

Pembroke Public Library

Annual Report FY23

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.



I.	Introduction.....	1
I.	Personnel	2
II.	Collection	3
III.	Circulation	4
IV.	Events, Classes and Other Services	5
V.	Financial	6
VI.	Youth Services	7
VII.	Reference/Adult Services	9
VIII.	Closing	11

I. Introduction

In order to maintain the level of service and offerings that patrons have come to expect at Pembroke Public Library, there was, and is, ongoing analyses of offerings as well as exploration of new materials and services that might serve the community. Change, sometimes imperceptible and other times drastic, is a constant in the delivery of great, up to date and relevant library services. The staff spent much of this year looking at materials and offerings and analyzing the effectiveness of both, discussing what could be improved and what should be changed. One example of an ongoing event that we realized needed physical improvement was the weekly movies. Attendees found the chairs became uncomfortable after sitting in them for an extended period of time, this led to our shopping for replacement chairs seeking a more comfortable style, one with some padding.

In person attendance and circulation of physical collections continue to rebound back toward expected levels. Online and downloadable circulation continues to grow, again, as expected. One of the core focuses of this year was the marketing of library offerings and programs. Not only seeking new avenues to “get the word out” out, but examining the structure of how we promote events and offerings, and the importance of telling folks about our successes. The Marketing Plan was a topic of many discussions this year.

II. Personnel

For the final three quarters of fiscal 23, the Library operated with a reduced staffing level in management. The unexpected changes over the year, in the end, produced arguably positive results. A careful analysis of the existing organizational chart, titles of positions and actual responsibilities of those positions led to a proposed restructuring and compensation schedule. This restructuring will lay the groundwork for positive growth as well as retaining, supporting and fairly compensating our talented staff.

The Leadership team became crucial in managing the Library at this reduced staffing level. The Assistant Director agreed to remain as the Interim Director for a period of time, after which she would retire. This freed up the Assistant Director position to be filled, which began the process to ensure that the Library would start the next fiscal year with a full management staff.

Full time staff:

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, Gillian Canniff, Olivia Chilcott, Caryn Drake, Brendan Farrell, Karen Kay, Eugenie King, Roselyn Kubek, Mary Lowe, Cory Mahnke, Liana Marraro-Schaffner, Karen McPhee, Jacqueline Murdock, Christine Murphy, Julia Nee, Perry-Lee Pelkey, Brian Raynor, Pamela Shea, Carly Walsh, Amelia Yarasitis, Patricia Doherty, Michael Gorman, Stephanie Hunt, Kimberly Pickering

III. Collection

Consolidating the fiction collection from separate genres began with the paperbacks and continued throughout the year with the next targeted group being hardcovers, and then large print. In conjunction with the consolidation, a rearrangement project began, moving the large print collection from the far left corner of the library to the center and middle of the Library; enhanced access as well as being more well lit, both primary motivators for this move.

A project of archiving the print collection of local Pembroke newspapers was completed. The Female Reading Society collection was boxed and labelled in the History room.

Holdings for Library materials by type

	Books	Au- dio	Vid- eo & DVD	Down- loadable*	Cd- roms & games	Misc.	Periodi- cal volumes	Total
FY23	77,516	4,735	4,803	61,348	246	309	369	149,326
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

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

IV. Circulation

There is a slight shift that is showing that the circulation increase in downloadable offerings is impacting the circulation of physical materials. Audiobooks in particular are seeing this shift as the convenience and ease of streaming audio content has become known and is being used more widely.

Items checked out by type

	Books	Audio	Video/ DVD	Overdrive	Periodicals	Misc.	Electronic format	Total
FY23	86,672	2,728	8,745	24,050	3,886	1,058	498	127,637
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

Items checked out by age group

all materials	FY19	FY20	FY21	FY22	FY23
adult	87,497	73,724	72,052	71,801	71,123
young adult	7,482	5,620	4,598	5,543	5,863
juvenile	51,604	38,304	31,838	45,493	50,651
total	146,583	117,648	108,488	122,837	127,637

There were 9,349 library card holders, with 7,937 card holders living in Pembroke. Note, the SAILS network began systematically removing inactive library card accounts during this year.

