Directors Report - March 2018

Follow up items

Capital Budget Discussions

Meetings attended

 Assistant Town Administrator Phyllis Marshall, Mike McHale – Bostonwood, Belmont Library Department Heads, Belmont Library Foundation Board, Friends of the Library Board, MLN Membership Committee, Board of Selectmen, Books In Bloom Working Group / Subcommittee, Friends President Sally Martin (2), Durkin Company Supervisor Rosangela Santos, IT Director Dave Petto, Library Building Committee, Library Foundation President David Stievater, Trustee Mark Carthy Assistant. Facilities Consultant Pat Goddard, Police Lieutenant Kristin Daley, Senator Will Brownsberger, Representative Dave Rogers

Building and Grounds

Review of Spreadsheet

Monthly Successes

- Books In Bloom Estimated 600 Attendees.
- Children's program attendance up 40% from February 2017
- Gish Jen talk in February (mentioned at last months meeting too early)
- Low Vision Reader back in Reference
- Pajama Drive in partnership with Boston Bruins
- Knitting Club keeps on coming
- BCAA Chinese New Year

General Update

- Library Assistant interviews this week
- Attended Library Legislative Day at State House
- Training to be scheduled with Police / Fire
- East Wing closes for final part of weatherization project

Incidents

- Patron Behavior Violation 2-28-18
- Downed Tree 3-2-18
- Malfunction equipment, Fire Department evacuated building 3-7-18

Current Fiscal Year Data Comparison

BELMONT PUBLIC LIBRARY

Key Performance Indicators

Last Year

marcatore														
	Current month	Month comparison	Jan 2018	Dec 2017	Nov 2017	Oct 2017	Sep 2017	Aug 2017	Jul 2017	Jun 2017	May 2017	Apr 2017	Mar 2017	
Circulation - Total	43,064	45,489	46,544	42,800	42,817	44,125	42,817	49,092	48,794	44,753	47,846	48,830	54,175	
Circulation - Adult (books/magazines)	9,514	9,308	10,112	9,566	9,194	9,731	9,502	10,750	10,195	9,924	10,335	10,087	11,317	
Circulation - YA print (books/magazines)	1,509	1,628	1,749	1,539	1,581	1,754	1,945	2,750	2,680	2,356	1,782	1,885	1,907	
Circulation - Children's print (books/magazines)	17,806	19,512	18,669	15,917	17,877	18,476	17,678	19,896	19,831	17,933	20,324	21,230	23,731	
Circulation - Adult Audio Visual	7,996	8,770	9,444	9,571	8,094	8,044	7,888	8,766	8,830	8,207	9,345	9,174	10,252	
Circulation - YA Audio Visual	55	42	67	72	58	55	64	72	64	50	67	66	60	
Circulation - Children's Audio Visual	2,118	2,697	2,292	2,118	2,258	2,149	2,308	2,819	2,753	2,522	2,582	2,858	3,224	
Circulation - downloads (eBooks/eAudiobooks)	3,769	3,303	3,988	3,686	3,423	3,601	3,144	3,779	4,103	3,329	3,191	3,302	3,519	
Reference Questions	2,924	3,090	3,323	3,223	3,681	3,501	2,686	4,004	2,874	2,471	2,681	2,999	3,589	
Programs Offered (total)	71	55	70	48	60	62	33	30	31	33	56	71	76	
Adult Programs	29	16	23	19	24	20	11	12	11	9	16	18	15	
YA Programs	9	11	9	10	13	16	3	1	1	7	5	17	16	
Children's Programs	33	28	38	19	23	26	19	17	19	17	35	36	45	
Programs Attendance (total)	1,924	1,707	1,551	908	1,088	1,538	995	1,806	1,290	955	1,625	1,771	2,664	
Adult Programs Attendance	533	590	265	176	224	257	167	690	237	112	211	325	486	
YA Programs Attendance	69	168	127	121	135	132	42	30	8	91	52	201	297	
Children's Programs Attendance	1,322	949	1,159	611	729	1,149	786	1,086	1,045	752	1,362	1,245	1,881	
Meeting Room Use	89	66	86	63	81	75	52	45	37	44	78	92	98	
Museum Pass Use	179	180	160	182	150	182	165	247	283	238	228	261	174	
Use of Library Computers	1,647	1,895	1,604	1,721	1,777	1,901	1,652	1,852	1,302	617	1,955	1,947	2,248	
Volunteers	13	43	10	10	13	14	9	16	. 17	17	12	36	51	
Volunteer hours worked	142.00	176.25	116.50	49.00	148.50	162.00	111.50	71.50	108.00	126.75	125.50	206.75	298.00	

