



HUMAN SERVICES CIVIC & CULTURAL

Above: Volunteers prepare holiday donations at the December Adopt-a-Family drive.

**Coventry Human Services
Social Services/Youth Services/Elderly Services
Annual Report 2009/2010**



Coventry Town Office Building

Courtney L. Chan, MSW, Human Services Administrator, cchan@coventryct.org

Heidi M. Donnelly, Administrative Assistant, hhall@coventryct.org

Crystal D. Morawitz, Youth Services Coordinator, cmorawitz@coventryct.org

Ashley Egner, Social Work Intern

Telephone: 860 742-5324 FAX 860 742-3505

Coventry Senior Center

Leigh H. Wajda, Senior Transportation Coordinator lwajda@coventryct.org

Joan M. Oros, Senior Center Coordinator, joros@coventryct.org

Telephone: 860 742-3525 FAX 860 742-3506

The Coventry Human Services Department is a multi-generational service agency. Our employees and many volunteers working on special projects offer services to the youth, the seniors, individuals and families of our community. The goal is to allow Coventry residents to achieve and maintain personal and social well being and to provide positive youth development programs.

The Town of Coventry Human Services Department is staffed by three full time personnel, the Human Services Administrator, the Administrative Assistant, the Youth Services Coordinator, and two part time staff members, the Senior Transportation Coordinator and the Senior Center Coordinator. We also had a Social Work Intern for eight months, who worked with a number of special programs including the Girls Circle, the Holiday Program, and the Food Bank.

The Human Services Administrator holds her MSW and is a member of the National Association of Social Workers, she is the Municipal Human Rights Officer, she is the Secretary of CLASS, (Connecticut Local Administrators of Social Services and she attends their monthly training meetings.

The Administrative Assistant is a certified CHOICES Counselor (Connecticut's Health, Outreach, Information, Counseling & Eligibility Screening Program), and attends the Connecticut's Eastern Area Agency on Aging bi-monthly training workshops. She is also a member of the Senior Resources Advisory Council.

The Youth Services Coordinator is the Municipal Agent for Youth and staffs the Youth Services Bureau, which is funded in part through the State Department of Education. She administers the grant from the North East Communities Against Substance Abuse. She also attends meetings for the Connecticut Youth Services Association.

We oversee the grants to regional agencies that provide additional social services to residents. We will continue to pursue grants for the Senior Center, Youth Services, and other programming for our department.

Human Services

Program Statistics

Social Services Direct Services-Clients: **164**

Elderly Services Direct Services Clients: **208**

CHOICES Counseling Direct Services Clients: **255**

Food Bank: **71** Families used the Food Bank, multiple times

One of the large concerns for Coventry households each year are heating and utility expenses. This past year was no exception. Our office processed **154** ACCESS applications and **15** Operation Fuel applications. **65** households used the Coventry Clergy Fuel Fund which provides one time emergency assistance with **125** gallons of heating fuel during the year. This past heating season **\$20,790.80** was used for this purpose. **\$17,757.30** was donated to this fund through donations to the WISH fund coordinated through Human Services and other donations which were sent directly to the First Congregational Church, their Pastor the Rev. Dr. Bruce Johnson has been the administrator of this fund for over 30 years.

Residents come to our office with other emergency needs as well during the year, utilities, rent, mortgage, prescriptions among other things. The staff can offer crisis counseling, budget counseling, appropriate referrals and help depending on individual situations. We have some resources available thanks to donations to our Special Needs Fund and to the "Bell Ringing" efforts of volunteers to our Salvation Army Fund. This past year we received donations of **\$13,282.95** to our Special Needs account and the "Bell Ringers" raised **\$13,482**, of which 90% is available for the needs of Coventry families.

The Human Services Office, with the help of a very active volunteer committee, coordinates a large holiday program. This past year **155** Thanksgiving food basket were distributed, **120** Christmas food baskets were distributed and **66** families received gifts for their children. **\$6,797** was donated towards the Holiday program in addition to the many people who "adopted" families, donated holiday food, toys, gifts, hats, mittens, and gift cards, etc.

This year was marked by a number of devastating fires in Coventry. One at Orchard Hills Estates and four in the community which resulted in serious loses of property. The Human Services Administrator worked with the families in the community helping coordinate donations, and helped counsel the families and made the proper referrals.

Human Services works with many regional agencies and provides recommendations for regional grants for Connecticut Legal Services, Thames Valley Community Council Meals on Wheels, WRTD Dial-a-Ride, the McSweeney Regional Senior Center, NECASA and Northeast Sexual Assault Crisis Center. Many Coventry household are referred to these services and their services are subsidized by the grants the towns pays these agencies.

This has also been a sad year as we have mourned the loss of many senior members of the community. Ethel Harris was on our Human Services Advisory Committee since its start in 1978. Ethel passed away in May, and as well as being member of our Advisory Committee she was a member of the Grange, the Thrift and Gift Shop, and the First Congregational Church Choir. The staff would like to extend their sympathy to her family and all the families who lost loved ones this past year, they served Coventry in so many ways and we have known and worked with them for many years, we will miss them all.

Visiting Nurse and Health Services of CT is a regional association providing community health services to the residents of Coventry. The community program includes registered nurses as well as health promotion and therapeutic nursing activities. Fees, where applicable, are adjustable. Services include home health aides, adult daycare, homemakers, and home delivered meals.

2009/2010	Home Care Service	Visits	Hospice Care	Visits
	Skilled Nursing	1,531	Skilled Nursing	112
	Physical Therapy	558	Therapy	1
	Occupational Therapy	95	Chaplain	15
	Speech Therapy	48	Medical Social Work	23
	Medical Social Work	125	Home Health Aide	186
	Home Health Aide	490		
	Homemaker	94		
	Total Visits	2,941		337
	Adult Day Care	44 Days		
	Meals on Wheels	638 (two meal packets)		
	Elder Wellness Programs	269 (Residents Served)		
	Flu Vaccine Program	153 (Residents)		

Senior Center

This past year the Senior Center offered, free of charge, two ‘Skin Cancer Screening’ sessions courtesy of Dr. Babcock, an area Dermatologist.

A bi-monthly ‘Foot Care Clinic’ is held on the even months. We’ve managed to offer this program as a subsidized part of our budgeted ‘Wellness Care’.

The Visiting Nurse and Health Services of CT, Inc. assists us in providing a nurse three times a month for diabetic testing as well as blood pressure monitoring. Additionally, the Senior Center hosted an H1N1 Clinic in January.

In an effort to meet the needs of the Senior Community and keep our Seniors informed, we hold monthly ‘Wellness Programs’ on various and timely topics.

This year Sharon Pacholski, Town Librarian, volunteered to come in and work with the seniors, one-on-one, at the computers. Sharon’s program covers basics and gives the seniors an opportunity to pick-up a few helpful hints and techniques while ‘surfing the internet’.

This is the second year Moe Collin has been associated with the Coventry Senior Center. Moe provides information to Veterans, their spouses and family. He is a wealth of information and a great asset to the Center and the Town of Coventry.

The social events vary from month to month. The attendance is always large and the support of the seniors is boundless.

