

**Director's Monthly Report April 2020  
Pembroke Public Library**

**Circulation :**

	<b>April 2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Adults	5341	5188	6079	34
YA	439	336	584	6
Children	3391	3522	4838	8
<b>TOTAL:</b>	<b>9171</b>	<b>9046</b>	<b>11501</b>	<b>48</b>
<b>Downloads:</b>				
Overdrive	1018	1302	1480	2488
hoopla	-	-	-	358
Online Resources Usage	-	1518	3043	2691
Museum passes	89	72	68	0
Patrons registered	67	70	60	4
Non-resident borrowing	1642	1527	1979	0
Overdrive Registration	13	19	18	66
Items loaned to other libraries	2051	2142	2586	0
Item borrowed from other libraries	1549	1622	1899	0
ComCat loaned	16	27	7	0
ComCat borrowed	23	18	30+2	0
Renewals/holds using Bookmyne app	24	32	152	52
Visitor Count	-	-	6236	0
Passports	-	-	69	0
Visitor Count	-	-	-	0

<b>Collections</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Items added	671	638	666	257
Items discarded	378	551	1519	0
Items marked Missing	8	25	23	0

<b>Events</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Adult programs	11	12	15	2
Adult attendees	91	170	201	23
Youth events	29	21	25	8
Youth attendees	768	695	930	66

~~Fuller~~ youth services and adult report are attached.

<b>Computer Use</b>	<b>2017</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>
Internet	723	851	675	0
Juvenile	147	151	230	0
Total	870	1002	905	0

Since the building has been closed to the public, there is no room use to report.

**Staff and other news:**

Staff continues to work from home, cataloging, repairing books, creating virtual events, planning future programs, etc. Some staff work in the library for short times, social distancing as expected. All items are not due back until June 12<sup>th</sup>. Plans are underway for the reestablishing of some in-person, though non-contact services in May. Social media has been busy and the YouTube Channel has been reactivated and more videos planned.

Report to the Trustees: May 4, 2019  
 April Virtual Programming Youth Services Report  
 Submitted by Melissa McCleary

*Key:*

*Blue = Kids & Family, Green = Teens, \* = Guest*

Program	# of Programs	Child/Teen Attendance	Adult Attendance
Virtual Visits with a Therapy Dog*	4	12	n/a
Online Storytime (Pre-recorded)	2	25	n/a
Online Storytime (Facebook Livestream)	2	29	n/a
<b>Kids Program Total</b>	8	66	0
<b>Teen Program Total</b>	n/a	n/a	n/a
<b>TOTALS</b>	8	66	0

**April Programs:**

--Dungeons & Dragons Endless Quest programs (3 total) garnered 0 attendees and so is not listed above.

--Passive online programs included LEGO Weekend Challenges, D.I.Y. Storytime Kits, Photo Challenges (in collaboration with Stephanie), and a Llama Look and Find (digital scavenger hunt on the PPL website).

**Other:**

--Attended many live webinars including "Public Library CONNECT: Reach More Young Readers!" (about Overdrive, Sora, and Libby), "Streaming Storytime," "We're Not Closed, We're Live!" (about live social media programming), and several meetings regarding summer reading and building digital content.

--Hosted three South Shore Young Adult Roundtable meetings to discuss virtual programming, summer reading, outreach strategies, etc.

--Prepped Summer Reading programs for all ages with a goal of either minimizing or eliminating in-library visits.

--Created hoopla-exclusive Reader's Advisory lists for kids and teens based on the new game "Animal Crossing: New Horizon."

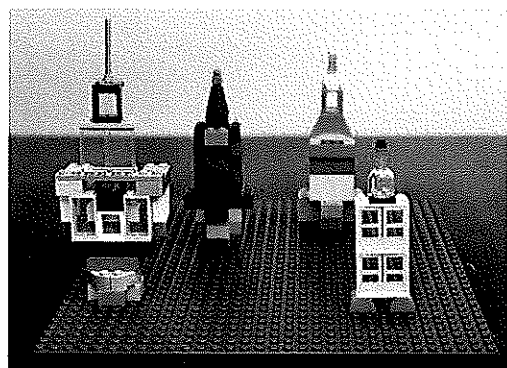
--Compiled online resource packet for Pembroke Public Schools (elementary).

--Built new webpages for website themed #StayHome #StayBusy for patron engagement.

**Looking Toward May:**

--Live storytimes will be switched from mornings to evenings to reach a different audience; these will be promoted as "Pajama Storytime."

--More tween and teen programs will be tried with ideas including trivia and craft hour.



Patron-submitted photo in response to the LEGO Weekend Challenge: "Aliens have crash-landed! Can you build a new ship for them? Post a photo of your creation below!"

