

Directors Report – May 2017

Follow up items

- Safe purchased, new cash procedures in process
- New logo revealed to staff/FOBPL, public launch will be Town Day. Website to be updated the day before. Freebies for the public on May 20th, and special gifts for staff and key users (friends funded)

Meetings and Events attended

- Facilities Director Gerry Boyle, Scott Brinch DPW Director Jay Marcotte, HR Director Jessica Porter, Myrna Greenfield -New Egg Marketing, Rebecca Richards - Belmont Gallery Of Art, Friends President Gail Gorman, Stewart Roberts – Johnson Roberts Associates, Angela Alessandria and members of the Garden Club Board, Belmont Library Foundation Board, Kathy Keohane, David Stieveter, Capital Budget Committee, Steve Pereira - Driscoll Electric, Anthony Giannasca – Electrician, Sarah Clark – Future Perfect, Lyn Hamer -Graphic Designer, Phyllis Marshall, Doug Meagher, Floyd Carmen, Jeff Hansell - Belmont Media, Mike Mchale – Boston Wood

Building and Grounds

- Review of Spreadsheet

Facilities Projects

- Air Conditioner repair in process
- Boiler install targeted for June (Dates to be finalized during 3rd week of May)
- Security install targeted for July
- Lights/Ceiling / Insulation targeted for August

General Update

- 2 new outreach series being targeted for the fall (Fire Department / Belmont Gallery Of Art)
- Young Adult Librarian interviews completed. Discussions in process.
- Refresh of Reference Room targeted for June (waiting for Boiler dates too)
- Town Day Plans complete
- Ergonomics Evaluation scheduled for July 11th, funds will be required for needed enhancements to staff work stations

Incidents

- 4/17 Youth Complaint
- 4/21 Parking Complaint
- 4/21 Car Accident
- 4/22 Overnight Burglar Alarm
- 4/23 Suspicious Motor Vehicle
- 5/2 Parking Complaint
- 5/9 Unattended Children
- 5/10 Anonymous mail violating behavior policy
- 5/11 Unattended Children



BELMONT PUBLIC LIBRARY

Current Fiscal Year Data Comparison

Key Performance Indicators

		Last Year											
	Current month	Month comparison	Mar 2017	Feb 2017	Jan 2017	Dec 2016	Nov 2016	Oct 2016	Sep 2016	Aug 2016	Jul 2016	Jun 2016	May 2016
Circulation - Total	48,830	49,315	54,175	45,489	47,239	43,359	45,386	45,995	42,866	48,876	47,765	50,293	46,593
Circulation - Adult (books/magazines)	10,087	10,838	11,317	9,308	10,418	9,399	9,408	10,040	9,709	11,066	9,991	10,733	10,704
Circulation - YA print (books/magazines)	1,885	1,762	1,907	1,628	1,579	1,534	1,737	1,721	1,790	2,550	2,955	2,676	1,780
Circulation - Children's print (books/magazines)	21,230	20,142	23,731	19,512	19,326	16,518	19,265	19,625	17,270	19,410	19,545	20,440	18,781
Circulation - Adult Audio Visual	9,174	10,187	10,252	8,770	9,412	9,603	8,852	8,818	8,410	9,163	8,742	9,578	9,234
Circulation - YA Audio Visual	66	92	60	42	85	81	75	88	92	86	78	84	57
Circulation - Children's Audio Visual	2,858	3,229	3,224	2,697	2,763	2,767	2,834	2,656	2,431	3,150	3,088	3,313	2,952
Circulation - downloads (eBooks/eAudiobooks)	3,302	2,862	3,519	3,303	3,410	3,254	2,999	2,862	2,977	3,228	3,178	3,255	2,961
Network Transfers - items borrowed													
Network Transfers - items loaned													
Registered Borrowers													
Reference Questions	2,999	3,873	3,589	3,090	2,883	2,708	3,327	3,455	2,898	3,481	3,064	3,671	3,492
Programs Offered (total)	71	63	76	55	63	55	65	56	44	30	41	39	64
Adult Programs	18	19	15	16	15	13	16	12	15	4	7	8	13
YA Programs	17	13	16	11	7	11	14	10	8	5	6	11	15
Children's Programs	36	31	45	28	41	31	35	34	21	21	28	20	36
Programs Attendance (total)	1,771	2,536	2,664	1,707	1,851	1,684	1,524	1,579	1,360	992	1,474	1,072	1,352
Adult Programs Attendance	325	1,131	486	590	256	224	217	162	284	103	91	104	105
YA Programs Attendance	201	127	297	168	103	242	190	264	167	91	34	196	190
Children's Programs Attendance	1,245	1,278	1,881	949	1,492	1,218	1,117	1,153	909	798	1,349	772	1,057
Meeting Room Use	92	80	98	66	80	72	86	82	64	46	47	62	79
Museum Pass Use	261	228	174	180	203	171	186	164	176	256	288	272	209
Use of Library Computers	1,947	1,726	2,248	1,895	1,947	1,676	1,795	1,935	1,577	1,873	1,651	1,710	1,769
Use of Library Wireless													
Visits to Library Website													
Volunteers	36	33	51	43	57	49	44	47	38	51	55	48	39
Volunteer hours worked	207	194.25	298.00	176.25	193.75	199.75	189.25	225.75	212.75	308.00	317.50	282.00	204.75
Holdings - Books and other print													
Holdings - Audio Visual (DVDs/CDs)													
Holdings - Downloadable (eBooks/eAudio/video)													
Holdings - Total													