In July and August we held our regular BBQ’s; September, the Seniors held a ‘tag sale’, October was the annual Halloween party complete with costumes, donuts and cider; in November the seniors sponsored their annual tribute to the Veterans in conjunction with American Legion Post 52 of Coventry; in December the seniors hosted a small reception for the “Wreaths Across America” when they visited our War Memorial; in January, our weather delayed New Year’s Eve party was held; February, was the ‘Pot Luck’ Valentine’s Day luncheon and dance; March was the ever popular St. Patrick’s Day ‘corned beef and cabbage dinner’ for **70** seniors; in April we acknowledged the efforts of our volunteers with a sit down chicken parmesan dinner, this was our opportunity to thank over 40 of our ‘angels’; in May we celebrated our 1st Cinco de Mayo luncheon; as we came full circle into June, we invited the Coventry H.S. Jazz band to join us for our first of the season “hot dog/hamburger” lunch.

In addition to the monthly social, we added a “Secret Chef” program to the calendar on the first Wednesday of each month. We have scoured the Town looking for cooks to come and share a ‘treat’ and a ‘kitchen culinary’

tip to the seniors. Over the months we have had: John Elsesser (Town Manager), Mark Palmer (Police Chief), Claudette Polhemus (Senior), Jack Lacek (Senior), Susan Cyr (Town Clerk), Wendy Rubin (Park & Rec. Director) and Susan Bellemore (Branch Manager @ Rockville Bank).

The number of seniors participating in the Foot Care Program (as of January): averages **12** every other month.

The number of participants in lunches, wellness programs & events: Weekly lunches (Monday & Thursday) approximately **12**; Monthly Wellness Programs (speakers on various timely topics) approximately **10**; events vary from **35 to 70**; Tuesday and Thursday exercise classes run from **15 – 25** each session year round.

Approximately **40** people attended a “Senior Insurance Session” with Congressman Joe Courtney. The seniors provided refreshments for a crowd of over **150** people who came to Coventry for the first “Welcome Home Viet Nam Veterans’ Day event in March”.

In addition to these events the seniors have participate in a variety of Community based and intergenerational events throughout the year.

AARP has run two successful sessions for approximately a dozen seniors each session on the “55-Alive” driving program. AARP joined the seniors in February through April 15th for their free income tax preparation program. Considering it was the first visit to the Coventry Senior Center and their return after a three year absence, the turn-out was good and **40** people participated in this program.

The seniors are taking an active role in planning upcoming events and Community activities for the coming year while adding programs to their monthly schedule. We invite you to check out the activities on the Town website or drop by during our regular hours for a tour of the facilities.

Coventry Rides Van Program

Days of Van Usage: **168**
of People Riding: **43**
of One-Way Trips: **1,041**
Volunteer Hours: **663**
Miles Total: **7,244**

Volunteers Drivers: Dave Lamore, Dick Frye, Bill Hoffman, Joe Drain, Ken Stein, Megan Nolan, Bill Wajda, Kim Homans, Mary Ellen Hetrick, David McCrory, Bill Root, John Howells, Tim Ackert, Brian Coss, Carol Lynn Smith, and Doreen Hurley. Several of these people also provide private car transportation beyond the scope of the Van Program. Private car volunteers include: Carol Moriarty, Dick Gawitt, Barbara Rose, Howard Reiter, Claudette Polhemus, David McCrory and Bill Wajda.

Coventry’s State Matching Grant for Elderly and Disabled Demand Responsive Transportation from the Connecticut Department of Transportation was fully funded for FY10 after the State Budget was passed in late fall 2010. This grant has also been approved for FY11. The grant provides **\$24,202** each year for Coventry’s Transportation Program, including operating expenses for the Coventry Van (fuel, repairs and maintenance, coordinator salary), extended Dial-A-Ride hours provided to Coventry residents before and after the regular DAR hours of operation (transportation for early medical appointments and employment); Senior Wellness Trips for elderly and disabled residents of Coventry, and the Mileage Reimbursement Program (allows reimbursement of mileage expenses to riders for transportation to medical facilities and related services beyond what is currently provided by the Coventry Van Program.)

The Van made trips on Mondays, Tuesdays, Wednesdays, Thursdays and Sundays to locations in Coventry, Manchester, Tolland, and Vernon and Mansfield in cases where WRTD could not provide service. Van

transportation was used for medical appointments, senior day programs, grocery and personal shopping, voting, senior workshops, Senior Center, town events and entertainment. Monday van trips provided transportation to Senior Center only. Wednesday van trips were scheduled once per month for Senior Club meetings. On Sundays, the van transportation was used for trips to Farmers' Market and the Coventry Flea Market.

The "Coventry Rides" Van Program is advertised in the Coventry Monthly, local newspapers and Channel 13. Handouts and mailings are provided for the residents of Orchard Hills, Senior Club members and the Coventry Transportation Mailing List. Brochures are available in offices and businesses throughout Coventry.

Special low-cost "Wellness" Trips were offered to Coventry seniors and the disabled. Transportations costs associated with these trips were paid for by the Department of Transportation Grant allowing the cost of the trips to be kept very affordable. In the last year, only four trips were offered beginning in December 2009 after the Grant funds were received. Ordinarily, 6 – 8 trips are offered. The following trips were offered this year: Wadsworth Athenaeum, Barnum Museum in Bridgeport, Spring Picnic in Stanley Park, Westfield, MA and the Berkshire Botanic Garden in West Stockbridge, MA. In all, a total of **147** people attended these trips. Wellness Trips were not offered until December 2009, after Grant funding was received.

The Coventry Rides Transportation Program is supported by the Town of Coventry and grants from the Department of Transportation.

Youth Services

- Submitted final reports and grant applications for SDE YSB Entitlement and Enhancement grant, in addition to DMHAS/NECASA grant.

Direct Service Programs:

- Auditions for the Annual **Talent Show** were held on January 21, 2010. Rehearsals were held on February 9 and 11. The event on February 12 was not as well attended as in past years and Recreation and Youth Services raised **\$469.01**, which was used to help offset the costs of summer youth programs. There were **15 youth participants**, and **113 people in the audience**.
- **40 Camperships** were awarded to **24 families**, allowing youth to attend summer who otherwise would not be able. In addition, **8** scholarships were made possible through Salvation Army funds, and assisted **4** families with camp fees.
- Assisted **2 families, register 3 kids** for the **Salvation Army Camp Connri**, located in Ashford, CT. The week-long, over-night camp is free to qualifying families, funded by the Salvation Army.
- **Gearing Up to Learn, Back to School Program**, assisted **34** Coventry families with backpacks, school supplies and Payless shoe cards. **79** children started the school year off on the right foot as a result of this program.
- **NOMADS** met once and month and held one activity per month throughout the school year. Trips included whitewater rafting, indoor rock climbing, and zip lining.
- **Positive Connections Mentoring program** matched 6 high school students with 6 Robertson School 3rd, 4th and 5th graders. The group met every Tuesday from October through June. In addition to their strong commitment to homework, the group was engaged in many arts and crafts, teambuilding, and cultural activities.
- Conducted mandatory **Youth Job Bank** meeting/training on 11/05/09 and 6/14/10 for new members to go over program policies, procedures and job skills overview. Ice-breakers, program nuts and bolts and refreshments rounded out the event, attended by **41 youth** in middle and high school.

