Date: January 4, 2022

To: Pollard Library Board of Trustees

From: V. Woodley

Re: Director’s Report January 2022

BUILDING ISSUES:

The City electricians have been changing out ballast and light bulbs to LED format throughout the Library. The light fixtures over the front stairwell have presented quite a challenge since they are several stories high in some places.

PERSONNEL:

We presently have 4 open positions at the Library: Library page, part-time Library custodian, Coordinator of Technical Services and Automation, and part-time Library Aide. All the positions have been posted. No recent interviews at this time.

STRATEGIC PLAN – ACTION PLAN UPDATE:

Here are reports from the various SP subcommittees:

* The Culture sub-committee is currently in the process of collecting and evaluating questions for inclusion in our Staff Satisfaction Survey. In our January meeting, we’ll work on narrowing down the number of questions we currently have, discuss any additional ones we’ve come up with and work on rewording those that don’t fit our desired format. We’re hoping to have the survey in a workable form by March or April. We have also pooled all the training and customer service resources we’ve come up with so far into a single document. Work on this list is ongoing. (Liz Manning)
* The Engage sub-committee has formed a Collection Development Committee made up of staff who have agreed to assist with selection of new materials and the weeding of sections of the Library’s collection. We will begin working on a draft of a Collection Development and Gift Acceptance policy.  We have also begun the process of determining what we need to move forward with our ideas for an Awesome box, “Patron Picks” displays, and forms for patron materials requests. (Dory Lewis)
* Outreach sub-committee **-** The team is in the first stages of research for the projects we'd like to accomplish. Falicia has been putting together information on how other libraries run their bookmobile. Katie Marsh, coordinator of the Beverly bookmobile, was incredibly helpful to us in this respect. We also included Liz in this conversation, as she will be instrumental in helping us set bookmobile policy. As for the senior center we have Mary Ann's thoughts on what her goals are and even Lilian has chimed in. The senior center is getting a new carpeting floor plan to assist navigation of the space and she recommended a few activities she'd like to see, including a senior book club. We would still like to set up a formal meeting but this information is incredibly helpful to us as we select programming for the branch. Committee members have also communicated with library staff that regularly conducts outreach visits and collaborates with other agencies/schools on activities.  We are compiling a list of these agencies.  This will give us a picture of what the library is currently doing for outreach.  We also plan on meeting with other library staff that do outreach to get their ideas for other agencies we may want to collaborate with in the future as well as possible sites for bookmobile visits. (Molly Hancock)
* For the Welcome group, our first priority is that we are creating a checklist related to welcoming and safety for the building, its furnishings, wayfinding, etc. that we'll use to evaluate our building in first quarter 2022 and a few other selected libraries that we'll use for benchmarking. Other tasks related to translation, technology and accessibility are in the works as well. (Bridget Cooley)

GREATEST OBSTACLES FOR 2022:

* For management - Supporting staff and/or encouraging outside assistance for staff who are likely burned out, overwhelmed by the pandemic/patron interactions, and/or those who are still exhibiting fears about the pandemic.
* For the Library - Looking at the ways our Library is currently used by patrons and creating a path to ensure that all cultures, races, economic backgrounds, usage rates, etc. are served and represented. Likely, we'll need to be creative in offering services (1-on-1, online, how to sheets, etc.) to help those without technology skills to use the new future services of our Library (i.e. if we stop purchasing CDs we'll need to offer streaming services/options. Since patrons do not have Internet, we might need to create maps to identify free Wi-Fi spots in the city, explain how to use services offline, how to download to use services offline, etc.
* I believe that our biggest obstacle moving forward in 2022 is staffing issues.  Keeping all positions at the Library filled is an ongoing concern.
* I think one of our greatest obstacles for 2022 is not having enough staff.
* COVID-19 Burnout
* A security guard or a police officer in the library midafternoon or night time.
* I think the greatest challenge facing the library in 2022 is pandemic fatigue affecting both staff and patrons. It is essential to keep up safety protocols, but it is also an extra duty to continually remind patrons to follow rules about masks, especially the repeat offenders.
* As the Director, I think staffing will be our greatest issue. Even if we paid everyone a wage commensurate with the rest of Massachusetts, it will be hard to find people interested in taking minimum wage positions.

BOOKMOBILE PROJECT:

The budget for our Bookmobile Project has been entered into the MUNIS system. Below is a snapshot of the account.



We have already drafted job descriptions for two of the positions we wish to fill and are working on the third. Library Staff are working with the purchasing department for the bid specifications needed for the vehicle itself.

INCIDENTS:

* We have had an incident with a homeless person that has escalated to the point where he has stolen library materials and refused to comply with Staff directions to empty his backpack to see what is setting off our anti-theft gate alarms. Since we know what he has stolen and he refuses to return it, we have notified the Police. We will notify them the next time he comes to the Library so he can be issued a No Trespass order by the Police.
* We have spoken to other patrons about wearing masks properly. We have had to ask some of them to leave since they won’t comply with the mask mandate.

BUDGET SNAPSHOT: We are now 51.5% through FY22.

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| MUNICIPAL ACCOUNT | $ BUDGETED FY2022 | $ SPENT | % OF BUDGET USED |
| Salaries – Permanent | 971,982.00\* | 469,091.30 | 48.26 |
| Salaries – Temporary | 69,340 | 16,830.64 | 24.27 |
| Salaries – Shift | 5,632 | 2,438.91 | 43.30 |
| Electricity | 76,000 | 14,824.47 | 19.51 |
| Repair & Maint. Equip. | 5,550 | 4,020.13 | 72.43 |
| Leasing Equipment | 45,245.00\* | 20,246.76 | 44.75 |
| Consortium Fee | 54,598 | 54,598 | 100 |
| Professional Services | 46,894.00\* | 3,217.00 | 6.86 |
| Library Materials | 152,551 | 95,580.74 | 62.65 |
| Office Supplies | 15,000 | 12,048.32 | 80.32 |
| Custodial Supplies | 5,000 | 840.42 | 16.81 |

State Aid Grant: We have received a disbursement of Library State Aid for FY22, but are still expending funds from the FY21 grant to pay for salaries.

Literacy State Grant: We have received a disbursement of funds for FY22.

ARPA/ MBLC Communities Hardest Hit by COVID Grant: We have received the funds for this grant.

Respectfully submitted,