

FY22 Library

OVERVIEW:

Budget Overview:

	FY21 Budget	FY22 Budget	\$ Change	% Change	FY22 FTE
Total Salaries	\$1,543,825	\$1,590,865	\$47,040	3%	24.5
Total Expenses	\$677,521	\$750,212	\$72,691	10.7%	
Grand Total	\$2,221,346	\$2,341,077	\$119,731	5.4%	

FY22 Library

FY22	Salaries	Other Expenses	Total	% of Total
Public Services	\$1,066,169	\$390,578	\$1,456,747	62.2%
Technology & Technical Services	\$259,699	\$104,529	\$364,228	15.6%
Plant Operations	\$81,699	\$240,280	\$321,979	13.8%
Administration	\$183,298	\$14,825	\$198,123	8.5%
Total	\$1,590,865	\$750,212	\$2,341,077	100.0%

FY22 Library

	Total	% of Total
Circulation	5.8	24%
Adult	5.6	23%
Young Adult	1	4%
Children's	4.4	18%
Tech	4.4	18%
Plant Operations	1.3	5.0%
Admin	2	8.0%
Total	24.5	100.0%

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Position Classification	Personnel Detail								FY21 SAL	FTE FY2022	DEPT. REQ. SAL	FTE FY2022	TA RECOMMENDED SAL	
	FTE FY2014	FTE FY2015	FTE FY2016	FTE FY2017	FTE FY2018	FTE FY2019	FTE FY2020	FTE FY2021						
Library Administration														
Director	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 107,707	1.0	\$ 110,284	1.0	\$ 110,284	
Administrative Coordinator	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 71,813	1.0	\$ 72,089	1.0	\$ -	
Subtotal	2.0	2.0	2.0	2.0	2.0	2.0	2.0	2.0	179,520.0	2.0	182,373.0	2.0	110,284.0	
Library Public Services														
Children's Librarian	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 60,049	1.0	\$ 56,733	1.0	\$ -	
Circulation Supervisor	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 55,313	1.0	\$ 55,525	1.0	\$ -	
Community Outreach Librarian	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 69,777	1.0	\$ 67,222	1.0	\$ -	
Coordinator of Child Services	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 73,409	1.0	\$ 76,443	1.0	\$ -	
Coordinator of Reference & Public Services	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 70,900	1.0	\$ 70,900	1.0	\$ -	
Library Assistant I	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 40,228	1.0	\$ 40,383	1.0	\$ -	
Library Assistant I	0.7	0.7	0.7	0.7	0.7	0.7	1.0	1.0	\$ 37,019	1.0	\$ 38,518	1.0	\$ -	
Library Assistant I	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 40,028	1.0	\$ 40,182	1.0	\$ -	
Assistant Circulation Supervisor	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 47,551	1.0	\$ 47,734	1.0	\$ -	
Library Assistant II	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7	\$ 31,435	0.7	\$ 31,556	0.7	\$ -	
Library Page	0.9	0.9	0.9	0.9	0.9	0.9	0.9	0.9	\$ 19,303	0.9	\$ 21,060	0.9	\$ -	
Part-timers	1.9	1.9	1.9	1.9	2.6	2.6	2.1	2.1	\$ 203,319	2.1	\$ 221,162	2.1	\$ -	
Reference/Technical Services Librarian	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 60,298	1.0	\$ 62,752	1.0	\$ -	
Reference & Local History Librarian	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 64,491	1.0	\$ 64,491	1.0	\$ -	
Reference Librarian	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 65,354	1.0	\$ 65,605	1.0	\$ -	
Young Adult Librarian	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 60,298	1.0	\$ 56,571	1.0	\$ -	
Summer Saturdays	-	-	-	-	-	-	-	-	\$ 6,808	-	\$ 6,944	-	\$ -	
Sundays	-	-	-	-	-	-	-	-	\$ 25,751	-	\$ 26,266	-	\$ -	
Overtime									\$ 10,000		\$ 10,000			
Subtotal	16.2	16.2	16.2	16.2	16.9	16.9	16.7	16.7	1,041,329.1	16.7	1,060,046.9	16.7	-	
Library Tech Services														
Administrative Assistant II	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 51,312	1.0	\$ 51,509	1.0	\$ -	
Coordinator of Technology & Tech Services	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 79,849	1.0	\$ 80,380	1.0	\$ -	
Technology Librarian	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 65,446	1.0	\$ 68,113	1.0	\$ -	
Part-time Library Assistant	0.4	0.4	0.4	0.4	0.4	0.4	0.4	0.4	\$ 12,734	0.4	\$ 13,038	0.4	\$ -	
Library Assistant II	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 44,984	1.0	\$ 44,984	1.0	\$ -	
Subtotal	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	254,325.5	4.4	258,024.0	4.4	-	
Library Plant Operations														
Lead Custodian	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	\$ 59,242	1.0	\$ 59,468	1.0	\$ -	
Part-time Custodian	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	\$ 9,306	0.3	\$ 9,492	0.3	\$ -	
Overtime									\$ 10,559		\$ 10,559			
Subtotal	1.3	1.3	1.3	1.3	1.3	1.3	1.3	1.3	79,107.0	1.3	79,519.0	1.3	-	
Vacant or changes to position														



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BELMONT PUBLIC LIBRARY

OVERVIEW:

Budget Overview:

					FY22 FTE
Total Salaries					24.5
Total Expenses					
Total Overlay					
Grand Total					

Submitted by: Peter Struzziero

The library has five primary areas of program.

- **Circulation Services** is the main public service point in the library. Staff is responsible for the handling of all print and audiovisual material and the return of all materials owned by the Belmont Library and materials from libraries in and outside the Minuteman network. Other services handled are maintaining the order of the entire collection in the stacks, renewals of materials, collection of fines, holds/reserves, patron registrations, creating of displays, and joint supervision of volunteers.
- **Adult/Reference Services** is a public service department where professional librarians assist users with advice on library collections and services, assist patrons with access to the internet, provide instruction in downloading eBooks and audiobooks to various devices, provide expertise on multiple kinds of information from many sources and direction to library materials. Reference staff are responsible for the oversight and management of all circulating materials, this includes the selection and deletion of books, eBooks, databases, and other materials (print and non-print) for the adult and reference collections. The staff also organize a wide range of programs for the public; including book discussion groups, lectures, concerts, films, and the community-wide reading program, One Book One Belmont.
- The **Young Adult Services** Librarian provides library and information services to students in middle and high school and selects appropriate materials for the collection. The Young Adult Librarian additionally schedules, designs, and delivers programming for teens, ranging from instructional workshops that supplement and support school learning, to volunteer opportunities, to unique opportunities for entertainment, creativity, and socialization. Other services provided include homework help, summer reading, book discussions, reading lists, and a Teen Page on the website. Collaboration with the schools is a priority across the board to ensure library resources compliment and support our Belmont students.
- **Children's Services** provides library and information services to young children from infancy through grade six. The staff selects a user-appropriate collection of materials in all formats. The department offers a variety of programs including story times, music programs, STEM (science, technology, engineering, and math) events, parent workshops, book clubs, community service opportunities, and special performances.
- **Technology & Technical Services** is the department which prepares new materials for the patrons to check out and manages all library technology. The department is responsible for the acquisition, cataloging, data entry, processing, and withdrawal of items from the collection. Staff handled over 45,000 items last



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year, a 32% increase from the previous year. We expect this number to begin to level off going forward as we continue to close in on the right size for our collection. They also process all the mail including correspondence, packages, bills and invoices, and library subscriptions to magazines and newspapers.

Staffing:

The proposed FY22 library budget has 24.5 FTE.

Budget:

The proposed budget for FY22 is \$2,341,077 which represents a 5.4% increase from FY21. Important to note that our FY21 budget was cut from FY20, and that the Library turned back a substantial portion of the FY20 budget to support the needs of the town. The FY22 ask represents only a 3.9% increase from the 20 level. It all includes a small capital outlay ask, which likewise had been removed in FY21. The FY22 budget assumes a resumption of operating hours and services from FY20, with the usual amount of increase. The library funding is broken down into four primary line items. The Public Services line represents the largest portion of our budget with 62.2%; the Technology & Technical Services represents 15.6% while Plant Operations represents 13.8%; and Administration, which represents just 8.5%. The line items below support the five areas of program. The Circulation, Adult/Reference, Children's & Young Adult Departments all draw upon the Public Services Line. The other Departments each draw upon the line corresponding with their Department name.

FY22	Salaries	Other Expenses	Total	% of Total
Public Services				
Technology & Technical Services				
Plant Operations				
Administration				
Total				

Program Outcomes/Performance Accomplishments

2020 Accomplishments

Administration – Our patron's reliance on our services has never been a more clearly stated lifeline for the community than it is right now. They have made the call, and we have answered it. The Library has responded, reinvented, and refined the way we offer programs, services, education, and enrichment in an unprecedented situation.



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- **Active participation in the hiring and spending freezes of FY20**
 - **Online programming from Library staff quickly proves popular among attendees**
 - **Over 700 free care packages given to the citizens of Belmont**
 - **Outdoor parking lot pickup of materials begins with a HUGE response. All told, over 6000 pickups during the library shutdown**
 - **Belhop Personalized Recommendation Service begins**
 - **With Plexiglass installed and PPE deployed, the Belmont Public Library is the first building in town to reopen its doors to daily visitors**
- In the spring of 2020, when the shutdown of town buildings took place due to COVID-19, the town took steps to succeed financially in any way possible, especially with the close of FY20 nearing. When a hiring and spending freeze was put in place, the library chose to be involved in both these measures. We furloughed 25 employees (nearly half our staff) and returned nearly \$250,000 to the town's general fund. From the beginning of this health crisis, we have been team players in Belmont's effort to endure the financial hardships related to the Coronavirus. Given the fall 2019 support for a new building, a path of reduced spend on the building began. In FY20 building maintenance funds were prioritized for only the most critical health and safety needs.
- In the closing months of FY20, the Library proudly pivoted its program service online, and offered over 100 online programs leading into the summer when those numbers increased further. Programs included online discussions, book clubs, performers, and everything in between. In many cases attendance increased, proving to us that online programming will have a permanent place in the future of our service. As you'll read in the various sections of this report below, the library team adjusted its efforts and quickly began to bring all programming online, and increased programming each month as the Coronavirus continued to change the way we bring services to the citizens of Belmont.
- While the library was closed in the spring, we put out "Care packages" to citizens on the library walkways daily, made up of our stocked away supply of book donations (which usually generates between \$20,000 – \$25,000 dollars annually in our Every Day Book Sale). We chose to give these books away in order to offer the community education and enrichment while the regular library experience was not available. While staff worked to develop new ways for citizens to use the library from their homes, patrons came daily to the property to take home free books to keep. At the end of the shutdown, the tally was over 700 care packages created, placed outdoors, and received by Belmontonians, all at no cost to patrons, or the taxpayers.
- In person contact was still limited, but that didn't stop the Children's Room from offering Summer Reading fun! Our virtual summer reading program, a collaboration between all library departments, had 234 registered children's users who completed 1,900 activities in total, and spent over 16,000 minutes reading. The program encouraged kids and their families to engage in outdoor and indoor activities of all sorts such as taking a family bike ride or building a pillow fort, as well as practicing their reading. Participants won a few levels of prizes including virtual badges and postcards, and gift cards to local Belmont businesses including Belmont Books, Rancatore's, and Champions Sporting Goods. The library is very grateful for the help from the Belmont Center Business Association and the Friends of the Belmont Public Library.
- As the online programming proved successful, and as the public health situation began to improve, we began a process to offer physical materials to patrons each day through our Parking Lot Pickup program. Patrons reserved the titles they wanted, and then selected the time that they could come and retrieve them so that



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social distancing could still be achieved. We began with 40 appointments per day, then grew it to 96, and by the end of the program, we had 130 appointments per day! The staff invented, refined, and adapted this service so that the library could serve as many people as possible.

