

Pembroke Public Library Annual Report FY05

Presented to the Trustees, October 13, 2005

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I. Introduction

The library is an organic, changing thing. This past year has seen building damage, staff changes, growth and challenge. Through it all, the staff provides customer service with a smile and positive attitude. Truly, the backbone of the library is its people.

We are planning for the future as we go through the process of the long range plan. This allows us to discover what the public would like us to focus on and to evaluate what we do now in relation to the desires and needs expressed by them.

II. Staff

Personnel had several changes this year. Kathy Collins, an aide for several years, resigned. Two pages graduated high school and left us. A custodian quit rather than work assigned hours. We hired a new custodian who stayed a few weeks, then hired John Cardillo who is doing a great job. Pamela Jacobson, Youth Services Librarian, resigned to become Director in Rowley.

III. Collection

The collection grew by over 3800 items this past year. New this year is the e-book and downloadable audio book collection shared by all SAILS libraries. The DVD collection has grown substantially and the demand is strong.

	books	audio	video/dvd	ebooks	cd-roms.	Misc.	Periodical volumes	Total
FY 2005	65621	3505	3520	391	177	481	620	74316
FY 2004	62952	3072	3162	0	151	486	607	70430
Difference	2669	433	358	391	26	-5	13	3886

The re-labeling project continues. The weeding has been completed in the adult area and the children's nonfiction is almost finished. From now on, the collection will need maintenance and not a full scale weeding endeavor. There are still plans to move the

large print collection to the front of the fiction collection. The books on cd have become too numerous to fit on the front kiosk, so they have moved closer to the books on tape.

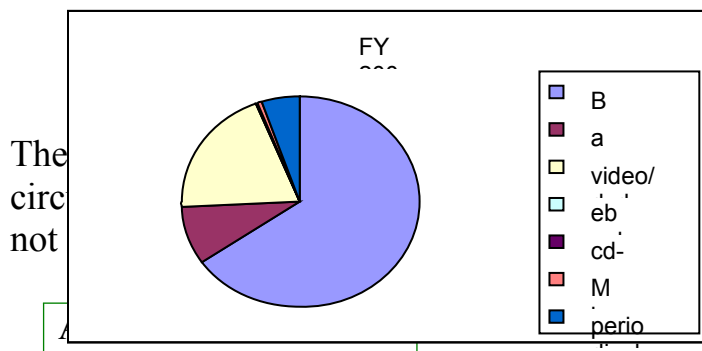
Holdings	adult and ya	childrens
FY05	48171	26145
FY04	45430	25000
FY03	46539	23050
FY02	44368	21886
FY01	45761	15882
FY00	41250	19321

A new collection was developed with the Pembroke Watershed Association. We also have a special needs collection in collaboration with Special Education Parents Action Council. (SEPAC)

IV. Circulation

Circulation has recovered and increased over last year. In spite of some popular thinking, books remain the largest section of our output. While there are obvious gains in video (dvd) and audiobook usage, books and magazines are holding their own.

	Books	audio	video/ DVD	e-books	cd- roms	Misc	periodica l	Total
FY 2005	86481	11214	26391	50	580	808	6807	132331
FY 2004	85098	9776	25004	0	619	686	5792	126975
Difference	1383	1438	1387	50	-39	122	1015	5356



circulation numbers by age group. The from budget cuts and resources have a 4% increase from last year.

FY04	Difference
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Adult	68711	66545	2166
Young adult	5069	5048	21
Juvenile	58551	55382	3169
total	132331	126975	5356

Interlibrary loan numbers continue to show that we provide value to our patrons as well as to those patrons outside town. For FY06, the library will be compensated for the disparity of lending more than we borrow. This will be the first time in several years that the SEMLS net-lender line has been funded by the state. It is not known yet what the cash value will be with this program.

ILL	FY 05	FY04	Difference
Borrowed	12557	11785	772
loaned	19589	17056	2533

There is staff concern that many of our patrons do not place holds for new titles as quickly as some other patrons. We are developing promotions to help correct that with notices of upcoming titles. A dvd list was developed at the request of Trustees to facilitate patrons knowing what we own.

We now have a total of 12,605 registered borrowers of which 11,301 live in Pembroke. We had cards that had not been used for several years purged from the database. This is done periodically to reflect true usage figures. There were 2935 cards cleared. Approximately 63% of Pembroke residents have library cards. Nonresident borrowing increased from 13,979 to 14,731.

V. Programs and Other Services

Museum passes were used 686 times in FY04, and 597 times this year. Reference questions answered averaged 11,552 for the year compared to 8.281 last year. These numbers are based upon four one week samples.

The Homework Center ended in April. It was not well attended this year and we had trouble getting and keeping mentors. We will take next year (FY06) off from running the program and re-evaluate.

Attendance at the library for this year was estimated as 117,552. Last year it is estimated at 109,460. We again borrowed the “people counter” from SEMLS for half the year. The attendance has consistently increased.

FY03	99,864
FY04	109,460
FY05	117,552

Programs	FY 05	FY04	Difference
Adult and YA programs	90	98	-8
Adult and YA attendance	1375	1402	-27
Juvenile programs	175	198	-23
Juvenile attendance	4155	4554	-399

Program and program attendance this year dropped. The weather caused a cancellation or two; there were no “big” Halloween or Christmas children’s programs. The summer reading program was very well attended. The recently completed Long Range Plan has highlighted the need for more adult programming as well as maintaining and adding to the Youth Services offerings. This plan grew from the Community Forum held in March 2005.

