

5/15/2021					Work Orders Currently in Process		
Ticket Number	Date of Creation	Today	Days Open	Date Closed	Issue	Description	Status
						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.
#22024	3/10/2017	5/18/2021	1530		Cement slab		
#30363	7/26/2018	5/18/2021	1027		East Wing Entrance Not Level	Landing is not level with doorway, trip hazard	Will repursue with new Facilities Director (when we have one - Jan 2021)
#41099	12/18/2019	5/18/2021	517		Fax Line Needs Relocating	Fax Line is in the way of staff and must be relocated	Never Done, have reissued this request (thrice)
#44875	8/14/2020	5/18/2021	277		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
#50295	1/15/2021	5/18/2021	123		Many Electrical Needs	2 lights, 2 paddles, 4 interior light updates, 4 quad outlets, 5-6 dataports, 2 bubbler connections.	Many requests, still working towards completion. New Facilities Director has been supportive.
#50972	2/20/2021	5/12/2021	81	5/12/2021	Main Circulator Pump Broken	Main Pump broken, leaking water Friday night, needing overnight emergency shutdown. Pump needs to be repaired or replaces, seal restored, and a motor review also.	Pump 1 replaced, Pump 2 replaced. Testing needed.
#52272	4/16/2021	5/18/2021	32		Roof Leaking in 4 spots	Roof leaking into buckets we strapped to the ceiling, and also down the walls in some spots on the 3rd floor	Roofers inspecting roof now, routine patchwork to compense. Not a permanent solution.
#52464	4/29/2021	5/18/2021	19		Gutters Clogged	Gutters are clogged	Work order created, lift needed, or company needs to be hired for the front gutter at least.
#52759	5/10/2021	5/18/2021	8		Column bases are rotted	Bottom of the front columns are rotted, critical need on support structure	Work order created
					In House Repairs and Adjustments		
			Date	Issue	Process	Timeline	Next Steps
			5/13/2021	OSHA Standards	Library Director learned of new OSHA standards and worked with Head Custodian to adjust materials in storage in boiler room and in receiving	2 day process	Stickers to be purchased identifying electrical boxes and circuit breakers
			5/14/2021	Digital Display Monitors	Purchased and installed	One day install by Library Director with Head Custodian supervising	Will install rasperry pi display technology to display building attendance to all patrons as they enter.
			5/3/2021	Bird in the Library	See the bird, free the bird	Took about 40 minutes	Opened every window in the room, made noise, the bird escaped, quickly closed 20 windows. Ask Peter about the pictures.
					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	Former Assistant Town Manager (PM) spent the entire budget on one copper gutter.
	7/1/2017	5/18/2021	1417	FY18	Light replacement	Replacement of lights with new fixtures.	Much of this work was completed, but final elements have been long delayed.
	7/1/2017	5/18/2021	1417	FY18	Quiet study room	New Facilities Director is evaluating old agreement and plans to adjust. Project targeted for summer	It was determined by the former 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	5/18/2021	1417	FY18	Parking lot work	Curbs have been replaced	Replaced curbs were destroyed. Looking into permanent granite replacements after 4 years of annual reapirs.
	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	5/18/2021	687	FY20	Gutter replacement	Repalcement of Remaining Gutters	Facilities Director Blazon has hired a team to replace these gutters after 4 years waiting (took him about 30 days)

## Directors Report – Tuesday May 18<sup>th</sup> 2021

### Building and Grounds

- Review of spreadsheet

### Monthly Successes

- Over 700 attendees for OBOB including Zooms, and live streams
- NYT Best Selling Author Gabrielle Zevin keynotes the April program slate
- Great Powers program based on local author
- Library launches movie binge boxes
- 800 book bundles given out since beginning of the program

### General Update

- Painters hired to restore front column and flagpole, will be completed within 30 days
- Library book sale a huge success – Thank you Friends of the Library
- Signage project complete for main library, come see it soon. Will shift attention to the Children's room later this year.
- Friends of the Library run Star Wars Program for Star Wars Day, look to make it an annual event
- Outdoor furniture and displays purchased, launched outdoor browsing today (5/18)
- Rotted wood located in several spots including the base of a column and a window sill that fell onto the ground entirely. Library Director looking into solutions.

### Follow up

- Friends of the Library Leadership and Library Director request Museum Passes be offered to all patrons with no Belmont residency requirement. \$9000 annual expense and despite increased use, ½ or more go to waste.
- Library Director to request the elimination of fines on print materials, music, movies, and audiobooks. All towns that touch Belmont have moved away from this outdated model.