- The Belmont Library was among the first 10% of libraries to reopen its door to the public in the Commonwealth, and the first in our Community of Belmont. We appreciate the challenges that our colleagues throughout Belmont face are real indeed, and we faced many of our own unique challenges. Throughout these challenges, the library staff managed to put a process in place for citizens to begin picking up their items inside the library again without an appointment, and leave the advanced scheduling of parking lot pick up behind.
- With so many citizens struggling with employment issues, and many without computers at home, we knew that restoring access to technology was essential. With Plexiglass, walking guides, and PPE on hand, we began allowing patrons to request appointments to use computers, fax machines, copiers, printers, and more with help from library staff when needed. In no time at all, this service became very popular and we increased access to it so more patrons could be served.
- The Library began a new personalized recommendation service – Belhop. The service, for all ages, is the latest way we can offer recommendations for patrons. Belhop stands for “Belmont Holds, Personalized” and that’s exactly what patrons get! They just fill out our Belhop form and one of our librarians will send a list of 5-6 recommendations from our physical and/or digital collections to fit patrons’ reading, viewing, or listening needs. Once they have decided what to read, watch, or listen to from the list, they can request the items from our catalog or one of our digital platforms. As soon as the items are ready for pickup, library staff reaches out and contacts patrons. Library staff has heard great feedback from many patrons already about this service, especially from our Belmont parents.
- To eliminate barriers to service and to increase usership, many of our peer libraries have chosen to eliminate late fees. In reviewing our fee policy, we decided instead to implement the Food for Fines program as an alternative. Fines can be paid in the traditional way or can now be satisfied with a non-perishable food donation for the Belmont Food Pantry. In its first year, this service has been overwhelmingly well received by the community, resulting in the monthly donation of hundreds of food items to the Pantry, helping them to meet their increased needs. The Library is now the largest contributor to the Food Pantry town wide.
- The Belmont Public Library Building Committee completed schematic and design process in early 2020. Now, with a completed and thoughtful plan in hand, the Belmont Library Foundation can now be most successful in its future major capital fundraising efforts.
- Several staff members resigned their posts at the Library in 2020 for a variety of reasons, from retirement, to opportunities for advancement in neighboring libraries, and to focus more on family. While we continue our work, and look to add new team members, we wish them all the best in life and their future endeavors. When positions turn over, we take the opportunity to critically evaluate the role, the functions its services, and modify as needed. The goal always is onboard any staff members needed to meet programming and service needs. This has proved a valuable exercise and is one we will continue in the future.
- Commemorating courage and sacrifice, the Belmont Public Library, in partnership with Belmont Veterans Services, hosted the annual Purple Heart Day Ceremony on August 7th. This summer, the ceremony was held at the new memorial overlooking Clay Pit Pond, which helped support social distancing while still acknowledging the incredible service of our local Purple Heart veterans.



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- Board of Library Trustees incumbents Kathy Keohane (Chair) and Gail Mann (past secretary) won their seats back for a new three year term.

Circulation Services

- The Belmont Public Library continues to be a top circulating public library in the Commonwealth of Massachusetts, even when compared to communities that are much larger than we are. The last completed statistics Pre-Covid showed the highest usage in our Library history, just below 650,000. The devotion of our patrons to the library and the hard work of our staff to keep making our services even better are a very important part of why that number is so high.
- Our Circulation Team continues to response to a very strong demand for books and materials from our patronage. While we have shifted some resources to speak for the higher cost electronic collections, the demand for physical materials remains high.
- Even with all the difficulties of the current health crisis, the library successfully completed another year of our homebound delivery program, "Books on Wheels," a partnership with the Council on Aging. Through this service, the library circulated hundreds of items by delivery to citizens in Belmont who could not come to the library in person due to health or age related issues.
- Staff in both the Circulation and Reference Departments carefully select and curate a variety of displays throughout the Library, highlighting current events, holidays, trends and unique interests. These displays drive very strong circulation statistics regularly, and through social media and other communication methods, staff worked together to create digital displays so that patrons could still take advantage of our library's offerings, even from home.

Adult/Reference Services

- Our local oral history project, the Belmont Story Project (BSP), continued to collect stories from the people of Belmont. In the past year local residents, Dr. Kwan Kew Lai discussed her humanitarian efforts around the world, Hal Learson spoke on his career in the U.S. Navy during the Cold War, and Assistant Chief of Police Jamie MacIsaac shared his thoughts on growing up in Belmont and his 20+ years in public safety. BSP is presented in partnership with the Belmont Council on Aging, Belmont Historical Society, Belmont Media Center, and the Belmont Citizen-Herald.
- Building off of the Moon Memories programming in 2019, the library hosted several talks related to space and space exploration as part of the 2019 Adult Summer Reading Program, A Universe of Stories. An astrophotographer showed participants photos from the Hubble Telescope that capture some of the major wonders of the universe. The efforts to explore Mars were presented along with a predicted future of Mars exploration. The concept of Exoplanets was chronicled for those who want to learn more about our neighboring stars. This series was made possible by the support of the Friends of the Belmont Public Library and in partnership with the Aldrich Astronomical Society.



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- Strategies for finding a job seem to be forever changing. The library provided support for job seekers with its 21st Century Job Search program led by Director of Success Associates Career Services, Larry Elle, MSW. Participants learned why a clear career goal is crucial, how to increase visibility to recruiters and hiring managers, and why networking is more important than ever.
- Library staff designed multiple exhilarating escape rooms for all ages. For the adult sessions of the Alien Autopsy Escape Room, patrons were tasked with rescuing a surviving alien from the government by solving puzzles and gathering clues. In the Vampire Sunset Escape Room, participants were trapped in a vampire's home and had to work together to escape before sunset!
- Amateur detectives had their time to shine with our Murder Mystery Party. Patrons of all ages came together on a rainy night to play our first ever interactive mystery game and solve the mystery of the haunted hunter. It was a night filled with mischief, mayhem, and murder!
- The Reference, Young Adult, and Children's Departments came together to create fun and successful programs. Summer Reading programs kicked off with events for all ages including a life-sized inflatable planetarium, virtual reality, and a movie and craft party. Spooky fun was had by all at the library's 2019 Halloween party which included crafts, cookies, and a virtual reality haunted house provided by the Belmont Media Center.
- For the first time, science fiction readers had a chance to have a book club of their own. Readers came together to discuss science fiction classics such as Frank Herbert's *Dune* while enjoying snacks and the company of other fans.
- Librarian Miriam MacNair started the Classics Book Group in October 2019 and the group has been meeting regularly ever since, including virtual meetings. The group is going very well, discussing together such titles as *The Age of Innocence* by Edith Wharton and *The Great Gatsby* by F. Scott Fitzgerald, linking these books to the themes of our modern day, and bringing together readers with a common interest in literature.
- Coordinator of Public Services Mary Carter and the Reference staff completed a year-long effort to right-size the collection of adult materials. We've found that having a smaller number of actual volumes increases the quality of our collection. Patrons now have easier access to sought after books and materials, and popular collections will now have the chance to grow as needed. In the coming year, we will look to refine the existing signage and relocate collections to increase ease of use and navigation within the library.
- The regular Books & Bites program featured a fantastic collection of authors. Marjan Kamali discussed her novel *The Stationery Shop*, set in Tehran in 1953 against the backdrop of the Iranian Coup, about a young couple in love who are separated on the eve of their marriage. Furthermore, librarian Miriam MacNair gave a presentation entitled *Winter Words: A Reading and Discussion of Poems About Winter*. She also gave a book talk on *The Long Loneliness* by Dorothy Day.
- We had more great authors speak on their works as part of the Books & Bites series throughout the year:
 - Belmont author Sara B. Fraser - *Long Division*
 - Stephen Puleo - *American Treasures: The Secret Efforts to Save the Declaration of Independence, the Constitution, and the Gettysburg Address*



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- Author Nina Sankovitch adapted her presentation for a virtual audience, speaking on Zoom about her new book *American Rebels: How the Hancock, Adams, and Quincy Families Fanned the Flames of Revolution*. Nina explored the roots of rebellion in an entirely new way. The access to this information didn't end the day of the program; patrons can find a recording of the author's presentation on the library's YouTube channel!
- The Belmont Public Library Cookbook Club continues to thrive. Working from a different cookbook each month, participants selected a dish to make and brought it to the month's potluck at the library, where they discussed what they liked and disliked about the book. The club was consistently filled to its capacity each month and showcases one of the library's deepest collections. The club did meet via Zoom during the pandemic to share meals each participant was making during the challenging times at the height of the shutdown.
- Due to patron interest, librarians started a Nonfiction Book Club for the first time this year. Each month, participants discuss a different title from the library's extensive nonfiction collection. The club reads titles across a wide range of subjects including true crime, history, science, food writing, and memoir. Since the beginning of the pandemic, the club has continued their meetings via Zoom.
- The Belmont Book Discussion group continued to meet every other month. This group also adapted quickly to an online format while the library building was closed, gathering in-person in January to discuss *The Widow's War* by Sally Gunning then transitioning online over the next few months for meetings about *Pachinko* by Min Jin Lee and *The Light Between Oceans* by M.L. Stedman.
- The Friends Music on Saturday Series hosted concerts throughout the year. We traveled back in time with a special performance by Marc Black focused on the early sounds of the 1950s and 60s. Then, we enjoyed soulful and light Turkish tangos, waltzes, and Balkan sirtos in our East Dances with West concert by Volkan Efe & Co., funded in part by the Belmont Chapter of the Massachusetts Cultural Council.
- Our patrons were once again given an abundance of author events to explore as part of the Friends Author Series. Readers with interests of all kinds were able to enjoy author talks including Jonathan M. Hansen discussing his book *Young Castro: The Making of a Revolutionary*, Daniel Zimmerman presenting *Shots in the Dark: The Story of Rocco Balliro and the Tragic Events of February 2, 1963*, Cheryl Suchors talking about her book *48 Peaks: Hiking and Healing in the White Mountains*, as well as others.
- During the library shutdown, author and outdoorsman Sam "Sam I Am" Ducharme recounted his lifechanging backpacking journey in an online presentation and Q&A about his book *Sole Searching on the Appalachian Trail*. This virtual presentation was recorded and made available on the library's YouTube channel for those who were unable to attend live.
- In person and over Zoom, Tai Chi instructor Aisling O'Shea guided students through this beautiful and low impact form of martial art and meditation. She provided an overview of the basic concepts of Tai Chi and Qi Gong, and introduced patrons to the Tai Chi Long Form, open for all physical abilities since it can be adapted for standing, walking, or sitting. In between classes, students can continue to practice the Tai Chi movements by following along with recordings and tutorial videos on the library's YouTube channel.



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- The library continued to offer two different weekly conversation groups for adult English language learners from countries around the globe, with weekly sessions for multiple skill levels held throughout the year.
- Personal chef Meryl MacCormack offered live cooking classes on Zoom. She showed us how to cook a fast, inexpensive, and flexible dinner from pantry essentials; ideas for kid-friendly snacks for busy Belmont parents; and tips for baking bread at home, with or without yeast. After each class, Meryl shared her recipes so patrons can recreate these dishes at home. In addition, each session was recorded and shared on the library's YouTube channel for attendees to refer back to anytime.
- What else can you find on the library's YouTube channel? Over a dozen tutorials showing patrons how to access library resources from home. While patrons couldn't get in-person help in the library building, these how-to videos helped Belmont residents read the Boston Globe through the library, invest with Value Line, explore Wowbriary, and more! These tutorial videos received 325 views *just between April and June 2020!*
- In addition to YouTube, librarians directed patrons to digital resources through the library's website, social media, and email newsletter to show how they could access the library from their living room. Patrons could discover eBooks, eAudiobooks, magazines, movies, music, and more from resources like hoopla and Libby by OverDrive.
- In order to meet the needs of our patrons at home, the library quickly expanded its digital offerings. We increased our monthly credits for Kanopy from 5 to 10 to connect patrons with film festival favorites, award-winning documentaries, and films from the Criterion Collection. Selections also included Great Courses, PBS programming, Women Make Movies, Samuel Goldwyn, and more. We also added Acorn TV to our online offerings so residents could stream popular British comedies, dramas, mysteries, and documentaries. For artists and crafters in our community, we offered Creativebug, a collection of arts and crafts how-to videos that walk viewers through the creative process, step by step.
- Even when the doors were closed in the spring, librarians remained available to connect patrons to library materials. We provided personalized recommendations, created themed book lists, directed patrons to NoveList to discover new authors and titles, and shared daily staff picks on social media.
- Staff curated resources from beyond the library with weekly "Explore the Web" posts on the library's website from March through June. We shared links to live theater and concerts, virtual tours from cultural institutions around the globe, online author talks and interviews, storytimes and podcasts for all ages, and more.
- In response to the protests following the murders of George Floyd, Breonna Taylor, Ahmaud Arbery, and countless others named and unnamed, the library encouraged those who want to learn more about the racial climate in the US and how we got here to explore our Read Against Racism resources. We selected books, documentaries, and articles that reflect the history of racial injustice in our country and illustrate the race-related issues still happening today. We also shared hopeful messages about the advocacy and antiracist activism to inspire in all members of our community. Our reading lists included books that can be read by children, teens, and adults of all ages.



