

BOARD OF LIBRARY TRUSTEES ANNUAL REPORT FOR FY2015

LIBRARY BUDGET AND HOURS. In FY2015, the Town granted the Library a budget of \$1,031,000 which allowed us to build our collections, enhance community programs, and restore hours to the FY2010 level. In FY2016, the Library will be open 67 hours a week during the fall, winter, and spring and 60 hours a week in summer.

LONG-RANGE PLANNING. Each year, the Library works hard to provide activities that will help us meet the goals outlined in our Five-year Long-Range Plan. In FY2015, we made progress on our objective of improving patrons' access to digital content. We increased the number of available e-books by 7,548 (39 percent), downloadable audiobooks by 1,597 (25 percent), and our sizable audiobooks and video holdings by 502 (5 percent). We initiated a streaming music and video service for our patrons. Our print holdings increased by 2,069 items (3.3 percent). We were able to upgrade an existing staff position in the Children's Room to a professional position which will improve service to both teens and younger children and begins to address another important goal of improving library services to Wayland's youth. The successful advocacy to restore library hours to FY2010 levels aligns with the goals of our Long-Range Plan to improve service overall. To help us plan for the future, Trustees engaged Library Building Consultant Tom Jewell to assist the Trustees and staff update the Library's outdated program which documents space demands, program use, and library service trends. These issues have been on-going concerns of the Trustees and objects of study since the early part of the last decade. They also commissioned the University of Massachusetts Donahue Institute to survey Wayland households on their relationship to the Library. The purpose was twofold: to measure people's satisfaction levels and wishes for library collections, services, programs, and spaces, and to gauge support for the Trustees' efforts to address the building's shortcomings.

LIBRARY PLANNING COMMITTEE. In January 2015, the Trustees appointed a Library Planning Committee (LPC) of resident volunteers representing a wide variety of interest groups, town officials, Library staff members, and Library Trustees. The LPC was formed in anticipation of a fall 2015 announcement of a new Massachusetts Public Library Construction Program (MPLCP) grant round. Formation of such a planning committee is a requirement for the grant application process. The grant could fund up to 45% of eligible construction costs of an expanded or new library. At the end of FY15, the LPC was still working to fulfill its initial charges:

- To review the Library's current program, services, and long-range plan;
- To evaluate the Library's space needs and its current building on Concord Road;
- To visit other libraries to investigate a range of physical layouts and service solutions;
- To educate themselves about the MPLCP;
- To familiarize themselves with building options and costs; and
- To recommend whether to go forward with a MPLCP grant application.

BUILDING AND GROUNDS. The Trustees serve as stewards of the Library building, overseeing maintenance, repairs, and improvements in coordination with the Town's Facilities Department. Flooding continues to plague the downstairs Children's Room, which this year experienced several minor incidents due to problems with the building's drainage system and grading. We await action on the drainage improvements planned after the building experienced a major flood in spring 2010.

Because of the layout of our interior public space, it is difficult to provide truly quiet or private work areas in the building. However, this year we reconfigured space devoted to public computers to create an improved teaching area for ESOL tutors, as well as other tutors who work with our middle and high school students. We also plan to install new, more suitable furniture in the public computer area in FY2016. Our building's shortcomings include inadequate space for IT infrastructure, collections, events, community programming, staff work, quiet locations for reading, study, group work, and children's and

teen services. Our constrained parking areas and the traffic congestion at our busy intersection remain unchanged, as does limited access for patrons with disabilities. We remain convinced that the limitations of our building are hampering our ability to deliver 21st century library services. Therefore, the Trustees continue to explore opportunities to ease crowding at the Library and to expand the current facility or move the Library to another location. A grant from the MPLCP would substantially offset the cost of this type of library improvement.

