

Directors Report – January 24th , 2019

Follow up items

- FY20 Budget submitted
- Annual Report writing in process, hoping to submit to KKK on 2/1 and to town on 2/11

Building and Grounds

- Review of spreadsheet
- Automatic doors coming online now
- Roof repairs complete
- New process for snow removal was a success, less oversight needed this year.

Monthly Successes

- Local Culture Council awards library with grant
- Three carloads of food donations brought to Food Pantry (ask about the sauce)
- The Cookbook Club is coming.
- Interim Coordinator of Public Services doing very well
- Stories and Snacks – nice turnout
- FOBPL Pop Up Book Sale very successful
- Chinese New Year event at BCAA this weekend

General Update

- Jonathan Nichols hired as Community Outreach Librarian
- Alex Bush concludes Internship, hired as weekend librarian in Reference

Incidents

- 1/2/2019 – Staff Altercation with Delivery Service
- 1/12/2019 – Computer Policy violation leads to behavior policy violation

Current Fiscal Year Data Comparison

BELMONT

PUBLIC

LIBRARY

Key Performance Indicators

	Last Year												
	Current month	Month comparison	Nov 2018	Oct 2018	Sep 2018	Aug 2018	Jul 2018	Jun 2018	May 2018	Apr 2018	Mar 2018	Feb 2018	Jan 2018
Circulation - Total	42,932	42,800	35,075	45,017	41,314	48,937	46,597	46,686	44,909	46,207	50,524	43,064	46,544
Circulation - Adult (books/magazines)	9,713	9,566	9,079	9,771	9,078	10,944	10,567	10,393	9,840	9,261	10,531	9,514	10,112
Circulation - YA print (books/magazines)	1,504	1,539	1,408	1,547	1,641	2,744	2,566	2,359	1,667	1,743	1,819	1,509	1,749
Circulation - Children's print (books/magazines)	15,778	15,917	11,030	19,752	17,220	19,350	18,669	18,816	18,904	20,318	21,292	17,806	18,669
Circulation - Adult Audio Visual	8,803	9,571	7,436	7,061	6,951	8,287	7,571	8,096	7,974	8,238	9,597	7,996	9,444
Circulation - YA Audio Visual	68	72	43	35	41	73	57	60	59	54	53	55	67
Circulation - Children's Audio Visual	1,886	2,118	1,048	2,106	1,758	2,375	2,189	2,333	2,278	2,327	2,607	2,118	2,292
Circulation - downloads & streams (eBooks/eAudiobooks)	4,887	3,686	4,776	4,370	4,298	4,962	4,690	4,315	3,906	3,930	4,304	3,769	3,988
Reference Questions	2,109	3,223	2,955	2,980	2,616	3,733	3,486	3,131	3,296	3,048	3,313	2,924	3,323
Programs Offered (total)	55	48	60	71	51	51	53	45	80	72	79	71	70
Adult Programs	20	19	25	27	18	20	19	20	22	27	28	29	23
YA Programs	7	10	8	10	7	10	11	12	12	9	12	9	9
Children's Programs	28	19	27	34	26	21	23	13	46	36	39	33	38
Programs Attendance (total)	1,242	908	1,075	1,706	1,212	1,116	1,490	900	1,689	1,735	2,276	1,924	1,551
Adult Programs Attendance	158	176	285	492	156	260	102	149	207	270	546	533	265
YA Programs Attendance	55	121	52	92	58	71	149	234	105	75	103	69	127
Children's Programs Attendance	1,029	611	738	1,122	998	785	1,239	517	1,377	1,390	1,627	1,322	1,159
Meeting Room Use	72	63	69	80	63	57	60	61	96	90	103	89	86
Museum Pass Use	188	182	177	154	179	274	263	243	201	256	229	179	160
Use of Library Computers	1,454	1,721	1,359	1,607	1,346	1,543	1,278	1,486	1,547	1,918	2,066	1,647	1,604
Active Volunteers	5	10	13	13	13	13	5	8	12	12	11	13	10
Volunteer hours worked	21.25	49.00	154.00	182.50	146.00	112.00	101.00	121.00	158.50	160.00	155.25	142.00	116.50