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- The library also worked hard to get physical books into the hands of patrons during the pandemic. With the support of the Friends of the Belmont Public Library, the library distributed over 700 Care Packages to Belmont residents between March and June. These colorfully labeled bags, each containing a handful of books, movies, or music, were placed outside on the front walkways of the library. Anyone walking by the library could stop and grab a bag filled with surprise titles to keep forever. These Care Packages were made possible by the support of the Friends of the Belmont Public Library, as well as Trader Joe's and Star Market.
- The library hosts several recurring adult events in addition to our author talks and music series. If you've never visited our groups like the Knitting Club, Tai Chi, or Dial M for Movies film club (run by Library Director Peter Struzziero), try them in 2021.

Technology & Technical Services

The Technology and Technical Services Department is the most inconspicuous part of the library. Many of its activities are behind the scenes but that does not make it any less essential than the public facing services. From keeping all the IT up and running smoothly, to receiving and processing all new physical library materials and making them available for circulation use, the Technology and Technical Services Department keeps the library running smoothly. This department also handles all billing, invoicing, and tracking of library expenditures. All of these functions are essential elements for effective and efficient library services. All aspects of this department also performed above and beyond in response to the Covid situation.

- Tech Services initiated two projects to make collections more streamlined and accessible for patrons. In the first instance, all audiobook titles, which had previously been separated by genre (mystery, science fiction & general fiction) were integrated into one collection, making it easier for patrons to find all the titles by an author regardless of what kind of story it was. The second involved changing spine labels on the TV DVD collection, one of the most in demand collections in the library, to better identify the season or series making it easier for patrons to browse and find exactly what they are looking for. These may seem like minor adjustments, but these changes enable both an easier browsing experience and better identification of specific items.
- Part of the new mission of this department is to provide more robust reporting in aid of data-driven collection development so that the library can use their collections more efficiently. To this end, Tech Services provided detailed circulation and expense reports to inform the annual magazine/periodical renewals. With this input, staff could cancel titles that were no longer popular, while also adding two additional Chinese language periodicals. Similarly, during the health crisis that required the library to close for circulation of physical items, timely reporting was able to focus on available funds that could be utilized for OverDrive Advantage digital titles which helped the library reach more patrons from home. From an initial appropriation of \$18,000, additional funds were identified bringing the total expenditure for the digital collection to \$58,587.62, an increase of over \$30,000. This is an investment which has been well spent, reflected by the increase in digital circulation and the great feedback from our patrons who have benefited from this increase.
- In terms of technology, this year was one of crucial transitions and rapid responses to the unexpected. In anticipation of the end of Windows 7 support in January 2020, new Technology Librarian Lauren Pfendner upgraded all staff and public use computers, including laptops to Windows 10. Patrons did not have to be inconvenienced by out of order signs; Lauren utilized remote upgrading which required minimal disruption to patrons.



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- Similarly, a change was needed in the library's antivirus software. Due to ownership and licensing changes, Symantec, the antivirus program used successfully for many years was unavailable as of January 2020. After much research, the transition was made to Bitdefender with a minimum of interruption of antivirus functionality, including ever increasing cybersecurity threats. Now patrons can use library computers while knowing that their personal information is being kept as safe as possible.
- As a result of the COVID-19 situation, most staff members were unexpectedly working remotely, and the Technology Department was crucial in responding to those needs. This took the form of providing laptops (recently upgraded to Windows 10 which significantly extended their usable lives), as well as setup and support for remote access to library computers. The latter was facilitated through the use of logmein licensed software provided by Town IT, and access to Sierra Web, the browser-based version of library ILS. They also supported the staff through the need to provide online programs and other content from outside the library.
- The Technology Department orchestrated the transition to a new calendar and museum pass management system. Earlier in the year, a need had been identified for a more robust and remotely accessible structure. Previously, staff were unable to access the calendar or museum pass software outside of the library. With this change, the new cloud-based software was instrumental in library staff's ability to schedule and promote library programs during the months when the library was closed to the public. This program continues to be crucial to the ease of providing online library programming.
- Belmont was one of the few libraries that continued to order new materials during the health crisis. With a combination of in-library & remote work staff, the Technical Services Department was able to continue to process these materials, providing patrons with the latest titles even when access to the physical library was necessarily limited. In June, over one thousand new items were processed and made available, a unique situation among most area libraries who had to face material backups and shipping delays that Belmont did not.
- There were several technology-related challenges involved in Parking Lot Pickup (PLP) and the return to work of staff in the library. Our Technology Librarian was essential not only in implementing the software needed to make PLP happen, but was key in defining the procedures both internally and patron-facing. Additionally, there were many hardware accommodations required for both PLP as well as relocating staff and public computers within the library to safely socially distance. To give a rough idea of what was involved, over a third of library computers had to be reconfigured, relocated, wired & tested, many with new scanners & receipt printers, including a major relocation of most of the Circulation Department to the Assembly Room. This was all accomplished without any disruption of staff work flow.

Children's Services

- The Jane Gray Dustan Children's room, like the rest of the Belmont Library, reached across many barriers to provide programs and services to patrons of all ages even in the midst of a national health crisis. Children's program attendance and outreach to schools and other organizations throughout town totaled 9,097 attendees both from in person programming and virtual programming.



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- During 2019 and 2020, Children's Librarians continued to make outreach a top priority. Librarians regularly visited three Belmont preschools (The Wonder School, Waverley Square Daycare, Belmont Cooperative Nursery School), and started scheduling visits with the Payson Park Preschool late in 2019. They also made a special visit to the Henry Frost Children's Program in the fall.
- The Library was not able to physically go to the Farmers' Market to perform storytime during the summer of 2020, but we still made virtual trips! Children's librarians Amy and Deborah took to Zoom to read books and perform songs promoting healthy eating and summer activities, while encouraging patrons to connect with the Farmers' Market.
- The library continued its regular outreach with local elementary schools and Chenery Middle School. During the fall of 2019, the library continued its Access for Every Student outreach program to insure that all fifth graders had the chance to create a library card of their own. The library enjoyed visits from second graders from the Burbank School where students were able to learn about library materials and resources, and get new library cards; the librarians returned the favor and visited the four Burbank second grade classes in January.
- The in-person school vacation programs that we were able to host were a huge draw. These included Mr. Vinny's Shadow Puppet Show where the audience watched beautiful handcut puppets in awe while still laughing themselves silly, a New Year's Eve concert with Marcos Valles where children counted down to the new year early and danced and sang along to great music, and Playful Engineers with Jay Mankita where kids had the chance to explore and build with STEAM toys and activities of all kinds.
- A large variety of storytimes and programs for our baby, toddler, and preschool aged patrons was offered. Regularly scheduled concerts and programs from popular local musicians Matt Heaton, and Emily Hall, and Music and Movement with local resident Rubi Lichauco, and musical storytimes from the Powers Music School helped round out our regular early literacy offerings in person. All of those performers created virtual programs in order to still reach our youngest patrons when they were unable to travel to the library.
- For our patrons who missed their regular in person storytimes for their young children, we met them at home (virtually)! During the quarantine, our children's staff recorded thirty-seven videos of songs, short puppet shows, finger plays, and picture book readings that were posted to the library's social media. These videos, many of which are still available to watch, received nearly six thousand views.
- The Library offered many popular after-school activities for older children, including from local Belmont companies and organizations such as Mad Science, Habitat, and Music Together of Belmont. We enjoyed regular visits from Elvis, a certified reading partner dog, to help children gain confidence in their reading. Our Parent Child Book Club continued to bring multiple generations together to discuss and analyze books while munching on pizza. Other programs included pajama storytimes for families who had trouble attending programs during the afternoon and craft programs such as making comic book art.
- The Children's Librarians continued to partner with the local organizations and town agencies throughout this year. The Belmont Fire Department's Engine 2 visited and gave kids a chance to see a real fire truck up close. A few weeks later, Belmont Firefighter Ross Vona read stories about firefighters and taught fire



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safety tips during Fire Safety Week and Engine. Librarians have started regular visits to the Belmont Gallery of Art for storytimes and crafts that connect to their exhibits. The newly reformed Belmont Youth Commission helped provide popular events including a Pizza with the Police event where families could meet and socialize with Belmont Police officers and a storytime and ice cream event with the Fire Department. The Belmont Media Center ran after school programs where kids of all ages could use Tilt Brush and other virtual reality programs.

- After school programming went virtual in the spring with many successful programs from Hands on Nature, Habitat, and Pop Up Art School, as well as a storytime and book launch from World Marathon Challenge Champion Becca Pizzi.
- Patrons missed the extensive readers' advisory and recommendations that library staff would provide in person, so we turned that into a digital offering! In collaboration with the Adult and Teen departments, the Belhop online personalized recommendation tool was created to help make recommendations for young patrons and their parents in either digital format or traditional print. Whether it was for a seven-year-old who wanted funny books or a two-year old who loved dinosaurs, library staff worked hard to help families keep up with their reading and maintain a sense of normalcy.
- The Children's Department's partnership with the Watertown/Belmont Coordinated Family and Community Engagement (CFCE) grant program remains strong. During the school year, the grant program offers a weekly Literacy Playgroup and parent workshops at the library and provides additional programs and resources to library patrons. Their programs went digital over the quarantine with their Stay School program, which the Belmont Library helped promote. They were also able to provide STEAM kits to go for preschool aged patrons to explore at home.

Young Adult Services

- A key success of the Young Adult department in 2020 was the reinvention of the space. The remodel optimized the space usage and improved the comfort of the room. Feedback from teens on this project has been enthusiastic with many new teens enjoying the space. It's become the preferred spot to study, work on homework and hang out.
- This year the library offered 84 programs for teens with 616 total attendees. The selection of programs was well-rounded. Creative programming--including Escape Room Challenges, Dungeons and Dragons, and Monday Makes--focused on open-ended problem solving and cooperative learning. In-person social activities such as Homework and Hot Chocolate for middle school students and Teen Takeout for high school students were the most popular type of program until they ceased in March. Virtual programs for teens began in July with the addition of our new Young Adult Librarian, Hannah Lee.
- While summer reading did not begin until July, a total of 42 middle and high school students registered for the online summer reading program. Winners were chosen from the students who completed our weekly challenges and we had a high retention rate of participants.
- Girls Who Code, our chapter of the national computer programming organization dedicated to getting young women interested in coding and STEM fields, ran for 12 weeks through the Fall and Winter semesters with regular attendance.



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- Belmont Library's first Comicon was originally scheduled for early March, but was postponed due to the pandemic. Its large slate of artists and creators have become essential contacts in planning for future events.

Department Budget:

Below is a summary of changes above 5% from FY20 for non-salary items:

- Medical Billing – An increase of \$235
- Training – An increase of \$500
- Professional Dues – An increase of \$190
- Phone costs – An increase of \$771
- Book Budget – A 5.4% increase for a new total of \$378,234
- All utilities and other plant lines were restored to FY20 levels, and then increased by 3% or less

Staffing and Structure:

	Total	% of Total
Circulation	5.8	24%
Adult	5.6	23%
Young Adult	1	4%
Children's	4.4	18%
Tech	4.4	18%
Plant Operations	1.3	5%
Admin	2	8%
Total	24.5	100.0%

Circulation Services consists of a supervisor, four full-time circulation assistants. The department also has several part time (non-union) employees who help cover the seven days, 68 hours that the department is normally open each week. The total FTE's for this department is 5.8

Adult References Services consists of a Coordinator and five full-time librarians; all full-time librarians report to the Coordinator of Adult Services. The Technology Librarian also covers the Reference Desk but reports to the Coordinator of Technology & Technical Services. The Department has several part time (non-union) staff that helps cover the Reference Desk during the 68 hours open. All staff in this department are professional Librarians, and must have a Master's Degree in Library Science. The total FTE's for this department is 5.6



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Young Adult Services consist of a Librarian (1 FTE) who covers the reference desk part-time and reports to the Coordinator of Public Services.

Children's Services consist of a Coordinator and one full-time Children's Librarian. The department has one part-time (25 hours) library assistant and several part time (non-union) staff that help cover the room seven days a week. The total FTEs for this department is 4.4

Technology & Technical Services consists of a Coordinator, one full time Technology Librarian, one full time Administration Assistant, and one full time Library Assistant. The Coordinator is a Librarian who also helps cover the reference desk. There is one part time staff member who works 12-16 hours per week. The department is open 35 hours a week. The total FTE's for this department is 4.4

The *Plant Operation* is staffed with a Head Custodian and a part time custodian who covers weekends and vacation. A contractual cleaning service also covers additional hours each week. The total FTE's for this department is 1.3

Administration consists of the Library Director, and the Administrative Coordinator The total FTE's for this department is 2.