TECHNOLOGY. We improved technology services to our users in FY2015. The highlight of our technology-related services this year was the creation of a new, attractive, and user-friendly Library website. This new website allows us to integrate our electronic services (eBooks, downloadable and streaming audiobooks and video, and electronic reference databases) into a more robust online presence. We provided free wired Internet service to an average of 610 people per week on five public computers, and our popular wireless network is very heavily used by those visiting the Library. We offer on-site access to a variety of tablets and notebook computers. We maintain an active social network presence on Facebook and offer regular workshops on technology topics. We are in the final stages of adopting a new electronic newsletter that will allow us to improve the dissemination of important information about library programs and services to our users.

LIBRARY COLLECTIONS AND SERVICES. Library circulation of printed books has increased in our adult department by approximately 3.4 percent in FY2015, and there was a slight increase in the children's department as well. Our patrons take advantage of our membership in the Minuteman Library Network to access the collections of more than 40 libraries. More than a quarter million items were checked out or downloaded by our patrons. Downloadable audiobook and ebook circulation increased 30 percent. We recorded 110,230 individual visits to our Library this year -- a weekly average of 2,120 visits. A summary of circulation and other statistics for FY2015 follows this narrative.

PROGRAMS. We enhanced our program offerings for both youth and adults. Our children's programs are especially popular, and attendance often exceeds our ability to accommodate participants in our parking area and meeting room. Over 8,000 people attended the 475 programs offered by our staff in FY2015, an increase in attendance of nearly 40 percent over last year.

FRIENDS OF THE WAYLAND PUBLIC LIBRARY. Our steadfast Friends organization continues to support us generously with both volunteer time and money. The Friends provide funding for most of the programs offered by the Library and many services which are not supported by the Library's appropriation from the Town.

TRUST FUNDS. The Library's main trust fund is the Millennium Endowment Fund, which is managed by the Town's Commissioners of Trust Funds. The Millennium Fund was established to sustain excellence in library services and to provide a supplementary source of support for the Library when needed; it is not intended to pay for regular operations. The Library is also the beneficiary of some smaller trusts which are used for designated purposes.

THANKS. The Town is fortunate to have a talented Library staff and many volunteers who routinely dedicate much time to our Library. Many thanks to the citizens of Wayland whose financial and moral support have enabled us to provide another year of excellent library service.

BOARD OF LIBRARY TRUSTEES FOR FY2015

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Ann F. Knight, Library Director

WAYLAND FREE PUBLIC LIBRARY
SUMMARY OF LIBRARY STATISTICS, FISCAL YEARS 2014 AND 2015

	FY 2014	FY 2015
CIRCULATION		
ADULT/YA		
Print	56,149	¹ 57,447
Non-Print	67,252	² 63,036
JUVENILE		
Print	71,967	¹ 71,986
Non-Print	13,543	² 12,318
DOWNLOADABLE (Audio+eBook)	13,271	17,347
TRANSFERS TO OTHER MINUTEMAN LIBRARIES	36,991	36,635
TOTAL CIRCULATION ACTIVITY	259,173	²257,788
WAYLAND ACQUISITIONS		
PRINT	6,129	6,693
NON-PRINT	2,233	1,983
TOTAL ITEMS ADDED	8,362	8,676
OTHER METRICS		
REGISTERED BORROWERS	6,849	6,846
REFERENCE QUESTIONS	19,897	20,437
YOUTH & ADULT PROGRAMS HELD	324	475
Total Attendance	5,818	8,044
WEEKLY LIBRARY VISITS (AVERAGE)	2,111	2,120
FINES COLLECTED	\$14,599	\$15,055
TRUST FUND BALANCE (as of 6/30/15)		
ENDOWMENT FUND	\$794,415	\$804,298
OTHER TRUST FUNDS	\$408,405	\$412,174
TOTAL TRUST FUNDS	\$1,202,810	\$1,216,472

¹ Print includes traditional books/magazines printed on paper; everything else included in Non-Print.

² Lower numbers are attributable to decrease in DVD & music CD circulation, due to increasing popularity of streaming