Current Fiscal Year Data Comparison



Key Performance Indicators	FY17	FY16	FY15	FY14	FY13
	Total Annual				
Circulation - Total	562,579	557,469	536,824	555,696	531,572
Circulation - Adult (books/magazines)	121,002	124,061	120,027	128,476	128,453
Circulation - YA print (books/magazines)	23,424	21,516	20,486	22,456	20,471
Circulation - Children's print (books/magazines)	233,689	226,867	219,182	220,719	208,387
Circulation - Adult Audio Visual	108,748	110,921	106,847	119,738	117,716
Circulation - YA Audio Visual	870	894	1,029	1,229	1,129
Circulation - Children's Audio Visual	33,572	36,809	43,901	48,062	49,324
Circulation - downloads (eBooks/eAudiobooks)	38,552	34,639	24,441	15,491	11,677
Reference Questions	36,646	37,526	34,883	37,988	38,424
Programs Offered (total)	645	566	495	443	399
Adult Programs	156	139	101	53	47
YA Programs	117	91	55	75	52
Children's Programs	372	336	339	315	300
Programs Attendance (total)	19,186	16,620	14,012	14,327	13,176
Adult Programs Attendance	3,061	2,517	940	1,278	1,599
YA Programs Attendance	1,900	1,213	799	1,276	772
Children's Programs Attendance	14,225	12,890	12,273	11,773	10,805
Meeting Room Use	855	781	695	675	651
Museum Pass Use	2,525	2,592	2,473	2,567	2,407
Use of Library Computers	21,116	22,343	21,019	24,399	23,903
Volunteers	500.00	244.00			
Volunteer hours worked	2,580.00	1,265.30			

Patron Traffic Month: February 2018

	Main Entrance	Childrens Room	Assembly Room	Daily Total
1	613		196	809
2	641		211	852
3	415	575	141	1,131
4	635	904	210	1,749
5	245	298	278	821
6	655	694	268	1,617
7	736	833	417	1,986 Snow/1:30p
8	198	248	91	537
9	580	670	205	1,455
10	545	586	188	1,319
11	767	1,008	344	2,119
12	273	304	62	639
13	623	697	260	1,580
14				
15				
16	1,977	1,931	718	4,626
17	504	623	186	1,313
18	752	923	340	2,015
19	President's	Day	Closed	
20	310	1,224	444	1,978
21	748	734	219	1,701
22	673	695	214	1,582
23	552	743	199	1,494
24	496	622	140	1,258
25	656	1,372	328	2,356
26	235	398	112	745
27	636	738	332	1,706
28	661	766	241	1,668