GOALS, PROGRAM PERFORMANCE MEASURES AND DESCRIPTION OF FUNCTION

CIRCULATION SERVICES

1. Goal: Service - Provide excellent customer service to Library patrons and assist them in accessing the Belmont Library collection and the overall Minuteman Library Network.

- Continue to provide the circulation of materials safely, utilizing PPE, social distancing protocols, and educating patrons on how to use self-check out machines and the self-check mobile app on their personal devices.
- Greeting patrons as they enter the building and being the first point of contact and service. Checking out materials, processing reserves, collecting returns, and processing delivery bins of patron requests each day.
- Check in and check out materials owned by Belmont and materials from other libraries in and outside the network, notify patrons of reserves and overdue items, unpack bins for materials being returned to Belmont, and receive materials from other libraries to fill requests, pack bins to send Belmont materials to fill requests and return items from other libraries.

2. Program Performance Measures: The Belmont Library was proudly ranked 10th in Massachusetts for overall collection use at over 648,000 during the last complete year of data. Just four years ago we were ranked 15th. This is the highest collection use in Library History. As eBook and downloadable content circulation continues to rise the physical item circulation could see small decreases. Checkins and check outs of physical materials remained strong with close to 100,000 items in FY20. The Library has seen an over 300% increase over just the last few years in the items being downloaded. This trend in the way patrons utilize the library through electronic downloading is expected to continue in FY22. This will be a central theme in this document.



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Circulation Services Performance Measures				
# of items checked in and checked out				

3. Detailed Description:

- Check in and check out of all materials owned by Belmont and materials from libraries in and outside the network.
- Print paging list to retrieve material being requested from Belmont residents and other libraries, notifying patrons of reserves and overdue items.
- Reconcile fines and lost items.
- Issue library cards and maintain a patron database.
- Pack and unpack bins of materials going to and from the Belmont Public Library and other area libraries to fulfill patron requests.
- Shelf materials and maintain the order of the entire adult collection.
- Our Circulation team also manages our popular Books On Wheels Homebound Delivery Program, a collaboration with the Beech Street Center.

ADULT REFERENCE SERVICES

1. **Goal: Collection Development** - Maintain a strong print collection while providing new media and online resources to meet patrons' changing needs and interests.
- Continue to offer online programming, virtual reference support via chat, phone, and email, and the support of job seekers through the current Covid19 recession.
 - Read reviews, keep up-to-date with electronic resources and media to aid in selecting of new materials for the adult collection to meet the needs and interests of the patrons.
 - Using circulation reports, and patron interests, staff withdraw items from the adult collection that no longer circulate, are no longer relevant, or have outdated information.

2. **Program Performance Measures:** As the Library looks to the future we continue to make efforts to right size our collection. The Adult Reference Department specifically has been working to decrease the size of our physical collection, increasing the quality of what remains, the ease in which to locate good sources, which helps us allocate resources for popular digital services. The Performance measure for this department will no longer be items added and withdrawn, but digital circulation goals, and adult programming efforts, and successful reference transactions.

The library has seen an over 300% increase over just the last five in the items being downloaded, signifying a clear shift in the way patrons access materials. This number was 116,660 last year, but grew to 141,039 this year. These numbers represent a wealth of digital options, including OverDrive for Ebooks, Kanopy for film streaming, our digitized year books, resident lists, historic newspapers, and the ever popular Hoopla, which has a little bit of everything. This trend in the way patrons utilize the library through electronic downloading has been consistent over the last decade and looks to continue in FY22 and beyond. We continue to shift resources towards electronic material purchases each year.



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Adult Services Performance Measures				
# of program offerings				
# of reference transactions				
# of ebook, music, video downloads and other electronic collection usage				

3. Detailed Description: Adult/Reference Services Overview

- Select books, databases and other materials for the adult and reference collections.
- Keep up-to-date on the development of electronic resources and other new media.
- Select and maintain the general reference, fiction and non-fiction collections.
- Select and maintain the audio visual collection including music compact discs, talking books, DVDs, and Blu-rays.
- Answer information and reference questions in person, over the phone and by email.
- Provide guidance and instruction to patrons using the Internet, the online catalog, and other online databases.
- Maintain and update the library website.
- Initiate and facilitate appropriate programs for library patrons.

YOUNG ADULT SERVICES

- 1. Goal: Collection Development** – Maintain a strong print collection while providing new media and online resources to meet patrons' changing needs and interests.
 - Continue virtual and outdoor programming efforts to education and enrich the lives of teens. Continue to make and donate masks to town wide effort.
 - Read reviews, keep up-to-date with electronic resources and media. Stay attentive to the school curriculum to provide homework support. Select materials for the Young Adult collection to meet the information needs and leisure reading/viewing of the students in grades seven through twelve.
 - Using circulation reports, school curriculums, and students' interests, staff withdraw items from the Young Adult collection that no longer circulate, are no longer relevant, or have outdated information.
- 2. Program Performance Measures:** With an updated, comfortable, and attractive space for Belmont Teenagers to enjoy, and a now right sized collection the performance measure for this department is now to host successful programming efforts to engage our great teen population.

Young Adult Services Performance Measures				



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# of Young Adult programs				
# of Young Adult program attendance				

3. Detailed Description: Young Adult Services Overview:

- Provide library and information services to students in grades seven through twelve. Select materials for the young adult collection & maintains the collection.
- Assist students in the selection of materials for school assignments and in choosing materials for their leisure reading.
- Instruct students in the use of the online catalog and databases.
- Train, schedule, plan projects and collect statistics for teen volunteers.
- Initiate appropriate programs including reading programs, writing workshops, STEM (science, technology, engineering, and math) programs, and our Teen Advisory Board.
- Maintain teen pages of the website for homework support, study guides, book review database and book lists.
- Work closely with the middle school and the high school teachers and librarians.
- Offer one-on-one research support to students working on major projects and papers.

CHILDREN'S SERVICES

1. **Goal: Collection Development** - Maintain a strong print collection while providing new media and online resources to meet patrons' changing needs and interests.
- Continue the processes of virtual storytime, Belhop Recommendations, and live programming, whether virtual or in person.
 - Read reviews, keep up-to-date with electronic resources and media, and keep up-to-date with the school curriculum for homework support in order to select new print and non-print materials for the children's collection to meet the information needs and leisure reading/viewing of children from infancy through the sixth grade and their parents.
 - Using circulation reports, school curriculums, children and parents interests, staff withdraw items from the Children's collection that no longer circulate, are no longer relevant, or have outdated information.

Goal: Programming – Provide developmentally appropriate learning experiences by offering a variety of story times, performances, sing-alongs, STEM (science, technology, engineering, and math) events, and other activities appealing to children of all ages and a wide variety of interests. Including programs in other languages to reflect our diverse population of residents.

2. **Program Performance Measures:** The Children's Department offered 334 programs in FY20, sometimes two in a day. This number impressively met our goal.

Children's Services Performance Measures				
# of Children's programs				



3. Detailed Description: Children's Services Overview

- Provide library and information services to children from birth through grade six.
- Answer reference questions and provide readers' advisory service to children and caregivers.
- Select and maintain the print collection of picture books, easy readers, fiction, graphic novels, and non-fiction.
- Select and maintain the audio-visual collection of movies, audiobooks, and music.
- Provide programs including story times for children from infancy through 5 years of age, reading programs throughout the year for readers and pre-readers, music programs, science and maker programs, and other enrichment programs funded by the Jane Gray Dustan Fund.
- Check in and check out of all children's materials owned by Belmont and other libraries in the network.
- Process children's reserves, issue library cards to children, reconcile fines and lost items on children's library accounts, shelve materials.

TECHNOLOGY & TECHNICAL SERVICES

1. Goal: As a newly combined Department, our 1st year goal was to streamline all the technical or back of the house processes having to do with technology, technology Support and the processing of new materials for checkout or patron use in the Library. This is going very well, and continues to be a focus. Technical Services staff members also process outgoing materials as data on usage is captured.

- Order and process all new materials, enter the new material into the online catalog and prepare each item with proper label, security, and jacket to make item ready for check out.
- Process all discards to keep the online catalog up-to-date.
- Manage all technology, hardware, software, devices, technology programming, and other library electronic equipment.

2. Program Performance Measures: 45,150 items were processed this year, exceeding our goal. Trimming down our physical collection continued to be a high priority and improves the accessibility of the overall collection. As we pivot further towards electronic materials, the projection for FY22 is 35,500 items processed.

Technical Services Performance Measures				
# of items processed				

3. Detailed Description:

- Order, receive, process and invoice new materials.
- Enter all new materials into the Minuteman Library Network's online catalog.
- Prepare items with proper labels, security strips, and plastic jackets.



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- Replace jackets, cases, barcodes, labels, etc.
- Receive, sort and distribute mail.
- Check in periodicals.
- Maintain (adding and discarding materials) holdings information.
- Create requisitions.
- Assist on the circulation desk.
- Help unpack the deliveries with materials being returned to Belmont as well as materials to fill holds for Belmont patrons.

SUMMARY: A Year primed to break records but instead - a successful pivot in service model, and a grateful patron base.

As highlighted in our administrative accomplishments section – the Library team reinvented what it means to be a public library this year in response to COVID-19. With no road map or past experience to draw upon, our team saw the call, and answered it. At present, we are the most active building in town, currently offering virtual programming, physical materials in building, and digital materials from home, service via phone, email and chat, delivering a true value to our community. Our work here is not done though. As we enter 2021 we hope for the best but are prepared for any outcome or needed shift in focus.

Opportunities: Future of the Library Now More than Ever

The library is the most heavily used community wide resource. In times of economic downturn and strife, library services historically see strong increase in the use of their services. Our library continues to serve as a valued and valuable community resource. The Library team has done an amazing job reinventing and reimagining what the library means to the community during this pandemic and beyond.

Community support for the Library continues to be strong. While servicing the community day to day, we have also been looking at the future. We have successfully completed a Long Range Plan, Feasibility Study and most recently a Schematic Design for a new building to be located on our current site.

While so many things have changed with the events of the past months, one thing has not changed. Our current building does not meet the needs of the community; structurally nor programmatically. The Trustees of the Library will work in partnership with Town Government and Committees to outline the timeline for a new building that makes sense not just for the Library but also for the Town. The Belmont Library Foundation will manage a capital fundraising campaign to offset the financial burden on our taxpayers.

STATE REQUIREMENTS:

To be a certified by the Massachusetts Board of Library Commissioners, the library must continue to:

1. Meet the Municipal Appropriation Requirement
2. Meet the minimum standards of free public library service
3. Remain open a minimum number of hours per week



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4. Allow non-resident borrowing
5. Expend a percentage (based on population) of the municipal appropriation on materials
6. Have a Director with a Master's Degree in Library Science

By meeting these State requirements, the Town of Belmont receives the following benefits:

1. The Library is allowed continued membership to the Minuteman
2. Library Network which in turn allows interlibrary loans, reciprocal borrowing privileges and free use of other libraries for Belmont patrons.
3. The Library is allowed access to grants and ensures yearly state funding. Belmont Library usually receives in the range of \$30,000 - \$35,000 per year.

11/19/2020					Work Orders Currently in Process		
Ticket Number	Date of Creation	Today	Days Open	Date Closed	Issue	Description	Status
#22024	3/10/2017	11/19/2020	1350		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, and is only aesthetic.	No Update.
#30363	7/26/2018	11/19/2020	847		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.
#41075	12/17/2019	11/19/2020	338		Handicap Paddles	Not working. Many repairs over time, many this year.	Facilities determined that they ordered the wrong equipment, new order is being placed.
#41099	12/18/2019	11/19/2020	337		Fax Line Needs Relocating	Fax Line is in the way of staff and must be relocated	Never Done, have reissued this request
#44875	8/14/2020	11/19/2020	97		Heat / AC Units not working	Floor units in Flett / Childrens having issues. Some don't perform, some won't turn on.	Awaiting support from Facilities
					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	9/24/2020	1181	FY18	Light replacement	Replacement of lights with new fixtures.	Project now in process (1 day a week by Town Electrician, no cost for labor)
	7/1/2017	3/21/2019	628	FY18	Quiet study room	New Facilities Director is evaluating old agreement and plans to adjust. Project targeted for summer	It's been determined by the Facilities Director that the funding from Capital Budget Committee is not enough to complete this project due to the required design elements that would be needed.
	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	2/4/2019	218	FY19	Automatic Door Locks	Installing of timed door locks on public entrances.	Project Complete
	7/1/2019	Spring 2020	Work Complete	FY20	3rd Floor Air Conditioner	Needs to be purchased and replaced.	Project Complete
	7/1/2019	9/24/2020	451	FY20	Gutter replacement	Repalcement of Remaining Gutters	Process to be managed by Town Facilitites Department

Directors Report –November 19th 2020

Building and Grounds

- Review of spreadsheet

Monthly Successes

- Survey to members of BC&A for services to be offered in Chinese
- Cook Book Club Returns
- Vinyl Records now available, circulating well
- Parent Child Book Club Returns
- Dial M For Movies Returns
- Ask me about NanoWikiMo
- Talking Turkey with Habitat and Mass Audubon
- Make your own Paper Yei and a fun Halloween Concert

General Update

- Deborah and Jeff welcome baby Ethan. Congratulations!
- Lauren Pfendner promoted to Coordinator of Reference & Public Services
- Chat Service catching on, almost in full swing
- Wifi Hotspots, available soon
- Town Facilities Director Steve Dorrance resigns his post for a new role closer to home.
- Department Heads working on plans for servicing patrons in the event of another building closure, the town hall buildings have remained appointment only this fall.