Current Fiscal Year Data Comparison

Key Performance Indicators	FY18	FY17	FY16	FY15	FY14
	Total Annual	Total Annual	Total Annual	Total Annual	Total Annual
Circulation - Total	548,782	562,579	557,469	536,824	555,696
Circulation - Adult (books/magazines)	118,589	121,002	124,061	120,027	128,476
Circulation - YA print (books/magazines)	23,095	23,424	21,516	20,486	22,456
Circulation - Children's print (books/magazines)	225,480	233,689	226,867	219,182	220,719
Circulation - Adult Audio Visual	102,538	108,748	110,921	106,847	119,738
Circulation - YA Audio Visual	733	870	894	1,029	1,229
Circulation - Children's Audio Visual	28,360	33,572	36,809	43,901	48,062
Circulation - downloads (eBooks/eAudiobooks)	46,351	38,552	34,639	24,441	15,491
Reference Questions	39,004	36,646	37,526	34,883	37,988
Programs Offered (total)	681	645	566	495	443
Adult Programs	246	156	139	101	53
YA Programs	107	117	91	55	75
Children's Programs	328	372	336	339	315
Programs Attendance (total)	17,700	19,186	16,620	14,012	14,327
Adult Programs Attendance	3,721	3,061	2,517	940	1,278
YA Programs Attendance	1,181	1,900	1,213	799	1,276
Children's Programs Attendance	12,798	14,225	12,890	12,273	11,773
Meeting Room Use	878	855	781	695	675
Museum Pass Use	2,477	2,525	2,592	2,473	2,567
Use of Library Computers	20,473	21,116	22,343	21,019	24,399
Active Volunteers	145	500	244		
Volunteer hours worked	1503.75	2,580.00	1,265.30		

Patron Traffic

Month: December 2018

	Main Entrance	Childrens Room	Assembly Room	Daily Total
1	440	497	171	1,108
2				
3	983	1,118	230	2,331
4	574	741	277	1,592
5	495	618	193	1,306
6	588	703	227	1,518
7	507	624	211	1,342
8	439	525	194	1,158
9				
10	872	1,140	349	2,361
11	651	683	345	1,679
12	431	566	190	1,187
13	590	629	268	1,487
14	446	559	270	1,275
15	411	519	206	1,136
16	772	936	212	1,920
17	127	1,052	256	1,435
18	575	682	287	1,544
19	514	609	191	1,314
20	582	728	253	1,563
21	679	585	241	1,505
22	380	556	189	1,125
23	641	708	87	1,436
24	269	243	69	581
25		Day	Closed	
26	293	357	114	764
27				
28				
29	1,537	1,749	573	3,859
30	810	704	148	1,662
31	152	195	267	614

