
Pembroke Public Library

Annual Report FY22

Presented to the Board of Library Trustees August 21, 2024

The Pembroke Public Library is where the community learns, connects, and creates. The mission is to provide a welcoming physical and virtual space for the inspiration, education, and empowerment of community members by giving people access to resources, ideas, information, and experiences.



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I. Introduction

The Pembroke Public Library continues to recover from the effects of the Pandemic upon public library service. The slow but steady climb back to in-person attendance in the library and at events has been seen throughout the year. There is no denying that the COVID period has left its mark on library service delivery; accelerating the rate at which patrons discovered and adopted the use of downloadable, remote and online services is perhaps the one progressive outcome.

II. Personnel

The Library prides itself with the delivery of the superior customer service staff offer to patrons. The reviews of experiences by the public through interactions with staff are full of praise. The staff spend many hours training and improving their skills on the use of our offerings in order to be able to promote and instruct our patrons about the Library's many physical and virtual offerings.

For part of this fiscal year, the Library was challenged with operating with a reduced staffing level in management. The rest of the staff responded by digging in and doing more, going above and beyond. They deserve many accolades and positive recognition. The need for enhanced communication and ensuring that there were no gaps in service led to the enactment of a Leadership team model, a move that will become a positive gain for the Library moving forward.

Full time staff:

Deborah Wall, *Director*

Marcie Walsh-O'Connor, *Director*

Kathleen Benvie, *Assistant Director and Head of Circulation & Interim Director*

Melissa McCleary, *Youth Services Librarian*

Stephanie McBain, *Reference and Adult Services Librarian*

Janet Coleman, *Circulation Associate Librarian II*

Laura Donahue, *Technical Services Associate Librarian II*

Linda Mavilia, *Technical Services Associate Librarian I*

Part time staff:

Madeleine Bishop, Michaela Brennan, Olivia Chilcott, Caryn Drake, Brendan Farrell, Karen Kay, Roselyn Kubek, Mary Lowe, Alexandra Dahlen, Cory Mahnke, Liana Marraro-Schaffner, Karen McPhee, Patricia Reader Merlin, Jacqueline Murdock, Christine Murphy, Julia Nee, Perry-Lee Pelkey, Brian Raynor, Pamela Shea, Rosemarie Silva, Carly Walsh, Gillian Canniff, Sarah DeYoung, Gregory Diskin, Michaela Gorman, Kimberly Pickering

III. Collection

Changes made to how the Library curates all of its collections went into effect after the first quarter of this year. The Library chose to curtail the practice of standing orders (preselected item purchases), and instead focused on purchasing more items that were in demand by our patrons. Additionally, a weeding initiative began whereby items that were not circulating and/or had outdated information were removed from the collection. A plan was put in place to replace these items over time with up to date volumes and items of interest to our patrons. Reallocating additional funds from the budget to the downloadable collection, using the same careful curation methodology, was implemented.

Holdings for Library materials by type

	Books	Au- dio	Vid- eo & DVD	Down- loadable*	Cd- roms & games	Misc.	Periodi- cal volumes	Total
FY22	80,058	5,029	4,802	63,620	247	259	293	154,308
FY21	83,356	5,380	5,039	63,259	238	251	413	157,936
FY20	84,385	5,481	5,157	57,710	215	219	420	153,587
FY19	86,342	5,552	4,901	42,066	333	154	434	139,802
FY18	86,893	5,483	4,808	15,189	320	228	417	123,338

**Includes both the SAILS collection and the Library Advantage titles, ebooks, eaudio and magazines.*

IV. Circulation

Circulation continues to improve. As mentioned with regard to the collection, the careful curation of material purchases, both for the physical collection and the downloadable, is resulting in more circulation of materials.

