



BOARD OF LIBRARY TRUSTEES ANNUAL REPORT FOR FY2023

LIBRARY BUDGET AND HOURS

In FY2023, the Town granted the Library a budget of \$1,258,343, allowing us to build our collections, increase teen programs, and maintain a schedule of 67 hours per week during most of the year and 60 hours per week during July and August. The value of the items circulated by the Library during this fiscal year was \$4,032,206.38. This translates to an approximate Return On Investment (ROI) of 220%.

STRATEGIC PLANNING

In FY2023, we made additional progress towards our Strategic Plan goals by expanding and updating our collections, collaborating with other town departments and area libraries on programming, and expanding our programming venues. While our print holdings did not increase significantly, the Library's downloadable offerings grew by 20%.

PERSONNEL

Sandy Raymond, Library Director for the past six years and 20-year staff member, retired at the end of June. Andrew Moore, Assistant Director, served as Acting Director until a new Director could be hired. The Trustees appointed a Screening Committee consisting of Aida Gennis, Chair; Leah Hart; Andy Moore; Amy Conway; Meredith Tobe; and Vicki LaFarge. The Trustees also hired consultant Jennifer Harris to assist in finding Director candidates. The Library, working closely with Human Resources, continued to consolidate and update library staffing and job descriptions.

BUILDING AND GROUNDS

The area around one of the Round Room windows was repointed, which seemed to stop a rainwater leak. The repair and maintenance project approved at 2022 ATM included repointing the exterior masonry. We also improved the layout in the Technical Services room on the lower level. While there is still an overall space shortage, each staff now has a desk and workspace. The Department of Public works removed the rust from and repainted the wrought-iron fencing by the front door,

making it look like new. Parking capacity remains problematic, especially during special library events. We hope to work further with town officials to better accommodate patron, staff, and trail user parking needs in the coming year.

TECHNOLOGY

The major telecommunications project that was interrupted by the pandemic was temporarily stalled due to global supply issues, however, Town IT Director Mike McCann informed us our new WiFi equipment and the replacement of our outdated phone system with a Voice Over Internet Protocol (VOIP) system was back on track allowing this project to be completed in the fall. We began using one of our hotspots as a temporary fix to compensate for the unreliable wireless Internet connectivity. After showing signs of increasing decrepitude, all three digital displays were replaced and the connections upgraded by AdTech. Partnering with the Recreation Department, we acquired a Jackery portable power source. Finally, and perhaps most notably, we undertook a wholesale redesign of our website working with web design firm Stirling Brandworks. The result is a faster, cleaner site that is more attractive, more intuitive and easier to navigate.

LIBRARY COLLECTIONS AND SERVICES

The Library's response to COVID-19 may have permanently altered the way we serve our patrons. Curbside pickup is now a part of our service model. Library programs are delivered in-person, virtually, and hybrid. Many programs can be viewed later as recordings. In temperate seasons, Youth Services offers outdoor programs (several at the Hannah Williams Park) to accommodate families who still avoid indoor events. We also offered programs in other areas of the Library, including several author events in the Round Room, and a few highly attended programs in the Library's North Wing. ESOL conversation groups met in various areas, often in the East Mezzanine. These diverse options have expanded our program audience by 44% over FY22 and we returned to pre-pandemic (and pre-virtual) programming levels. Total circulation numbers, while having dipped very slightly from last year, are still strong. Print materials circulate nearly twice as much as non-print materials. We enhanced circulation service with 50 sturdy red canvas bags that patrons are able to check out when they have a large stack of books. These replace the less environmentally friendly plastic bags that we had been offering. Please see the chart below reflecting some of our key usage metrics from the past three fiscal years.

Library Usage	FY21	FY22	FY23
Total Circulation	218,382	283,342	276,179
Total Library Visits	24,549	58,733	70,102
Total Program Attendance	4,960	4,840	8,979
Total Number of Programs	352	350	552
Total Electronic Usage	46,980	50,120	53,783
Total Reference Transactions	4,601	8,138	7,852

LOCAL HISTORY COLLECTION

The Library has received two major Community Preservation Act grants: \$19,765—approved at 2022 Annual Town Meeting—to conserve, digitize, and house five historic items (including an original issue of Lydia Maria Child’s abolitionist newspaper); and \$41,550—approved at 2023 ATM—to digitize our Wayland Town Crier microfilm and conserve and digitize the Library’s first record book, from 1850. We also commemorated the 175th anniversary of our founding with a new history of the Library written largely by three History PhD students from Brandeis University, resulting in a book designed by staff member Emily Kristofek and printed by Concord Press, as well as a new page on the Library website commemorating our 175th anniversary. The students were supported by a grant to Brandeis from the Mellon Foundation. We also received a \$6,000 Library Services and Technology Act (LSTA) grant to support five exhibits in a project (still in progress) called *Wayland in the Mirror: History and Diversity in Focus*. We bought an exhibit case for our archival materials and a vitrine for more three-dimensional displays. Finally, a Fellow supported by the Massachusetts Roving Archivist program spent 60 hours organizing three collections of our historic photographs.

175TH ANNIVERSARY CELEBRATION

We held two very popular programs to celebrate the Library’s establishment in 1848. The first featured talks by the three Brandeis scholars (see above) and UConn Professor Emeritus Dr. Robert Gross, who spoke on the Library’s unique history as a pioneering library. The second, more festive, program offered cupcakes and an ice cream truck, face painting and kids’ crafts, music from a jazz band led by Andy Moore and the WHS Honors Jazz Ensemble, and remarks extolling the library by Trustee Chair Aida Gennis, Andy Moore, and three WHS students.