Follow up

- Air Flow Testing redone – original results unsatisfactory – awaiting new report
- FY22 Budget Documents included in monthly materials

Belmont Public Library	FY22	FY23	FY24	FY25	FY26	FY27	TOTAL
Extend useful life of existing AC Equipment	52,000						52,000
Upgrade Fire Alarm System	171,600						171,600
Paint Exterior		36,400					36,400
Expand existing security camera system		26,000					26,000
Upgrade/Replace Unit Ventalators		83,200					83,200
Chiller Rooftop Replacement		233,626					233,626
Replace Windows And Exterior Doors		312,000					312,000
Repoint Masonry			162,000				162,000
Renovate 8-10 bathrooms(new toilets and fixtures)			199,800				199,800
Elevator Replacement			270,000				270,000
Replace Interior Doors & Hardware				134,400			134,400
New furniture throughout (tables with electrical, more comfortable seating)				168,000			168,000
Repave Parking Lot (storm water, regrading, etc.)				270,950			270,950
Paint Interior Building (last painted 1995?)				78,400			78,400
Fire Supression for Claflin Room					40,600		40,600
Automatic Sprinkler System (wet)					290,000		290,000
Upgrade electrical coverage and service					290,000		290,000
Replace HVAC System						1,440,000	1,440,000
Building Management System						300,000	300,000
	223,600	691,226	631,800	651,750	620,600	1,740,000	4,558,976

Current Fiscal Year Data Comparison

Key Performance Indicators	Last Year											
	Current month	Month comparison	Sep 2020	Aug 2020	Jul 2020	Jun 2020	May 2020	Apr 2020	Mar 2020	Feb 2020	Jan 2020	Dec 2019
Circulation - Total	31,077	51,663	31,075	32,305	28,733	22,099	14,272	15,196	37,842	60,063	59,710	48,897
Circulation - Adult (books/magazines)	5,741	10,019	5,574	5,191	3,636	2,906	97	67	5,243	11,115	11,652	9,527
Circulation - YA print (books/magazines)	876	1,747	829	922	732	639	1	10	1,150	1,849	1,806	1,753
Circulation - Children's print (books/magazines)	9,478	19,424	8,270	8,436	7,030	4,373	49	62	13,533	24,735	23,174	16,790
Circulation - Adult Audio Visual	2,844	7,469	2,652	2,627	2,060	1,550	45	53	4,712	9,215	9,511	8,238
Circulation - YA Audio Visual	35	23	48	30	18	8	1	0	13	27	28	52
Circulation - Children's Audio Visual	456	1,856	505	499	387	334	2	2	1,366	2,389	2,298	1,979
Circulation - downloads & streams (eBooks/eAudiobooks/eMaterials)	11,614	10,896	13,190	14,594	14,845	12,243	14,075	15,002	11,716	10,536	11,007	10,374
Reference Questions	741	1,720	677	684	592	205	67	58	587	1,450	1,515	1,292
Programs Offered (total)	57	79	40	44	35	35	25	13	20	72	84	63
Adult Programs	16	23	18	21	22	16	17	10	5	28	21	19
YA Programs	19	11	15	7	0	0	0	0	0	12	15	9
Children's Programs	22	45	7	16	13	19	8	3	15	32	48	35
Programs Attendance (total)	495	2,062	341	410	441	568	406	251	328	1,727	1,918	1,179
Adult Programs Attendance	113	274	152	159	220	185	163	111	38	555	160	151
YA Programs Attendance	219	71	82	45	0	0	0	0	0	101	111	43
Children's Programs Attendance	163	1,717	107	206	221	383	243	140	290	1,071	1,647	985
Meeting Room Use	0	96	0	0	0	0	0	0	24	94	92	84
Museum Pass Use	33	157	15	2	0	0	0	0		184	201	164
Use of Library Computers	224	1,764	66		0	0	0	0	721	1,653	2,871	2,309
Materials added	792		750	823	1,030	552	613	274	580	938	1,568	
Materials Withdrawn	1,158		670	569	211	248	7	0	884	1,025	1,845	



Current Fiscal Year Data Comparison

Key Performance Indicators	FY20	FY19	FY18	FY17	FY16
	Total Annual	Total Annual	Total Annual	Total Annual	Total Annual
Circulation - Total	521,511	599,254	548,782	562,579	557,469
Circulation - Adult (books/magazines)	90,357	120,223	118,589	121,002	124,061
Circulation - YA print (books/magazines)	18,146	21,572	23,095	23,424	21,516
Circulation - Children's print (books/magazines)	181,257	219,135	225,480	233,689	226,867
Circulation - Adult Audio Visual	70,226	90,878	102,538	108,748	110,921
Circulation - YA Audio Visual	344	612	733	870	894
Circulation - Children's Audio Visual	18,231	23,354	28,360	33,572	36,809
Circulation - downloads (eBooks/eAudiobooks)	141,039	116,660	46,351	38,552	34,639
Reference Questions	14,136	29,754	39,004	36,646	37,526
Programs Offered (total)	642	772	681	645	566
Adult Programs	224	278	246	156	139
YA Programs	84	115	107	117	91
Children's Programs	334	379	328	372	336
Programs Attendance (total)	14,147	18,084	17,700	19,186	16,620
Adult Programs Attendance	2,554	3,353	3,721	3,061	2,517
YA Programs Attendance	616	1,052	1,181	1,900	1,213
Children's Programs Attendance	10,977	13,679	12,798	14,225	12,890
Meeting Room Use	697	941	878	855	781
Museum Pass Use	1,562	2,531	2,477	2,525	2,592
Use of Library Computers	16,028	18,418	20,473	21,116	22,343

BELMONT PUBLIC LIBRARY EXPENDITURES								
NOVEMBER			2020		17-Nov-20 4:32 PM			
	ORIG./ADJ. APPROPRNTS.	TRANSFER	ADJUSTED BUDGET	SPENT NOV	SPENT JULY-NOV	BALANCE	PROJECTED 5 MONTHS	% EXP
LIBRARY ADMINISTRATION								
16111								
511000	SALARIES, FULL TIME	179,520.00	179,520.00	10,356.94	66,422.52	113,097.48	74,800.00	37.0%
514800	LONGEVITY	925.00	925.00	0.00	0.00	925.00	385.42	0.0%
16112								
524500	MAINTENANCE OFFICE EQUIP	9,819.00	9,819.00	0.00	4,195.00	5,624.00	4,091.25	42.7%
530001	MEDICAL REPORTS & BILLS	790.00	790.00	0.00	410.00	380.00	329.17	51.9%
531700	EMPLOYEE TRAINING	500.00	500.00	0.00	0.00	500.00	208.33	0.0%
531900	ADVERTISING & PUBLIC RELA	500.00	500.00	0.00	0.00	500.00	208.33	0.0%
534500	POSTAGE	2,050.00	2,050.00	0.00	557.57	1,492.43	854.17	27.2%
534700	PRINTING	1,575.00	1,575.00	0.00	0.00	1,575.00	656.25	0.0%
542100	OFFICE SUPPLIES	975.00	975.00	0.00	297.88	677.12	406.25	30.6%
571000	IN-STATE TRAVEL	500.00	500.00	0.00	0.00	500.00	208.33	0.0%
573000	DUES & MEMBERSHIP	610.00	610.00	0.00	0.00	610.00	254.17	0.0%
TOTAL LIBRARY ADMIN		197,764.00	0.00	197,764.00	10,356.94	71,882.97	125,881.03	82,401.67 36.3%
LIBRARY PLANT OPERATIONS								
16141								
511000	SALARIES, FULL TIME	58,982.00	58,982.00	3,402.78	22,231.50	36,750.50	24,575.83	37.7%
511100	SALARIES, PART TIME	8,304.00	8,304.00	0.00	0.00	8,304.00	3,460.00	0.0%
513000	OVERTIME	10,559.00	10,559.00	1,531.26	9,357.64	1,201.36	4,399.58	88.6%
514100	SPECIALTY PAY/STIPEND	260.00	260.00	15.00	98.00	162.00	108.33	37.7%
514800	LONGEVITY	1,050.00	1,050.00	0.00	0.00	1,050.00	437.50	0.0%
519900	UNIFORM	820.00	820.00	0.00	820.00	0.00	341.67	100.0%
16142								
522800	GAS	16,668.00	16,668.00	0.00	498.69	16,169.31	6,945.00	3.0%
522900	ELECTRICITY	36,753.00	36,753.00	0.00	11,262.92	25,490.08	15,313.75	30.6%
523100	WATER	0.00	0.00	0.00	0.00	0.00	0.00	#DIV/0!
523400	ENERGY CONSERVATION	1,611.00	1,611.00	0.00	0.00	1,611.00	671.25	0.0%
524300	MAINTENANCE BUILDING	138,565.56	138,565.56	4,369.76	13,508.53	125,057.03	57,735.65	9.7%
524306	R&M HVAC CONTRACT SERVIC	22,873.35	22,873.35	0.00	0.00	22,873.35	9,530.56	0.0%
545000	CUSTODIAL SUPPLIES	11,090.00	11,090.00	273.10	693.06	10,396.94	4,620.83	6.2%
548900	GASOLINE	198.00	198.00	0.00	0.00	198.00	82.50	0.0%
TOTAL LIBRARY PLANT OPER		307,733.91	0.00	307,733.91	9591.90	58,470.34	249,263.57	128,222.46 19.0%

		ORIG./ADJ. APPROPRNTS.	TRANSFER	ADJUSTED BUDGET	SPENT NOV	SPENT JULY-NOV	BALANCE	PROJECTED 5 MONTHS	% EXP	
	LIBRARY PUBLIC SERVICE									
16121										
511000	WAGES, FULL TIME	841,596.00		841,596.00	38,448.75	280,513.75	561,082.25	350,665.00	33.3%	
511100	WAGES, PART TIME	233,931.00		233,931.00	9,999.72	60,435.46	173,495.54	97,471.25	25.8%	
513000	OVERTIME	10,000.00		10,000.00	0.00	0.00	10,000.00	4,166.67	0.0%	
514105	EYEGLOSS REIMBURSEMENT	0.00		0.00	0.00	0.00	0.00	0.00	#DIV/0!	
514800	LONGEVITY	7,472.00		7,472.00	0.00	0.00	7,472.00	3,113.33	0.0%	
16122										
530000	PROFESSIONAL SERVICES	1,976.00		1,976.00	0.00	1,903.00	73.00	823.33	96.3%	
534100	TELEPHONE	5,553.00		5,553.00	337.66	2,021.36	3,531.64	2,313.75	36.4%	
552900	BOOKS/PER/FILM/CD/REC	359,122.85		359,122.85	13,454.73	116,383.33	242,739.52	149,634.52	32.4%	
573000	DUES	1,020.00		1,020.00	0.00	0.00	1,020.00	425.00	0.0%	
	TOTAL LIB PUBLIC SERV	1,460,670.85	0.00	1,460,670.85	62,240.86	461,256.90	999,413.95	608,612.85	31.6%	
	LIBRARY TECHNICAL SERVICES									
16131										
511000	SALARIES, FULL TIME	175,170.00		175,170.00	7,579.86	64,160.63	111,009.37	72,987.50	36.6%	
511100	SALARIES, PART TIME	12,736.00		12,736.00	1,387.65	6,907.61	5,828.39	5,306.67	54.2%	
514800	LONGEVITY	2,500.00		2,500.00	0.00	0.00	2,500.00	1,041.67	0.0%	
16132										
530600	COMPUTER SERVICE	78,224.00		78,224.00	170.92	63,937.11	14,286.89	32,593.33	81.7%	
542200	PROCESSING SUPPLIES	12,740.00		12,740.00	42.58	1,900.07	10,839.93	5,308.33	14.9%	
573000	DUES	0.00		0.00	0.00	0.00	0.00	0.00	#DIV/0!	
	TOTAL LIBRARY TECHNICAL S	281,370.00	0.00	281,370.00	9,181.01	136,905.42	144,464.58	117,237.50	48.7%	
	LIBRARY CAPITAL									
16133										
587100	CAPITAL COMPUTER	0.00		0.00	0.00	0.00	0.00	0.00	#DIV/0!	
	TOTAL LIBRARY DEPT.	2,247,538.76	0.00	2,247,538.76	91,370.71	728,515.63	1,519,023.13	936,474.48	32.4%	

