelling. Wearing P.J.’s and dragging favorite stuffed animals, blankets (and their parents!), children were lulled to sleep during evening Bedtime Story Hours. What better way to end the day, than to spend an evening at the Library?

Children and adults were entertained at Children’s programs throughout the year.

It was Gordon Mitchell’s lucky day when he won a ride around the square with Tom McRae, Founder-President of The History Channel Great Race.

The annual Halloween Storytelling Festival enticed costumed listeners, young and old, to the Library. Guest storytellers shared their favorite Halloween stories and we shared our favorite Halloween treats.

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People using Genealogy Services in 1999

In March 1999, the first Manager of Volunteer Services was hired to create and maintain a strong volunteer program. The first order of business was to establish an infrastructure. Policies were developed and documented in a procedural manual and a volunteer handbook. Mission and vision statements were created to guide the new department:

- The mission of Volunteer Services is to increase our volunteer base to meet the growing needs of our library and community both with regard to size and diversity by implementing recruitment, recognition and retention plans.
- The vision of Volunteer Services is to be a place where community-minded citizens can fulfill their individual needs—learning, interacting socially, feeling a sense of contribution, making a difference and actively participating in an important civic institution.

The brown bag crowd grows

Begun in 1998, FPL’s Brown Bag lecture series continued to build through its second year with lectures on an array of practical and inspirational topics. Standouts included horticulturist Carl Tometzke’s lecture on planning a landscape, Washington Regional Hospital pharmacist Lisa Miller’s talk on herbal medicine and home inspector Robert Jordan’s discussion of spring home maintenance. Tim Ernst’s slide lecture on spring hikes in the Ozarks and Gaylah Balter’s introduction to feng shui, the ancient Chinese art of placement, also drew crowds.

Volunteer Services Gear-Up

New manager, new program

In March 1999, the first Manager of Volunteer Services was hired to create and maintain a strong volunteer program. Without the support of local companies we would have been unable to hold these events.

Library volunteers gather for an information session during National Volunteer Appreciation Week in April.

Lending Voices program developed

To complement the Library’s Lending Hands program (volunteer delivery of books to homebound customers), we started a new program addressing social issues: reading to nursing home residents. This is in its infancy, but the new program is already very popular at the Fayetteville Health and Rehabilitation Center.

The results tell the story

The number of volunteer hours donated to the library was up 34% from 7,164.45 in 1998 to 9,462.50 in 1999. The number of active volunteers working regularly at the library increased 50% since March 1999.

Awards program begun

Thanks to generous donations from community businesses, the library was able to implement a Volunteer Awards Program. The awards include Volunteer of the Month, Volunteer of the Year, and Outstanding Volunteer Awards in each department. Award winners for 1999 are:
- Gene Mock, Volunteer of the Year
- Pat Donat, Department Award
- Dorothy Metcalfe, Department Award
- Jesse Resheboem, Department Award
- Sarah Dale, Department Award
- Pete & Maureen Anderson, Special Recognition Award

Volunteers get together

Throughout the year, three volunteer get-togethers took place. In April we had an afternoon event to celebrate National Volunteer Appreciation Week. Then in May we held a Pizza Party to recognize our young volunteers. Finally in December we held a holiday party to show our appreciation for all our wonderful volunteers. Without the support of local companies we would have been unable to hold these events.

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Genealogy receives A&P grant

In March, the final part of a grant from Fayetteville’s Advertising and Promotion Commission was received. The $21,094 grant allowed the purchase of the 1880 Federal Census Films for the entire United States. Fortunately, a 280 square foot expansion into a part of the building previously leased by the Washington County Library System provided space to hold all the Census films — now 13 cabinets full! Plus, the expansion freed enough space for two additional public computers.

Teen Advisory Board kicks off

To involve young adults in Library activities a Teen Advisory Board was created in the fall of 1999. Its purpose is to give teens a voice in book selection, programming, and community projects. Meeting monthly, the first project of this group was to participate in the local “Toys for Tots” gift drive for local underprivileged children. The Board consists of 18 teens in grades 7-12.

Main Library gets a new look

To ease space congestion and improve operational efficiency, the front of the main library was organized for audiovisual materials and paperbacks. Bookstore-style browsing tables were added to better highlight new acquisitions and to recommend classic titles. The new books area was expanded in order to accommodate more materials. Revised and improved signage throughout the Library has improved ease of use. Ergonomic computer furniture was added, as well.