Non-Pembroke residents borrowed 20,316 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	FY19	FY20	FY21	FY22	FY23
Borrowed	22,636	17,105	21,808	17,703	16,238
Loaned	28,751	22,872	29,603	26,082	25,343

V. Events, Classes, and Other Services

In the library attendance at events has rebounded nicely. Library staff sought creative ways to invite people back in and the response was very positive. The Meeting Room had the new AV System installed, thanks to the Pembroke Public Library Foundation. New blinds were installed thanks to the Friends of the Pembroke Library. Carpets were cleaned throughout the building and the tile in the restrooms were all deep cleaned. The Library was ready to welcome all of the attendees into the building.

Events	FY19	FY20	FY21 In Person/ (Virtual not counted)	FY22 In Person/ Virtual	FY23 In Person/ Virtual
Adult events & classes	158	118	1	138 / 11	173 / 7
Adult attendance	1641	1240	13	974 / 95	1560 / 72
YA events	31	19	3	22	31
YA attendance	559	331	13	516	636
Juvenile events	272	197	All ages 24	All ages 183	All ages 210
Juvenile attendance	10048	6573	All ages 329	All ages 6934	All ages 11288

Museum passes were checked out 555 times this year. Many thanks to the Friends who provide the funding for these much appreciated discount passes.

The Hotspots were checked out 76 times over the course of this year. Patrons used public computers with internet access 3,428 times and the Children's computers were used 2,944 times.

Meeting rooms were used 565 times this year.

There were 1,321 Passport applications submitted by our Passport agents.

The Library was open for 3095 hours during the year and saw 83,627 visitors.

VI. Financial

The municipal budget met state requirements for certification in FY23. The municipal budget was \$756,563. The Library received \$39,698.49 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 \$45,985 and \$50,838 was expended on staffing and materials and programming in FY23. In FY23, \$2,545 was received in fines and lost/damaged materials and \$2,936 was expended on materials.

In FY23, 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. The Meeting Room blinds were purchased by the Friends this year as well. Their total contributions in FY23 were \$10,330. The Library depends upon the Friends of the Pembroke Library's support to provide events and services.

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

The Pembroke Public Library Foundation funded the installation of a new AV system in the Meeting Room, at a cost of \$21,786.59. This improvement to the Meeting Room has been much appreciated by the many groups and patrons using the meeting room this year.



Youth Services Annual Report FY 2023
 July 2022 – June 2023 at Pembroke Public Library
 Submitted by Melissa McCleary

Program Attendance Statistics:

Program	# of Pro-grams	Youth Attend-ance	Adult Attend-ance
Storytime	79	1872	1434
Baby Lapsit	30	324	293
Pre-K Special Events	30	700	560
Pre-K Visits (off-site)	2	32	5
Pre-K Visits (on-Site/at the li-brary)	1	22	3
LEGO Club	12	156	105
Puppy Dog Tales	11	99	55
Chess Club	4	44	26
School-Age Special Event	23	319	179
School-Age Visits (off-site)	4	1354	102
Scavenger Hunts (passive)	12	3307	n/a
Teen Special Events	19	71	2
Teen Take & Make Crafts (passive)	12	565	n/a
General Audience Events	2	277	20
<i>Pre-K (ages 0-5) totals</i>	<i>142</i>	<i>2950</i>	<i>2295</i>
<i>School-Age (ages 6-11) totals</i>	<i>66</i>	<i>5279</i>	<i>467</i>
<i>Teen (ages 12-18) totals</i>	<i>31</i>	<i>636</i>	<i>2</i>
<i>General Audience totals</i>	<i>2</i>	<i>277</i>	<i>20</i>
TOTAL	241	9142	2784
Number of Volunteers	20 teens + 6 adults = 26 volunteers		
Volunteer Hours	187 teen hours + 31.25 adult hours = 218.25 volunteer hours		