Monthly total 38,802

BELMONT PUBLIC LIBRARY EXPENDITURES										18-Jan-19 2:54 PM
JANUARY 2019										
	ORIG./ADJ. APPROPRNTS.	TRANSFER	ADJUSTED BUDGET	SPENT JAN	SPENT JULY - JAN	BALANCE	PROJECTED 7 MONTHS	% EXP		
LIBRARY ADMINISTRATION										
16111										
511000	172,905.00		172,905.00	13,458.10	97,413.48	75,491.52	100,861.25	56.3%		
514800	875.00		875.00	0.00	875.00	0.00	510.42	100.0%		
517000	6,715.00		6,715.00	0.00	6,715.00	0.00	3,917.08	100.0%		
517800	2,473.00		2,473.00	0.00	2,473.00	0.00	1,442.58	100.0%		
16112										
524500	8,207.00		8,207.00	0.00	5,757.04	2,449.96	4,787.42	70.1%		
530001	390.00		390.00	0.00	470.00	(80.00)	227.50	120.5%		
531700	500.00		500.00	0.00	115.00	385.00	291.67	23.0%		
531900	500.00		500.00	0.00	237.73	262.27	291.67	47.5%		
534500	2,800.00		2,800.00	0.00	538.12	2,261.88	1,633.33	19.2%		
534700	1,575.00		1,575.00	141.00	255.30	1,319.70	918.75	16.2%		
542100	975.00		975.00	130.95	317.20	657.80	568.75	32.5%		
571000	500.00		500.00	0.00	93.08	406.92	291.67	18.6%		
573000	610.00		610.00	0.00	213.00	397.00	355.83	34.9%		
	199,025.00	0.00	199,025.00	13,730.05	115,472.95	83,552.05	116,097.92	58.0%		
LIBRARY PLANT OPERATIONS										
16141										
511000	57,825.00		57,825.00	4,448.08	32,248.58	25,576.42	33,731.25	55.8%		
511100	9,124.00		9,124.00	772.03	4,333.90	4,790.10	5,322.33	47.5%		
513000	10,352.00		10,352.00	778.41	6,740.12	3,611.88	6,038.67	65.1%		
514100	260.00		260.00	20.00	145.00	115.00	151.67	55.8%		
514800	850.00		850.00	0.00	850.00	0.00	495.83	100.0%		
517000	6,715.00		6,715.00	0.00	6,715.00	0.00	3,917.08	100.0%		
517200	0.00		0.00	0.00	0.00	0.00	0.00	#DIV/0!		
517800	1,149.00		1,149.00	0.00	1,149.00	0.00	670.25	100.0%		
519900	820.00		820.00	0.00	820.00	0.00	478.33	100.0%		
16142										
522800	21,948.00		21,948.00	2,263.58	5,243.16	16,704.84	12,803.00	23.9%		
522900	44,998.00		44,998.00	1,995.83	17,957.68	27,640.32	26,248.83	38.6%		
523100	5,512.00		5,512.00	1,430.75	3,168.07	2,343.93	3,215.33	57.5%		
523400	8,690.00		8,690.00	0.00	0.00	8,690.00	5,069.17	0.0%		
524300	121,360.00		121,360.00	7,733.37	42,454.48	78,905.52	70,793.33	35.0%		
524306	17,366.00		17,366.00	0.00	4,809.76	12,556.24	10,130.17	27.7%		
545000	13,130.00		13,130.00	290.88	875.38	12,254.62	7,659.17	6.7%		
548900	398.00		398.00	0.00	16.94	381.06	232.17	4.3%		
	320,497.00	0.00	320,497.00	19,732.93	126,927.07	193,569.93	186,956.58	39.6%		

	ORIG./ADJ. APPROPRNTS.	TRANSFER	ADJUSTED BUDGET	SPENT JAN	SPENT JULY - JAN	BALANCE	PROJECTED 7 MONTHS	% EXP
LIBRARY PUBLIC SERVICE								
16121								
511000	743,142.00		743,142.00	57,220.06	417,449.68	325,692.32	433,499.50	56.2%
511100	227,497.00		227,497.00	15,088.70	111,999.64	115,497.36	132,706.58	49.2%
513000	0.00		0.00	0.00	0.00	0.00	0.00	#DIV/0!
514105	0.00		0.00	0.00	0.00	0.00	0.00	#DIV/0!
514800	6,939.00		6,939.00	0.00	4,548.21	2,390.79	4,047.75	65.5%
517000	111,090.00		111,090.00	0.00	111,090.00	0.00	64,802.50	100.0%
517200	0.00		0.00	0.00	0.00	0.00	0.00	#DIV/0!
517800	14,055.00		14,055.00	0.00	14,055.00	0.00	8,198.75	100.0%
517900	0.00		0.00	0.00	0.00	0.00	0.00	#DIV/0!
16122								
530000	1,976.00		1,976.00	0.00	800.79	1,175.21	1,152.67	40.5%
534100	9,053.00		9,053.00	365.51	2,702.70	6,350.30	5,280.92	29.9%
552900	344,758.00		344,758.00	22,580.79	174,944.91	169,813.09	201,108.83	50.7%
573000	1,020.00		1,020.00	0.00	145.00	875.00	595.00	14.2%
	1,459,530.00	0.00	1,459,530.00	95,255.06	837,735.93	621,794.07	851,392.50	57.4%
LIBRARY TECHNICAL SERVICES								
16131								
511000	171,919.00		171,919.00	13,256.94	95,808.22	76,110.78	100,286.08	55.7%
511100	12,520.00		12,520.00	880.29	6,702.19	5,817.81	7,303.33	53.5%
514800	2,725.00		2,725.00	0.00	2,212.50	512.50	1,589.58	81.2%
517000	36,390.00		36,390.00	0.00	36,390.00	0.00	21,227.50	100.0%
517200	0.00		0.00	0.00	0.00	0.00	0.00	#DIV/0!
517800	2,616.00		2,616.00	0.00	2,616.00	0.00	1,526.00	100.0%
16132								
530600	74,021.00		74,021.00	933.67	64,138.32	9,882.68	43,178.92	86.6%
542200	12,740.00		12,740.00	660.45	6,937.90	5,802.10	7,431.67	54.5%
573000	0.00		0.00	0.00	0.00	0.00	0.00	#DIV/0!
	312,931.00	0.00	312,931.00	15,731.35	214,805.13	98,125.87	182,543.08	68.64%
LIBRARY CAPITAL								
16133								
587100	12,500.00		12,500.00	0.00	0.00	12,500.00	7,291.67	0.0%
	2,304,483.00	0.00	2,304,483.00	144,449.39	1,294,941.08	1,009,541.92	1,344,281.75	56.64%