ElderHostels, a workshop for the new Country Roots Genealogical Society in Lincoln, Scout troops, and the Reentry School. A major donation was made by Fayetteville resident and genealogist Virginia Harding Sharp. Mrs. Sharp donated over 3,000 genealogy research items, as well as a microfilm reader and microfiche reader.

In addition to Fayetteville residents, Genealogy received 3,700 visitors from outside of the city. This includes 2,085 Arkansas residents and 1,091 visitors from other states and countries.

End of the year statistics

- Fayetteville Residents 33.8%
- Non-residents 22.7%
- Arkansas Residents outside Fayetteville 43%
- People using Genealogy Services in 1999
More materials arriving faster

Due to an expanded materials budget and more efficient use of funds, we added over 15,000 items to the collection during 1999. That's an increase of about 16% in collection size in only twelve months. At the same time, the number of items checked out of the library went up by about 13%. Due to streamlining of operations, materials are on the shelf much faster than in the past.

Collections updated

In fiction, we added hundreds of popular and literary authors whose works were lacking. A major focus was ensuring the most up-to-date, notable books were available. For example, when the New York Times Book Review released its “Notable Books of 1999” in December, we already owned 148 of the 154 titles listed. We have also expanded our classics and paperback collections. Use of our fiction collection has risen substantially — some months by nearly 20% over the previous year.

Technology and information access tools expand

The Community Computer Center, a gift of the Bill and Melinda Gates Foundation to the Washington County Library System and operated by FPL, opened to the public in May 1999. Eleven workstations in the Center have Internet access, Microsoft Office programs, and educational software available. The Gates Foundation also donated five workstations and a laser printer complete with office software to FPL for use in the adult and children's areas.

In late summer, FPL began offering introductory computer classes for the public. Between August and December of 1999, over 200 people participated in the 2-hour classes, covering topics such as PC Basics, Internet, MS Windows, Word 97, and Using Hotmail. Other improvements included the implementation of a book detection system and the upgrading of the library's computers. By the end of 1999, the library was operating a network of 60+ computers and 7 printers. The FPL director chaired a county-wide committee who selected and negotiated an upgrade and expansion of its shared library automation system. This web-based upgrade, called Millennium, will decrease staff training, increase service options and improve ease of use for customers.

The audiovisual collection was expanded to offer a wide range of acclaimed films, including substantial holdings by important American and international directors. The CD collection was expanded to include genres such as country, folk, and world music. In response to customer demand, we tripled the number of audio books and upgraded the non-fiction collection, with large infusions of books into areas such as history, travel, language, religion, and business and investing.

Science and Nature Lecture Series takes flight

A new monthly lecture series, Seeing Nature in a New Way, began in November with Dr. Gerald E. Walsh talking on the life of Charles Darwin and Dr. Lyell Thompson presenting The Increasing Beauty of Ozark Rural Landscapes. Given the success of this series, additional lectures have been planned with area zoologists, architects, botanists, orchardists, and physicists.

firstTuesdays celebrates local authors

In September, the Library launched a new program called firstTuesdays: poets and writers @ FPL, a monthly reading series featuring local writers reading aloud from their work. Planned with the guidance of Miller Williams, the first reading took place September 14th. An audience of 65 heard readings by Alison Pegeen and Rob Griffith, MFA students in the U of A's creative writing program. firstTuesdays continued through the end of the year, showcasing six more writers of poetry and fiction. An average of 50 people attended each program.


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Early 1999 saw the completion of the Master Plan for Library Services and Facilities: 1998-2020. After many public meetings, over a dozen meetings with community leaders and a thorough benchmarking of similar communities, the Master Plan called for a 90,000 square foot hi-tech library, a collection of 300,000 items, and a large meeting room to seat 200. The Board of Trustees adopted the Plan and began exploring the expansion of the existing building.

The Board of Trustees decided on a 2.4 acres undeveloped city block just 2.5 blocks west of the Square. The land, owned by the Washington Regional Medical Center, had originally been planned for an assisted living facility. The WRMC Board of Directors gave its consent to sell the land for $268,000 to the City of Fayetteville for a new public library.