- Chaperoned the **Project Graduation** event on 6/19/10-6/20/10. **96 kids** attended the free, all-night event filled with food, fun, and entertainment.
 - Staff from the American Red Cross offered a Babysitters Certification Course to **Youth Job Bank** members. **9 kids** received their certification, and the program was funded by grant monies received from the State Department of Education.
 - As a result of state funding, **12** Coventry high school students participated in the **Summer Youth Employment Program**, administered by EASTCONN and supervised by Coventry Youth Services. Students were placed in 5 different departments within and town hall as well as offsite group locations. Students worked an average of 25 hours a week for 8 weeks.
 - **Girls' Circle** was a newly created program this year offered to 7th and 8th grade girls. The model, a nationally recognized *promising practice program* helped **8** girls focus on peer relations, positive self-esteem, communication, and character development skills, through a variety of activities. The program met once a week, every week from January – May.
 - Provided drop in office hours as part of open door policy to middle and high school youth.
- | | |
|--------------------------|-----------------------|
| • Youth & Family Cases | 24 cases |
| • Community Service | 23 cases |
| • Community Restitution | 2 cases |
| • Youth Job Bank Matches | 31 matches |
| • Youth Job Bank Members | 41 new members |
| • Juvenile Review Board | 2 cases |

PROGRAM ACCOMPLISHMENTS FY 2010

- Established well functioning and well received Senior Center, which is open 5 days a week.
- Enhanced the senior van grant transportation program for senior trips and expanded service including regular trips to Monday Senior Center Programs and special events at the Senior Center.
- Maintained the fundraising levels to meet the community needs.
- Youth Services: did expand programming with Nomads Program, Girls Circle and more individual case work and larger Summer Youth Employment Program.
- Had an active Intern Program.

PROGRAM OBJECTIVES FY 2011

- Work on establishing more senior programs including an expanded senior meal program.
- Recruit and train more volunteer van drivers and expand program days
- Increase services and outreach to clients by utilizing more volunteers and increase intern program to two.
- Include more Youth Activities in an expanded Community Health and Wellness Fair, and possibly coordinate with surrounding towns.

Coventry Housing Authority Annual Report 2010



The Coventry Housing Authority is a non-profit public corporation that operates Orchard Hill Estates I & II Elderly Housing complex. The Authority consists of five volunteer Commissioners appointed by the Town Council. We report continued occupancy of all 80 units.

The current census is 62 female and 26 male tenants; 7 couples are included in this census. There are 58 single apartments and 22 double apartments. Of the 80 apartments, 8 are fully handicapped accessible units. All are one bedroom and all are equipped with emergency alarms as well as smoke detectors.

Current income limits are as follows:

HUD Project

One Person	\$29,650
Two Persons	\$33,900

State Project

One Person	\$45,100
Two Persons	\$55,150

Laurie Pinkston is the Executive Director. She takes care of all administrative and accounting for both projects. Julie Bradley is the Resident Service Coordinator. She assists tenants with ConnPACE applications, Title 19 applications, setting up home-making services and does tenant assessments. The office is also an Energy Assistance site working in conjunction with the Access Agency in Willimantic.

We have a monthly blood pressure and blood sugar screening clinic. This clinic is available to all Coventry residents as well. We have a bi-monthly foot care clinic that is also available to all Coventry residents. A librarian from the Booth and Dimock Library brings new books monthly that can be signed out of the office.

The current operating budget is \$329,228, which is a Per Unit Monthly Cost of \$343. and includes P.I.L.O.T. payment of \$17,142 paid to the Town of Coventry and an annual sewer fee of \$3348 paid to the WPCA.

The Authority maintains representation on the Coventry Fair Housing Committee and on the Housing Rehabilitation Commission.



**TOWN OF COVENTRY
DEPARTMENT OF PARKS AND RECREATION
ANNUAL REPORT 09-10**

General Statement of Functions and Responsibilities

The Parks and Recreation Department fosters active lifestyles, social well-being, and environmental stewardship. This department is responsible for the organization and administration of all town-sponsored recreation activities and facilities.

Our goals are to:

- Identify, preserve and promote those factors that help define the Town of Coventry as a unique community; by providing park facilities that strengthen community image and sense of place, and ensuring their accessibility to all citizens in an inviting and safe family atmosphere.
- Provide a balance in recreational opportunities to encourage positive youth development, inclusion of special populations, healthy lifestyles, enrichment & lifelong learning opportunities for adults that meet demand while maintaining existing service levels at an affordable cost.
- Maintain fiscal effectiveness and efficiency to assure that business is conducted in the most productive and cost-efficient manner
- Expand human resource competencies to ensure that the staff continues to develop their knowledge, skills and experience for current or future positions by providing employees with the technical skills, training, tools and resources needed

PART I: The Year in Review:

PARKS AND RECREATION COMMISSION:

The Commission saw some major changes to their membership, losing long time Commissioners Roberta Wilmot, Marsha Kolodziej, and John D’Orazio. Each of them provided a unique and valued perspective which will be sorely missed. To replace them, several volunteers stepped up including Jennifer Ojala, Gene Marchand, Todd Cancelliere, Donald Figiela and Jennifer Bynes. The Commission made several operational policies and procedures improvements/ changes in the following areas: Military Discounts, Special event and Rental Facilities fees, Pavilion Reservation system & fees, Inclusion Policy, By-Law review, and Goal Setting. They also established procedures for conducting background checks and volunteer ID badges for youth sports coaches with leagues.

The Recreation Commission continued to fine-tune the Master Plan for the Miller-Richardson/Landfill project. We now have a final concept plan and will be proceeding with a grant application through the STEAP grant program from the State. The Commission held a meeting on-site at Miller-Richardson Field to review the existing conditions and plan for safety improvements.

ADMINISTRATION:

With the economic downturn, families were in need of local, close to home, and affordable options for their leisure pursuits. We geared up for increased use at our parks and attendance at our special events, and successfully provide just that for many in our community. In anticipation of a busy year, an additional telephone line was installed to alleviate the number of calls ringing busy.

Staff researched Recreation Program Registration and Facility Reservation Software options with several product demos held. After careful consideration, the Department will begin using “MyRecDept.com” in the fall 2010. Once the busy summer season is complete, staff will make the transition to the new system and advertise the

change to the community. The new website is www.coventryrec.com and will allow 24/7 on-line registrations by the public.

Both Ms. Rubin and Ms. Torcasio attended the Connecticut Recreation and Parks Association Annual 2-day Conference at the Mohegan Sun Conference Center. Ms. Rubin presented a session on Social Networking with Student Intern Paul Mawaka, and authored an article for CRPA Today publication on Social Networking.

Ms. Rubin and Ms. Torcasio also attended several CIRMA workshops, webinars and CRPA-sponsored workshops throughout the year. Ms. Rubin attended the CRPA Spring Quarterly at the CT Science Center, where she served as a speaker for a session on the ACHIEVE Wellness Grant. With these types of training, staff remains enthusiastic and strives to put into action the new ideas learned for the year to come.