YOUTH SERVICES

360 children and 52 teens participated in the 2022 Summer Reading program. The Children’s Room expanded its Spanish language collection, doubled its collection of launchpads, added Wonderbook Read-alongs, and videogames. Youth services staff visited the schools, collaborated with the Recreation Department, and Family ACCESS Early Literacy Services, to bring our programming outside the library.

FRIENDS OF WAYLAND LIBRARY

Our steadfast Friends organization continues to provide funding for nearly all library programs, as well as museum passes, which are not supported by the Library’s appropriation from the Town. The pandemic made it impossible for them to hold their semi-annual book and bake sales in the Town Building. After a year of improvisation, in the spring they established an ongoing sale in the Raytheon Room, in a creative arrangement that still allows use of the room as a meeting space. This has proven extremely successful, with strong sales and good community response. The narrow hallway in which they used to have to sort and box is now used for sorting library deliveries.

TRUST AND GIFT 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 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, contributed to the stipend for the ESOL director, and speaker fees for the Wayland Reads program. It also paid for a fully redesigned website with new content and improved functionality. The Marian Draper Fund paid for the production of the 175th Anniversary book, a history of the Library; the Fund also covered a financial shortfall for the Friends of the Library, thus allowing our programming to continue through the rest of the Friends’ fiscal year, which runs October - September. Library trust

funds are managed by the Trust Fund Commission. The expenditures from all trust and gift funds for FY2023 totaled \$19,736.00.

AN APPRECIATION

The Town is fortunate to have a talented, experienced, and dedicated Library staff. The Library also has a wonderful group of volunteers, who routinely devote much time and effort to making our Library a vibrant information and community center. In addition, we extend a heartfelt thanks to the Wayland Garden Club, which has been providing weekly floral arrangements for our Circulation Desk for a full century. The Club also tends the garden alongside Concord Road. Our deepest appreciation, of course, goes to the citizens of Wayland, whose continued support has enabled us to provide our community with exemplary Library service for more than 175 years!

BOARD OF LIBRARY TRUSTEES

Aida A. Gennis, Chair

Leah Hart, Vice-Chair

Win Treese

Elisa Scola

Judy Dion, Secretary

Elaine Donnelly

Andrew Moore, Acting Library Director

SUMMARY OF LIBRARY STATISTICS, FISCAL YEARS 2022 AND 2023

	FY2022	FY2023
CIRCULATION		
ADULT/YA		
Print	68,266	69,038
Non-Print	26,086	23,230
CHILDREN		
Print	90,789	87,205
Non-Print	5,025	5,273
DOWNLOADABLE (TEXT+AUDIO+VIDEO)	50,056	61,624
TRANSFERS TO OTHER MLN LIBRARIES	43,080	37,769
TOTAL CIRCULATION ACTIVITY	<u>283,342</u>	<u>276,179</u>
WAYLAND ACQUISITIONS		
PRINT	7,935	7,070
NON-PRINT	648	508
TOTAL ITEMS ADDED	8,583	7,578
OTHER METRICS		
REGISTERED BORROWERS Wayland resident card holders	7,587	7,437
REFERENCE QUESTIONS	8,138	7,852
YOUTH & ADULT PROGRAMS HELD	350	522

	FY2022	FY2023
TOTAL PROGRAM ATTENDANCE	4,960	8,979
WEEKLY LIBRARY VISITS (AVERAGE)	1,129	1,348
FINES COLLECTED	\$255.31	\$655.14
TRUST FUND BALANCE (as of 6/30/2022)		
THE MILLENNIUM FUND	\$1,111,320	\$1,227,392.81
OTHER FUNDS	\$594,954	\$648,944.34
TOTAL FUNDS BALANCE	\$1,706,274	\$1,876,337.15

¹SUMMARY OF LIBRARY STATISTICS, FISCAL YEAR 2021

²FY 2021

CIRCULATION

ADULT/YA

Print 42,340

Non-Print 15,243

CHILDREN

Print 50,417

Non-Print 2,631

DOWNLOADABLE
(TEXT+AUDIO+VIDEO)

56,568

¹ FY21 is included due to it being omitted from the FY22 Annual Report.

² Due to COVID-19, the Library building was open for 36 weeks.

TRANSFERS TO OTHER MLN LIBRARIES	60,810
TOTAL CIRCULATION ACTIVITY	288,009

WAYLAND ACQUISITIONS

PRINT	7,249
NON-PRINT	684
TOTAL ITEMS ADDED	7,933

OTHER METRICS

REGISTERED BORROWERS Wayland resident card holders	7,777
REFERENCE QUESTIONS	4,601
YOUTH & ADULT PROGRAMS HELD	352
TOTAL PROGRAM ATTENDANCE	4,840
³ WEEKLY LIBRARY VISITS (AVERAGE)	506
⁴ FINES COLLECTED	\$532.17

TRUST FUND BALANCE (as of 6/30/2021)

THE MILLENNIUM FUND	\$1,022,850
OTHER FUNDS	\$540,510

³ This 2021 figure is based on the 36 weeks the Library 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.

TOTAL FUNDS BALANCE

\$1,563,360