



*Friends of  
Curtis Memorial Library*

*Annual Report*

*November, 2020*



## Curtis Friends Annual Report

November 1, 2019-October 30, 2020

Twice-Told Tales bookstore opened in July of 2015. The bookstore is operated by the Friends of Curtis Memorial Library with two goals: providing quality used books at reasonable prices to our community and financially supporting programs at Curtis Library.

This past year has been one of changes and challenges for Curtis Friends and Twice-Told Tales. In the spring of 2019, the Friends Board made the decision to move the bookstore to a new location, 200 Maine Street. With the help and support of many local businesses and contractors, we completed the required building renovations. Many willing volunteers helped us pack the books and dismantle shelving and then reverse the process in our new location. We reopened at 200 Maine Street in the late fall of 2019.

The new location has many advantages including handicapped accessibility and increased visibility. During the time we have been open, we have had very favorable comments from previous customers. In addition, many people are discovering us for the first time.

The current COVID-19 crisis presented unforeseen financial challenges. Twice-Told Tales closed on March 14. We reopened for "curbside service" in early June. After two weeks of curbside, we fully reopened following the Maine CDC guidelines. At this time, we require all customers to wear masks, sanitize their hands, and maintain social distancing. The manager-on-duty limits the number of customers to a safe level. Frequent cleaning of all surfaces helps maintain a safe place for both our customers and volunteers.

There are many aspects to the operation of Twice-Told Tales, some visible to our customers and some behind the scenes. We have our "Storefront", the area accessible to customers where our many genres of books are displayed. This area is managed by a team who are responsible for the attractive and orderly presentation of the books and other materials in their various designated locations throughout the store. Their goal is to put out the maximum number of titles while still making the browsing experience pleasant and effective.

This team regularly evaluates the amount of shelf space given to individual genres and occasionally reallocates space to reflect both the degree of customer interests and the rate of donations. This year, for example, we relocated Humor and Business and Personal Finance to allow a modest expansion in the areas of Health, Philosophy and Sociology. Adding a shelving unit allowed us to expand our Sports category. We divided CDs between Classical titles, near the front of the store, and moved Jazz, Country, Pop, Rock and other miscellaneous music genres to a different location in the store. We continually update the two window displays with tantalizing, often recently published, titles.

The storefront team, in consultation with other volunteers, organizes Special Sales; this year's sales have been Art (August); Humor (September); Cooking and Crafts (October), and Travel, Foreign Languages and Parenting/Child Development (November). An eye-catching outside cart presented an array of prolific popular authors over the summer (weather permitting) and proved very effective in attracting buyers.

The COVID situation has prevented us from holding special events and sales, such as the Friends' Appreciation Night, due to limits on customers in the store at any given time. We hope, in the future, to be able to offer these events again. We thank our customers who have been fully cooperative with our safety protocols.

An area not readily visible to our customers is our "Sorting Room". Here a dedicated team manages all the donations to the bookstore. All books are evaluated for condition issues and thoroughly cleaned before being shelved in the Storefront. Shelves in the sorting room hold our overflow books which make their way to the front of the store as space is available.

While most of our donated books are sold in the storefront, we also have a sizeable number of books which are sold from the "Online" department. Books in this area are chosen on basis of value, rarity, and niche market appeal. Online Sales has a staff of 5 volunteers who manage our increasingly expanding book listings and sales. Every book that is donated to Twice-Told Tales is researched to determine its potential value to the store and, ultimately, to the library. We now have over 3800 books listed on Amazon and Abe. Books are packed and shipped daily. In the past year we have sold over 950 books to buyers around the world.

Twice-Told Tales is staffed totally by volunteers. We are extremely grateful that we had about half of our volunteer group rejoin the workforce when we reopened in June post-quarantine. Those who have returned have done so with enthusiasm and have offered even more time covering extra shifts. Our volunteers feel secure with our safety protocols. We are fortunate to have had new volunteers join the ranks. We are back up to a full roster of exceptionally dedicated and competent volunteers.

All of our bookstore inventory is donated. We are very grateful to the many people in the Brunswick area and beyond who have thought of Twice-Told Tales when they are reducing their own book collections. We continue to accept gently used books, in good condition, and in a variety of genres. As we quarantine all donations for 48 hours, at this time we are accepting donations on Thursdays, Fridays and Saturdays only.

The store's success and Friends member contributions have allowed the Friends to maintain our historic level of financial support for Curtis Library. Adult and children's programming, book acquisition, and staff development, are just some of the library programs supported by store sales and contributions to Curtis Friends. We thank all of you for your contributions of time, books, and financial support. We look forward to continue being a valuable resource to the community in the years to come.

**Curtis Friends Board of Directors  
2020-2021**

**Officers:**

Victoria Smith, President  
Ron Poulin, Vice-President  
Barbara Burr, Secretary  
Les Hodgdon, Treasurer (until February, 2021)  
Steve Williams, Treasurer (beginning February, 2021)

**Board Members**

Christine Eames  
Betty Hartley  
Scott Johnson  
Katy Kline  
Linda Martin  
Jim Warner

**Twice-Told Tales Managers**

Barbara Burr	Dianna Dietrich
Kathy Glenn-Lewin	Katy Kline
Candace Litchfield	Linda Martin
Ingrid Mayer	Martha McBride
Tom Nadeau	Ron Poulin
Judith Redwine	Victoria Smith
Priscilla Treadwell	Cynthia VanDerWerf

**On-Line Sales**

Christine Eames   Scott Johnson  
Joanne O'Donnell   Jim Warner  
Linda Zingaro

**Sorting Room**

Betty Hartley

**Curtis Memorial Library Liaison**

Joyce Fehl