HEALTH & WELLNESS INITIATIVES:

Ms. Rubin is serving as the Coventry representative for the Eastern Highland Health District ACHIEVE Initiative's Community Health Action Response Team (CHART). As a prelude to implementation of the grant, Ms. Rubin attended a training conference in Alexandria, VA. Upon return she and many other volunteers from Tolland and Mansfield began to address policy and environmental changes we can make in our respective communities to improve overall health of our residents. Ms. Rubin and other town staff participated in two on-site review meetings with National representatives from the funding agency and regular monthly meetings.

The FREE Canoe/Kayak Loaner program (made possible through the HEAL grant from EHHD last year) was a huge success this year, keeping the Department's interns busy with appointments for pick-up and drop-off. Throughout the spring and summer, equipment was rented most weekdays and weekends with 15 rentals in July, 29 in August, and 7 in September. The Canoe/Kayak Loaner program closed for the year after Columbus Day weekend concluding with 91 kayak rentals and 20 canoe rentals to a total of 43 residents and 7 non-residents.

Staff were also been hard at work determining needed equipment and ordering supplies for the "Get Out & Play" Picnic Kits to be rented out to Coventry Residents. Equipment includes a field-day set, bocce ball, baseball bat & ball, and hula hoops!

COMMUNITY OUTREACH:

Ms. Rubin participated in the **Booth & Dimock Library Community Reading Program** by reading a story to families for the Community Reads program. Ms. Torcasio assisted Jen Needham with the Booth & Dimock Library **"Touch-A-Truck,"** helping primarily with promotion. The "Touch-A-Truck" event was extremely well-attended with approximately 150 kids and their families coming to the Coventry High School Parking Lot to behold the many fire trucks, ambulances, tractors and police vehicles (and honk their horns very loudly!).

Department staff also participated in planning meetings with the **Town's Tercentennial** Committee to begin planning for 2012 events and reviewing logistics of the use of Patriots Park facilities for their upcoming special events.

Meetings were held with the **Farmer's Market** regarding Parks & Rec.'s involvement in a youth market day events and a possible kid's triathlon. Staff also met with "Team Training New England" coaches to outline their use of Patriots Park for this summer. In addition to their own events, they will be offering an "Introduction to Triathlon" workshop for our residents in the spring free of charge. Staff planned meetings with Team Triathlon and the Farmer's Market to plan the Market's "Youth Day," during the upcoming summer season.

Staff also discussed future community boating programs with representatives from the **UConn Rowing Club**, **UConn Athletics**, and the **Eastern Highlands Health District**.

Staff and **School Superintendant** Dr. Donna Bernard met regarding future collaborative school and recreation projects & programs, with a follow-up meeting with the **School Principals** to be held in the fall. Ms. Torcasio

assisted **Human Services** staff in planning the Annual **Community Health Fair** and the cancelled "**Day of Diversity**" concept. Ms. Rubin and Ms. Torcasio both participated in the **STEPS Collaborative** Community Outreach dinner meeting for Preschool programming. A survey for pre-school parents was drafted and distributed with help from the STEPS Collaborative. The Department has offered several pre-school programs throughout the years, many of which have been cancelled due to low enrollment. The survey is expected to help staff determine future pre-school aged programming ideas as well as the best times/places to offer these programs.

PARKS/CAPITAL IMPROVEMENTS:

To offset cutbacks in D.P.W.'s budget, we hired several part-time park maintainers directly through the Recreation Dept. budget to help keep Patriots Park clean during the busy summer. This proved successful and we will continue to employ local youth in this capacity in the future. To reduce the tax burden on our residents, this was the first year we began covering most operational costs of our facilities, including utilities (heat, electric) and many improvements, upgrades and repairs, totally over \$50,000 invested this year at no cost to taxpayers!

Ms. Rubin prepared & submitted a grant proposal to Coca-Cola for Recycling Bins for all parks and a proposal to the Last Green Valley to purchase a Kayak/Canoe launch for Patriots Park. Unfortunately, neither of the grants were successful due to the higher volume of applicants in this competitive economic climate.

Ms. Rubin met with Community Service Officer John Chipman (Animal Control) to discuss dog issues at Creaser Park. We solicited bids for repair roof at UConn Boat House. UConn Athletics paid 50% for the project and it was completed at the very end of the summer season to avoid interference with summer programs.

Whenever feasible, the Recreation Director meets with the Public Works Director & Facilities Foreman to review open work orders and plan ahead for upcoming projects. Although much work has been done to our facilities, the infrastructure is in constant need of repair and/or upgrades. This season, we tackled many issues to bring our rental facilities up to a level of quality that merits the rental fees charged to our users. Some of the work completed at Patriots Park includes:

- Installation of new gas fireplace at Lodge
- Carpet cleaning for all buildings
- Wood floor refinishing & roof repairs on Youth Building
- Water pump at Patriots Park replaced to restore water in the Youth Building, Caretaker House & Community Center
- The Dumpster replaced with one that locks to reduce household dumping
- A smoker's outpost purchased for the Community Center to reduce cigarette butt litter
- A new flag & hardware for the flagpole was purchased and installed.
- Caretaker's House faulty electrical outlets, plumbing, leaky roof were repaired, a door bell installed
- The Public Works crew painted the interior of the Community Center, Lodge and Youth Building, and added new baseboards to all the floors.
- Walls, windows & sills were washed, picket fence and railings painted with the help of some community service workers.
- Shrubs were trimmed and leaves raked, flower beds weeded
- Completely gutted and upgraded the restrooms to meet ADA accessibility and cleanliness, with new fixtures, hardware, paint, wall coverings, and flooring

The Patriots Park Caretaker for the past 5 years, Tony Noel, resigned in November. Job description, employment contract and lease for the property were revised and updated. Six candidates were interviewed with the help of Joan Oros, Senior Center Director and Tim Webb, Public Works Director. Anita Dusza started January 1st. Training & review of work priorities has begun. Many projects that had been put on a back burner were able to be completed.

To keep up with the needs at all town parks, routine site inspections must be made. The Director hiked Riverview Trail with the Town Planner to assess facility amenities installed recently. She also met with an Electrician to review Creaser Park needs for re-wiring electrical boxes and lighting pavilion. Our insurance/risk management company, CIRMA, provided free Risk Management Consultative Services inspections at Patriots Park and Miller Richardson Park. They also audited Lisicke & Patriots Park Beaches and Day camp operations. Written reports were provided highlighting recommendations to address safety concerns. Ms. Rubin attended a Recreation Liability Workshop @ Northeast Utilities in April, to learn more about the town's liability exposure with trails and open space use for recreational pursuits. We received a safety & accessibility audit of the playgrounds at Patriots Park & Windswept Farms conducted by a company called Playground Medics. The report highlights areas of concern with recommendations to mitigate any problems. Our playgrounds had no major safety problems, and the recommendations are currently being implemented by Public Works.

Installation of lighting for Creaser Park picnic pavilion was completed, and our relationship with Tri-County ARC Director was renewed to review use, lease and maintenance concerns. Deplorably, vandalism at Miller Richardson Park escalated this summer. Significant damage to the snack shack and tire marks (donuts) throughout entire fields prompted officials to conduct a Police Investigation and undertake several means to vandal proof the property such as the installation of security floodlights.