Holdshelf Trends
Patron Type: All Patron Types, Physical
Format: All Physical Formats, Collection:
All Collections

		Oct 2020 10	Sep 2020 9	Aug 2020 8	Jul 2020 7	Jun 2020 6	May 2020 5	Apr 2020 4	Mar 2020 3	Feb 2020 2	Jan 2020 1
All Locations	All Transaction Locations	287819	281223	266544	226325	90981	7710	189	109875	224783	257729
ACTON	act	8003	7185	7516	6626	2726	0	0	3049	6099	7699
ARLINGTON/FOX	ar2	29	24	64	344	257	0	0	748	1904	2023
ARLINGTON	arl	17268	15858	15833	14799	2344	0	0	3760	9396	10208
ASHLAND	ash	2920	1933	1362	2159	8062	133	3	1009	2306	2608
BEDFORD	bed	6798	6939	6306	5048	2103	0	0	2201	4726	5352
BELMONT	blm	11165	10159	9510	9346	3576	2	2	3651	7446	8483
BROOKLINE/COO	br2	7334	8561	6593	5493	1744	0	1	3179	6872	8432
BROOKLINE/CORNER											
BROOKLINE/PUTT	br3	5246	4540	3960	3077	1054	1	0	2171	5100	5462
BROOKLINE	brk	11180	10832	11133	7326	2739	1	6	4098	9501	11055
CAMBRIDGE/Cam	ca2	0	0	0	0	0	0	0	0	0	0
CAMBRIDGE/OUT	ca3	3	2	1	0	0	0	0	1	6	2
CAMBRIDGE/BOU	ca4	1	1	4	7	0	0	0	1291	2515	3036
CAMBRIDGE/CEN	ca5	2876	2418	582	20	11	0	0	1807	3791	4562
CAMBRIDGE/COL	ca6	6	3	10	13	0	0	0	896	1996	2174
CAMBRIDGE/OCO	ca7	6	9	4	17	1	0	0	700	1519	1677
CAMBRIDGE/ONEI	ca8	4633	2109	49	49	3	0	0	2081	3557	4426
CAMBRIDGE/VALE	ca9	2618	1030	1	6	1	0	0	722	1239	1620
CAMBRIDGE	cam	25684	26525	29028	19487	5021	0	0	5463	13180	14958
Commonwealth	cmcat	0	0	0	0	0	0	0	0	0	0
CONCORD/FOWLE	co2	1343	550	790	1	0	0	0	1024	2126	2554
CONCORD	con	5346	6998	6763	6139	2991	3	0	2003	3844	4486
DEDHAM/ENDICO	dd2	0	5	2	4	110	0	0	789	1498	1800
DEDHAM	ddm	3902	3831	3655	3192	944	0	0	678	1548	1587
DEAN COLLEGE	dea	106	4	0	0	0	0	0	56	82	223
DOVER	dov	1653	1585	1616	1320	2	0	0	496	1177	1472
FRAMINGHAM/MC	fp2	4984	4822	4368	3681	624	0	0	2274	4578	5179
FRAMINGHAM/BK	fp3	0	0	0	0	0	0	0	0	0	0
FRAMINGHAM	fpl	3942	3396	3599	2675	323	0	0	1421	2812	2981
FRANKLIN	frk	6225	6319	6252	6039	3599	1471	21	2461	4321	4829
FRAMINGHAM	fst	121	89	45	56	24	0	0	147	285	216
HOLLISTON	hol	2913	3170	3075	3359	1949	653	34	1533	2608	2807
LASELL	las	70	116	0	0	0	0	0	85	171	171
LEXINGTON/EAST	le2	0	0	0	0	0	0	0	0	0	0
LEXINGTON	lex	17259	18147	13645	14941	1015	65	75	5884	10676	12472
LINCOLN	lin	2996	2730	2655	2572	702	0	5	1132	2095	2856

MAYNARD	may	2267	2310	2289	1958	1651	5	0	851	2070	2265
MASSBAY/FRAMINGHAM	mb2	0	0	0	0	0	0	0	0	0	0
MASSBAY/WELLESLEY	mbc	0	0	0	0	0	0	0	0	0	0
MEDFORD	med	4991	5203	4501	4050	1503	276	0	1863	3632	3707
MILLIS	mil	1873	2339	2224	1824	1331	4	0	867	1567	1752
MEDFIELD	mld	2722	2401	2683	2714	1214	205	0	1113	2245	2396
MASS LIBRARY SYSTEM II	mls	0	0	0	0	0	0	0	133	318	309
MOUNT IDA COLLEGE	mti	0	0	0	0	0	0	0	0	0	0
MEDWAY	mwy	1724	1694	1898	1451	857	1	8	776	1613	1883
NATICK/BACON	na2	515	547	334	343	131	1	1	222	278	351
NATICK/BKMR	na3	0	0	0	0	0	0	0	0	0	0
NATICK	nat	8910	7769	9148	9938	5484	2510	1	4565	7030	8262
NEWBURY	nby	0	0	0	0	0	0	0	0	0	0
NEEDHAM	nee	8390	7285	8986	1758	1346	177	0	3530	7889	8890
NORWOOD	nor	3836	3804	3854	4008	4120	452	3	2332	3681	4404
NEWTON/AUBURN	nt2	0	0	0	0	0	0	0	0	0	0
NEWTON/CORNER	nt3	0	0	0	0	0	0	0	0	0	0
NEWTON/WABAN	nt5	0	0	0	0	0	0	0	0	0	0
NEWTON	ntn	26742	29038	28310	21187	9789	22	0	10385	21302	24803
OLIN COLLEGE	oln	14	10	2	0	0	0	0	0	0	0
PINE MANOR COLLEGE	pmc	0	0	0	0	0	0	0	66	92	76
REGIS	reg	14	5	1	0	0	0	0	27	116	67
SHERBORN	shr	1337	1238	1392	1245	668	0	0	381	642	718
SOMERVILLE/EAS	so2	701	674	552	491	1	0	0	245	565	738
SOMERVILLE/WEST	so3	1622	1662	1208	969	104	0	0	683	1922	1970
SOMERVILLE	som	5213	5296	3877	3850	2	0	0	1883	4485	5081
STOW	sto	2126	1906	1679	1460	758	0	0	555	1263	1577
SUDBURY	sud	6289	7166	5766	6472	2087	0	0	2334	5229	5394
URSA/VirtCat/Bib	urs	0	0	0	0	0	0	0	0	0	0
WATERTOWN/EAS	wa2	0	0	0	0	0	0	0	0	0	0
WATERTOWN/NO	wa3	0	0	0	0	0	0	0	0	0	0
WATERTOWN	wat	8827	8734	8184	6572	2541	571	8	4045	7487	8832
WELLESLEY/HILL	we2	0	1	0	0	8	0	0	240	567	781
WELLESLEY/FELL	we3	2	0	0	17	39	0	0	59	348	315
WELLESLEY	wel	10220	10550	10069	11893	5286	12	0	3764	6762	7161
WINCHESTER	win	9585	8655	9617	6648	4195	948	2	3279	6477	7352
WALTHAM	wlm	7876	7834	6850	6218	846	0	0	2648	6207	7116
WOBURN	wob	3098	3066	2618	2072	276	1	2	1787	2905	3404
WESTON	wsn	3451	3597	3612	3560	2380	188	0	1198	2735	3064
WESTWOOD/ISLINGTON	ww2	8	12	7	63	25	0	0	104	368	375
WESTWOOD	wwd	4274	4310	4019	4234	745	8	17	1504	2906	3480
WAYLAND	wyl	4562	4227	4443	3533	1665	0	0	1626	3102	3796
Unknown		0	0	0	1	4	0	0	0	6	0

Dec 2019 12	Nov 2019 11	Oct 2019 10	Sep 2019 9	Aug 2019 8	Jul 2019 7	Jun 2019 6	May 2019 5	Apr 2019 4	Mar 2019 3	Feb 2019 2	Jan 2019 1
209414	208670	241488	220289	225718	236910	219598	233893	226483	234230	213499	251837
6177	5938	6282	6238	6640	6981	6293	7062	6424	7412	6279	7398
1490	1759	1895	1806	1538	1557	1589	1936	1646	1664	1433	1755
8200	8638	9910	8619	8573	9198	9085	8259	8991	9475	8002	10351
2381	1962	2302	2081	2444	2270	2225	1875	2151	2246	2002	2404
4293	4431	5090	4713	4810	5212	4700	5378	4886	5025	4818	5921
6835	6187	7704	6983	6984	7392	7298	7581	7561	7176	7075	8308
6266	6592	8215	7112	7259	7467	6651	7161	6779	7058	6237	7674
4214	4755	5284	4434	4745	5121	4514	4685	4752	4363	4199	5290
9306	8908	10017	9107	8918	9904	8925	10135	9491	9877	9186	10769
0	0	0	0	0	0	0	0	0	0	0	0
0	0	3	1	12	0	2	0	3	3	3	5
2537	2640	2934	2637	2775	2617	2566	2807	2797	3058	2627	2934
3724	3663	4138	3576	3585	3779	3627	3925	4113	4292	3627	4237
1846	1781	1866	1740	1699	1879	1586	2022	1860	1906	1828	1960
1396	1567	2105	1825	1692	1746	1521	1771	1790	1882	1760	2058
3425	3455	3805	3536	3441	3484	3165	4027	3565	3806	3384	4141
986	643	0	0	0	0	0	0	0	0	0	0
12450	12199	13914	12632	13177	13952	12401	13749	13913	14764	13432	15238
0	0	0	0	0	0	0	0	0	0	0	0
2372	1960	2186	2042	2199	2121	2082	2330	1945	2232	2139	2407
3699	3548	4151	3840	3957	4327	3705	4086	3968	4122	3759	4068
1244	1358	1721	1494	1666	1706	1439	1645	1505	1620	1449	1609
1214	1271	1532	1460	1712	1446	1412	1410	1382	1364	1356	1277
155	236	217	180	126	118	140	128	160	193	175	160
1129	1078	1334	1247	1018	1252	1133	1215	1266	1168	1039	1378
4032	4552	4950	4570	4882	5063	5106	4874	4554	5308	4672	4964
0	0	0	0	0	0	0	0	0	0	0	0
2342	2385	3024	2737	2993	3058	2796	2765	2602	2745	2500	2853
3615	4156	4440	4350	4537	5066	4162	4357	4139	4189	3839	4641
214	325	391	240	227	150	161	217	443	349	363	277
2361	2278	2825	2676	2632	2854	2533	2762	2693	2864	2578	3099
106	133	196	185	100	122	135	151	177	165	179	187
0	0	0	0	0	0	0	0	0	0	0	0
10761	10547	12087	10841	11441	11590	10860	11753	11024	11352	10958	11664
2138	2138	2528	2293	2049	2249	2223	2533	2534	2355	2555	2830

