

## Directors Report – January 2017

### Follow up items

- Union Negotiations continue with Librarian Union tomorrow.

### Meetings and Events attended

- Facilities Director Gerry Boyle, Fred Dominici, Feasibility Committee, DPW Director Jay Marcotte, HR Director Jessica Porter, Jake Walker (BMI Imaging Inc), Anne Paulson, MLN Membership Committee, HR Director Jessica Porter, Mark Carthy, Carol Lasky (Cahoots), Myrna Greenfield (New Egg Marketing), Jeffrey Wheeler- Community Development, David Kale, Phyllis Marshall, Chitra Submaranian, Belmont Town Department Heads, Rebecca Richards – Belmont Gallery Of Art, Friends President Gail Gorman, Bruce Rosenbaum (citizen), Stewart Roberts

### Building and Grounds

- Air Conditioned Quote being developed
- Lights installed above new book drop area

### Work Orders

- Review of Spreadsheet

### Facilities Projects

- Lights purchased in June now being stored in DPW Yard
- Boiler Project – Requests made for timeline.
- Capital discussions in process
- Phone system repairs completed, more needed.
- Sign in sheet created for MP Cleaning Supervisor to complete weekly inspections

### General Update

- Staff development day scheduled for February 16<sup>th</sup>. Library will be closed during the morning.
- Digitization of Microfilm completed. Reviewing work. Launch of new service likely for February.
- Kathy has had some discussions with the town reviewing our the year of consolidated facilities services, and is working to assist in development of a plan for the boiler.

### Incidents

- Director called Police for a patron health related need on 1/10/17
- Dog found unattended in Library, owner located and reminded that only service animals are allowed in the building
- Server room smelled of smoke on 1/17/17

Work Orders Currently in Process			
Ticket Number	Date of Creation	Focus	Status
#16876	5/5/2016	Lighting / Ceiling / Insulation	Lights received and in storage in DPW Yard.
#16194	5/9/2016	Elevator Cab Upgrades	Requests continue to be made for quotes
#17068	5/19/2016	Phone System Testing Needed	
#18728	9/14/2016	Many 2nd floor windows won't open/stay closed	Note added by facilities on 12/6 that they will work on replacement parts.
#20433	12/6/2016	Cement patching needed behind Library alongside staff parking (WORK CANNOT BE DONE IN THE WINTER)	
#20436	12/6/2016	Quote requested to replace broken air conditioning unit ahead of Summer 2017	Open
#20495	12/8/2016	Water Pressure Issue	Open
#20708	12/19/2016	Low Water Cut Off (Boiler)	Open
#21034	1/11/2017	Roof Leak in locked balcony area	Open
		<b>Other work this month</b>	
	January 16th	Outdoor lights on East Side of building replaced, new lights installed on front corner of the building.	
		<b>Building Issues</b>	
	Boiler	Had Boiler failures on December 17th and January 7th (related to the water pump	Troubleshooted
	Elevator	Elevator failed on January 11th	Repaired
	Electrical	Server system seemed to have an electrical odor on January 17th	IT Department inspected and dismissed the issue.



