

Directors Report – February 27th , 2019

Follow up items

- FY20 Budget submitted
- Annual Report now complete and submitted to town
- Suggestion boxes added on each floor per request by chair

Building and Grounds

- DPW damaged curbs behind building by accident, will replace in spring
- Review of spreadsheet
- Automatic doors now operational

Monthly Successes

- Fix it Clinic (ITAC)
- Debut of Elvis The Reading Dog
- The Magic Show with Ed Popielarczyk -150 in attendance
- Library Night at The Butler School
- Cook Book Club begins with a full house
- Beatles Tribute Band
- Valentines Day Ice Cream Social - 100 in attendance (Joint offering with new Youth Coordinator)

General Update

- Chair of Trustees on vacation, Vice Chair has been covering (thank you Elaine)
- Have been touring libraries for inspiration
- Library Director will present to League of Women's Voters on 3/1

Incidents

- 2/20/19 – Patron refused to leave the library at closing time
- 2/11/19 – Needed to review circulation policy at length with a patron who took issue with fines and renewal restrictions
- 2/6/19 – Coat / Car Keys stolen from Children's coat hooks

Current Fiscal Year Data Comparison

Key Performance Indicators

	Last Year												
	Current month	Month comparison	Dec 2018	Nov 2018	Oct 2018	Sep 2018	Aug 2018	Jul 2018	Jun 2018	May 2018	Apr 2018	Mar 2018	Feb 2018
Circulation - Total	47,681	46,544	42,932	35,075	45,017	41,314	48,937	46,597	46,686	44,909	46,207	50,524	43,064
Circulation - Adult (books/magazines)	10,620	10,112	9,713	9,079	9,771	9,078	10,944	10,567	10,393	9,840	9,261	10,531	9,514
Circulation - YA print (books/magazines)	1,515	1,749	1,504	1,408	1,547	1,641	2,744	2,566	2,359	1,667	1,743	1,819	1,509
Circulation - Children's print (books/magazines)	18,949	18,669	15,778	11,030	19,752	17,220	19,350	18,669	18,816	18,904	20,318	21,292	17,806
Circulation - Adult Audio Visual	8,817	9,444	8,803	7,436	7,061	6,951	8,287	7,571	8,096	7,974	8,238	9,597	7,996
Circulation - YA Audio Visual	47	67	68	43	35	41	73	57	60	59	54	53	55
Circulation - Children's Audio Visual	2,061	2,292	1,886	1,048	2,106	1,758	2,375	2,189	2,333	2,278	2,327	2,607	2,118
Circulation - downloads & streams (eBooks/eAudiobooks)	5,335	3,988	4,887	4,776	4,370	4,298	4,962	4,690	4,315	3,906	3,930	4,304	3,769
Reference Questions	2,218	3,323	2,109	2,955	2,980	2,616	3,733	3,486	3,131	3,296	3,048	3,313	2,924
Programs Offered (total)	77	70	55	60	71	51	51	53	45	80	72	79	71
Adult Programs	21	23	20	25	27	18	20	19	20	22	27	28	29
YA Programs	13	9	7	8	10	7	10	11	12	12	9	12	9
Children's Programs	43	38	28	27	34	26	21	23	13	46	36	39	33
Programs Attendance (total)	1,740	1,551	1,242	1,075	1,706	1,212	1,116	1,490	900	1,689	1,735	2,276	1,924
Adult Programs Attendance	198	265	158	285	492	156	260	102	149	207	270	546	533
YA Programs Attendance	108	127	55	52	92	58	71	149	234	105	75	103	69
Children's Programs Attendance	1,434	1,159	1,029	738	1,122	998	785	1,239	517	1,377	1,390	1,627	1,322
Meeting Room Use	97	86	72	69	80	63	57	60	61	96	90	103	89
Museum Pass Use	205	160	188	177	154	179	274	263	243	201	256	229	179
Use of Library Computers	1,536	1,604	1,454	1,359	1,607	1,346	1,543	1,278	1,486	1,547	1,918	2,066	1,647
Active Volunteers	4	10	5	13	13	13	13	5	8	12	12	11	13
Volunteer hours worked	44.50	116.50	21.25	154.00	182.50	146.00	112.00	101.00	121.00	158.50	160.00	155.25	142.00



