<u>Directors Report – January 2017</u>

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 16th. 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	Date of		
			Status Lights received and in storage in DPW
#16876	5/5/2016	Lighting / Ceiling / Insulation	Yard.
#16194	5/9/2016	Elevator Cab Upgrades	Requests continue to be made for quotes
#17068	5/19/2016	Phone System Testing Needed	Open
#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)	Open
#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	12/19/2016 Low Water Cut Off (Boiler)	Open
#21034	1/11/2017	Roof Leak in locked balcony area	Open
		Other work this month	7
	January 16th	Outdoor lights on East Side of building replaced, new lights installed on front corner of the building.	
		Building Issues	
	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.



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) Circulation - Children's print	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	
(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													9	
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 - Aduio Visual (DVDs/CDs)

Holdings - Downloadable

(eBooks/eAudio/video)

Holdings - Total



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) Circulation - Children's print	21,516 226,867	20,486	22,456	20,471	20,679
(books/magazines)	HATE CONTROL TO SERVICE AND ADDRESS OF THE SERVI	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 Circulation - downloads	36,809	43,901	48,062	49,324	53,144
(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 - Aduio Visual (DVDs/CDs)					
Holdings - Downloadable (eBooks/eAudio/video)					
Holdings - Total					

Patron Traffic

Month: December 2016

	P	Main Entrance	Childrens Room	Assembly Room	Daily Total
1		562	871	292	
2		674	642	198	
3	*2	541	633	236	
4		892	1153	464	
5		330	380	119	
6		527	819	353	1,699
7		704	816	229	
8		659	767	301	
9		687	612	366	
10		477	567	126	
11	(ta	694	893	213	
12	8	293	278	95	
13	9	510	690	235	1,435
14		683	835	287	
15		555	767	205	9 9
16	8 2			2	
17		918	1117	280	2,315
18		394	487	115	
19		333	341	117	791
20					
21					
22		2001	2267	708	4,976
23		485	547	170	
24	15				
25		Christmas	Day	Closed	,
26			mak ma		
27		225	275	161	661
28		879	988	267	2,134
29		581	816	200	
30		519	865	520	100000000000000000000000000000000000000
31					

		BELMONT PL	JBLIC LIBRA	BELMONT PUBLIC LIBRARY EXPENDITURES	TURES				
			JANUARY	2017				13-Jan-17 4:48 PM	
		ORIG./ADJ. APPROPRTNS.	TRANSFER	ADJUSTED BUDGET	SPENT	SPENT JULY - JAN	BALANCE	PROJECTED 7 MONTHS	EXP
	LIBRARY ADMINISTRATION								
16111									
511000		165,267.00		165,267.00	9,402.99	87,530.75	77,736.25	96,405.75	53.0%
514800		725.00		725.00	0.00	725.00	00.00	422.92	100.0%
517000		16,285.00		16,285.00	0.00	16,285.00	0.00	9,499.58	100.0%
16112	MEDICARE	2,407.00		2,407.00	0.00	0.00	2,407.00	1,404.08	0.0%
524500		8,911.50		8,911.50	00.00	3,885.50	5,026.00	5,198.38	43.6%
530001		326.00		326.00	00.00	0.00	326.00	190.17	0.0%
531700				367.00	0.00	163.00	204.00	214.08	44.4%
531900				200.00	0.00	40.40	459.60	291.67	8.1%
534500		2,800.00		2,800.00	00.00	1,861.51	938.49	1,633.33	66.5%
534700		1,575.00		1,575.00	00.00	297.66	1,277.34	918.75	18.9%
542100		975.00		975.00	00.00	182.38	792.62	568.75	18.7%
5/1000		390.00		390.00	0.00	262.10	127.90	227.50	67.2%
5/3000	DUES & MEMBERSHIP	610.00		610.00	00.00	217.00	393.00	355.83	35.6%
	TOTAL LIBRARY ADMIN	201,138.50	0.00	201,138.50	9,402.99	111,450.30	89,688.20	117,330.79	55.4%
	LIBRARY PLANT OPERATIONS								
511000		55 725 00		55 725 00	3 100 56	20 087 03	26 727 07	20 003 00	000
511100	SALARIES, PART TIME	8,680.00		8,680.00	172.86	3 247 03	5 432 97	5,006.25	37.4%
513000	OVERTIME	10,352.00		10,352.00	1,329.40	7,724.61	2,627.39	6,038.67	74.6%
514100		260.00		260.00	15.00	141.00	119.00	151.67	54.2%
514800	LONGEVIIY	450.00		450.00	0.00	450.00	0.00	262.50	100.0%
517200	-	00.010,0		6,010.00	0.00	6,010.00	0.00	3,505.83	100.0%
517800		1,106,00		1 106 00	0.00	0.00	0.00	0.00	#DIV/0!
519900		820.00		820.00	00.0	0.00		478 33	100.0%
16142	1					0000		7	0.00
521100	EBSCO	4,345.00		4,345.00	00.00	4,345.00	0.00	2,534.58	100.0%
522800	GAS	30,223.02		30,223.02	00.00	2,374.62	27,848.40	17,630.10	7.9%
522900	ELECTRICITY	44,116.00		44,116.00	0.00	14,037.59	30,078.41	25,734.33	31.8%
523400	WATER	5,250.00		5,250.00	0.00	1,302.44	3,947.56	3,062.50	24.8%
524300	MAINTENANCE BUILDING	171,681.21		171.681.21	0000	33 550 20	138 131 01	3,062.50	19.5%
545000		12,625.00		12,625.00	0.00	4.018.30	8,606.70	7.364.58	31.8%
548900	GASOLINE	398.00		398.00	00.00	11.48	386.52	232.17	2.9%
	TOTAL LIBRARY IS ANT OPEN	256 286 22		0000000	7077	108 020 20	248 366 03	1	