SPECIAL EVENTS:

The 2009 Rockville Bank Foundation Community Concert Series The Savage Brothers concert held on July 3rd was moved inside to the Coventry High School Auditorium due to rain however it was still well-attended with 75-100 people enjoying the show. The 42nd Street Band concert held on August 7th at Patriots Park with great weather and approximately 120 people in attendance. The Shaded Soul Band performed Motown, R&B, and soul hits from past and present to a whopping 150 people in attendance, at Patriots Park on September 4th. During the off-season, Department staff continued evaluating the program along with Rockville Bank staff to determine better marketing strategies, and an overall plan for the 2010 Series.

The Children's Performance Series entertained the Summer Camp and members of the public each Wednesday afternoon for 7 weeks throughout this season. Kids enjoyed a break dance workshop, a hula dance demonstration, a magic show, a performance from the "Yo-Yo Man," and of course, the Camp Talent Show with performances from both Campers and staff! Unfortunately, the Drive-In at the Park scheduled for Thursday, August 13th was canceled due to inclement weather.

Fall events began on October 3rd with the Coventry Human Services "**Community Health Fair**" at the CHS Gym. We provided information on physical fitness with brand new table top displays and handouts, along with 2 door prizes; 1 session adult fitness class & 1 week of summer camp. Next up was the "**6th Annual Pumpkin-Fest**" on Saturday, October 10th, 12PM-3PM at Patriots Park. Approximately 250 kids and their families participated in various activities, raffles, and pumpkin carving. While this event did lose money in 2008, staff was able to find other ways of subsidizing costs (including sponsorships from the Can Dance Studio) to allow the event to run in the black.

This year's "**Letters to Santa**" program began on Monday, November 16th and ran until December 4th yielding over 120 letters! While letters continued pouring in to Santa's mailbox, planning for this year's Tree Lighting Ceremony began and included the purchase of crowd control stanchions, and coordinating with the High School Band, Chorus and Food Services Department.

Staff also worked with the South Coventry Fire Department, Town Manager, Board of Ed, Department of Public Works, Signs of All Kinds, and Santa Claus himself, making this year's **Tree Lighting Ceremony** a great success with over 200 people in attendance! The final event of the season, the **Youth Holiday Ball** for middle school kids was held on Friday, December 18th with approximately 75 kids in attendance.

Disappointingly, the **Ice Fishing Derby** was cancelled due to insufficient ice conditions. The Annual **Father-Daughter Valentine's Dance**, was held on Friday, February 9th, at the CNHS Gym. With 391 fathers and daughters in attendance, it was our biggest event ever! While the gym was packed, the event ran extremely smoothly and staff worked toward offering the event while keeping costs down. The event was able to contribute \$1500 toward Department program funding which will be used for next year's event as well as help the Department offer more free programs in the future.

The **6th Annual Community Talent Show** was held on Saturday, February 12th with rehearsals occurring the Tuesday/Thursday before. The event was not as well-attended as in past years with 113 tickets sold, and the number of acts participating in the show also went down to 13. Expenses were kept down, and refreshments were sold during intermission however the event only made \$469.01 for the Camp Scholarship Fund (the least amount in years).

"Get Out & Play Day." was held in conjunction with the Center for Screen Time Awareness' "Turn of the TV Week" to encourage kids and their families to get outside, stay active, and play together rather than playing video games and watching television. This FREE event held on Saturday, April 24th at Patriots Park, with a moon bounce, music and dancing, refreshments, and various games and activities run by Summer Day Camp Staff. For a first-time event, the event was well-attended with approximately 100 kids and their parents enjoying the beautiful, sunny day at the park.

"A Grand Day with a Grandparent" was held at the Patriots Park Lodge on Saturday, May 15th in conjunction with Coventry Human Services and Senior Center. Kids and their grandparents were treated to a pancake breakfast! After breakfast everyone was called outside to play some favorite field games from years past.

The **"Hershey Track & Field Meet"** scheduled for Saturday, May 22nd was unfortunately cancelled due to conflicts with youth sports activities resulting in a lack of participation. Any registrants we did have were directed to the state-wide website to locate another local meet in their area, and Department Staff will attempt this event again next year.

The 2010 Community Concert Series also began with a favorite from last year, "The Shaded Soul Band" entertaining concert goes with R&B hits from yesterday and today! This concert was the most well-attended concert on record yet, with approximately 200 attendees enjoying the show and the sunset over Coventry Lake.

The Children's Performance Series started off with a bang with the "Mobile Petting Zoo" from the Sharon Family Farm in Tolland coming down to Patriots Park. The Mobile Petting Zoo was also well-attended with around 30 kids and their families, in addition to the 110 camp kids who were there as well!

TRIPS:

The Department's partnership with area Towns Mansfield, Ashford and Tolland also yielded our usual two successful bus trips this season; the Radio City Christmas Spectacular and NYC Shopping, both of which sold out in only a matter of days after the brochure was released. Other trips included James Taylor at Tanglewood (sold out), and the Whale Watch, the NYC Noshing Tour (June), Bronx Zoo (May) and Alien Civilization Day 2 (April) which all ran successfully. Ms. Torcasio and Ms. Rubin also met with a new vendor for bus trips and obtained quotes for 2 trips being planned for next year, including a trip to see Mary Poppins on Broadway, and a Noshing Tour through NYC. All trips for the 2010 calendar year were scheduled and assigned with Coventry running 3 of the trips in May, June and October.

BEACHES/AQUATICS:

Beaches opened daily throughout July 2009 but had a lot of bad weather and late afternoon storms causing many Swim lessons to be rescheduled or cancelled. August saw much warmer weather & increased attendance. The Lifeguards moved into their new "home" under the Senior Center in the basement, greatly improving our ability to store equipment and provide staff with a cool location to rest their eyes during their break rotations.

Throughout the season we held Lifeguard In-Service training to practice active drowning techniques and other skills. This year, our Lifeguards participated in the annual Stew Leonard III Children's Charities and CT Region American Red Cross LIFE GUARD TRIATHALON held at Calf Pasture Beach in Norwalk. Our team consisted of a swimmer, a runner and a rescue boarder. The course equaled a ½ mile swim, 2 mile run and a 1 ½ mile board. Lifeguards Chris and Adrianna Gomez (our brother & sister team) and Ben Dagg competed and placed 5th against over 30 towns that participated.

Also, as a result of an incentive program, 5 additional lifeguards took and passed Water Safety Instructor training. This improved our overall swimming lessons greatly and was appreciated by parents of our swim classes.

At Lisiscke Beach, we averaged daily weekday attendance of 79 people and 32 cars per day, while weekends saw 20 vehicles with about 50 people per day. Patriots Park had weekday daily average attendance of 16 residents and 51 non-residents, while the weekends had 23 residents and 107 non-residents on average. We sold 1059 beach permits to residents which generated \$10,590 and our daily non-resident gate fees at Patriots Park brought in an additional \$16,783.00.