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: January 2019

	Main Entrance	Childrens Room	Assembly Room	Daily Total
1	New	Year's	Day	
2	441	525	219	1,185
3	748	658	265	1,671
4	644	555	232	1,431
5	511	614	176	1,301
6				
7	962	1,811	508	3,281
8	585	729	262	1,576
9	553	613	216	1,382
10	677	901	322	1,900
11	564	634	181	1,379
12	442	533	157	1,132
13				
14	917	1,165	272	2,354
15	580	679	222	1,481
16	640	617	331	1,588
17	777	802	398	1,977
18	761	617	251	1,629
19	598	535	323	1,456
20	Closed	Snow		
21	Martin	Luther	King Jr.	
22	792	1,042	249	2,083
23	483	553	225	1,261
24	537	726	208	1,471
25	447	638	260	1,345
26	519	536	185	1,240
27	740	986	366	2,092
28	340	1,349	461	2,150
29	573	715	255	1,543
30	485	659	239	1,383
31	556	715	220	1,491

Monthly total

42,782

[illegible]

2/27/2019	Work Orders Currently in Process						
Ticket Number	Date of Creation	Today	Days Open	Date Closed	Issue	Description	Status
#22024	3/10/2017	2/25/2019	717		Cement slab	A cement slab has fallen off of the front of the building below the front fencing under the windows near the bushes. It's costly to replace, but is only aesthetics.	No Update.
#29333	5/15/2018	2/25/2019	286		Air Compressor	Air Compressor has reached the end of it's life (54 years) and is in need of replacement.	Parts being ordered and town staff (Dana Gillis) will perform installation
#30363	7/26/2018	2/25/2019	214		East Wing Entrance Not Level	Landing is not level with doorway, trip hazard	DPW has responded that they are unable to assist with this request. Facilities Director has commented that he hopes to assist with this need when similar work is done in other buildings.
#30527	8/14/2018	2/25/2019	195		Boiler Room Pipes need insulation	Pipes need insulation for protection	This work is needed, but it's not a true priority. After an evaluation I was told it would be good to do it, but nothing bad is going to happen to these pipes if they go without insulation for a period of time, even if it's a year or two.
#31506	9/12/2018	2/25/2019	166		Air Conditioner components frozen in blocks of ice	Unit had large ice blockage and running water behind it could be heard, was running into the ceiling and dripping into public spaces below (reference room)	Work order submitted, now waiting for a quote on replacement costs. Town HVAC tech has suggested that the unit is "shot". AC Repairs have concluded for the season, as it is now heating season.
#34499	1/15/2019	2/8/2019	24		Chair Guard in Fleet Room	Patrons regularly line the walls with chairs which ruins the paint. Would like to have a wooden chair guard stained and coated with poly to act as a new chair guard.	Installation Complete
#34500	1/15/2019	1/19/2019	4		Handicap Door Paddle	Door Paddle on the East Wing entrance continues to malfunction, have recommended to facilities a replacement, as multiple repairs has not solved the issue.	Repair Complete
#35153	2/13/2019	2/25/2019	12		Hot water	Hot water not working as effectively as needed	No update
					Other Facilities Projects		
					Capital Projects		
	7/1/2016	5/11/2018	679	FY17	Library Envelope Upgrade	New insulation, lights, and ceiling to be installed for energy efficiency in East and West Wings of Main Floor.	Project Complete
	7/1/2017	1/24/2019	572	FY18	Gutter replacement	Replacement of Gutters - Front only	Gutter Replacement Complete - Front only, additional sides being considered for a FY20 Capital Project
	7/1/2017	1/24/2019	572	FY18	Light replacement	New Facilities Director is evaluating old agreement and plans to adjust. Project targeted for summer	Project now in process (1 day a week by Town Electrician, no cost for labor)
	7/1/2017	1/24/2019	572	FY18	Quiet study room	New Facilities Director is evaluating old agreement and plans to adjust. Project targeted for summer	Facilities Director looking for a new vendor, as the funds appropriated are not enough to accomplish the project with the company that had been acquired to do the work.
	7/1/2017	12/13/2018	530	FY18	Parking lot work	Curbs have been replaced	DPW has replaced broken curbing (11/16/18). They will look to crack seal fill in the spring
	7/1/2018	1/24/2019	207	FY19	Automatic Door Locks	Installing of timed door locks on public entrances.	Installation complete, server room setup complete. Software training scheduled for 1/24/19

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

1/24/2019

January

- Budget Review Begins with Town Admin Team
- Annual Report writing continues

February

- Budget Review Continues with additional committees
- Preparation for Town Meeting

March

- Budget Review Continues with additional committees
- Preparation for Town Meeting (check due dates for warrant articles / updates)
- ITAC Rep Check In

April

- Annual Election (Two Trustees each year)
- Annual Trustees meeting – Vote new officers

May

- Selectmen Liaison Check In
- Annual Town Meeting (Warrants)
 - Update from Library if needed