Monthly total

39,056

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.00 100.0%	615.00	0.00	020.00	0.00				T.	16142
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	195.00	00.08	180.00	10.00	260.00		260,00	SPECIAL I PAT/S IPEND	714200
	7 764 00	1.521.32	8,830.68	463.34	10,352.00		10,352.00	SDECIALTY DAVISTING	514100
	6 696 75	3.301 20	5,627,80	447.26	8,929.00		8,929.00	OVERTIME	513000
25 71 0%	41 477 25	16.055 09	39,247 91	2,180,44	55,303.00		55,303.00	SALARIES, FULL TIME	511100
					1				10141
								LIBRARY PLANT OPERATIONS	1211
75 68.4%	151,419.75	63,785.73	138,107.27	6,658.17	201,893.00	0.00	201,893.00	TOTAL LIBRARY ADMIN	
	457.50	338.25	271.75	0.00	010.00				
	292.50	315.14	14.86	0.00	000.00		610.00	DUES & MEMBERSHIP	573000
	731.	680.83	294.17	121.49	300.00		390.00	IN-STATE TRAVEL	571000
25 36.9%	1,181.25	993.61	66. 185	00.0	1,070,00		975.00	OFFICE SUPPLIES	542100
.00 48.7%	2,100.00	1,436.08	1,363,92	0.00	1 575 00		1.575.00	PRINTING	534700
.00 0.0%	375.00	500.00	0.00	0.00	00,000		2.800.00	POSTAGE	534500
.25 35.1%	275.25	238.13	18.871	00.00	500.00		500.00	ADVERTISING & PUBLIC RELA	531900
.50 173.3%	244.	(239.00)	UD COC	0.00	367 00		367.00	EMPLOYEE TRAINING	531700
.75 17.8%	4,218.75	4,624.66	1,000.34	0.00	5,625,00		326.00	MEDICAL REPORTS & BILLS	530001
					1		ה הנימ ת	MAINTENANCE OFFICE FOI IIP	524500
.25 0.0%	1,844.25	2,459.00	0.00	0.00	2,459.00	1	2,459.00	MILLICARE	16112
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						-		LIBRARY ADMINISTRATION	
S EXP	9 MONTHS	BALANCE	JULY - MAR	MARCH	פטטשבו	INAWAFER			
. 1	PROJECTED		SPENT	SPENT	ADJUSTED	TDANSCED	ORIG./ADJ		
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-18	8-Mar-18				2018	MARCH			
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				TURES	BELMONT PUBLIC LIBRARY EXPENDITURES	JBLIC LIBRA	BELMONT PL		

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TOTAL LIBRARY DEPT.	CAPITAL COMPUTER	LIBRARY CAPITAL	TOTAL LIBRARY TECHNICAL S		DIES	COMPUTER SERVICE	1	MEDICARE	WORKER'S COMPENSATION	HEAI TH INSTIDANCE	LONGEVITY	SALARIES, FULL TIME	LIBRARY TECHNICAL SERVICES	TOTAL LIB PUBLIC SERVC		DUES			1	LIFE INSURANCE		_	-	and a state of	_	-	WAGES, FULL TIME			
2,253,369.66	12,000.00		302,608.00	0.00	12,740.00	72,537.00	2,029,00	2 82000	00.080,00	2,325.00	17,933.00	161,064,00	ß	1,403,602.00	1,020.00	329,912.00	9,053.00	1,976.00	0.00	0.00	13 550 00	0.00	113 0100	8 054 00	0.00	0 00 664'61 7	709,322.00	-		APPROPRTNS
000	0.00		0.00											0,00									ſ						INANOFER	
2 253 260 68	12,000.00		302,608.00	0.00	12,740.00	72,537.00	2,629.00	0.00	33,380.00	2,325.00	17,933.00	161,064.00		1,403,602.00	1,020.00	329,912.00	9,053.00	1,976.00	0.00	13,556.00	0.00	113,210.00	0,034.00	0.00	0.00	219,499.00	709,322.00	1	BUDGET	ADJUSTED
70 667 71	0.00		9,004.18	0.00	126.04	2,174.33	0.00	0.00	0.00	0.00	393.41	6,310.40		47,314.40	0.00	10,710.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	8,942.26	27,661.94		MARCH	SPENT
	1,762.73		232,016.58	0.00	7,303,62	67.177.33	0.00	0.00	33,380.00	1,962.50	9,519,80	112,673,33		971,893.82	0.00	227,453,82	2,804,75	1.508 34	0.00	0.00	0.00	113,210.00	4,935.71	0.00	0.00	149,295,23	472,685.97		JULY - MAR	SPENT
	10,237.27		70,591.42	0.00	5,436,38	5 350 57	2,629.00	0.00	0.00	362 50	8,413,20	48 390 67		431,708.18	1,020.00	102,458 18	6.248.25	467 86	0.00	13,556,00	0.00	0.00	1,118.29	0.00	0.00	70,203,77	236,636 03		BALANCE	
	9,000.00		226,956.00	0.00	9 555 00	54 400 75	1,971.75	0.00	25.035 00	1 743 75	13 449 75	130 708 00		1.052,701.50	765.00	247 434 00	6 780 75		0.00	10,167.00	0.00	84,907 50	4,5				531.991.50		9 MONTHS	PROJECTED
	14.69%		76.67%	#DIV/0					100.0%						0.0%				推		1	100.0%		1.2	-	68 0%	1		EXP	%