We extended the schedule for Patriots Park to stay open one extra week due to heat, kids still out of school & availability of lifeguard staff. We posted no swimming signs at Lisiscke Beach & stationed a Gate Attendant there to assist park visitors and issued a press release to let the public know we were still open for business.

Many steps went into the preparation for the 2010 beach season: The Ice Cream Vendor Permit process & background check was completed. Ms. Rubin attended CRPA Aquatics Section meeting at Lake Compounce 4/6. The hiring process for Gate Attendants, Park Maintainers & Lifeguards included review of applications, scheduling, & conducting interviews, and finalizing Staff Contracts/ Pay Rates/ Personnel Action Forms. Because of increased activity on the lake, a new Outlook Calendar was developed for Lake Events, to share with the Patriots Park Caretaker, Police, and Lake Patrol.

Several meetings were held with Swim Program Coordinator Carmina Valente to order Red Cross materials, review program, staffing, schedules and marketing, and to complete Red Cross paperwork. Skill level testing was conducted on Saturday, June 19 for over 20 children. Swim Lessons began on Monday, June 28th with increased enrollment. 8 swim classes were filled to capacity out of a total of 22 for Session A. Additional classes were added to accommodate the increased demand.

Equipment & supplies were ordered earlier than usual to take advantage of sales such as the 2010 Beach Stickers, first aid supplies, staff uniforms, whistles, keys, signs for pavilions, operating hours sign changes for Patriots Park. To help get the beach swim areas better delineated, new buoys, hardware and anchors for Patriots Park were purchased, and rope & floats for beaches were installed by a professional company HS Plaut Co. New plastic lumber lifeguard chairs were purchased and permanently installed at both beaches.

Having completed staff schedules and 10 week in-service training curriculum for lifeguards & gate attendants, we opened the beaches on 5/22/10 & 5/23/10 with a soft opening to allow us to run on-site training for new staff. Throughout the weekends in May & June we provided on-site support to staff and assisted with parking lot traffic.

MEMORIAL WEEKEND STATISTICS: Total Revenue from beach stickers & daily gate: Approx. \$3,686.00
Attendance @ Patriots Park for weekend: 697 people, 47 resident cars/168 non-resident cars. Attendance @ Lisiscke Beach for weekend: 268 people, 88 resident cars.

SUMMER CAMP:

Camp Open House was held on Thursday, May 13th at the Patriots Park Community Center. The event drew more participants than in past years. Summer Day Camp both began on Monday, June 28th with 110 kids enrolled in Session A. The Counselor-In-Training (C.I.T.) program once again was a success, with 172 total registrations (51

unique enrollments) for the entire 8 weeks of the program, an increase of 15 from 2008. As always, the C.I.T.s shadowed their assigned Counselors and participated in various trainings focused on teamwork and responsibility.

Summer Day Camp kept kids active all summer wrapping up for the year on Friday, August 21st with the Annual Camp Carnival! At this year's event, campers and staff enjoyed face painting, field games, food,, moon bounces & water slides, and Camper/Counselor performance. Ms. Torcasio conducted a "Camp Clean-Up and Wrap-Up Meeting," giving staff the opportunity to voice any concerns, or make any suggestions for the 2010 program. Camp evaluations were mailed to each family to also gather their opinions and suggestions with very positive remarks overall! All in all, the Summer Camp program was a success receiving 1,367 total registrations for all 3 programs (a decrease of 137 from 2008) over the 8-week period with 335 unique enrollments (a decrease of 22 from 2008).

The 2010 Day Camp had all staff return from last year, so letters were sent out to all who applied notifying them of that. Alicia Smith, Camp Director had resigned from her post for a new opportunity in May, so a need to restructure and divide duties amongst 2 co-directors was met. The co-director positions were filled with Assistant Director Brynn Darling and Senior Counselor Chris Murphy. In addition, Emily Messino was promoted to Arts & Crafts Coordinator and Drama Coordinator Corey Boudreau added the CIT Program too his duties. No new staff was hired in an effort to cut costs and over-staffing due to decreased enrollment as evident in 2009.

This spring, for the first time, an office staff summer kick-off meeting was held at Patriots Park to better coordinate our efforts and improve communication. This year's Camp staff training included thorough workshops on counselor expectations and communication, bullying and conflict resolution, parent comments, mandated reporting, sun safety & canoeing, and working with campers & parents. In addition to these trainings, all Summer Staff also participated in the American Red Cross First Aid/CPR/AED certification training, conducted by Carmina Valente, Summer Staff member & American Red Cross certified instructor. Seasonal Supervisory staff participated in "Supervisor's Boot Camp" led by Ms. Rubin. We prepared lifeguard staff orientation, held a training session at Mansfield Community Center pool for lifeguards, and Gate Attendants training at Patriots Park. Caretaker Anita Dusza organized training for Park Maintainers.

PART II: Individual Seasonal Highlights:

SUMMER 2009: JULY 1ST - SEPT. 30TH

What was one of the wettest summers in recorded history, the summer of 2009 did not dampen spirits of parks and recreation staff! Our summer intern Josh Posey from SCSU completed a feasibility study on concession stand operations, and Nichols College Intern Paul Mawaka developed our social networking sites, trained staff and maintained the sites with You Tube video, photos, Face Book pages and "tweets." The interns also developed a survey for adult co-ed sports interest that was posted on our website.

Summer in the Parks & Recreation office generally means a lot of running back and forth between parks, camps, beaches and the offices in Town Hall, and this summer was no different. In order to best supervise the summer camps and beach operations, staff duties are split with Ms. Rubin overseeing the beaches, including supervision of lifeguards, gate attendants and park maintainers, beach sticker & daily pass operations and swim lessons. Ms. Torcasio supervises the Summer Day Camp (including registrations, daily operations and staff), special events & all youth and adult programs. Ms. Torcasio spent much of her time at Patriots Park Summer Day Camp program while Ms. Rubin frequented the beaches at both Patriots Park and Lisicke Beach overseeing beach and gate operations.

The 2009 summer youth programs saw an increase in enrollments from 2008 in the week-long sports camps offered: Skyhawks camps (T-Ball, Basketball & Track & Field), soccer camps (MLS & Challenger Sports), Multi-Sport program, Lil' Tykes Sports, and Tennis Lessons. Adult programs like Tai Chi and Zumba continued

with high enrollments, In the end, the summer's programs saw a total participation of 1,925 with 790 unique enrollments.

FALL 2009: OCTOBER 1ST - DECEMBER 31ST Once summer ends, we shift gears towards our year-round programming. It is the perfect time to close out our paperwork, evaluate and re-organize (clean up & put away the summer equipment), and look toward the future with Capital and Operating Budget Preparation.

Staff conducted a quarterly review of programs and special events to begin planning for the upcoming Winter/Spring season, and also conducted a meeting with the summer Camp Director & Assistant Director to review this past year and begin planning for 2010. Ms. Torcasio began formatting the brochure for the upcoming Winter/Spring season, while also confirming with instructors, and locations, etc.