We did have some very well attended adult programs this year including Back Eddy Bluegrass. We raffled off an MP3 player, sponsored by the Friends of the Pembroke Public Library, to highlight the new SAILS Overdrive audio book downloadable service. The famous Spelling Bee returned in May to great applause and attendance. We hope to make it an annual event.

Áine Minogue performed for us again in June.

The book discussion group organized by the Friends meets every second month and has a steady attendance. They will be purchasing their selections in a bundle and we will be turning them into book club kits that other groups will be able to borrow. We had artists’ exhibits each month. Becky Haletky had a wonderful display of her paintings. Her depictions of Pembroke sites will be on display at Town Hall. We also had bird carvings and paintings in the cases.

And, of course, the Friends did the Mystery Night Play for a second year, with another smash, sell-out performance.

The computers remain popular and well used at 13,656 times this year, and 12340 in fy04. The Trustees agreed to spend \$2,750 for 5 new pcs to help us stay with our Technology Plan. The computers were not meeting patron needs. The volunteer hours totaled 1380 this year contributed by 43 individuals, children, teens and adults. This is down from 1658 in FY04 partly due to fewer Homework Center hours. We are still working with the Pembroke Police in a community service program through which young offenders can work off their punishment.

VI. Financial

This year we requested \$472,961.15 for our budget. This amount reflected a 3% cost of living increase; a book increase; and a 2.5% increase in operating which has been at FY02 levels. We received a 2% payroll increase, the book increase we required and no increase in operating expenses. The Capital Plan developed by the Town Administrator took our painting request and divided it into two years. The Trustees did not agree with this; however this was not a problem since it was voted down at Town Meeting because some people voiced the opinion that the building did not need painting.

The Friends supported us this year with \$2,500 for programs and \$5,000 for books. Museum passes cost them \$3,050.

Monetary donations included \$500 from the Clancy Darling Road Race, and \$50 from Mr. Frederick Darling which was matched by NStar.

Donations of a historical kind include a needlework piece possibly from the early 1800s and a porcelain jewelry box with Mayflower Grove depicted.

The winter was beyond atrocious and the building suffered much damage this year due to storms. Ice dams on the roof caused flooding in the Craft Room and the Youth Services Librarian's office. Several ceiling tiles were replaced due to water damage. The phone system was blasted by a power surge. We discovered that the town has a \$1,000 deductible and could only collect on the phone system damage. The exterior gas pipe sprung a leak. These were all separate events. The heating bills were high due to extreme cold. We closed, opened and closed again due to snow. And we had a custodian quit the day of a big storm. All together a winter of discontent!

The library sign on the front stone wall was vandalized and then repaired. It was then vandalized again. The Trustees agreed to give the Council on Aging three parking spaces for handicapped use next to their new ramp.

Utility bills were under budgeted and costs were covered by unspent personnel money. Then, in June we lost the compressor on one of the ac units. This was not the way to start FY06, although, happily Advisory found the money in July.

VII. Youth Services

(See director's report for program attendance, collection holdings, and circulation figures.)

The ever popular weekly Toddler and Preschool story time series continued throughout the school year. The monthly Baby Lapsit was always well attended. Registration for these programs began anew each month. The average number of programs for children was 12 per month with an average attendance of 188 children and 111 adults attending. Volunteer Dianna Flaherty did her special six week long Spanish story time for preschoolers, that always receives great feedback from parents. New puppets were purchased to support the story times.

Other special programs for FY05 include:

Summer Reading Program 2004: Explore Other Worlds @ Your Library was the theme. Performers included storytellers Davis Bates and Roger Tincknell, accompanied by the Aztec rain stick, Inca flute, African drum and other international. *Suzy Mogozy*, a former children's librarian, gave an enthusiastic rendering of stories using puppets and props. As part of the summer reading program there was also a book discussion series on the Magic Tree House Explores series. The teddy Bear picnic was a big hit as favorite Teddies shared snacks and had a parade. The big wrap up was an ice cream party! 96 children and 51 adults attended this program. Volunteers were feted with a pizza bash to thank them for all there work.

The cultural council helped fund the summer reading program as did a long list of local vendors. Special thanks to all staff that helped with the success of the summer! The adult/child book club ran strong all year with Darlene O'Connell's spirited leadership. The Homework Center operated from October until April. As mentioned earlier it struggled so badly this year the program will take next year off.

The WATD Christmas bike raffle raised \$50. The Books for Babies program was restarted; any Pembroke family with a new baby receives a new board book, a 1st library card, a book list and nursery rhymes. This is funded by the Friends of the Pembroke Public Library.

As mentioned, volunteers did much to contribute to the children's events this year. There were over 200 hours of volunteer support in the children's room. The year ended with the resignation of Youth Services Librarian, Pamela Jacobson, as she left to direct the Rowley Public Library.

VII. Closing

While town budgets have recovered somewhat, as I write this report utility costs threaten to strangle any new growth in the budget. We are just about to begin the FY07 budget process, so we will be hopeful that we can get sufficient funds to adequately operate the library, and perhaps bring new and improved services to the residents of Pembroke.