		ORIG./ADJ. APPROPRTNS.	TRANSFER	ADJUSTED BUDGET	SPENT	SPENT JULY - JAN	BALANCE	PROJECTED 7 MONTHS	%EXP
	LIBRARY PUBLIC SERVICE								
16121									
511000	WAGES, FULL TIME	709,914.00		709,914.00	40,087.67	375,679.15	334,234.85	414,116.50	52.9%
511100	WAGES, PART TIME	213,343.00		213,343.00	9,696.64	102,240.24	111,102.76	124,450.08	47.9%
513000	OVERTIME	0.00		00.00	00.00	0.00	0.00	0.00	#
514800	LONGEVITY	5,929.00		5,929.00	0.00	4,153.57	1,775.43	3,458.58	70.1%
217000	HEALTH INSURANCE	113,220.00		113,220.00	00.00	113,220.00	0.00	9	100.0%
517200	WORKER'S COMPENSATION	00.00		0.00	0.00	0.00	0.00		41
517800	MEDICARE	13,473.00		13,473.00	0.00	0.00	13,473.00	7.85	
16122	LIFE INSURANCE	00.00		0.00	0.00	0.00	00:00		#
530000	PROFESSIONAL SERVICES	1,976.00		1,976.00	0.00	344.13	1.631.87	1 152 67	17 4%
534100	TELEPHONE	9,053.00		9,053.00	0.00	2.586.74	6.466.26	5 280 92	28 6%
552900	BOOKS/PER/FILM/CD/REC	315,631.00		315,631.00	0.00	152,323.63	163,307.37	184,118.08	48.3%
573000	DUES	1,020.00		1,020.00	0.00	180.00	840.00	595.00	
	TOTAL LIB PUBLIC SERVC	1,383,559.00	0.00	1,383,559.00	49,784.31	750,727.46	632,831.54	807,076.08	54.3%
	LIBRARY TECHNICAL SERVICES	S							
16131 511000	SALARIES FIII TIME	157 904 00		157 004 00	40.005.50	00 000	00 000 01	000	L
511100	SALARIES, PART TIME	13 031 00		13 031 00	00.00	1 055 80	11,075,11	76,110.07	33.1%
514800	LONGEVITY	2.325.00		2.325.00	0000	1,887.50	437.50	1 356 25	81.2%
517000	HEALTH INSURANCE	32,570.00		32,570,00	00:00	32.570.00	00.0	18 999 17	100 0%
517200	WORKER'S COMPENSATION	0.00		0.00	0.00	0.00	0.00	000	41
517800	MEDICARE	2,512.00		2,512.00	0.00	00:00	2,512.00	1,465.33	
530600	COMPUTER SERVICE	70,216.00		70,216.00	0.00	62,740.56	7.475.44	40.959.33	89.4%
542200	PROCESSING SUPPLIES	12,740.00		12,740.00	00.00	6,159.91	6,580.09	7,431.67	48.4%
3000	DUES	0.00		00.00	0.00	0.00	0.00	00.00	#
	TOTAL LIBRARY TECHNICAL S	291,298.00	0.00	291,298.00	10,985.58	192,255.78	99,042.22	169,923.83	%00.99
000	LIBRARY CAPITAL								
587100	CAPITAL COMPUTER	12,000.00		12,000.00	0.00	2,200.58	9,799.42	7,000.00	18.3%
	TOTAL LIBRARY DEPT.	2,244,381.73	0.00	2,244,381.73	74,880.70	1,164,654.32	1,079,727.41	1.309.222.68	51.89%

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

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.

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- 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 checkin.
- 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