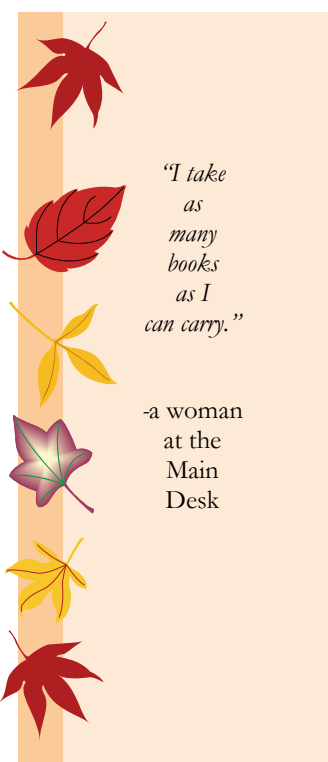


## RESOURCES, SERVICES & EVENTS TODAY

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"I take  
as  
many  
books  
as I  
can carry."

-a woman  
at the  
Main  
Desk

### PRIORITY ONE: CUSTOMER SERVICE

For the past year the staff and Trustees of the Ipswich Public Library have been working on a number of initiatives to improve customer service to library patrons. A successful grant application in the fall of 2000 resulted in \$7500 for customer service activities. This grant was federally funded with LSTA funds through the Massachusetts Board of Library Commissioners.

Some of the funded activities were behind-the-scenes, such as the two half-day workshops conducted for staff and Trustees by consultants Linda Braun and Renate Oliver. The subjects of these sessions were "Dealing with Young Adults" and "Listening Skills." Staff viewed situational videotapes and discussed the best responses to difficult library situations at staff meetings, following these training sessions. Board members and staff also revised the library's *Rules of Conduct* and *General Library Objectives* and wrote an entirely new *Library Service Policy* (see page 4) and *Mission Statement*. More visible are the publications that we were able to produce, including refrigerator magnets with the library's hours, a library business card, and permanent banners to announce children's programs. Especially satisfying was our ability to work with designer Susan Edwards of Extramile Design.

*Continued on page 4*

### Ipswich Public Library Mentioned in *New York Times*

The August 19, 2001 edition of the *New York Times* included an article entitled "In Libraries and Cemeteries, Vacationing with Ancestors," which mentioned Ipswich Public Library as a popular destination for people doing genealogical research. Tracing

one's roots has become a widespread hobby with the proliferation of information available over the Internet—and lots of people can trace their ancestors back to Ipswich. The Library's archives has especially heavy use during the summer,

when people from all over the country come to peruse our records dating back to 1633.

### EBOOKS ONLINE: TRY "NETLIBRARY"

You can now access the world of eBooks through netLibrary, a collection of online books (eBooks) and resources available through the Ipswich Public Library. An eBook is an electronic version of a printed book. netLibrary can be viewed online from any computer connected to the Internet by going to [www.mvlc.org](http://www.mvlc.org) and clicking on the icon for "netLibrary," and then clicking on "Ipswich Public Library." The first step is to set up a personal account (there is no charge), and then you can preview an eBook for up to 15 minutes for quick reference or check it out to read at your leisure. Because eBooks are online, they're available at your convenience whenever you want to use them, and you don't have to worry about returning them, as they're automatically returned at the end of your checkout period. Using netLibrary, you can access a wide range of scholarly and reference materials entirely online (a link to a list of all available eBooks is on the next page after you click on the netLibrary icon). With netLibrary, you can search every word in the entire eBook collection, as well as search within a particular eBook.

## NEWS FROM THE CHILDREN'S ROOM

### RADICAL READERS

A new session of the Radical Readers Book Club started in September. This year's group is made up of an equal mix of old and new members. The members are 9 or 10 years old; half are boys, and half are girls. They are enthusiastic and focused readers. We have read *Danny, the Champion of the World* by Roald Dahl, *Half Magic* by Edward Eager and *The Bad Beginning* by Lemony Snicket. The members have their own reading journal and special pen which they use at each meeting to write down the things they find important during our discussion about the book. As the year goes on we might turn some of these journal entries into reviews to be posted in the Children's Room. Each week someone takes a turn being the host. The host brings the snack and helps to lead the discussion. The host also brings a picture book to read aloud to the others at the end of the session.

### YOUNG ADULT MAGAZINES

The following magazines are available for young adults in the Homework Center at the back of the Library's main floor:

- ◆ *Careers & Colleges*
- ◆ *Cicada* (literature about, for and by teens)
- ◆ *Guideposts for Teens* (a gift subscription)
- ◆ *Seventeen*
- ◆ *Soccer Jr.*
- ◆ *YM (Young & Modern)*



As with the Library's other magazine subscriptions, the current issue on display does back issues can be checked out for a week.

not circulate, but

### Young Adult Committee

If you are a young adult who would like to serve on a committee to help plan and carry out programs at the library, please see Paula Grillo at the Reference Desk. If you're not able to be on the committee, but have some good ideas, please let Paula know!

## Historic House List



Ipswich Public Library has compiled a list of First and Second Period Historic Ipswich Houses (to 1790) for the use of researchers, genealogists, and anyone else interested in Ipswich history. The following information is included: original owner/builder, date of construction, original and current address, current owner, listing with organizations such as the National Register of Historic Places, and a map showing the location of each house. This information can be accessed either by the name of the house or by the address. Researching and compiling this list was a volunteer effort that extended over many months. Please ask at the Reference Desk if you would like to use it!

