

BOARD OF LIBRARY TRUSTEES ANNUAL REPORT FOR FY2020

LIBRARY BUDGET AND HOURS. In FY2020, the Town granted the Library a budget of \$1,129,835, allowing us to build our collections and be open 67 hours a week (60 hours in July and August). However, on March 15, 2020, the Library closed in response to the COVID-19 pandemic, and staff transitioned temporarily to working from home. Limited on-site hours resumed on June 1; though the building remains closed to the public, curbside pick-up services made over 1,135 items available to patrons in the month of June.

STRATEGIC PLANNING. A Strategic Plan helps us anticipate and respond to our community's needs and deliver the highest standard of library services based on available resources. A current plan approved by the MBLC qualifies the Library for state and federal grants. A new plan, effective July 1, 2020, through June 30, 2025, was developed and approved by the Trustees on September 18, 2019, and by the MBLC on September 24, 2019. Despite unprecedented challenges, we have already accomplished an impressive number of the goals set forth in the FY2020-2021 Action Plan. An FY2022 Action Plan is due to the MBLC by December 1, 2020.

STAFFING. In FY20, the library welcomed two Youth Services clerks, Laura Drinan and Stephanie Bennett, to positions vacated by resignations. Two additional staff have retired due to COVID-19 concerns. A WFPL Employee Emergency Manual was developed prior to the advent of the pandemic.

BUILDING AND GROUNDS. The Trustees serve as stewards of the Library building and grounds, overseeing maintenance, repairs, and improvements, with the assistance of Town officials and departments, under M.G.L. c.78. In the summer of 2019, the large windows in the round room were removed and repaired. Overgrown, intrusive ivy vines were removed from the building exterior to prevent long-term damage to the bricks, mortar, and windows. Interior improvements included the creation of additional study spaces in the East Mezzanine to meet increased demand. (These currently serve as physically distanced workstations for staff.) Parking lot capacity continues to be problematic for staff and patrons picking up materials, even during this closure. We look forward to working further with town officials to better accommodate patron, staff, and trail user needs once we reopen.

TECHNOLOGY. In March, our Reference/Technology Librarian was redeployed with our two 3D printers to build approximately one hundred N95 masks and fifty face shields for Wayland first responders. The continued growth of the Library of Things includes an Orion telescope acquired through the generosity of an anonymous donor, a second pair of noise-canceling headphones, and a metal detector. Due to the pandemic, not all are circulating. The Library Wi-Fi has been boosted by a hotspot, allowing better reception in our parking lot during the closure, but an even stronger signal would be especially valuable to residents unable to enter the library at this time.

LIBRARY COLLECTIONS AND SERVICES. Libraries experience increased demand during difficult economic times, including this pandemic. Libraries offer free access to crucial services, including internet access, job-search resources, and professional reference services. For children and teens unable to return to classrooms, library resources and access to professional library staff are a vital supplement to home learning. During the pandemic, library workers have provided uninterrupted service to the community by increasing the availability of eBooks and eAudiobooks, providing telephone outreach, and starting curbside pickup. They creatively adapted adult and children's programming and the summer learning program into well-attended virtual formats hosted by both staff and invited guests. Resident library cardholders number 8,008, representing a third consecutive year of growth. Circulation of physical materials was paused for 2.5 months, yet print materials this year still account for more than half our total loans, and circulation numbers are increasing again as curbside pickup and staff on-site hours expand. Meanwhile, borrows from digital

collections increased 27% compared to last year. In spite of being closed to the public for a portion of the year, the Library held nearly 600 programs with close to 9,000 participants.

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 programs and services that exceed the Library's appropriation from the Town, such as the very popular charging stations and Museum Passes, and this year a few dozen handcrafted masks for staff! Their semi-annual book and bake sales and annual membership drive are the cornerstones of their fundraising efforts. Unfortunately, the pandemic made the Annual Spring Sale impossible and the book carts in the lower lobby inaccessible.

TRUST FUNDS. The Library is the beneficiary of bequests and private donations, some of which have dedicated purposes and may be tapped by the Trustees for non-operational expenditures. The Janet Tucker Swain Memorial Collection provides funds for materials for young adults (ages 12-17) and this year paid for additional materials for the new Teen Loft. The Millennium Fund, established to sustain excellence in library services and to provide a supplementary source of support for the Library when needed, contributed to the stipend for the ELL director, and the fee for a consultant who assisted us with our Strategic Plan. The Library's funds are managed by the Commission of Trust Funds.

AN APPRECIATION. The Town is fortunate to have a talented, experienced, and dedicated Library staff. We have a wonderful group of volunteers, who routinely dedicate much time to our Library making it a vibrant information and community center. Our deepest appreciation, of course, goes to the citizens of Wayland whose continued financial and moral support has enabled us to provide another year of excellent Library service, especially during this difficult time of the COVID-19 pandemic.

BOARD OF LIBRARY TRUSTEES FOR FY2022

Aida A. Gennis, Chair

Leah Hart, Vice-Chair

Maureen White

Sarah Hubbell

Judy Dion, Secretary

Courtney S. Conery

Sandra Raymond, Library Director

SUMMARY OF LIBRARY STATISTICS, FISCAL YEARS 2019 AND 2020

	FY 2019	FY 2020 ¹
CIRCULATION		
ADULT/YA		
Print	69,550	53,594
Non-Print	48,615	34,432
CHILDREN		
¹ Print	71,618	57,603
Non-Print	7,873	5,206
DOWNLOADABLE (TEXT+AUDIO+VIDEO)	38,589	48,919
TRANSFERS TO OTHER MLN LIBRARIES	34,811	22,865
TOTAL CIRCULATION ACTIVITY	<u>271,056</u>	<u>222,619</u>
WAYLAND ACQUISITIONS		
PRINT	6,971	5,026
NON-PRINT	1,517	659
TOTAL ITEMS ADDED	8,488	5,685
OTHER METRICS		
REGISTERED BORROWERS Wayland resident card holders	7,986	8,008
REFERENCE QUESTIONS	10,062	8,125
YOUTH & ADULT PROGRAMS HELD	657	586
TOTAL PROGRAM ATTENDANCE	9,088	8,844
² WEEKLY LIBRARY VISITS (AVERAGE)	2,094	1,957
³ FINES COLLECTED	\$11,923	\$8,920.69
TRUST FUND BALANCE (as of 6/30/20)		
THE MILLENNIUM FUND	\$997,911	\$1,026,355
OTHER FUNDS	\$523,502	\$542,878
TOTAL FUNDS BALANCE	\$1,521,413	\$1,569,233

¹ Due to COVID-19, the building was open for 37 weeks. No physical materials circulated from 3/15/20-6/1/20. Curbside pickup of physical materials began 6/1/20.

² The 2020 figure is based on the 37 weeks the building was open to the public.

³ Fine money collected by the Library is turned over to the Town's General Fund.