BELMONT PUBLIC LIBRARY

## Current Fiscal Year Data Comparison

### Key Performance Indicators

#### Last Year

	Current month	Month comparison	Nov 2016	Oct 2016	Sep 2016	Aug 2016	Jul 2016	Jun 2016	May 2016	Apr 2016	Mar 2016	Feb 2016	Jan 2016
Circulation - Total	43,359	44,341	45,386	45,995	42,866	48,876	47,765	50,293	46,593	49,315	49,938	46,875	48,579
Circulation - Adult (books/magazines)	9,399	9,843	9,408	10,040	9,709	11,066	9,991	10,733	10,704	10,838	11,145	10,608	11,412
Circulation - YA print (books/magazines)	1,534	1,568	1,737	1,721	1,790	2,550	2,955	2,676	1,780	1,762	1,702	1,684	1,676
Circulation - Children's print (books/magazines)	16,518	17,056	19,265	19,625	17,270	19,410	19,545	20,440	18,781	20,142	20,179	18,522	18,716
Circulation - Adult Audio Visual	9,603	10,073	8,852	8,818	8,410	9,163	8,742	9,578	9,234	10,187	10,480	9,764	10,479
Circulation - YA Audio Visual	81	90	75	88	92	86	78	84	57	92	70	77	72
Circulation - Children's Audio Visual	2,767	2,740	2,834	2,656	2,431	3,150	3,088	3,313	2,952	3,229	3,276	3,178	2,969
Circulation - downloads (eBooks/eAudiobooks)	3,254	2,826	2,999	2,862	2,977	3,228	3,178	3,255	2,961	2,862	2,911	2,869	3,093
Network Transfers - items borrowed													
Network Transfers - items loaned													
Registered Borrowers													
Reference Questions	2,708	3,085	3,327	3,455	2,898	3,481	3,064	3,671	3,492	3,873	3,398	3,007	2,793
Programs Offered (total)	55	40	65	56	44	30	41	39	64	63	74	57	50
Adult Programs	13	7	16	12	15	4	7	8	13	19	24	18	13
YA Programs	11	4	14	10	8	5	6	11	15	13	10	8	8
Children's Programs	31	29	35	34	21	21	28	20	36	31	40	31	29
Programs Attendance (total)	1,684	1,353	1,524	1,579	1,360	992	1,474	1,072	1,352	2,536	2,076	1,588	1,171
Adult Programs Attendance	224	112	217	162	284	103	91	104	105	1,131	350	171	143
YA Programs Attendance	242	51	190	264	167	91	34	196	190	127	139	139	105
Children's Programs Attendance	1,218	1,190	1,117	1,153	909	798	1,349	772	1,057	1,278	1,587	1,278	923
Meeting Room Use	72	62	86	82	64	46	47	62	79	80	95	81	65
Museum Pass Use	171	207	186	164	176	256	288	272	209	228	178	218	182
Use of Library Computers	1,676	1,686	1,795	1,935	1,577	1,873	1,651	1,710	1,769	1,726	1,901	1,702	1,797
Use of Library Wireless													
Visits to Library Website													
Volunteers	49		44	47	38	51	55	48	39	33	43	46	35
Volunteer hours worked	199.75		189.25	225.75	212.75	308.00	317.50	282.00	204.75	194.25	217.75	198.25	168.30
Holdings - Books and other print													
Holdings - Audio Visual (DVDs/CDs)													
Holdings - Downloadable (eBooks/eAudio/video)													
Holdings - Total													

December 2016



BELMONT PUBLIC LIBRARY

## Current Fiscal Year Data Comparison

### Key Performance Indicators

	FY16	FY15	FY14	FY13	FY12
	Total Annual	Total Annual	Total Annual	Total Annual	Total Annual
Circulation - Total	557,469	536,824	555,696	531,572	541,724
Circulation - Adult (books/magazines)	124,061	120,027	128,476	128,453	136,911
Circulation - YA print (books/magazines)	21,516	20,486	22,456	20,471	20,679
Circulation - Children's print (books/magazines)	226,867	219,182	220,719	208,387	210,722
Circulation - Adult Audio Visual	110,921	106,847	119,738	117,716	118,556
Circulation - YA Audio Visual	894	1,029	1,229	1,129	1,395
Circulation - Children's Audio Visual	36,809	43,901	48,062	49,324	53,144
Circulation - downloads (eBooks/eAudiobooks)	34,639	24,441	15,491	11,677	7,859
Network Transfers - items borrowed					
Network Transfers - items loaned					
Registered Borrowers					
Reference Questions	37526	34,883	37,988	38,424	37,846
Programs Offered (total)	566	495	443	399	378
Adult Programs	139	101	53	47	63
YA Programs	91	55	75	52	49
Children's Programs	336	339	315	300	266
Programs Attendance (total)	16,620	14,012	14,327	13,176	12,860
Adult Programs Attendance	2,517	940	1,278	1,599	1,544
YA Programs Attendance	1,213	799	1,276	772	488
Children's Programs Attendance	12,890	12,273	11,773	10,805	10,828
Meeting Room Use	781	695	675	651	640
Museum Pass Use	2,592	2,473	2,567	2,407	2,519
Use of Library Computers	22,343	21,019	24,399	23,903	28,642
Use of Library Wireless					
Visits to Library Website					
Volunteers	244				
Volunteer hours worked	1,265.30				
Holdings - Books and other print					
Holdings - Audio Visual (DVDs/CDs)					
Holdings - Downloadable (eBooks/eAudio/video)					
Holdings - Total					