June

- Annual Town Meeting (Financials)
- Friends Annual meeting
- ITAC Rep Check In

July

- Minuteman Contract – Sign and Submit

August

- Community Preservation
- Meet Belmont
- ARIS Report due to MBLC

September

- ARIS Report due to MBLC
- Budget Considerations begin
- ITAC Rep Check In

October

- Trust Fund Review
- Holiday hours review for upcoming year
- Friends annual book sale review
- Financial Report due to MBLC
- Capital Budget Due (new as of 2019)

November

- Special Town meeting
- Holiday hours review for upcoming year
- Budget Narrative work in progress
- Friends annual book sale review

December

- Budget Narrative work in progress
- Annual Report writing begins
- ITAC Rep Check In

A	B	C	D	E	F	G	I	J
	Saturday Cirs	Sat Hours	Sat Circ PH	Sunday Cirs	Sun Hours	Sun Circ PH		Per Hour Comparison
January	5963	32	186	2241	16	140		Sun meets 75% of Sat in 1/2 the time
February	5969	32	186	2235	16	139		Sun meets 74% of Sat in 1/2 the time
March	7635	40	190	2880	16	180		Sun meets 94% of Sat in only 40% of the time
April	5230	32	163	2751	20	137		Sun meets 84% of Sat in just over 60% of the time
May	4945	32	154	1765	12	147		Sun meets 95% of Sat in only 37% of the time
June	6319	40	157	0	0	0		No Sunday circulation
July	2759	16	172	0	0	0		No Sunday circulation
August	3164	16	197	0	0	0		No Sunday circulation
September	5161	32	161	0	0	0		No Sunday circulation
October	5598	32	174	990	12	82		Sun meets only 47% of Sat
November	5181	32	161	1039	12	86		Sun meets 53% of Sat with 37% of the hours
December	6305	40	157	2337	20	116		Sun meets 73% of Sat in only 1/2 the time

Green = Best Circulation per hour

Red = Lowest Circulation per hour

0's = A number we don't want anywhere on this chart

PH = Per Hour

UNATTENDED CHILD POLICY

The Trustees and staff of the Belmont Public Library strive to make the library a welcoming environment and take pride in creating a friendly, respectful atmosphere for all visitors and staff. The Jane Gray Dustan Children's Room provides a special opportunity for children to explore their interests, complete assignments, and develop a love of reading.

The Belmont Public Library is a public space intended for use by Belmont residents as well as residents from surrounding towns, and the safety of children on library premises is a serious concern of the library staff. However, the responsibility for the safety and behavior of children on library premises rests with the parent or childcare provider and not with library staff. In an effort to ensure the safety and well-being of children, ensure use of the Children's Room is consistent with its mission, and maintain an atmosphere of constructive library use, the following guidelines apply to children under 14 at the library.

- Children under the age of 10 must be accompanied at all times by a parent or adult caregiver. An exception may be made for children attending library programs, with the parent's and library's permission.
- Children age 10 and older may use the library without an adult in attendance, provided the child is able to use the library independently and without supervision. Children 10-13 years old should not be left alone for more than two hours.
- The parent/caregiver is responsible for ensuring appropriate behavior of their children in the library. Disruptive behavior, including shouting, running, and climbing on furniture are not allowed.
- Children are subject to the same Behavior Policy as adult patrons, and disruptive visitors of any age will be asked to leave the library after appropriate warning.
- Children left unaccompanied at the library must be able to contact a parent or caregiver in case of emergency.
- Unaccompanied children should know who is picking them up and when. A parent or caregiver should pick up unaccompanied children at least 15 minutes prior to the library's scheduled closing time. If a child under age 10 is alone at closing, library staff will attempt to contact a parent or caregiver. If staff cannot reach a parent or caregiver on the first attempt, the Belmont Police will be contacted to assume responsibility for the child.
- The library cannot assume responsibility for the behavior or safety of children of any age left unattended at the Library. Staff members are unable to watch children for parents or caregivers and cannot be responsible for an unattended child in case of a medical emergency.
- Parents or caregivers are responsible for supervising the materials their child is allowed to borrow or use in the library and should make their rules clear to their own child.
- The library does not monitor library materials children choose, nor does it limit children's access to any materials available in the library.

Approved March 16, 2017

Suggested additional language on reverse

Unattended Adults In Children / Teen Areas

Adults may visit the Teen Room / Programs or the Children's Room / Programs only when accompanied by children or teens using those departments or retrieving materials for research or check out. Unaccompanied adults who are retrieving materials for research or check out may review the materials briefly in the Children's / Teen spaces but may be asked to relocate to the adult areas of the library if they are not in the company of children. This request reflects the library's concern for the safety of children and minors using the Library.