			Wo	Work Orders Currently in Process	ICESS	
Ticket Number	Ticket Number Date of Creation	Days Open	Days Open Date Closed Issue	Issue	Description	Status
					A cement slab has fallen off of the front of the building below the front for the building below the front	
#22024	3/10/2017	367		Cement slab	only asctetics.	2nd quote requested (Feb 2018)
						Likely will wait until the spring when the entire lot will be the
#24106	8/15/2017	209		Parking Lot	"No Parking" needs to be rewritten on the fire lanes	focus of a larger project (curbs, new lines)
#28414	3/9/2018	З		Handicap Door Opener	Not working	Contacted company to service issue
				Other Facilities Projects		
				Capital Projects		
						West Wing Project Complete. East Wing remains. Phyllis
					New insulation, lights, and ceiling to be installed for energy efficiency in	be installed for energy efficiency in Marshall to manage schedule as Facilities Department has yet
	7/1/2016	619	FY17	Library Envelope Upgrade	East and West Wings of Main Floor.	to replace administration roles.
						Front Gutters chosen for replacement. Work to be scheduled
	7/1/2017	254	FY18	Gutter replacement	Vendor chosen, project targeted for end of calendar year	for two weeks in March*
	7/1/2017	254	FY18	Light replacement	Spec received on $9/12/17$ (Facilities has asked for more time to review)	Project Delayed -awaiting new Facilities Director
	7/1/2017	254	FY18	Quiet study room	Building evaluation received - waiting on estimate and sketch	Project Delayed -awaiting new Facilities Director
	7/1/2017	254	FY18	Parking lot work	Project has yet to begin.	Schedule for April - May

Inventory of Belmont Public Library Policies

Spring 2018

- Ads and Informational Material in the Library Approved May 2008
- Behavior Policy for Patrons Amended April 2017
- Children's Room Technology Policy Revised December 2015
- Circulation Policy Amended February 2017
- 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 Date of creation unknown
- Materials Selection Policy Approved October 2012
- Meeting Room Policy Date of creation unknown
- Museum Pass Policy Amended 2015
- Public Service Policy Approved June of 1995
- Special Collections Access Policy Adopted January 2018
- Unattended Children Policy Adopted March 2017

Next to review: Circulation Policy, Exhibit and Display Policy, Public Service Policy

Belmont Public Library Circulation Policy

The Belmont Public Library is a member of the Minuteman Library Network (MLN). Your library card entitles you to borrow materials from our Belmont Library as well as 42 other public and academic libraries.

Policies regarding loan periods, fines, renewals, etc. vary depending on the individual library. Items checked out in Belmont will follow this Belmont Circulation Policy. Click here to go to the **Minuteman Library Network (MLN)**.

Apply For a Library Card

1. Library Card Policy

A library card may be obtained by presenting photographic identification and confirmation of current address. Children who are able to write their own name or are at least age six may have a card and a parent or legal guardian may confirm their name and address using their own identification. A full legal name and current mailing address must be on file for cardholders of all ages. If applicant is under 13 years old, parent or guardian must provide proof of identification and address and sign the library card application. A child must be present for a parent or legal guardian to get them a library card. If applicant is between the ages of 13 and 17 and cannot meet the ID and address requirements, parent or guardian must provide proof of identification and address. A teen must be present for a parent or legal guardian to get them a library card.