1807	1733	1941	1944	1959	2065	1887	1890	1903	1924	1791	2147
0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
2943	3424	3536	3142	2123	3048	4133	4614	4255	4629	4144	4999
1358	1163	1528	1147	1421	1570	1319	1500	1411	1743	1365	1526
1747	1768	2183	2083	2253	2333	1977	2530	2292	2326	2065	2500
225	273	364	60	360	300	242	302	300	301	209	233
0	0	0	0	0	0	0	0	0	0	0	0
1331	1257	1571	1498	1630	1641	1424	1621	1553	1757	1380	1789
280	256	335	331	347	351	297	392	377	389	291	421
0	0	0	0	0	0	0	0	0	0	0	0
6702	6410	7728	7476	7100	7677	7309	7691	7167	7220	6740	7980
0	0	0	0	0	0	0	0	0	0	0	0
7206	7394	8842	8111	8021	8303	7821	8081	7693	8373	7857	9217
3412	3633	4203	3843	4183	4098	3648	4111	3697	3793	3679	4337
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0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
21584	20396	22751	20986	21150	22908	21272	22113	21561	21794	20470	24269
0	0	0	0	0	0	0	0	0	0	0	0
48	90	174	91	60	50	62	84	115	118	151	152
81	55	57	68	67	34	53	41	67	59	40	55
649	680	699	764	774	763	624	751	762	729	748	800
620	578	680	575	550	546	503	536	491	470	436	491
1570	1633	1883	1649	1570	1631	1679	1585	1528	1697	1412	1955
4295	4266	4893	4804	5086	5288	4501	4879	4777	5260	4631	5933
1159	1429	1404	1350	1259	1310	1233	1503	1416	1515	1377	1736
4688	4182	5235	4708	4924	5271	5014	4524	4836	5093	4350	5266
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0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
6550	6824	8206	7110	8396	7788	7269	8318	7305	7973	6972	8403
593	696	828	626	596	605	702	654	626	646	559	746
127	187	253	280	279	334	284	328	244	281	236	501
5967	5874	7378	6755	7168	7294	6930	7092	7071	7108	6603	7613
6286	6211	7477	6521	6998	7233	6408	6428	6701	7662	7315	7151
5647	5901	6547	6202	6584	6406	5743	6171	6193	5729	5469	6169
2751	2490	3464	3356	3392	3434	3080	3166	2846	1014	161	2019
2789	2716	3098	2968	2718	2975	2899	3219	3084	3296	2779	3491
251	146	336	511	386	458	447	595	623	507	481	724
2801	3066	3433	3011	3292	3623	3509	3321	3033	3200	3109	3739
3039	2856	3415	3124	3241	3892	3294	3254	3442	3590	3226	3618
0	0	0	0	0	0	0	0	0	1	0	0

Dec 2018 12	Nov 2018 11	Oct 2018 10	Sep 2018 9	Aug 2018 8	Jul 2018 7	Jun 2018 6	May 2018 5	Apr 2018 4	Mar 2018 3	Feb 2018 2	Jan 2018 1
202719	210403	232199	191985	232847	227301	219040	224218	219093	234098	211039	239623
6118	5794	6631	5523	6872	6810	6329	6223	6104	6374	5736	6789
1281	1536	1695	1268	1726	1479	1597	1471	1497	1708	1333	1604
8168	7440	8751	7851	9178	8681	7783	8197	7496	9105	8217	8572
1722	1935	2282	2095	2296	2503	2156	2015	1926	2271	2024	2442
4540	4566	5136	4274	5131	5138	4983	4911	5161	5440	4769	5455
6536	6891	7264	5836	7638	6920	7327	7521	7458	7527	6998	8171
5348	3843	4151	3683	4102	4460	4386	6940	7035	7731	7075	7963
4172	4366	4617	4000	4964	4664	4507	4530	4331	4407	4107	4712
9392	11289	12312	10041	12256	12144	10918	9709	9257	9830	8782	10225
0	0	0	0	0	0	0	0	0	0	0	0
1	1	1	0	1	0	4	3	1	1	1	2
2842	2397	2690	2070	2566	2490	2448	2317	2585	2527	2378	2693
3198	3514	3604	2717	3368	3501	3359	3609	3703	3670	3326	4198
1556	1902	1682	1647	1675	1655	1707	1794	1765	1929	1705	1720
1611	1861	1727	1608	1838	1820	2024	1986	2033	2112	1851	1995
3030	3514	3181	2325	3206	2887	3299	3465	3373	3598	3117	3540
0	0	0	0	0	0	0	0	0	0	0	0
12333	12440	14089	11653	13408	13398	12411	13698	13766	14481	13546	15253
0	0	0	0	0	0	0	0	0	0	0	0
1977	2035	2151	1890	2042	2017	1877	2307	2260	2309	2079	2369
3410	3646	4067	3222	3805	3770	3629	3725	3451	3857	3233	4176
1387	1164	1518	1130	1664	1498	1309	1379	1417	1324	1314	1452
1139	1246	1363	1174	1490	1417	1294	1273	1374	1365	1274	1564
147	174	199	101	163	179	234	163	220	260	339	201
1124	1315	1449	1379	1485	1455	1370	1366	1185	1347	1286	1460
3959	4346	4614	4307	5417	4968	4816	4914	4891	5105	4709	4816
0	0	0	0	0	0	0	0	0	0	0	0
2319	2636	2940	2321	3268	3199	2846	2868	2677	2776	2493	2777
3488	3938	4246	3550	4487	4692	4088	3951	3890	3886	3729	3904
232	485	402	257	146	264	199	293	489	409	328	353
1915	2616	2647	2350	2934	2881	2407	2537	2390	2859	2426	2752
103	183	171	160	129	69	61	90	109	126	142	174
0	0	0	0	0	0	0	0	0	0	0	0
10561	11046	11783	9849	11283	11768	11854	11064	11124	11594	10443	11602
2081	2389	2589	2137	2228	2138	2434	2307	2421	2615	2185	2484

1589	1744	1942	1569	2119	2006	1905	1953	1692	2070	1992	2029
0	0	0	0	0	0	1	16	53	25	10	10
0	0	0	0	0	0	0	7	31	68	32	29
3768	3946	4565	3589	4386	4261	4050	4206	4150	4406	4096	4397
1239	1271	1447	1244	1501	1403	1125	1423	1541	1380	1174	1316
1848	1960	2572	1938	2087	1952	1872	2124	1928	2152	2081	2135
174	257	269	244	282	188	11	1	108	295	381	398
0	0	0	0	0	0	0	21	111	181	176	167
1470	1529	1523	1364	1520	1630	1440	1565	1466	1637	1408	1637
371	313	426	329	307	342	271	342	343	422	312	345
0	0	0	0	0	0	0	0	0	0	0	0
6812	6417	7188	6163	7235	7310	6924	7357	6780	7481	6647	7475
0	0	0	0	0	0	0	0	0	0	0	0
7873	7530	8418	6729	8462	8156	7715	7815	7557	8240	7296	8748
3269	3582	3819	3295	3883	3661	3695	3738	3517	3699	3382	3941
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0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
20664	20619	21866	17896	21625	21873	21515	21795	21191	23131	20194	23566
0	0	0	0	0	0	0	0	0	0	0	0
119	164	189	149	117	96	128	84	108	168	87	80
39	48	61	71	69	63	64	63	71	74	61	55
578	652	781	597	616	627	669	730	666	736	636	675
410	473	459	494	585	522	701	499	475	556	576	713
1366	1831	3203	2721	3283	2941	2973	3096	3028	3203	3032	3370
4327	4465	4739	3862	4597	4503	4294	4525	4324	4361	4563	4954
1222	1159	1512	1119	1397	1217	1213	1402	1135	1367	1255	1448
4433	4562	5197	4171	5561	5134	4808	4677	4574	4954	4490	5203
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0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0
6356	7369	7883	6216	8185	7529	7475	7940	7275	8240	7356	8341
643	572	670	559	645	600	756	566	630	720	544	692
321	16	0	0	0	3	284	306	361	330	350	400
6253	6756	7561	6229	7953	6838	6725	6726	6301	7256	6209	7465
6035	6349	7198	5532	7180	7148	6890	6853	6810	6527	6020	6822
5154	4915	5685	4910	6048	6087	5694	5605	5397	5851	4963	5814
1705	1862	2146	1731	2463	2220	1776	1904	2001	2097	1896	1942
2862	2940	3325	2718	3079	2865	2969	3116	3078	2893	2482	2963
401	462	406	399	302	447	442	553	486	484	369	405
2763	2945	3552	3031	3500	3424	3805	3333	3249	3254	2962	3315
2965	3187	3645	2698	3093	3390	3194	3251	3267	3297	3062	3355
0	0	0	0	1	0	0	0	0	0	0	0

Dec 2017 12	Nov 2017 11	Oct 2017 10
196986	213448	216329
5858	6152	6152
1379	1322	1360
8117	7564	8358
1807	1934	2151
4481	4946	4839
6552	7186	7142
6449	6865	7225
3888	4300	4483
8948	9201	9420
0	0	0
1	2	0
2181	2205	2408
2984	3192	3322
1535	1553	1935
1615	1849	1862
2779	3216	2917
0	0	0
11734	13118	13260
0	0	0
1862	1935	2074
3243	3532	3619
1164	1243	1270
1067	1219	1194
216	440	681
1289	1209	1178
4358	4398	4271
0	0	0
2467	2848	2711
2795	2931	0
283	638	469
2185	2331	2473
101	157	227
0	0	0
10527	10835	11356
2282	2361	2228

1625	1812	1934
15	47	41
60	63	82
3415	3443	3655
1135	1365	1759
1699	2030	2185
376	428	389
123	128	110
1282	1651	1893
223	395	400
0	0	0
6012	6781	7062
0	0	0
6984	7609	7681
2849	3319	3629
0	0	0
0	0	0
0	0	0
20294	21445	21810
0	0	0
67	128	92
48	52	53
518	571	622
465	488	579
2657	2960	3071
4081	4218	4331
1083	1288	1355
4394	4770	4991
0	0	0
0	0	0
0	0	0
6931	7941	7626
523	541	571
304	310	330
5914	6476	6546
5391	6482	6316
4856	5168	5452
1511	1643	1859
2624	2857	2721
280	371	373
2431	2929	3145
2668	3055	3081
1	2	0

CHINESE PERIODICALS & NEWSPAPERS 中文期刊和报纸

BELMONT PUBLIC LIBRARY / BELMONT CHINESE AMERICAN ASSOCIATION

NOVEMBER 2020

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Building Project

Events

Kids & Teens ▾

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A BRIEF HISTORY

of the Belmont Public Library

[HTTPS://BELMONTPUBLICLIBRARY.NET/](https://belmontpubliclibrary.net/)

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Belmont Chinese American Association

@BCAAma · Nonprofit Organization

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 Founded in 2016, the BCAA is a non-profit organization with core mission to preserve the cultural heritage, and to promote participation of Chinese Americans in the cultural and civic life of our community.

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Belmont Chinese American Association

November 1 at 12:37 PM · 



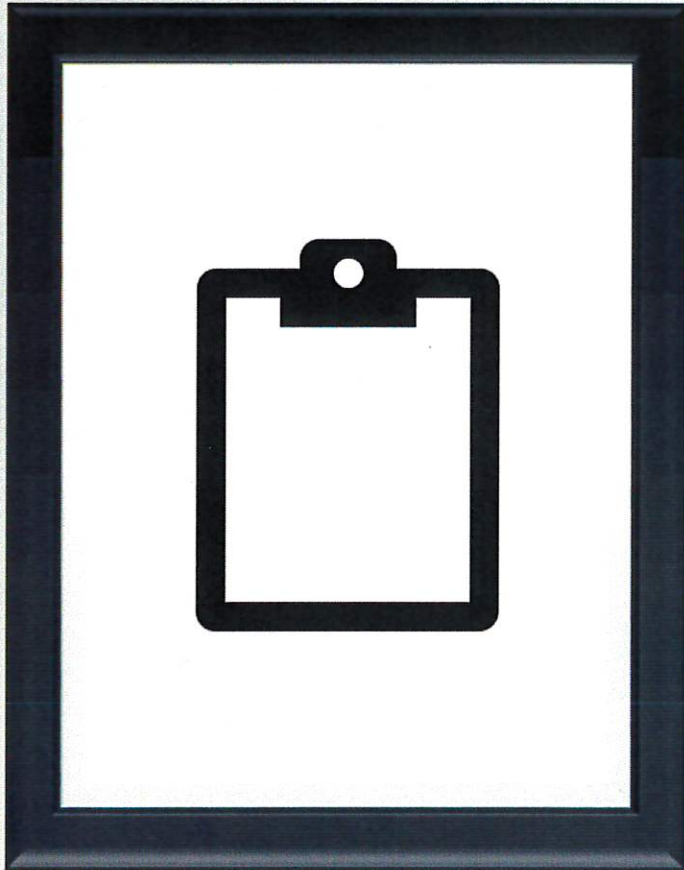
The Belmont Public Library has been working hard to provide residents with safe and thoughtful services during the new Coronavirus pandemic. In order to enrich everyone's spare time and meet the needs of multilingual and cultural learning, the library is planning its future work, hoping to use it for the people. The Belmont Public Library did a survey in order to better provide you with Chinese reading services. Thank you for sharing information and opinions.