1/24/2019

Inventory of Belmont Public Library Policies

Winter 2019

- 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 – **Amended August 2018**
- 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: Public Service Policy, * policies in 2019

Public Service Policy

The goal of the Belmont Public Library is to provide excellent library service for all its patrons. The quality of the facility and the collection is enhanced by accurate, efficient, and friendly service. This Public Service Policy is the foundation for all staff interaction with the public and the basis for all other Library policies.

The principles of the Public Service Policy include

- All patrons shall receive the same excellent quality of service without discrimination
- All patrons shall be treated with respect, welcomed when they enter and assured as they leave that they have been well served.
- Staff will provide alternatives if a patron's request for materials cannot be met. Alternatives would include interlibrary loan request (ILL) or a network transfer. (See attached procedures.)
- All staff members shall know Library policies, thus able to explain each policy and its rationale.
- Each staff member shall be cognizant of the importance of demeanor, or the manner of looking, speaking, and acting, aware that non-verbal demeanor conveys an attitude by expression and posture as much of tone of voice and vocabulary affect a verbal interaction. It is imperative that each staff-patron interaction be a positive one. This holds true for those exchanges when the message conveyed does not meet the patron's wishes.
- Each staff member shall always act in an ethical manner. To that end:
 - All interactions and transactions will be considered confidential, to be discussed only in a professional context. This includes, but is not limited to registration information, materials' selection, loan transaction records, and reference questions.
 - All transactions will be in accordance with the policies and procedures/guidelines of the Minuteman Library Network and the Belmont Public Library. See attached ALA Code of Ethics.
 - Staff members will not accept personal gifts from Library patrons or groups.
 - Staff members will not offer a personal opinion or advice in answer to a reference question but will follow established library practices
- Each staff member is the representative of the Belmont Public Library to each patron or group, upholding the Library's tradition of courteous, excellent, and efficient service to the entire community. The impression a staff member makes on each patron profoundly affects the Library's image as well as on-going support for the library.

AMERICAN LIBRARY ASSOCIATION CODE OF ETHICS

As members of the American Library Association, we recognize the importance of codifying and making known to the profession and to the general public the ethical principles that guide the work of librarians, other professionals providing information services, library trustees and library staffs.

Ethical dilemmas occur when values are in conflict. The American Library Association Code of Ethics states the values to which we are committed, and embodies the ethical responsibilities of the profession in this changing information environment.

We significantly influence or control the selection, organization, preservation, and dissemination of information. In a political system grounded in an informed citizenry we are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. We have a special obligation to ensure the free flow of information and ideas to present and future generations.

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

1. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
2. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.

III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.

1. We recognize and respect intellectual property rights.
2. We treat co-workers and other colleagues with respect, fairness and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
3. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.

VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.

VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted by the ALA Council June 28, 1995