Belmont residents are eligible to sign up for a library card, as are all Massachusetts residents not living in a town that has had its reciprocal borrowing privileges suspended by the Board of Library Trustees due to lack of certification by the Massachusetts Board of Library Commissioners. As members of the Minuteman Library Network, Belmont adheres to the Minuteman policy of issuing only one library card per person for use at all public libraries in the network.

Out-of-state residents who meet the following requirements may be issued a library card with sufficient identification: work and/or attend school in Massachusetts; own property in Belmont; are temporarily living in Massachusetts for more than one month. Out-of-state residents must provide identification showing their home/permanent address.

Please present your library card when checking out materials. We take your right to privacy very seriously; therefore we require that you use only your own card. You may use a representation of your card on your own personal smartphone if it is done with an application that properly displays the barcode for our barcode readers. In order to pick up a hold for someone else you must have their library card in hand.

In order to provide the best service, all patrons are strongly encouraged to bring their library cards, a digital image of their card, or utilize the Minuteman Library Network Mobile App, which includes a digital card.

Library accounts belonging to children ages fourteen and under who are present in the library but have forgotten their library cards may be looked up by library staff. However, the staff will only look up the library account belonging to said child, and the child must be able to provide identifying information confirming that the patron record belongs to him or her such as address, phone number, date of birth, or other details found in the library record.

Please notify the library immediately of any loss of your card or device holding its representation, and notify us of any changes in address, telephone or email.

2. Valid ID(s)

Before creating a new patron record, the individual must present the following: - Current, valid Massachusetts Driver's License or Massachusetts State Identification Card with current address

OR...one document from Section 1 AND one document from Section 2 below:

Section 1:

- Passport
- Alien Resident Card
- Government issued cards, such as Military ID
- State issued photo ID including welfare, Medicaid or FID card
- University or school ID
- -Senior/T.A.P ID issued by the MBTA

In addition to one of the items listed above, please bring one of the following documents to prove your current local address which must include your name.

Section 2:

- Utility bill or tax bill (dated within the last 60 days)
- Imprinted bank check or deposit slip
- Official school schedule with applicant's name and address typed on it

- Official letter verifying residency and mailing address dated within last 30 days from a social service provider, temporary employer that provides housing, or a short-trem residence.

- Postcard or piece of mail, mailed to applicant from the library -eBills

Not acceptable as proof of current address:

Lease agreements, rent receipts, or personal letters.

*a Post Office Box or business address is not sufficient – a current residential address is required.

3. Ways to Apply

Apply in person or online.

4. How to complete the online registration:

- Pick up your full service library card at a Minuteman public library of your choice within 6 months.
- After 6 months, temporary accounts, including item requests, are deleted.
- Please mention that you have already registered for a temporary card and bring your temporary library number or a copy of the confirmation email.
- When you pick up your card you must present a photo ID and proof of address (see above).

5. Smartphones

Your library card barcode can be scanned into your smartphone and used at the staffed circulation desks as well as the self-checkout machines. Please visit your device's app store for the appropriate barcode scanner app for your device.

Loan Periods, Renewals, Limits and Late Fees

Patrons are allowed a total of 150 items to be checked out to their account. There is a limit of 50 requests per account. Items cannot be borrowed or renewed if the overdue charges are over 10. Video games have a limit of 3 per account.

Belmont Loan Periods

2 hours (must remain in Library)
1 week
1 week
1 week
2 weeks
4 weeks
4 weeks
4 weeks
4 weeks

Book Club Kits

6 weeks

*Kindles and Video games may only be reserved by Belmont patrons and must be picked up in Belmont.

Fines and Charges

Items which are returned or renewed past their due date will accrue an Overdue Fine. All items are subject to a maximum late fee of \$5.00.

Adult Books	¢10/day
Children's Books	¢05/day
DVDs, Blu-Rays & Rokus	¢50/day
Video Games, Kindles	\$1.00/day
Book Club Kits	\$1.00/day
Special Equipment	\$1.00/day
Circulating Museum Passes	\$5.00/day

Other Charges:

Lost Library Card	\$2.00
Copy & Print	¢10 per page
Color Copy	¢25 per page

Lost or Damaged Items

You are responsible for items checked out to your card. Lost or damaged items must be paid for as we are not able to accept replacement items. Please pay in person or online for lost or damaged items. If paying by check for a Belmont item, please make check payable to the Town of Belmont. If found after payment is made refunds can be issued within 30 days of receipt of payment.