An architecture firm, Meyer, Scherer & Rockcastle LTD, was hired by the City to design and oversee the construction of the proposed facility. Their firm's team included library planning consultants, engineers, and local architect Jim Foster of Foster Witell Evans and Rascoe. Efforts to plan and design the facility began in the fall. Community and staff involvement in the planning and design phases was paramount. At least two dozen meetings were held by year's end. At least two public meetings were held at each stage — one in the evening and one during the day. In addition, information was made available via a “building project” newsletter, on the Library’s website, and through extensive press coverage.

On January 1, 2000 the state-wide Arkansas Democrat Gazette editorial thanked the Fayetteville Library Board for meaning it “when it asked for public involvement in the decision to expand the library” and for holding a number of open meetings to find out what the people wanted.

The current facility was designed and built in 1961 by locally noted architect Warren Segraves; it is considered to be one of the better examples of the International Style in this region. Although many options for expansion or replacement were investigated and analyzed, community and neighborhood concern regarding building and landscape preservation, increased traffic and scale of the proposed building, as well as the difficulty in adapting the existing building to modern library standards, led the Board to explore other locations.

During 1999 the Friends sponsored programs for children and adults, such as Summer Reading and Brown Bag lectures. Friends bought videos, books, and books-on-tape beyond what was funded by the City and County. This has helped to fill the large backlog of gaps in the library’s collections, due to the many lean years in the past. The Friends also contributed to the Computer Center. As the Library goes to the people to ask for support for the proposed new building, they will need substantial community support. Thus, some of the Friends’ funds are being held to cover unexpected expenses connected with the project.

In addition, some of the Friends’ funds are being kept in reserve in preparation for unexpected expenses connected with the new library building. Friends have always been included in the plans for the new building and plan to contribute to the effort.

In all, Friends spent $27,412 for the Library in 1999, spending only $836 (only 3%) for producing and mailing the newsletter, other printing, postage and all the incidental expenses in maintaining the organization. The money to support the library comes from dues, as well as memorials, gifts, and donations. The Friends’ Bookstore, open two mornings a week during 1999, has become increasingly popular and brought in over $6,000. Other book sales brought in additional funds. The Silent Auction in November, featuring books, recordings, works of art, and other items, made over $1,500 for Friends.

The purpose of the Foundation is receive and administer endowments and other designated and undesignated charitable gifts to and for the benefit of the Fayetteville Public Library. Through its fundraising and fund management activities, the Foundation will advance the role of the Library in encouraging reading, knowledge acquisition and a love of literature. People from around the region have long given generously to the Fayetteville Public Library — memorials, bequests, and donations. They give for many of reasons—the library may have inspired them to new heights, sparked their imagination, helped solve a problem, provided information that opened up job opportunities or reunited them with their family history. What better gift could there be than to help empower a continual source of learning and inspiration for everyone, from the very young to the very old?
Performers were hired, additional sessions were offered and attendance soared! Throughout the year the Children’s Library offered an array of exciting, creative programming— even a lock-in for those kids who have always wanted to spend the night in the library.

Efforts to improve the facilities of our existing library continued. A book detection system was installed; long-term problems with lighting were addressed; the Computer Center was added on the lower level and Genealogy was expanded. The City of Fayetteville’s Public Lands Maintenance Department took over landscape maintenance and has done an excellent job! An expanded reference desk, browsing tables for new materials and computer tables were added in the Main Library.

Crowding and congestion problems in the staff and collection areas continued to increase.

A volunteer infrastructure was put into place resulting in 9,400+ volunteer hours logged at the library. That time is worth between $75,000 and $95,000 to the community!

The 1997-98 effort to streamline Ozarks Regional Library resulted in Washington and Crawford counties parting ways, the Washington County Library System (WCLS) was born on July 1, 1999. The Talking Books service, long operated by ORL, was dissolved and divided between Little Rock and Fort Smith. The newly established WCLS focuses on counter service between libraries, library automation, cataloging, interlibrary loans and children’s programs for rural libraries.

The eight member libraries are Elkins, Fayetteville, Greenland, Lincoln, Prairie Grove, Springdale, West Fork, and Winslow. Good news for Fayetteville taxpayers came last spring when the WCLS Board allocated county library millage for the year 2000 on a more equitable basis. From 1989 through 1999 only half of the library millage collected within Fayetteville city limits was allocated to the Fayetteville Public Library. In 1999, due to the restructuring of Ozarks Regional Library, Fayetteville Public Library received 85% of the library millage its citizens paid — the highest percentage ever received. However, all seven other libraries in the County received at least 99% of the funds collected in their city boundaries, some many times more. For 2000, an allocation was made based on city boundaries — this allocation resulted in Fayetteville receiving an estimated 76% and Springdale 73% of library millage its citizens paid in 1999 (2000 actual tax receipts are not known until 2001).