	Books	Audio	Video/ DVD	Overdrive	Periodicals	Misc.	Electronic format	Total
FY22	83,142	3,019	9,578	21,831	3,980	885	402	122,837
FY21	70,153	2,579	9,443	22,152	3,372	639	180	108,488
FY20	70,803	4,284	13,964	22,911	4,565	784	436	117,648
FY19	95,642	6,738	18,244	17,737	6,825	886	511	146,583
FY18	80,421	6,432	15,651	13,412	5,584	989	536	123,025

Items checked out by type

all materials	FY18	FY19	FY20	FY21	FY22
adult	77,104	87,497	73,724	72,052	71,801
young adult	5,564	7,482	5,620	4,598	5,543
juvenile	40,357	51,604	38,304	31,838	45,493
total	123,025	146,583	117,648	108,488	122,837

Items checked out by age group

There were 13,533 library card holders, with 11,559 card holders living in Pembroke. Non Pembroke residents borrowed 21,477 items. Interlibrary loan, the collaborative sharing of resources with other libraries in the state, is a vital and efficient collaboration. It is made possible by maintaining state certification.

ILL	FY18	FY19	FY20	FY21	FY22
Borrowed	18,940	22,636	17,105	21,808	17,703
Loaned	25,334	28,751	22,872	29,603	26,082

V. Events, Classes, and Other Services

This year saw the return to more in-person events at Pembroke Public Library. Attendance at events in the Library is increasing. There were still some virtual offerings and they were well attended.

Events	FY18	FY19	FY20	FY21 In Person/ (Virtual not counted)	FY22 In Person/ Virtual
Adult events & classes	162	158	118	1	138 / 11
Adult attendance	1809	1641	1240	13	974 / 95
YA events	38	31	19	3	22
YA attendance	928	559	331	13	516
Juvenile events	277	272	197	All ages 24	All ages 183
Juvenile attendance	8536	10048	6573	All ages 329	All ages 6934

Museum passes were checked out 486 times this year. Many thanks to the Friends who provide the funding for these much appreciated discount passes. The three Hotspots were checked out 72 times over the course of this year. Patrons used public computers with internet access 3,089 times and the Children's computers were used 1,674 times.

Meeting rooms were used 505 times this year.

There were 1,199 Passport applications submitted by our Passport agents.

The Library was open for 3,056 hours during the year and saw 66,483 visitors.

VI. Financial

The municipal budget provided for level service and met state requirements for certification in FY22. The municipal budget was \$746,953. The Library received \$34,135.14 in State Aid to Libraries Grants. Maintaining the municipal budget at state required levels allows for the awarding of the State Aid Grants, application for LSTA Grants and reciprocal borrowing privileges for residents with other libraries statewide. Much of the state aid funds support the membership in the SAILS Library Network.

The Library has two revolving funds that carry over year-to-year. The Passport Program took in \$42,005 and \$21,052 was expended on staffing and materials in FY22. In FY22, \$3,273 was received in fines and lost/damaged materials and \$2,302 was expended on materials.

In FY22, the Friends of the Pembroke Library purchased the museum passes and books for the Best Seller collection. They funded the Young Adult Take and Make Monthly craft as well as the weekly Monday movies. The Friends also funded several events and supported our Summer Reading Program prizes and events. Their total contributions in FY22 were \$9,285. The Library depends upon the Friends of the Pembroke Library's support to provide events and services.

The annual donation from The Della Chiesa Trust Fund was received, with gratitude.

The family of longtime staff member Ann Dunnington donated funds for the purchase of a new illuminated globe and a display for new large print books.



Youth Services Annual Report FY 2022
 July 2021 – June 2022 at Pembroke Public Library
 Submitted by Melissa McCleary

Program Attendance Statistics:

Program	# of Pro-grams	Youth Attend-ance	Adult Attend-ance
Storytime	80	1436	1126
Baby Lapsit	4	27	23
Pre-K Special Events	14	164	144
Pre-K Visits (off-site)	2	62	14
Pre-K Visits (on-Site/at the li-brary)	2	39	10
LEGO Club	6	52	38
Puppy Dog Tales	10	69	52
School-Age Special Event	21	176	110
School-Age Visits (off-site)	4	1617	108
School-Age Online Event	3	9	5
Scavenger Hunts (passive)	12	1511	n/a
Teen Special Events	13	67	39
Teen Take & Make Crafts (passive)	9	410	n/a
General Audience Events	3	60	82
Pre-K (ages 0-5) totals	102	1728	1317
School-Age (ages 6-11) totals	56	3434	313
Teen (ages 12-18) totals	22	477	39
General Audience totals	3	60	82
TOTAL	183	5699	1751
Number of Volunteers	22 teens + 7 adults = 29 volunteers		
Volunteer Hours	287.5 teen hours + 39 adult hours = 326.5 volunteer hours		