The replacement fee for a lost or damaged Commonwealth Catalog item is \$100.00. The replacement fee for a lost or damaged ILL item varies depending on the lending library's policies.

Lost book on CD costs are either \$10.00 per disc, or the total cost of the item. Replacement costs for circulating technology varies.

Renewals

Most library materials are renewable as long as no reserves are pending. To renew, please have your library card number ready. You may renew items: <u>online</u>, by phone at 617-993-2855 or in person. Overdue materials may also be renewed, however fees will apply

for the days the materials were late. Items cannot be renewed if charges are over \$10. Most library materials are renewable up to two times, as long as no reserves are pending.

Reserves

To reserve an item you will need your library card number and PIN. You can do this <u>online</u> or in the library. You can also call the Reference Department at 617-993-2870 for adult materials and 617-993-2880 for children materials.

You cannot reserve:

- Most recent magazine issue
- Reference materials

Only Belmont residents may reserve:

- Feature Films & TV Shows added to collection in the last three months
- Kindles
- Rokus
- Video games
- Museum Passes

You will receive an email or phone call when your reserve is ready for pick-up. Reserves must be picked up within seven days. Reserved material must be checked out on the library card of the borrower who has placed the reserve. Reserves cannot be released to any individual other than the cardholder unless the individual has the library card or reserve pick-up notice in hand.

Voted April 2016 Amended August 2016 Amended February 2017 Amended March 2018

Application for Use of Belmont Public Library Meeting Rooms

Permission is hereby requested for use of a meeting room and other equipment as noted below. The person signing this request has read the library's Policy and Regulations for use of meeting rooms

(<u>https://belmontpubliclibrary.net/about/policies/meeting-room-policy</u>) and pledges the cooperation of the organization he/she represents. The signer assumes personal responsibility for discipline and reasonable care of the meeting room and equipment and furnishings therein during the organization's use of the room. Neither the Board of Trustees, the Library nor the Town of Belmont will be responsible for injury of persons or property while the building and grounds are used by any group.

- * Title of Organization making request:
- * Name & address of primary contact:
- * Telephone and email address of primary contact:
- * Room requested:
 - □ Flett Memorial Conference Room (capacity: 15-20)
 - □ Assembly Room (capacity: 90-100)
- * Desired meeting date, and time (please provide more than one date if possible):
- * Purpose for which use is requested. Please provide a description of the program:
- * Anticipated number of attendees:
- * Room set up and audiovisual requirements (please see reverse side)

Signature of representative:

This application must be submitted at least seven (7) days before the scheduled event and, when applicable, be accompanied by a check as specified in the Policy and Regulations. Cancellations must be made at least twenty-four (24) hours in advance of a scheduled meeting.

Permission granted by:

Date _____ Belmont Public Library

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Equipment Requirements

Tables and chairs.

Number of desired tables (0-8):_____

Number of desired chairs (0-80):_____

Description of desired arrangement:

Audiovisual equipment. The following AV equipment is available for use during the duration of the requested program. Please note that this equipment is available on a first come, first served basis (i.e. the equipment may already be in use). It is the responsibility of the organization to be familiar with the set up and use of the Library's AV equipment. If necessary, the Library can provide a brief training session prior to the program. Please give at least two weeks advance notice if training is necessary.

Please indicate on the list below which AV equipment you would like to use:

- □ Projector
- □ Laptop

*if using your own laptop, please provide a brief description of the make and model to ensure we include the appropriate hookups for the projector

- □ Microphone
- □ Sound system (if, for example, your presentation includes video clips or other audio)

For the Assembly Room only. Is permission requested to use the kitchen to serve light refreshments?

- □ Yes
- 🗆 No