## Patron Traffic

Month: December 2016

	Main Entrance	Childrens Room	Assembly Room	Daily Total
1	562	871	292	1,725
2	674	642	198	1,514
3	541	633	236	1,410
4	892	1153	464	2,509
5	330	380	119	829
6	527	819	353	1,699
7	704	816	229	1,749
8	659	767	301	1,727
9	687	612	366	1,665
10	477	567	126	1,170
11	694	893	213	1,800
12	293	278	95	666
13	510	690	235	1,435
14	683	835	287	1,805
15	555	767	205	1,527
16				
17	918	1117	280	2,315
18	394	487	115	996
19	333	341	117	791
20				
21				
22	2001	2267	708	4,976
23	485	547	170	1,202
24	--	--	--	
25	Christmas	Day	Closed	
26	--	--	--	
27	225	275	161	661
28	879	988	267	2,134
29	581	816	200	1,597
30	519	865	520	1,904
31	--	--	--	

Monthly total

39,806



[illegible]



1. The Board of Library Trustees has established guidelines for behavior in the Belmont Public Library to encourage an atmosphere that promotes the use and enjoyment of the library's resources and protects the public, staff, materials, and equipment. As a community center open to all, the library cannot guarantee the safety of any patron. Patrons are advised that certain areas of the Library have a designated use – children's, young adult, cell phone – which must be respected. Library staff reserves the right to inspect all bags, briefcases, backpacks, containers, books and any similar items.

Safety considerations mandate keeping hallways open for wheelchairs and emergency access.

The following are among those *unacceptable* in the library:

- Disruptive noise
- Drinks in other than approved containers, and food, unless at scheduled events (see food and drink policy)
- Use of ~~tobacco products~~ or Drugs or Alcohol on library property
- Use of tobacco products in the library
- Cell phone use other than in designated area(s)
- Diaper changing other than in designated area (lower level handicapped bathroom)
- Absence of shirts and/or shoes
- Soliciting or distribution of leaflets/panhandling in the library
- Personal belongings which hamper the use of public space. (Personal belongings are the responsibility of the owner)
- Loitering
- Use of sports equipment on library property (e.g., Bicycles roller blades, scooters, skate boards, basketballs)
- Animals (with the exception of assistive animals)
- Inappropriate use, theft, or mutilation of library materials or property
- Activities that violate the law or encourage others to violate the law ----- Already exists
- Activities that violate the rights of other users or library staff
- Violent, threatening, defamatory, or abusive behavior
- Offensive or disruptive behavior
- Physical, sexual or verbal harassment
- Weapons or items resembling or being wielded as weapons

Persons who violate this Behavior Policy may receive a warning from library staff and/or an opportunity to cease the violation or leave the library.

Illegal activity, as well as any willful or repeated violations of this Behavior Policy or other posted library policies and regulations, may result in removal from the library and/or suspension of library privileges by the Director subject to appeal to the Board of Library Trustees.



Violation of law may result in arrest and prosecution.