Recreation Daze Afterschool Program began its second year on Monday, August 31st, with planning and ordering of supplies being done in the weeks prior and 18 children enrolled. New this year, the program accepted registrations for daily, weekly and monthly enrollments, whereas last year registrations were accepted only on a monthly basis. Dr. Donna Bernard, Superintendent of Schools once again agreed to "sponsor" the program, enabling us to operate under "exempt" status according to child care licensing regulations. The children signed up for the Human Services Holiday program to donate items for a complete Thanksgiving meal, and a package of gifts for Christmas which were donated to our assigned family in town. *Recreation Daze* concluded in June with the end of the school year, also capping off the "Wise Kids Program" sponsored by the Saijai Foundation through the National Recreation and Parks Association. Kids conducted various environmental activities and experiments, kept journals of what they learned, and completed a pre & post-survey of their experience for a research study conducted by the Saijai Foundation. The Department also sponsored an end-of-the-year barbeque for kids and their parents on the last day of the program.

At season's end, 179 unique enrollments were taken in, with 210 total registrations being processed in adult fitness programs like Tai Chi, Zumba, and Yoga. The Fall season is dominated more by special events like PumpkinFest, and the Town Hall Tree Lighting and bus trips than individual programs, which is reflected in the registration numbers.

WINTER 2010: JANUARY 1ST - MARCH 31ST

This winter was busy, with routine activities such as Staff and Department Heads meetings, monthly Commission Meetings, participation in the STEPS Collaborative, and ACHIEVE CHART team. We also finalized and submitted the Annual Operating Budget and Capital Improvement proposals, and had budget review meetings with the Town Manager & Finance Director.

Two Nichols College Sports Management seniors Tyquinn Mosby and Bob Brennick began their internship in January. Intern projects included: revisiting & changing beach operating hours, researching, proposing and implementing new facility rental fees including a survey for lodge renters and designing a new marketing brochure; coordinating the local Hershey Track & Field Meet, and establishing a new picnic kit rental program. They also assisted in supervision at dances, vacation camps and the afterschool program.

The Winter/Spring Program Brochure was delivered to homes on January 25th, with registrations beginning that day. At season's end, 306 unique enrollments were made in programs like Zumba, Yoga, & Tai Chi which all continued to thrill the adult population. This year's December Vacation program was held at the Patriots Park Community Center during the school vacation with 21 kids enrolled, as was the February & April School Vacation Programs. Pilates (adult) and Start Smart (youth), two programs that have struggled in registrations in the past few seasons finally got off the ground this season, with both sessions running to rave reviews!

SPRING 2010: APRIL 1ST - JUNE 30TH

Most people think summer is our busiest season, but in reality it is spring! After the long winter, people are anxious to get outdoors and enjoy the sunshine. While we get underway with our spring programs, we simultaneously are readying for the upcoming summer season.

Recreation Supervisor Caterina Torcasio has been pro-actively looking for ways to generate more revenue through grant opportunities. Thanks to her efforts, the Department was also awarded with a \$500 scholarship through National Recreation & Parks Association toward the purchase of archery equipment and staff training, will be used at Recreation Daze and at Summer Camp. In addition, the NRPA and the Säjai® Foundation granted us a \$500 scholarship to be used towards the purchase of a Wise Kids® Outdoors Small Site kit (30 children). Kits were used at *Recreation Daze* and at Summer Day Camp to assist in outdoor/nature education. Ms. Torcasio also submitted an application to The National Recreation Foundation for materials to create an edible garden, and community garden programming, however we were not accepted.

Seasonal Job Applications were reviewed with interviews held in April. In addition to staff, the Summer Day Camp program was planned with field trips and guest performers booked in January; advertising beginning in February with brochures printed and distributed through the schools and online; and finally, registration beginning in March. Staff continued to work through staffing changes, additional program ideas, transportation, and supply inventory and ordering.

In addition to Camp, all summer sports camps, swim lessons, special events and adult programs were scheduled, with the summer brochure released in April. All bands and performers were booked and confirmed for both the "Community Concert Series" and the "Children's Performance Series." in March, and both events came in significantly under budget through working out deals with bands for the "Concert Series," and being able to book 2 children's performers at no cost to us!

Several youth programs were held successfully this season including the April Vacation Program with 32 kids enrolled. Youth Golf Lessons, held at Skungamaug River Golf Course also ran successfully. With all spots filled, an additional 6 children were placed on a waitlist. Ms. Torcasio will plan to include more session of Youth Golf for next year's program offerings.

A "Homeowners Invasives Workshop" was a success with 18 people in attendance on Thursday, June 10th at Creaser Park. Ms. Rubin attended to welcome people and observe the program. Special thanks to Jasmine Wolf for volunteering to coordinate this event.

IN CLOSING:

Just as sewer, water and public safety are considered essential public services, parks and recreation is vitally important to establishing and maintaining the quality of life in a community, ensuring the health of families and youth, and contributing to the economic and environmental well-being of the community and region. Our programs produce a significant portion of operating costs from revenue generated from fees and charges. Parks provide gathering places for families and social groups, as well as for individuals of all ages, economic status, and abilities. Parks and recreation has a value to communities that transcend the amount of dollars invested or the revenues gained from fees. Parks provide a sense of public pride and cohesion to every community. Recreation programs make memories and forever cherished stories that are told every day.

Work Measurement (Program Activity Indicators)

	'08/'09	'09/'10
<i>Patriots Park Lodge Rentals</i>	106	147
<i>Community Center Rentals</i>	50	88
<i>Creaser Park Building 4 Rentals</i>	24	15
<i>Creaser Park Building 3 Rentals</i>	15	3
<i>Number of Unique Program Enrollees</i>	1640	1297
<i>Number of Registrations Processed</i>	2704	2441
<i>Number of Programs Offered</i>	94	87
<i>Number of Programs with Enrollments</i>	72	65
<i># of Program Sessions Offered (advanced levels, different time slots or ages)</i>	276	245

<i>Program Revenue</i>	\$226,678.00
<i>Program Expenditures</i>	\$206,653.00
<i>Program Net</i>	\$20,025.00
<i>Facility Rental Revenue</i>	\$19,716.00
<i>Facility Rental Expenditures</i>	\$65,753.00
<i>Facility Rental Net</i>	-\$46,037.00
<i>Beach Operations</i>	\$69,859.00
<i>Beach Expenditures</i>	\$92,988.00
<i>Beach Net</i>	-\$23,129.00
<i>Total Net</i>	-\$49,141.00

\$20,400 of expenditures to cover utilities, facility maintenance and building repairs for all town parks was shifted from the General Fund to the Recreation Special Revenue Fund. In addition, over \$50,000 was expended this year to repair, upgrade and improve the facilities, also utilizing a portion of the fund balance from last year's Special Revenue Fund. .

Annual Report 2009-2010



Wednesday Book Discussion Group

Booth & Dimock Memorial Library

Providing More Than Information
For 97 Years



Puzzle Makers

Sharon Pacholski, Director
Jennifer Needham, Children's Services
Kristi Sadowski, Teen Services/Reference

What We Did With Your Tax Dollars This Year 2009-2010

\$9,400 to upgrade and maintain 17 public and 11 staff workstations where 8,900+ people access the internet, search for books, do word processing, e-mail, and play video games.