Programs & Participation:

- In the annual Summer Reading Challenge, youth increased their logged reading by 36 percent from last year, getting this program back up to pre-COVID stats.
- Teen Anime Club launched in September and has seen an overall steady increase in participants.
- The BOO-tacular made a spectacular comeback after a 2 year hiatus. The Library collaborated with the Council on Aging this year to give our patrons more chances for games and trick-or-treating.
- Special guests for programs included a representative from the United States Postal Service, four local authors, and a Whale and Dolphin Conservation educator.
- Local Cultural Council grants sponsored visits from a folkteller, a storyteller, and a puppeteer.
- The South Shore Family Network hosted 5 STEM Playgroups and one Early Literacy Storytime through a grant.
- The Friends of the Pembroke Public Library sponsored Teen Take-and-Make crafts and the very popular Hatch-the-Chicken program.

Space & Collection Development:

A corkboard "Art Wall" was installed in the YA Lounge to allow teens a chance to express themselves and continue to make the space theirs; the Wall is incredibly popular with a variety of ages and art has included sketches, poems, coloring, and words of affirmation.

Summer Reading 2022, "Read Beyond the Beaten Path"

Participants

Program Name	# of participants	Total Logged Read
1,000 Books Before Kindergarten (babies – pre-K)	n/a*	n/a
Kids' Read & Bead Club (age 3 – grade 6)	349	3,448 hours
Teen Read & Bead Club (grade 6 – 12)	29	199 hours
Pages & Prizes (ages 18+)	78	370 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	20	403	276
Kids	19	870	98
Teens	10	110	n/a
General Audience	n/a	n/a	n/a
Adults	26	n/a	172
Total for Summer 2022	75	1383	546



FY23 Reference/Adult Services Statistics

Reference Requests (Reference Desk only)

Total requests:	249
General information:	32
Technology:	92
Research:	20
Item requests:	62
Readers' Advisory:	9
Passports:	34
In person:	145
Phone:	44
Email:	42
Website forms:	18

Year	FY20	FY21	FY22	FY23
Total requests	498	237	296	249

Adult events: In Person

Type of event	Number of events	Attendance
Discussion groups: Book Club	11	138
Interest groups: Genealogy Night, Knitting & Crochet	62	429
Movie screenings	42	432
Performers: Beatles tribute, Dave Kelly, North Sea Gas	3	84
Speakers: American Ancestors, Beautiful Butterflies, Birds of New England, Intro to Shakespeare, Soil Health	6	35
Workshops/Classes: Brain Health, Craft Night, Pop-Up Art School, Rug Hooking	49	442
TOTAL	173	1,560

Adult Events: Virtual

Type of event	Number of events	Attendance
Discussion groups: Book Club	1	12
Workshops/Classes: Poetry	6	60
TOTAL	7	72

Year	FY20	FY21	FY22	FY23
Total programs	125	46	149	180
Total attendance	1,398	396	1,069	1,632

Passports

Month	Passports Processed
July	77
August	121
September	75
October	124
November	98
December	117
January	109
February	126
March	149
April	130
May	105
June	90
Total	1,321

Year	FY20	FY21	FY22	FY23
Total passports	475	432	1,199	1,321

VIII: Closing

Many things were accomplished over the course of this fiscal year. The phone system was repaired. Carpet cleaning, restroom tile cleaning and sealing and exterior gutter repair were some of the maintenance items that were addressed. A new AV system was installed in the Meeting Room along with new blinds.

There was a lot of time spent on discussions for improvements in our materials and service offerings and how to implement those improvements within the constraints of our budget. Creative thinking from the staff and the Leadership team has led to plans that will take shape in the next fiscal year.

Completed by Kathleen Benvie, Interim Director