Plans for the new library made progress in 1999. Balancing the desire to stay at the present site with reality, a decision to locate the new building just west of the downtown Square was made in late spring. Although staff members frequently hear people ask “when does construction start?” we remind people that it takes time, a public vote, and private contributions to make the proposed new library a reality.

Volunteers are critical to operating library services. To organize, improve and manage the growing number of volunteers, a half-time Manager of Volunteer Services was hired. A volunteer infrastructure was put into place resulting in 9,400+ volunteer hours donated by the end of the year. That time is worth between $75,000 and $95,000 to the community! We express our sincere thanks to all the people who gave freely of their time.

By the close of 1999 the library staff began to feel the difference. Customer complaints were minimal, compliments and great ideas for further improvement were the norm. We are pleased that all library staff members serve as a vital link in the effort to improve and streamline services. Their creativity and flexibility have led the charge to give the taxpayer the biggest and best return on their investment in library and information services. Our creative, capable and resourceful staff members coupled with an involved and ever-growing “citizen” customer-base are why the Fayetteville Public Library has become a “happening place” for intellectual and lifelong learning pursuits.

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President, Board of Trustees

Fayetteville Public Library 1999 Annual Report

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Fayetteville Public Library 1999 Annual Report

Fayetteville Public Library 1999 Annual Report

Western elevation of proposed new library.
The dramatic increase in library usage continued throughout 1999. Circulation of library materials increased nearly 30% over the past two years, while virtually all other measures of use have shown a significant increase. We believe the growth of the area, as well as improvements in services, programming, print and electronic collections account for our exceptional increase. Many people who “gave up” on the library during its lean years have returned to find a vibrant information service with the latest literature, non-fiction, programming and computer resources.

We continued to focus on creating a library matching the expectations and needs of our community. To reach that goal, we have gone further down the road to building a new, larger library, and have come closer to developing collections and services expected for a city of nearly 60,000 people hosting a major university.

Electronic resources expanded in 1999 through a gift from the Bill and Melinda Gates Foundation. The gift included five computers and a printer with a wide array of software. A...  and drop-in use. Library computers were upgraded with supplemental funding from the Washington County Library System.

Many people discovered the ease of the Library’s website “http://www.fayettevillelibrary.org” where users can: (1) identify what's available at the library, (2) place items on hold, (3) get information about reserve items, (4) get the status of items you... checked-out with date due, (5) find information about library events and (5) find helpful links to reputable websites.

Other electronic advances include additional periodical databases paid for by the Arkansas State Library, more children's educational games and genealogy resources. The WCLS... system. The Library's network grew to oversixty computers–the need for a systems administrator became obvious.

Overall use of electronic resources and the Internet rose steadily through 1999. In fact, it was not uncommon for lines to form and users' patience to fray.

Improved quality and quantity of the library's collection resulted in a 300+% reduction in the time from ordering to placing on the shelves.

Our very good Friends of the Fayetteville Public Library took on the sponsorship of the Summer Reading Program for pre-schoolers and elementary children.

“...18-member teen Board is an asset to the Library and the community–they are an intelligent, creative group of individuals. Our very good Friends of the Fayetteville Public Library took on the sponsorship of the Summer Reading Program for pre-schoolers and elementary children.

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2

Demand for library services increase, plans for new library progress

Improvement of library collections continued as a priority throughout 1999. Over 15,000 new items (16%) were added. Many of the areas of the non-fiction collection were strengthened. The latest and best adult and children's literature arrived daily, and an effort to retroactively fill the gaps in our fiction and children's collection was undertaken. Multiple copies of the most popular materials were made available, thereby reducing reserve lines by about 50%.

Staff delighted in being able to say over and over “yes, we have the book you need” and users were happy that the “latest” and “hottest” titles were available.

“We come to the library 3 or 4 times a month and I love to spend time with Miss Frizzle and the Magic School Bus on the computer. It's really fun and educational.” Jared, age eight. “My favorite book is Possum Stew, but I also love the joke books and puzzle books. It's fun to come to the Library,” Rachel, age six.

