Date: March 2, 2022

To: Pollard Library Board of Trustees

From: V. Woodley

Re: Director’s Report March 2022

BUILDING ISSUES:

* DPW has begun to work on quite a few maintenance projects in the Library:
* In the ground floor meeting room they have removed the top half of the cabinet at the front of the room. They are preparing to mount our new large monitor on the wall above the cabinet. They repaired some of the broken hinges on the cabinets.
* They have looked at the crumbling wall and floor in the Children’s workroom. They are investigating how the water/moisture is getting through the outer wall and floor and what they can do to fix it.
* They fixed the rain gutter liner and downspouts on the second floor balcony (Colburn St.) so water won’t continue to flow down the building and into the first floor windows above the New Books area. Even though we are grateful for this repair, we have decided to relocate our New Book section to the second floor Reference Room.
* They also got up on the roof and found some more holes that were allowing water to leak into the third floor offices.
* I have also requested the names of some vendors from DPW to fix our handicapped door closer and replace a missing downspout at the back of the Library.
* A patron slipped on the marble stairs this month. He slipped partly because of water/ice and partly because it is hard to see where one step ends and the other begins. I think we need to consider putting some type of strips on those steps to alleviate this problem. I will demonstrate some products sent to me by a vendor.

PERSONNEL:

* I believe you are all aware the one of our Library Pages, Michael Smith, passed away at the beginning of February.
* Vacancies at this time: 2 Library pages, 1 Library Aide, 1 FT Library Assistant (soon to be filled), 1 PT Library Assistant (soon to be vacant), 1 PT Custodian.
* Since we have been able to raise the hourly wages for any part-timers that were earning less than the Mass. minimum hourly wage, I will re-post many of these positions and hope to have a better chance of filling them in the near future.

STRATEGIC PLAN COMMITTEE UPDATES:

* *The Outreach committee* continued to look at Bookmobile policies and procedures.  Falicia contacted the Beverly Library and communicated with one of their Bookmobile Libraries.  Falicia created an outline of information she gathered. We sent out a list of agencies that we currently collaborate with/or make outreach visits to, to all library staff and asked staff if they had any additional ideas. The replies we received were organizations that were already on the list.  I do plan on periodically sending out a query to staff because I think sometimes new places come up that didn’t exist the last time we asked or nobody had thought of the last time we asked. We reached out to you about our concerns about the library space at the branch, suggesting you meet with Lillian to clarify what the library space is.  You agreed that it would be a good idea to meet with Lillian. (Molly Hancock)
* *The Engage Committee* has started having regularly scheduled Collection Development meetings with all staff that purchase for different areas of the collection, the goal being to have staff understand the purchasing process and the time lines involved in ordering materials. We have begun a major weeding of the reference collection, in order to be able to move the new book collection and some foreign language materials up to the second floor. (Dory Lewis)
* *Culture Committee* continues to evaluate and narrow down questions for inclusion in the Employee Satisfaction Survey and to more exactly determine the length and parameters of the survey. At our last meeting, we also decided to create a box ("Staff Shout outs") for the breakroom where staff can anonymously leave notes of praise and encouragement for other staff members. The hope is that we may be able to share them (with permission) at our monthly staff meetings, or simply with the person(s) named in the Shout out. (Elizabeth Manning)
* *The Welcome committee* talked about the evaluations that we did of the building with suggestions for improvement. We'll also talked about which libraries we would be visiting and evaluating, including those with similar populations, historic buildings, and those nearby that our patrons may use. Visits to other libraries are happening in the upcoming weeks.
* I haven’t received feedback from the *Advocacy committee* yet.

PROGRAMMING HIGHLIGHTS:

* Some of our programs were in-person: computer workshops, Free Verse, Drop-in crafts, Snowflake Picture Frame Grab & Go, Chess Club, A Story of Dominicans Today.
* Many were virtual, Children’s: Mother Goose, Family Story time, Disney Trivia, Book to Art Club, Baby Yoga.
* Adult: Behind the Scenes Tour of NE Patriots Hall of Fame, From Book to Film, Story of the Tuskegee Airmen, Great British Baking Tour, Mass. Authors – Nicholas Basbanes, Asteroids/Comets/Near Earth Objects, Get Organized in 2022. Many of these programs are collaborative with other libraries.

INCIDENTS:

* Sleeping patron in the DVD section of the Library. Staff tried to wake him several times. Besides sleeping he wasn’t wearing a mask. Police appeared. They said someone had called them about an intoxicated man (not Library staff). They spoke with sleeping patron and eventually escorted him out of the building.
* Unruly patron in the Reference Room. Refused to wear mask over her nose and mouth. Was angry and loud with staff who tried to help her log onto a computer. Disturbed other patrons with her loud voice and complaints. Staff finally asked Director to deal with patron. I offered to escort her to another floor where her talking wouldn’t disturb people. She refused to go. I asked her to leave the library since she couldn’t follow the rules. She refused to leave. I finally had to call the police. After I made the phone call, unruly patron started to leave the building on her own. I followed her down to the Merrimack St. sidewalk entrance. She argued with me the whole way and took my picture to put on the Internet. She also spit at me on her way out. Police did arrive after she left. If she returns, we will ask police to issue a No Trespass order.

BUDGET SNAPSHOT: (we are now 67.1% through FY22.)

|  |  |  |  |
| --- | --- | --- | --- |
| MUNICIPAL ACCOUNT | $ BUDGETED FY2022 | $ SPENT | % OF BUDGET USED |
| Salaries – Permanent | 971,982.00\* | 624,188.89 | 64.22 |
| Salaries – Temporary | 69,340 | 22,315.39 | 32.18 |
| Salaries – Shift | 5,632 | 3,192.71 | 56.69 |
| Electricity | 76,000 | 14,824.47 | 19.51 |
| Repair & Maint. Equip. | 5,550 | 4,585.30 | 82.62 |
| Leasing Equipment | 45,245.00\* | 20,246.76 | 44.75 |
| Consortium Fee | 54,598 | 54,598 | 100 |
| Professional Services | 46,894.00\* | 9,090.74 | 19.39 |
| Library Materials | 152,551 | 136,178.23 | 89.27 |
| Office Supplies | 15,000 | 14,485.61 | 96.57 |
| Custodial Supplies | 5,000 | 2,022.82 | 40.46 |

Respectfully submitted,