(Basis in Law: Chapter 266, Sections 99, 99A, and 100; Chapter 272, Section 41, General Laws of Massachusetts)

## **Children in the Library**

The Trustees and staff of the Belmont Public Library strive to create a welcoming environment throughout the library. The Jane Gray Dustan Children's Room provides a special opportunity for children to explore their interests, pursue assignments, and develop a love of reading. To ensure such an environment, we ask children and their parents/caregivers to be aware of the following:

1. Children in the library are expected to follow the same rules and regulations as all other library patrons.
2. While the library staff works to create a safe environment, we do not assume responsibility for the care of any child. Young children must have their parent/caregiver *in the immediate vicinity and within visual contact*.
3. Children should be picked up at least 5 minutes before closing. If the parent/caregiver has not returned by closing, the Belmont Police Department will be called to take the unattended child until the parent/caregiver can be located.

Neither the library nor its staff members are responsible for an unattended child in case of a medical emergency.

Approved May 20, 2008

Amended February 17, 2009

Amended June 15, 2010

# CHILDREN'S ROOM TECHNOLOGY POLICY

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The Belmont Public Library does not control or monitor access to material which may be accessible from other Internet sites. The Belmont Public library adheres to the Minuteman Library Network's Internet policy which states that *In accordance with the American Library Association (ALA) Library Bill of Rights and a supplemental document entitled Access to Electronic Information, Services, and Networks, the Minuteman Library Network does not control or monitor access to material which may be accessible from other Internet sites.*

Parents and guardians must assume responsibility for deciding which library resources are appropriate for their own children. Parents or legal guardians should guide their children in the use of the Internet and limit or restrict the access of their own children as they see fit.

In addition to this, the library does not monitor any direct electronic communication). Parents should instruct children NEVER to give out personal information (name, address, password, telephone number, credit card number) online. The MLN policy also states that *it is not acceptable to use the Internet access at MLN computers for illegal or abusive purposes.*

In addition to this, the following internet/computer acceptable use guidelines must be followed:

- Obey copyright, software and data laws and regulations.
- You may not change the setup of the computer, add computer programs, or use any software that does not belong to the library.
- You have the right to privacy in using the computer.
- You must also respect the privacy of other computer users and their choices while using the computer, so long as they are in compliance with this policy.
- Do not disturb others while using the computer.
- Computers may be used for 30 minutes at a time. That time may be extended at the discretion of the Childrens staff.
- If you have a problem with the computer, DO NOT try to fix it. Please ask a librarian for help.
- No more than two people may use one computer at a time.
- Printing should be completed before the end of your turn. The library charges 10 cents per page for printing.
- Children have priority in using the computers in the Children's Room .
- Violation of this policy and procedures will result in loss of computer usage.

Approved 11/17/98

Revised 6/28/02

Revised 12/17/15

The library has iPads for children available for in-library use. The iPads have preloaded apps for children ages 2-9 selected by the Children's Librarians. The following guidelines must be followed to use the library iPads; failure to follow these guidelines may result in the loss of iPad borrowing privileges.

- iPad must be signed out by an adult 18 years old or older.
- iPads will be loaned out for 30 minutes at a time.
- iPads must be used in the Children's Room.
- Adult supervision is required at all times.
- The iPad must be returned directly to a Children's Room employee to ensure proper check-in.
- Loss or damage to an iPad may result in a patron being charged for the full replacement fee.

## Inventory of Belmont Public Library Policies

December 2016

- Ads and Informational Material in the Library – **Approved May 2008**
- Behavior Policy for Patrons – **Amended June 2010**
- Children’s Room Technology Policy – **Revised December 2015**
- Circulation Policy – **Amended August 2016**
- Collection Policy for Tangible Gifts – **Approved June 2008**
- Confidentiality of Library Records –**Approved December 2008**
- Criminal Offender Record Information CORI Policy –**Approved June 2009**
- Exhibit and Display Policy – **Date of creation unknown**
- Food and Drink Policy – **Date of creation unknown**
- Homebound Delivery Policy – **Approved August of 2015**
- Internet/Computer Acceptable Use Policy – **Creation date unknown**
- Materials Selection Policy – **Creation date unknown**
- Meeting Room Policy – **Creation date unknown**
- Museum Pass Policy – **Updated in 2015**
- Public Service Policy – **Approved June of 1995**