Programs & Participation:

Youth services in FY22 saw a surge in visits, program participation, and teen volunteer assistance. As more options became available for people to stay safe and healthy, the library began to shift back to solely in-person programs with the final virtual event being in August. Two popular programs that were halted during the height of the pandemic made their comeback; Puppy Dog Tales was reinstated in September and LEGO Club began again in December. The Teen Volunteer program made a fantastic comeback and reached full capacity by the fall.

Space & Collection Development:

More unique items continue to be offered to patrons for circulation including a new collection of puzzles for youth (35 – 100 pieces) and an increased number of take-home kits that provide educational support in literacy, mathematics, Social-Emotional Learning, and more.

The library also made changes to improve patron experiences in the library. A flat-top library cart was repurposed as a Mini Makerspace in the YA Lounge; supplies include games, LEGOs, homework supplies, coloring tools, stencils, and a monthly Take-and-Make craft kit. Silver Lake Regional High School carpentry students took on the project of repairing and repainting the library's youth chairs so families could have plentiful access to safe and welcoming sitting areas.

Summer Reading 2021, "Tails & Tales:"

Participants

Program Name	# of participants	Total Logged Read
1,000 Books Before Kindergarten (babies – pre-K)	n/a*	n/a
Read & Bead Club (age 3 – grade 6)	243	67,177 minutes
Teen "Hatchery" Club (grade 6 – 12)	25	14,281 minutes
Pages & Prizes (ages 18+)	62	299 books

**1,000 BBK is a year-round program so statistics cannot be separated out for just the summer session.*

Program Attendance

	Programs & Events	Youth Attendance	Adult Attendance
Pre-K	14	255	136
Kids	15	254	50
Teens	7	31	24
General Audience	1	60	80
Adults	3	n/a	28
Total for Summer 2021	40	600	318



FY22 Reference/Adult Services Statistics

Reference Requests (Reference Desk only)

Total requests:	296
General information:	42
Technology:	103
Research:	46
Item requests:	56
Readers' Advisory:	19
<u>Passports:</u>	<u>30</u>
In person:	164
Phone:	40
Email:	55
Website forms:	37

Year	FY19	FY20	FY21	FY22
Total requests	509	498	237	296

Adult events: In Person

Type of event	Number of events	Attendance
Discussion groups: Book Club, Genealogy Night	11	108
Interest groups: Jam Night, Knitting & Crochet	48	278
Movie screenings	36	282
Performers: Etiquette Expert of 1890, Musical Baseball Show	2	17
Speakers: Art for Your Mind, Coyote Continent, Gravestone Girls, Ted Reinstein	4	28
Workshops/Classes: Nature Journaling, Vision Boards, Yoga	37	261
TOTAL	138	974

Adult Events: Virtual

Type of event	Number of events	Attendance
Discussion groups: Book Club	2	21
Workshops/Classes: Poetry, Sondheim	9	74
TOTAL	11	95

Passports

Month	Passports Processed
July	121
August	132
September	54
October	53
November	76
December	103
January	104
February	94
March	161
April	101
May	102
June	98
Total	1,199

Year	FY19	FY20	FY21	FY22
Total passports	465	475	432	1,199

VIII: Closing

New leadership brought new ideas to the Library in Fiscal 22. This year saw the beginning of changes in collection development and arrangement that will continue and will result in positive outcomes over the next two years.

A central theme has been identified as to what Pembroke Public Library is made up of; a building (infrastructure), materials and offerings (the collection), and staff (the people who make it all accessible and usable). The key to continuing to successfully serve our patrons in a progressive and effective way lies in attending to the needs of all three.

Completed by Kathleen Benvie, Interim Director