\$38,820 to purchase books, audiobooks, videos, CDs & programs

\$3,450 to maintain the library web site, circulation system, and digital resources where people can search our catalog and databases as well as our recommended web sites

\$46,992 for utilities and building maintenance

\$260,154 to compensate the friendly staff that smile and chat while they:

check out 96,000+ items

answer 4,300 questions, by phone, e-mail, and in person

select and catalog 3,369 books, CDs, videos, and magazines, which meet community needs and interests

read 200+ books out loud to 2,000 participants during 100+ story times

sponsor summer reading programs where 14 adults read 45 books, 336 children read for a total of 106 total days, (12% increase) and 45 young adults (40% increase) read 207 books

arrange 200+ programs attended by 4,300 people – (7% increase)

troubleshoot 800+ computer and printer problems, and keep 28 workstations open and accessible to patrons and staff

attend 84 meetings, classes, workshops and roundtables to keep up-to-date on library methods and technologies as well as community events

**Booth & Dimock Memorial Library
Annual Report
July 2008 to June 2009**

Sharon Pacholski, Director
Jennifer Needham, Children's Services
Kristi Sadowski, Teen Services/Reference

Phone: 742-7606 E-mail: bdlibrary@coventryct.org URL: www.CoventryPL.org

HIGHLIGHTS

Jennifer Needham, Head of Children's Services, was awarded the Connecticut Library Association Publicity Award for her children's blog, *The Daily Dragon*. You can access the blog at <http://dreyfusdragon.blogspot.com/> The award is sponsored by the CLA Publicity Committee, and is given for materials designed by a library to promote a library concept or event. A panel of two or more designers/artists and a representative from the library field chose the winning entry. Winners were honored at the CLA Awards Reception held at the Mohegan Sun Casino.

Booth & Dimock was chosen for a pilot program to test Multi-System Resource Sharing Interoperability between out-of-state Libraries. Linking of the individual statewide and consortial systems will enable an interlibrary loan request that is not filled by a library within its own state to be sent to one or more libraries in other participating AGen Resource Sharing systems. Our patrons requested 18 items from out-of-state libraries.

To accommodate many patron requests, The Booth & Dimock Memorial Library now provides free unfiltered/unsecured wireless Internet access. Users must agree to the acceptable use policy and receive a password at the main desk. Access is on the main floor.

Thanks to the generosity of Ryan's Fund, the Library was able to add a *Kindle* Wireless Reading Device to our collection. The *Kindle* circulates for one week to Coventry residents over the age of 18. Content is updated periodically and suggestions are welcome.

The TumbleBook Library has more than 175 animated, talking picture books accessible through the Kid's Room page on our website, www.CoventryPL.org. This popular database (over 8,500 books read this year) is funded through the generosity of the Coventry Lions Club.

The Board of Trustees and the Staff of the Booth & Dimock Memorial Library would like to thank the 2009/2010 members of the Booth & Dimock Memorial Library Association for their very generous contributions. With these funds we were able replace the rusted steel patio doors, as well as add materials to the collection.

FUNCTION

The Booth & Dimock Memorial Library provides materials and services to help all residents of the community meet their informational, educational, and recreational needs. Fiction and nonfiction, selected quality reference sources, periodicals, non-print material, and programming will all be used to help meet those needs. The Booth & Dimock Library will also provide access to other resources through interlibrary loan and online databases.

STATISTICS

Total circulation for FY 09-10 was 96,324. The in-house use of materials was another 20,000.

Our annual attendance was just under 40,000.

We acquired 3,369 print & non-print materials. 2,030 items were withdrawn from the collection.

The staff answered around 4,400 reference questions in person, e-mail, and over the phone.

590 new patrons registered. 370 Adult, 1140 Child. 80 were out-of-town.

Approximately 2,900 patrons used the Internet in the Library. We have 10 Internet terminals available to the public, 5 in the Adult section, 2 in Teen, and 3 in the Children's section. It appears that while people with computer/Internet access may be using the Library by remote access, the physical Library is especially important to those without Internet services.

Interlibrary Loans are still on the rise. Interlibrary Loan borrower requests were 3,381 – a **28% increase**. ILL loan requests were 1,293.

BOOK SALE – Income from the Book Sale purchased discount museum and event passes to: Roger Williams Zoo, Science Center of Connecticut, The Lutz Children's Museum, Connecticut State Parks and Forests, The Connecticut Science Center, The Trolley Museum, New England Air Museum, and printing of the quarterly Newsletter. Additional funds supported summer programs for children and teens.

LION'S CLUB – The Lion's Club of Coventry generously funded the *TumbleBooks* database for the fourth year. Over 8,537 books were read online during the year – **double last year**. We are very grateful for the Lion's continued support.

MEMBERSHIP

Membership in the Booth & Dimock Memorial Library Association stands at 347. Through the generosity of our members, we were able to replace the exterior steel doors on the patio and well as add materials to the collection.

Portrait Creations	Jennifer
Leafman	Jennifer
Bookmark Mania	Jennifer & Peggy Krawetzky
Puppet Making	Jennifer
Danny Magic	Danny Rodrigue
Song-a-Day Music Program	Ruth O'Neil
Music & Movement (12 sessions)	Rebecca Chaimovitch
34 Birth – 2 Story Hours	Jennifer Needham
38 Birth – 5 Story Times	Grace Burchard
38 Pre-K Story Times	Jennifer Needham
9 Grade 1-6 Programs	Jennifer & Volunteers
336 children participated in the Summer Reading Program.	
They read a total of 106 days. This is a 12% increase in the amount of time spent reading.	
End of Summer Reading Party	Jennifer & Volunteers



COMMUNITY INVOLVEMENT

Sharon attended the quarterly town wide Technology Committee meetings.

Merit badge counseling was provided for Boy Scouts. Girl Scout troops came to work on badges. High School seniors and students from the Middle School completed community service hours at the Library.

The Library was used often for tutoring sessions.

Sharon provided computer workshops at the Senior Center.

In our ongoing commitment to early reading readiness skills the Children's Librarian, Jennifer Needham, presented story times to the Coventry Day Care Center and to the community nursery schools.

Sharon attended STEPS Meetings when possible.

Booth & Dimock was open on Sunday, December 6, 2009 for an Old Fashioned Christmas in Coventry Village. Trustees and Staff read Christmas stories and provided hot cider and cookies for the Christmas shoppers.

The meeting room was made available to the train Census workers, providing necessary, if only temporary, employment.

PROFESSIONAL INVOLVEMENT

Sharon, Jennifer, and Lauri participated in Director's Roundtables and Children's Librarian's Roundtables, and Young Adult Roundtables, as well as State Library workshops, webinars, and meetings.

Staff attended database workshops and webinars.

LIBRARY / SCHOOL PARTNERSHIP

Lauri and Jennifer were on hand for Open House at all four schools registering new patrons. September is "Library Card" sign-up month.

Jennifer provided Library tours and story times for eight town kindergarten classes as well as four nursery school classes.

The CNH library loaned their Nutmeg books to Booth & Dimock to provide additional copies on hand for students during the Summer Reading Program.

OUTREACH

For over 20 years bulk loans of large print materials have been provided to Orchard Hill housing complex on a regular basis.

Staff also accepts requests for individual delivery of materials to our homebound patrons who are unable to visit the Library.