April 2017



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: April 2017

	Main Entrance	Childrens Room	Assembly Room	Daily Total
1	423	619	238	1,280
2	448	1046	450	1,944
3	496	1531	576	2,603
4	727	957	466	2,150
5	569	1207	1265	3,041
6				
7	1194	1546	643	3,383
8	543	585	247	1,375
9	714	1479	497	2,690
10	429	375	170	974
11	687	692	274	1,653
12	723	781	278	1,782
13	612	775	231	1,618
14	731	840	351	1,922
15	609	727	190	1,526
16	Easter		Closed	
17	Patriot's	Day	Closed	
18	684	1572	427	2,683
19	967	1064	391	2,422
20	725	842	218	1,785
21	677	867	234	1,778
22				
23	1001	2354	533	3,888
24				
25	1078	1119	419	2,616
26	549	934	304	1,787
27	686	804	280	1,770
28	745	706	237	1,688
29	515	601	169	1,285
30	717	746	178	1,641

Election Day

Monthly total

51,284

[illegible]

Work Orders Currently in Process			Status
Ticket Number	Date of Creation	Focus	
#16876	5/5/2016	Lighting / Ceiling / Insulation	Lights remain in storage in DPW Yard, with a project target of August 2017
#18728	9/14/2016	Many 2nd floor windows won't open/stay closed	Completed a site visit with vendor, awaiting proposal
#20433	12/6/2016	Cement patching needed behind Library alongside staff parking	Walked site with Jay Marcotte, awaiting next update.
#20436	12/6/2016	Quote requested to replace broken air conditioning unit ahead of Summer 2017	Quote for \$5375 approved by Facilities Department, repair in process
#20495	12/8/2016	Water Pressure Issue	Viewed issue with Scott Brinch. Awaiting next update.
#22024	3/13/2017	A cement slab on the front of the building along top walkway has fallen off of the building. It looks like more will follow.	Walked site with Scott Brinch. Awaiting next update.
#22126	3/17/2017	About 60 feet of fencing that abuts the Library Garden was damaged by snow removal. In some sections the pipes are disconnected, in other the fencing itself is tore all the way down to the ground.	Walked site with Scott Brinch. Awaiting next update.
#22358	3/31/2017	Board of Trustees request an inspection of wall plumbing in bathrooms.	Facilities Department suggest this is unneeded and costly. This work order to be closed.
#22387	4/3/2017	Server Room Air Conditioner making new noises. Library Director maid adjustments to system which stopped noises. Have requested an inspection to prevent the room for over heating. Town Server stored within.	Open
		Other work this month	
		Other Building Issues	
	Elevator		
	4/18/2017	Issues with cab door and speed at which it closes. Tech called out for inspection.	

		Facilities Department Discussions	
	MP Cleaning	Contract set to expire on 6/30/17. Facilities Department seeking quotes from new companies	
	Boiler	Abatement Process put out to bid until May 17th. Firm to be chosen at that time, and schedule finalized for June.	
	Security System	Security Protocol Advisory Group has approved security cameras for Library. BCM Controls chosen for the project, equipment being ordered and project is targeted for June/July.	
		Cleaning Company Discussions	
	5/9/2017	Evening Cleaning Attendant has mentioned new day job, likely to move on from Library cleaning this summer.	
	5/1/2017	Quotes on new cleaning contract being collected, Facilities Department Managing	

Police Calls for 336 Concord Ave May 2015-May 2017, Library Calls Excerpted		
	May 2017 total=3 (5/1-5/10)	May 2016 total=2
Officer wanted	1	
Unattended child	1	
Parking complaint	1	
	April 2017 -total=10	April 2016 total=12
Suspicious motor vehicle	1	
Burglar alarm	1	
Parking complaint	1	1
Youth complaint	1	
Unattended child	1	
Check well being	1	1
Officer wanted		1
Suspicious person in area		2
Disturbance		1
	March 2017 total=8	March 2016 total=5
Unwanted person	1	1
Suspicious activity	1	1
Theft	1	
Officer wanted	1	
F medical emergency		1
Assist person		1
	February 2017 total=5	February 2016 total=1
Parking complaint	1	
Threat	1	
	January 2017 total=4	January 2016 total=6
Officer wanted	1	1
Threats	1	
F medical emergency	1	
Parking complaint		1
	December 2016 total=4	December 2015 total=4
Panic alarm	1	
Assist person	2	
Unwanted person	1	
	November 2016 total=1	November 2015 total=4
Suspicious activity		1
	October 2016 total=5	October 2015 total=10
Officer wanted	1	
Suspicious activity	1	
Property status	1	
Trespassing		1
Unwanted person		1
F medical emergency		1
Confused person		2
Fraud/defraud		1

Suspicious activity		1
	September 2016 total=4	September 2015 total=12
Suspicious activity	2	
Assist person	1	1
Check well being		2
Parking complaint		1
Officer wanted		1
F medical emergency		1
Burglar alarm		1
	August 2016 total=14	August 2015 total=3
Burglar alarm	2	1
Officer wanted		1
F medical emergency	1	
Parking complaint	2	
Trespassing	2	
Suspicious activity	1	
	July 2016 total=8	July 2015 total=7
Burglar alarm	1	1
Youth complaint	1	
Parking complaint	1	
Unwanted person		2
Suspicious motor vehicle		1
	June 2016 total=6	June 2015 total=4
Suspicious person in area		1
Trespassing	2	
Burglar alarm	1	
Medical TBD	1	