贝镇公共图书馆在新冠病毒大流行期间一直坚持努力为居民提供安全和周到的服务。为了丰富大家的业余生活，满足多种语言文化学习的需求，图书馆正在规划将来的工作，希望能取之于民用之于民。贝镇公共图书馆为了更好地为您提供中文阅读的服务而做次调研。感谢您分享信息和观点。

SURVEY

调研





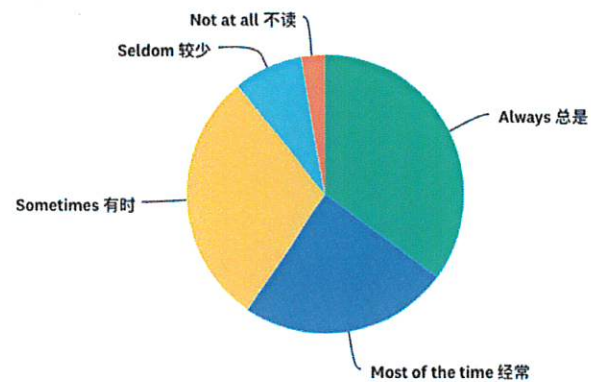
ONLINE SURVEY DESIGNED WITH 7 QUESTIONS VIA
SURVEY MONKEY

我们使用SURVEY MONKEY 设计了网上问卷一共7个问题

-
- Sent out via WeChat social medial platform with assistance from BCAA
 - 本次问卷通过华协的帮助在WeChat社交媒体群发布
 - Received 43 respondents during 2 weeks in November 2020
 - 在11月2周的时间共收到43份回复

OVERALL, HOW OFTEN DO YOU READ CHINESE MAGAZINES AND NEWSPAPERS?

您大致会阅读多少中文期刊
和报纸？

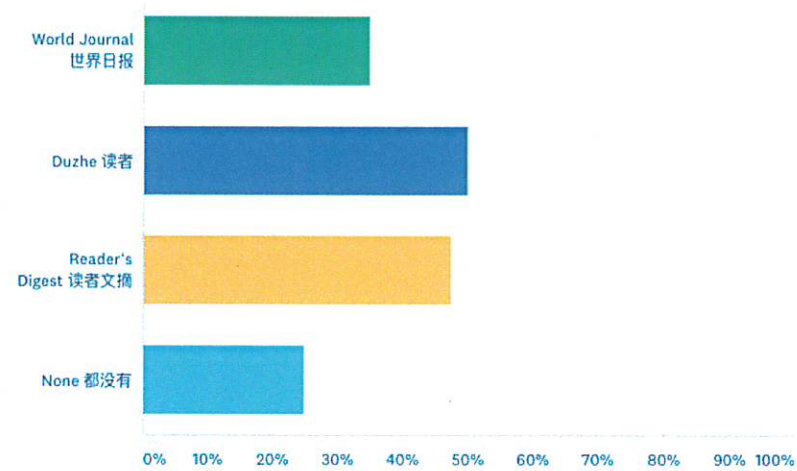


ANSWER CHOICES

- ▼ Always 总是
- ▼ Most of the time 经常
- ▼ Sometimes 有时
- ▼ Seldom 较少
- ▼ Not at all 不读

RESPONSES

- 35.14%
- 24.32%
- 29.73%
- 8.11%
- 2.70%



ANSWER CHOICES

- ▼ World Journal 世界日报
- ▼ Duzhe 读者
- ▼ Reader's Digest 读者文摘
- ▼ None 都没有

▼ RESPONSES

35.00%

50.00%

47.50%

25.00%

WHICH
NEWSPAPER(S)
WOULD YOU
LIKE TO READ
IN THE
FUTURE?

您希望以后可以
阅读哪些报纸？

China Daily 中国日报 <http://global.chinadaily.com.cn/>

Reference News 参考消息 <https://www.cankaoxiaoxi.com/>

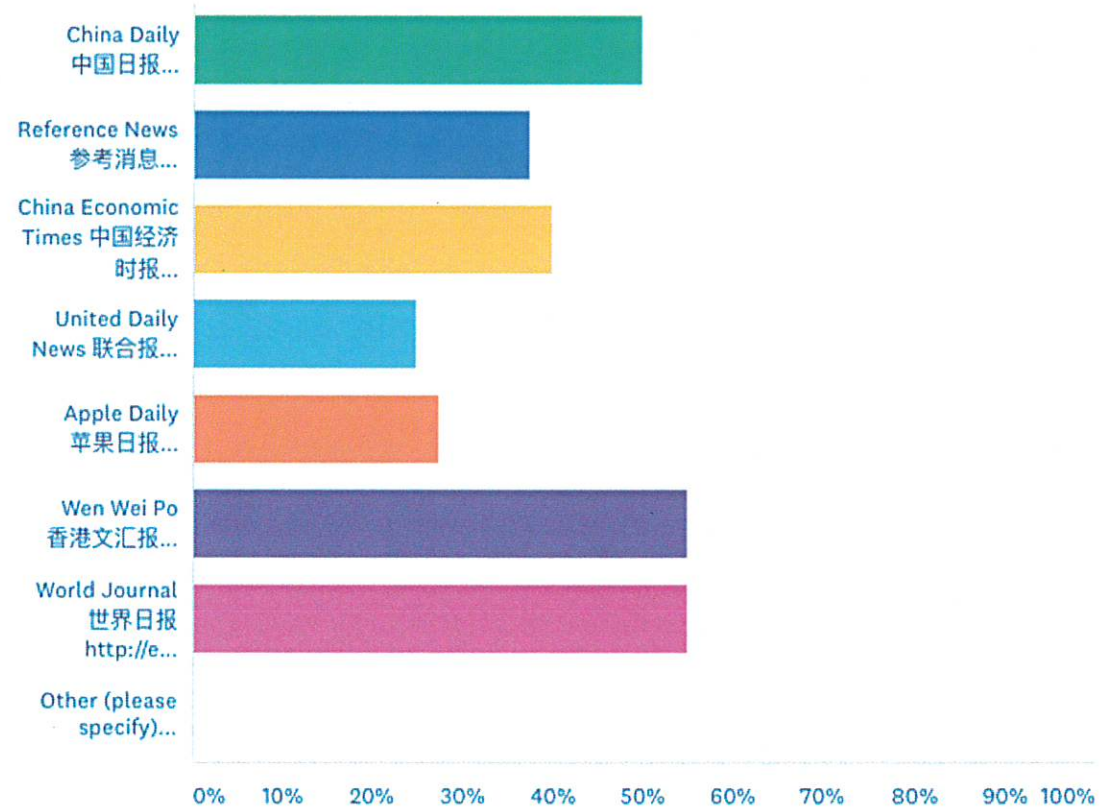
China Economic Times 中国经济时报 <http://www.cet.com.cn/>

United Daily News 联合报 <https://udn.com/news/index>

Apple Daily 苹果日报 <https://hk.appledaily.com/>

Wen Wei Po 香港文汇报 <https://www.wenweipo.com/>

World Journal 世界日报 <http://ep.worldjournal.com/>



WHICH PERIODICAL(S) WOULD YOU LIKE TO READ IN THE FUTURE?

您希望以后可以阅读哪些期刊？

Meng Ya 萌芽 <http://www.mengya.com/mengya-magazine/>

Liao Wang 瞭望周刊 <http://lw.xinhuanet.com/>

Ming Pao Monthly 明报月刊 <https://mingpaomonthly.com/>

Commonwealth Magazine 天下杂志 <https://www.cw.com.tw/>

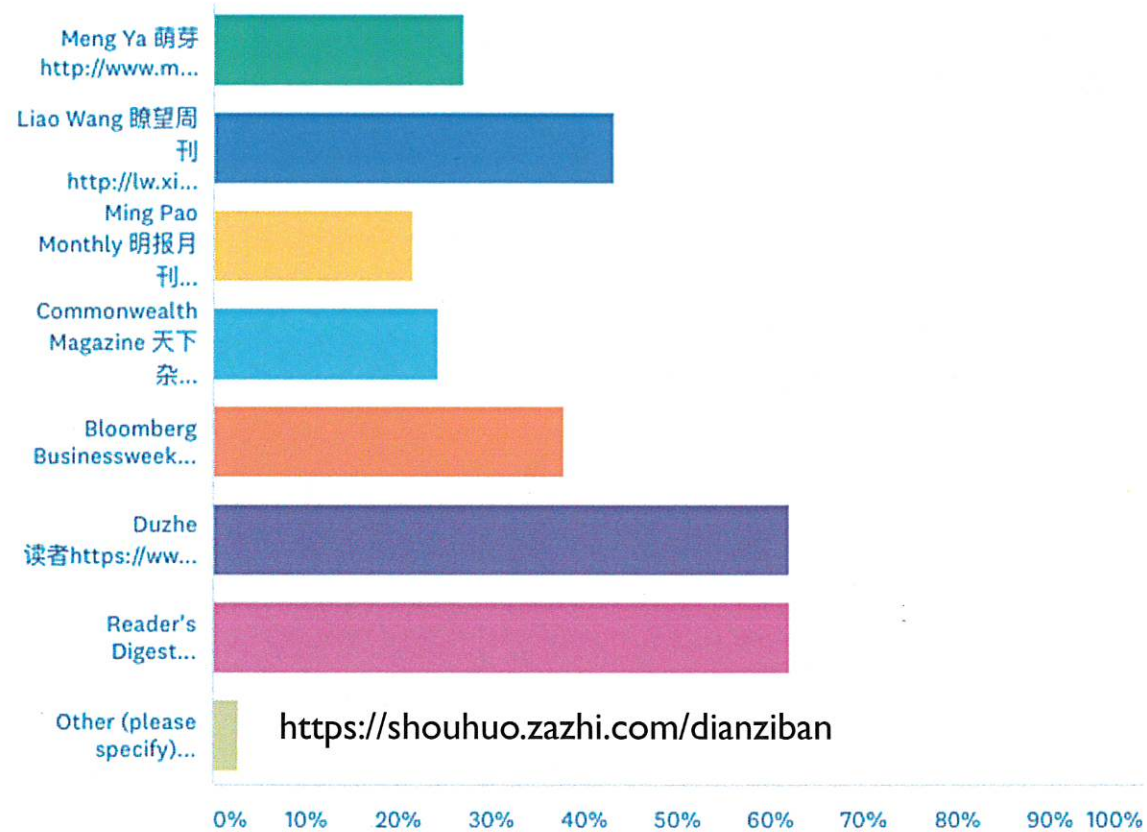
Bloomberg Businessweek 商业周刊 <https://www.bbwc.cn/>

Duzhe 读者 <https://www.duzhe.com/#/>

Reader's Digest 读者文摘 <https://www.dzwzzz.com/>

Others: 收获 Shouhuo Magazine

<https://shouhuo.zazhi.com/dianziban>



WHAT DO YOU LIKE MOST ABOUT OUR LIBRARY?

您最喜欢图书馆的哪些方面？

- Location
- Kids Room
- Public lectures and quiet rooms on the 2nd floor
- Chinese Publications
- Service
- A fine community space
- Quiet
- Convenience
- Book Reservation
- Friendly Staff
- Can borrow a good variety of books

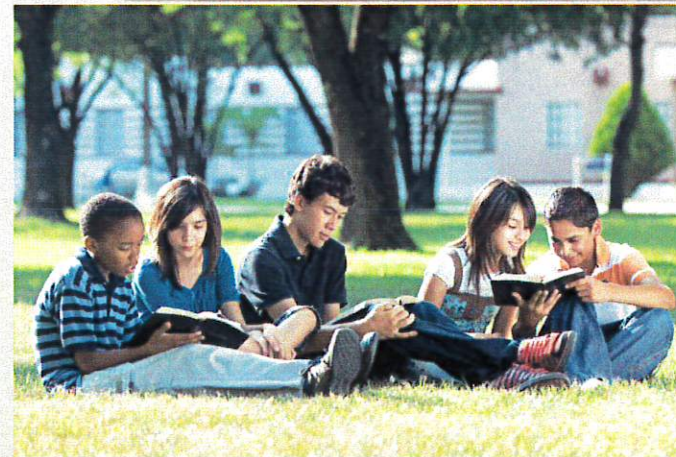


**WHAT ELSE CAN WE DO TO
IMPROVE OUR SERVICE FOR YOUR
CHINESE READING NEEDS?**

我们还可以在哪些方面提供更好的
中文阅读服务？

MORE...

- More Parking Space
- More Chinese novels
- More new books every year
- More Fiction for elders
- Add free online reading sources
- More Chinese reading resources for kids pre K-12, in particular, early readings and picture books
- It will be great if the books are printed horizontally instead of vertically.



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Belmont Public Library

Belmont, Massachusetts
2016—2020 Long Range Plan



Look forward to the
2021-2025 Long Range Plan!

期待新的2021-2025年规划！

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