

BOARD OF LIBRARY TRUSTEES ANNUAL REPORT FOR FY2021

LIBRARY BUDGET AND HOURS. In FY2021, the Town granted the Library a budget of \$1,153,597. Many staff worked remotely in the early months of the pandemic. During the first week of July 2020, most library staff had returned to the building, providing curbside and reference services M-F 9-5, Sat 10-1 (43 hours/week), while others continued to provide virtual programs remotely. By mid-July, most staff had returned to the building, providing services M-Saturday (55 hours/week). In-person browsing and use of internet computers began by appointment in October 2020. Appointment hours and capacity limits were expanded over the course of the year, in accordance with state and local guidelines until June 15, 2021 when the Governor lifted the State of Emergency. Building capacity was no longer limited and appointments were no longer required. [Note: We returned to our normal summer schedule (60 hours/week) effective June 1, 2021.]

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. Our current plan went into effect July 1, 2020 and runs through June 30, 2025. It was approved by the Trustees, the MBLC, and qualifies us for state and federal grants. Despite unprecedented challenges from COVID-19, we have already accomplished an impressive number of the goals set forth in the FY2021 Action Plan. Our FY2022 Action Plan was submitted to MBLC on December 1, 2020.

STAFFING. In FY21, the library lost seven staff members through retirement or resignation due to pandemic concerns.

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 accordance with state and local guidelines, the entire building was closed to the public from March to October 2020. On October 19, 2020, the public regained limited access to the building by appointment. Workstations for staff were physically distanced in areas formerly open to the public. On June 1, 2021, the building reopened to the public without appointment, except for the Children's Room, which opened on June 21. Parking lot capacity remains problematic. We look forward to working further with town officials to better accommodate patron, staff, and trail user parking needs in the coming year. In May 2021, the Wayland Garden Club donated a statue commissioned from sculptor Janice Corkin Rudolf in memory of longtime WGC member Pat Jones. The three-foot bronze has been placed in the garden by the side door, where it is sure to inspire young readers for years to come.

TECHNOLOGY. In spring 2021, the Library began a major telecommunications project. Progress halted in early summer due to supply chain delays. Ultimately, we hope to offer a stronger, more reliable internet signal throughout the building and in the parking lot. Our phone system will also receive an upgrade and be converted to VOIP technology. Our Library of Things was enriched by the addition of a portable battery pack, two more hotspots, a microscope, a soil analyzer, and a digital video projector. An unexpected benefit of the lockdown was the opportunity to spruce up the library website--making links consistent, removing orphan pages, updating information, and general housekeeping. We also replaced eight older computers and monitors with new Windows 10 machines.

LIBRARY COLLECTIONS AND SERVICES. Libraries generally experience increased demand during difficult economic times. This pandemic has been no exception. 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. Throughout the pandemic, library workers have provided cheerful service to the community by increasing the availability of eBooks and eAudiobooks, providing telephone outreach, and instituting 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. In FY2020, the building was closed for 3.5 months but we did have 8.5 months of normal operations. FY2021 had 3.5 months of closure, with an additional 8.5 months of challenging and shifting conditions. Comparing FY2021 to FY2020 is comparing two very different anomalous years. In order to better gauge the library's return to normal, it may be more useful to compare overall circulation from FY2021 with FY2019. Shows a recovery of 84%, which is heartening indeed overall. It is unsurprising that for the first time ever, our downloadable circulation exceeded our physical circulation. It is worth noting however that the circulation of print materials has been steadily rising throughout FY2021, moving from 5,835 in July 2020 to nearly 27k in June 2021, outstripping June 2019. Digital downloads remain high with only a slight reduction since it began to spike in Spring 2020.

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 Museum Passes and Take and Make kits, which were exceedingly popular this year due to the pandemic. Their semi-annual book and bake sales and annual membership drive are the cornerstones of their fundraising efforts but the pandemic made the Annual Fall and Spring Sales impossible and the book carts in the lower lobby were inaccessible until mid-June 2021.

TRUST FUNDS. The Library is the beneficiary of bequests and private donations, some of which have dedicated purposes and may be used by the Trustees for non-operational expenditures. The Janet Tucker Swain Memorial Collection provides funds for materials for young adults and this year paid for new materials in our growing teen collection. 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 speaker fees for the Wayland Reads program. The Marian Draper Fund contributed to the purchase of new shelving in the Children's Room. The Gossels Fund supported speaker fees for the cross-racial conversations program as part of the Wayland Reads offerings. The Commission of Trust Funds manages the Library's funds.

AN APPRECIATION. The Town is fortunate to have a talented, experienced, and dedicated Library staff. We also have a wonderful group of volunteers, who routinely dedicate much time and effort in making our Library a vibrant information and community center. This year, we also thank departing Trustee Maureen White for her service and welcome Trustee Win Treese. Our deepest appreciation, of course, goes to the citizens of Wayland, whose continued financial and moral support has enabled us to provide customarily excellent Library service under the exceptionally difficult conditions of the COVID-19 pandemic.

BOARD OF LIBRARY TRUSTEES

Aida A. Gennis, Chair

Leah Hart, Vice-Chair

Win Treese

Sarah Hubbell

Courtney S. Conery,
Secretary

Judy Dion

Sandra Raymond, Library Director

SUMMARY OF LIBRARY STATISTICS, FISCAL YEARS 2020 AND 2021

	FY 2020 ¹	FY 2021 ²
CIRCULATION		
ADULT/YA		
Print	53,594	42,340
Non-Print	34,432	15,243
CHILDREN		
¹ Print	57,603	50,417
Non-Print	5,206	2,631
DOWNLOADABLE (TEXT+AUDIO+VIDEO)	48,919	56,568
TRANSFERS TO OTHER MLN LIBRARIES	22,865	60,810
TOTAL CIRCULATION ACTIVITY	<u>222,619</u>	<u>228,009</u>
WAYLAND ACQUISITIONS		
PRINT	5,026	7,249
NON-PRINT	659	684
TOTAL ITEMS ADDED	5,685	7,933
OTHER METRICS		
REGISTERED BORROWERS Wayland resident card holders	8,008	7,777
REFERENCE QUESTIONS	8,125	4,601
YOUTH & ADULT PROGRAMS HELD	586	352
TOTAL PROGRAM ATTENDANCE	8,844	4,840
³ WEEKLY LIBRARY VISITS (AVERAGE)	1,957	506
⁴ FINES COLLECTED	\$8,920.96	\$532.170
TRUST FUND BALANCE (as of 6/30/20)		
THE MILLENNIUM FUND	\$1,026,350	\$1,022,850
OTHER FUNDS	\$542,878	\$540,510
TOTAL FUNDS BALANCE	\$1,569,233	\$1,563,360

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 Due to COVID-19, the building was open for 36 weeks.

³ The 2020 figure is based on the 37 weeks the building was open to the public. The 2021 figure is based on the 36 weeks the building was open to the public both with and without appointments.

⁴ Fine money collected by the Library is turned over to the Town's General Fund.