## GET BOOKS FASTER!

Sometimes patrons request materials on-line from other libraries through “Request Item” on the iPac when the materials are *on the shelf* at the Ipswich Public Library. If we have the items you want you can pick them up right away, or we can pull the materials for you and hold them at the Main Desk. You will avoid the wait of two or more days when the material comes from another library.

- ✓ Search for the material you want in iPac
- ✓ Before hitting ‘Request Title,’ click on the title itself
- ✓ Item information and Holdings information will appear
- ✓ Scroll down until you see ‘Ipswich’ under ‘Location’
- ✓ If status is ‘checked in’ the material is on the shelf and available



Come down to pick up the material or, if you cannot make it that day, call us at 978-356-6648 and we will pull from the shelf and hold for you at the Main Desk.

If the material is not on shelf at the Ipswich Public Library or is not in our collection, return to ‘Request Title’ at top of page

## College Courses for Commuters

The library has a small-but-growing collection of excellent audiotapes produced by The Teaching Company. These tapes are lectures of entire college course taught by some of the finest professors in the country. The series is called “The Great Courses.” Each lecture is 30-45 minutes long. Entire courses run from 8 to 12 lectures. We have on order several new courses, including “The World of

Byzantium” by Prof. Kenneth Harl of Tulane and “The Quest for Meaning: Values, Ethics, & The Modern Experience” by Prof. Robert Kane of the University of Texas—Austin. A few more titles in the series available for use include: “The Great Ideas of Psychology” by Prof. Daniel Robinson of Georgetown University, “The Odyssey of Homer” by Prof. Helen Vandiver of the University of Maryland and “Economics” by Prof. Timothy Taylor of

Macalaster College. Fiction, non-fiction, language and other audiocassettes are shelved in the “Large Type and Audiovisual” section off the Rogers Room. The newest tapes are shelved in the “New Materials” section opposite the Main Desk. Audiotapes circulate for 3 weeks. We have also begun to purchase some of the other “Great Courses” in the CD format.

## Wilson Biographies Plus Illustrated

Ipswich Public Library now has access to **Wilson Biographies Plus**, a database that contains biographical information on more than 100,000 people from antiquity to the present. The database also includes 28,000 images and links to additional information, such as full-text articles and book review excerpts. You can search the database by name, date of birth, place of origin, gender, ethnic background, or any combination of these terms. This new database is provided through NMRLS, our regional library organization, and is available for your use at the Internet terminals in the Gaunt Reference Room.

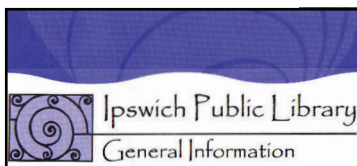
\* \* \* \* \*

The **NovelList** database is now available for use on your home computer. From the MVLC Website ([www.mvlc.org](http://www.mvlc.org)), click on the EBSCO HOST icon, then enter your Patron ID (the number on the back of your library card, no spaces), then click on the **NovelList** icon. This database is a great way to get ideas for more books like your favorites!

*Continued from page 1*

Susan produced very handsome designs for four brochures: General Library Information, Archives, Children's Service and Art in the Library. These designs are coordinated through use of typeface, paper, colors and the library logo. The first three of these beautiful and elegant publications are available to patrons at the library, while we continue to work on the text of the Art brochure. Each brochure features a tear-off bookmark with essential library information (hours, phone number, etc.) for easy access. The printing of the Children's brochure, which features the snail logo designed for us by Ed Emberly, was

underwritten by IpswichBank. Susan is also working with us on a complete redesign of the library's web-



site, which will feature our library logo and a very pleasing palette of colors inspired by beach glass. The grant allowed us to purchase a CD set of clip art, which we have begun using to make our Children's Room calendar more appealing. The paper used

for this newsletter was also purchased with the grant monies. Another grant project you may have noticed are the large library floor plans located strategically on each floor. We hope that each of these initiatives results in better customer service for our users.

—Victor Dyer  
Library Director

## LIBRARY SERVICE POLICY

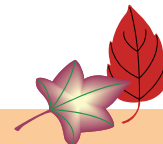
### *Ipswich Public Library*

The Ipswich Public Library is committed to delivering excellent service to all patrons. Its staff is dedicated to aligning library resources and operations toward satisfying and delighting the community. In fulfilling its mission of quality service, the staff will be guided by the following principles:

- ◆ The library will offer prompt, high quality service to all regardless of age, race, sex, nationality, religion, educational background, and physical limitations.
- ◆ All patrons will be treated with courtesy and respect.
- ◆ The library's rules and regulations will be administered equitably by the staff.
- ◆ The library supports ongoing staff training so that staff can confidently guide patrons in the use of current technology.
- ◆ Library staff will be mindful of complaints, concerns and suggestions from patrons with an eye towards constantly improving library services.

*Approved by the Board of Trustees May 21, 2001*

### CRANE FAMILY BOOKS



The Ipswich Public Library is hoping to acquire copies of the following out-of-print books regarding the Crane family:

Castle on the Hill by Jane Clancy  
The Autobiography of Richard Teller Crane

If you have a copy of one or both of these books you are willing to donate to the library, please contact Director Victor Dyer.