Improvements in the collection are due to two major changes. First, early 1999 saw WCLS decentralize book purchasing and processing functions to the city libraries. This... finally approached the per capita national average for a city of Fayetteville's size. Increased allocations from the County Library millage and the City's capital improvement project fund made this possible.

Program offerings continued to increase. By year's end adult programming included a noontime lecture series, an author reading series and a science and nature series. The formation of a Teen Advisory Board was a first for FPL, and a solid beginning of the direct involvement of this important population in library services. The 18-member teen Board is an asset to the Library and the community, and are an intelligent, creative group of individuals. Our very good Friends of the Fayetteville Public Library took on the sponsorship of the Summer Reading Program for pre-schoolers and elementary children.

View of proposed new Library from School Street.
The Fayetteville Public Library wishes to acknowledge and thank the following individuals and organizations for their gifts of support, resources, time and talents, and in-kind contributions during 1999.

**Volunteers**

- Lois Graham
- Pepe & Maureen Anderson
- Judy Ayers
- Demi & Delores Baker
- Max Barnett
- W.B. Bax
- Anna Beavard
- Jim Bonner
- Janice Bresky
- Mimi Blevins
- Alison Botsome
- Cathy Boyle
- Jim Boyer
- Lori Brik
- Paul Buckley
- Veronica Buckley
- Marilyn Burdette
- Caroline Baker
- Tylor Caballo-Penn
- Matthew Carlson
- Serena Cheng
- Concha Z. Chavez
- Sing Chu
- Mickey Clennell
- Mack Cockrell
- Sue A. Conrad
- Jean A. Couch
- Cam Crouch
- Sarah Dale
- Ann Dashiell
- Janie Davis
- Jamie Davis
- Virginia Davis
- Anna de Nobil
- James R. DePoeer
- Kate DePoeer
- Laura A. DePoeer
- Les Schaper
- Mary E. Sears
- Sam Stephoon
- Ray Stephoon
- Gecca Born Smith
- Mitchell Smith
- Sarah E. Spiegel
- Bernardine J. Stewart
- Melody Tooke
- Laima Tooke
- Elaine Thomas
- Amanda Theresa Thompson
- Linda Towle
- Philip L. Toole
- Matt C. Trout
- Nancy H. Trayn
- Karin T. VanKampen
- Joanne Vaughan
- Kent M. Walker
- Martha Ward
- George Weiss
- Lelia A. Wendt
- Jake White
- Jo-An Willich
- Whitney D. Williams
- Mary Lee Wilson
- Jamie Wilson
- Anne Marie Windleman
- Lisa Wimbright
- Barbara Y. Wright
- Lucy Xiao
- Brooke Zellar

Fayetteville Public Library 1999 Annual Report

**Our Vision**

Our vision is to be a social and intellectual gathering place for everyone—a vital community center that informs and inspires.

**Our Mission**

Our mission is to provide citizens with access to knowledge, the imagination of children and adults, and encourage lifelong learning and achievement for all.

**Our Goals**

Our staff will perform a critical role in developing and delivering customer-focused customer service.

Our collections and information resources will reflect a wide spectrum of ideas and viewpoints, mirroring diverse community needs.

We will use technology to maximize information access and continually improve efficiency of operations.

Our programs and services will meet life-long learning, cultural, scientific, and business needs of our diverse community of families and individuals.

Our facilities will be comfortable and accessible, and will efficiently accommodate the changing needs and interests of our community.

We will enhance services, expand resources, and increase visibility by pursuing mutually beneficial partnerships with other libraries, government and community agencies, educational institutions, business, industry and the public.

**2000 Board of Trustees**

- Louis Gotspenier, President
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217 E. Dickson Street
Fayetteville, AR 72701
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The Fayetteville Public Library 1999 Annual Report

**FPL Annual Report designed by Leilani Schweitzer.**
1999 Library Measures

- Population Served
  57,984 (Fayetteville 1999 est.)
  152,065 (County 1999 est.)

- Library Card Holders
  21,111

- Program Attendance
  19,475 (15,023 children)

- Materials Owned
  109,772

- Periodical Subscriptions
  240

- Reference Questions Answered
  49,753

- Use of Materials (circulation)
  337,594 (104,204 Children’s materials)

- Visits
  366,362

- Volunteer Hours
  9,462

- Staff
  26.6 FTE

- Staff with M.L.S. Degree
  4.6