## **Belmont Public Library - Fine Free FAQ**

### **Why get rid of overdue fines permanently?**

- In 2019, The American Library Association recognized fines as a form of social inequity and a barrier to library service. Their resolution urges public libraries to eliminate overdue fines.
- Since March 13, 2020, the Belmont Public Library facility had been closed to the public due to the COVID-19 pandemic. During this time, the Library Trustees have waived overdue fines in appreciation for the community's patience. Many Minuteman Network libraries are planning NOT to reinstate library overdue fines as they reopen, and the announcements have been coming out each week. 100% of the towns that touch Belmont will no longer be collecting late fines on most materials.
- Historically, fines do not accrue on e-books and e-audiobooks, which creates inequality between those who borrow digital materials and those who borrow physical materials. Digital borrowing has increased since becoming available and continues to increase.
- Collecting fines can often turn into a negative patron interaction when patrons are unhappy about being charged fines.

### **What are the budget impacts if the library eliminates overdue fines?**

The Belmont Public Library is not one of the few libraries in MA that got to keep its overdue fines, so this decision does not have an impact on the library budget.

### **Will overdue fines be waived on ALL materials?**

Overdue fines will be waived on most items, with the exception of museum passes, Commonwealth Catalog/Interlibrary Loan items, and Library of Things items.

### **How does the library get people to return borrowed materials without charging fines?**

"No overdue fines" does not mean "no responsibility." Due dates still apply, and borrowers owe it to other library users to bring materials back in a timely manner. Borrowing privileges are suspended once a patron has a billed item on their account.

### **What is the timeline for when an overdue item becomes a billed item?**

Under normal circumstances, Overdue Notices are generated after items are at least 14 days overdue, and are delivered via email, text, or mail depending on user preference. Bills are generated two weeks after the overdue notice, or four or more weeks after the item is due. During the COVID-19 pandemic, the Minuteman Library Network suspended billing for overdue items. Billing is only now resuming.

### **Will I be charged overdue fees for items owned by other Minuteman Library Network libraries?**

Items that are checked out at the Belmont Public Library will not accrue overdue fines, regardless of where the material came from within the Minuteman Library Network.

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**Will going fine free increase the wait time for popular materials?**

Existing research suggests that fines do not motivate timely returns. Libraries that have eliminated fines do not report any significant increase in overdue items.

**What happens if a patron returns another library's items at Belmont and that other library charges fines but Belmont does not? Are fines waived?**

Fines are determined by the policies of the library where the items were checked out. Any of the mentioned items checked out in Belmont would be fine-free no matter where they were returned. Patrons would still be charged fines for any materials checked out at libraries who still have late fines. Boarding towns are the ones who see the highest circulation from Belmont patrons of any in our network, and all of our border towns are now fine free.



### **Resolution on Monetary Library Fines as a Form of Social Inequity**

Whereas monetary fines present an economic barrier to access of library materials and services;

Whereas there is mounting evidence that indicates eliminating fines increases library card adoption and library usage;

Whereas monetary fines create a barrier in public relations, and absorb valuable staff time applying, collecting, and managing dues;

Whereas the first policy objective listed in ALA Policy B.8.10 (Library Services to the Poor) as approved by ALA Council on January 27, 2019, states that the American Library Association shall implement these objectives by "Promoting the removal of barriers to library and information services, particularly fees, and overdue charges";

Whereas ALA Policy B.4.2 (Free Access to Information) "asserts that the charging of fees and levies for information services, including those services utilizing the latest information technology, is discriminatory in publicly supported institutions providing library and information services";

Whereas in Economic Barriers to Information Access, An Interpretation of the Library Bill of Rights, ALA states "All library policies and procedures, particularly those involving fines, fees, or other user charges, should be scrutinized for potential barriers to access;

Whereas libraries will need to take determined and pragmatic action to dismantle practices of collecting monetary fines

Whereas libraries of all types are responsive to bodies, be they school districts, boards of trustees, college and university administration, or government entities and therefore need to be able to make the case to those bodies about eliminating fines; and

Whereas monetary fines ultimately do not serve the core mission of the modern library; now, therefore, be it

*Resolved*, that the American Library Association (ALA), on behalf of its members

1. adds a statement to the Policy Manual that establishes that “The American Library Association asserts that imposition of monetary library fines creates a barrier to the provision of library and information services.”;
2. urges libraries to scrutinize their practices of imposing fines on library patrons and actively move towards eliminating them; and
3. urges governing bodies of libraries to strengthen funding support for libraries so they are not dependent on monetary fines as a necessary source of revenue.

Mover: Peter Hepburn, Councilor At-Large, 773.426.8082

Seconders: Matt Ciszek, Councilor At-Large, 330.397.3650

Sara Dallas, Councilor At-Large, 518.859.0742

Ed Garcia, Councilor At-Large, 401-497-8992

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## Current Fiscal Year Data Comparison

## Key Performance Indicators

## Last Year

	Current month	Month comparison	Mar 2021	Feb 2021	Jan 2021	Dec 2020	Nov 2020	Oct 2020	Sep 2020	Aug 2020	Jul 2020	Jun 2020	May 2020
Circulation - Total	36,912	15,196	39,360	35,056	35,852	34,680	32,879	31,077	31,075	32,305	28,733	22,099	14,272
Circulation - Adult (books/magazines)	6,876	67	7,481	6,323	6,534	6,535	5,987	5,741	5,574	5,191	3,636	2,906	97
Circulation - YA print (books/magazines)	850	10	1,070	954	1,044	1,084	980	876	829	922	732	639	1
Circulation - Children's print (books/magazines)	12,884	62	13,975	11,976	11,215	10,303	9,557	9,478	8,270	8,436	7,030	4,373	49
Circulation - Adult Audio Visual	3,099	53	3,242	2,852	2,984	3,324	3,240	2,844	2,652	2,627	2,060	1,550	45
Circulation - YA Audio Visual	27	0	38	44	64	40	35	35	48	30	18	8	1
Circulation - Children's Audio Visual	359	2	476	427	511	465	454	456	505	499	387	334	2
Circulation - downloads & streams (eBooks/eAudiobooks/eMaterials)	12,816	15,002	13,075	12,478	13,476	12,927	12,622	11,614	13,190	14,594	14,845	12,243	14,075
Reference Questions	1,166	58	728	561	583	515	628	741	677	684	592	205	67
Programs Offered (total)	41	13	35	32	28	27	45	57	40	44	35	35	25
Adult Programs	19	10	18	15	14	7	19	16	18	21	22	16	17
YA Programs	11	0	2	1	0	5	15	19	15	7	0	0	0
Children's Programs	11	3	15	16	14	15	11	22	7	16	13	19	8
Programs Attendance (total)	491	251	690	2,009	440	1,415	329	495	341	410	441	568	406
Adult Programs Attendance	242	111	458	1,598	169	1,089	185	113	152	159	220	185	163
YA Programs Attendance	51	0	1	7	0	23	89	219	82	45	0	0	0
Children's Programs Attendance	198	140	231	404	271	303	55	163	107	206	221	383	243
Meeting Room Use	0	0	0	0	0	0	0	0	0	0	0	0	0
Museum Pass Use	60	0	38	35	4	10	32	33	15	2	0	0	0
Use of Library Computers	158	0	0	0	0	73	194	224	66		0	0	0
Materials added	1,166	274	1,011	605	672	486	775	792	750	823	1,030	552	613
Materials Withdrawn	391	0	641	103	90	295	155	1,158	670	569	211	248	7

## 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



# Eliminating Late Fines: Improving access to our library

**Proposal:** Eliminating most late fines (NOT lost/damaged material fees) as a way to make the library more accessible to everyone in Belmont. Here's 6 points to consider ahead of next weeks proposal.

1

**Late fines are not effective.**

Studies have shown that small fines do not have any impact on return rates. None.

2

**In fine-free libraries, people still return items, and on time. They do not experience an increase in lost items, they experience a decrease in them.**

3

**Collecting fines is cost-negative. Very cost negative.**

It costs more to collect fines than the total amount of the fines. In 2019 we spent over \$70,000 to collect \$18,000 in fines.

4

**716 Belmont families cannot check out materials**

because they have too many fines/fees at our library presently. Seven hundred and sixteen.

5

**100% of the towns that touch Belmont no longer collect late fines.** We must adapt now to stay relevant.

6

**Fines are not a sustainable or dependable form of revenue** and are not included in budget discussions with the town. They never mention it, it just doesn't come up. It's no longer a budget expectation.

**Bottom line:** Eliminating most of our fines will have only a positive effect for the citizens of Belmont. Please tune in the Board of Trustees meeting for a short presentation from our Library Director.

**This is not a trend, this is a shift in the field, and it's happening all around us.**