### **Adult Events:**

#### **2 virtual events with 23 attendees, including:**

- Thursday, April 23<sup>rd</sup>: Virtual Poetry, Three New England Poets: Emily Dickinson (Attendance: 11)
- Thursday, April 30<sup>th</sup>: Virtual Poetry, Three New England Poets: Edna St. Vincent Millay (Attendance: 12)

#### **Ongoing virtual programs:**

- Book Club Facebook group (41 members)
- Cookbook Club Facebook group (11 members)

### **Projects included:**

- Compiling, publishing, and posting to the website the weekly “Pembroke Public Library Online Newsletter.”
- Checking the LibraryAware-generated genre newsletters to make sure all books listed are available in the SAILS network.
- Checking staff answers for the Online Resources training exercise.
- Creating a Virtual Book Club Facebook group, selecting the first title, and posting discussion questions.
- Working with regular (in-person) PPL Book Club members to plan our May meeting and helping them with technology questions.
- Creating “Ask a Question” and Virtual Reader’s Advisory forms for the website and researching and answering all submissions (4 question form and 1 RA form).
- Running the Pet Photo Challenge on Facebook.
- Creating a Staff Picks album on Facebook featuring the staff picks from the newsletter.
- Working with Roz on her virtual poetry programs and attending both April meetings to help troubleshoot the technology.
- Attending virtual meetings throughout the month with all staff members.
- Ordering Historical Fiction books for the library collection.
- Attending the OCLC Virtual Town Hall “Libraries and the COVID-19 Crisis.”
- Completing two WebJunction courses: “Dealing with Angry Patrons” and “Online Reference Basics.”
- Completing two Pembroke trivia assignments.
- Working on bingo cards for the adult Summer Reading program.

Report for April

All Staff have been given the opportunity to work remotely by taking training classes, completing exercises and supporting outreach, programming and planning.

### **Contribute to the Newsletter**

#### **Niche academy trainings**

[Overdrive/Libby](#)

[Universal class](#)

#### **Explore Canva**

Sign up for a free account, take webinar and then practice.

#### **Statewide databases tutorials**

[Gale in context: Opposing viewpoints](#)

[Gale Career transitions](#)

[Gale Heritagequest](#)

#### **Readers advisory trainings**

[NovelList and LibraryAware series of webinars last year focusing on RA for specific genres.](#)

[Book talking: Harnessing the power of sharing books with patrons \(Mass Lib System\)](#)

[RA resources on the internet \(Mass Lib System\)](#)

#### **Resources to explore**

[American Sign Language](#)

[25 Basic ASL Signs for Beginners](#)

[American Sign Language for Librarians - Helpful Words and Phrases](#)

[Tips for Talking to Littles in the Library \(mypronouns.org\)](#)

#### **Workflows training**

[Searching for Circulation Webinar \(SAILS\)](#)

#### **SirsiDynix Training**

[SYM100 Symphony Essential Skills & Search Strategies](#)

[SYM101 - Symphony Advanced Search Strategies](#)

[SYM106 Symphony Circulation Basics: Managing User Records](#)

[SYM108 Symphony Circulation Basics: Circulating Material](#)

#### **Ideas for virtual programs/events**

Got any? We are seeing so many offerings online for people staying at home - is there anything you think that we (or you) might offer to patrons? Send an email with your thoughts/ideas and let's see if we can develop something!

#### **Universal class**

[Listening skills 101](#)

[Kinesics 101](#)

#### **Pembroke Trivia I exercise**

**Instagram photos and captions**

Melissa would like staff to submit photos with captions to her to be shared via the library instagram.

**Adult Summer Reading ideas**

Debbie is looking for ideas and thoughts regarding what the Adult summer reading might look like. Brainstorm and email her.

**Newsletter**

Stephanie is looking for ideas to add to the Newsletter for stress relief (what are you doing?), easy crafts and ideas for people to use ways to keep in touch with others (beyond face time etc.).

**Niche academy**

[ABLE: The reference interview](#)

[Creating holistic user experiences](#)

**Webjunction courses**

[Creating a culture of yes at your library and in your community](#)

[Look first: creating exceptional patron experiences](#)

[What Would Walt Do?: Quality Customer Service for Libraries](#)

**SAILS Staff site**

[Workflows learning to use the staff client](#)

[SirsiDynix Symphony training guide circulation](#)

**Pembroke Trivia II exercise****Universal Class**

[Mindfulness in the Workplace](#)

**Niche academy trainings**

[Internet basics - lessons: Using Search Engines and Tips for using Search Engines](#)

[Research essentials - all lessons](#)

**Individuals projects were taken on by various staff members.**

Processing

Summer Reading inventory for Pembroke schools Summer Reading lists across all platforms(physical and virtual).

Virtual program for 3 weekly sessions about New England Poets.

Language club - in development for a new Virtual club that make convert to physical in the future.

PEMBROKE PUBLIC LIBRARY  
FISCAL YEAR 2020 WORKSHEET

5/13/2020

		FY20	adjustments	adj. Budget	Expended	Balance	% of total budget
Director Salary	00016101-510101	\$93,465.00			\$82,049.28	\$11,415.72	87.79%
Assistant Director	00016101-510103	\$60,356.00			\$52,984.18	\$7,371.82	87.79%
Full Time Salaries	00016101-510110	\$263,062.00			\$225,621.23	\$37,440.77	85.77%
P-T Pages	00016101-510123	\$15,079.00			\$13,856.34	\$1,222.66	91.89%
P-T Salaries - Aides	00016101-510124	\$133,472.00			\$113,329.17	\$20,142.83	84.91%
Overtime	00016101-510130	\$0.00			\$0.00	\$0.00	
Sunday Opening hours	00016101-510138	\$13,000.00			\$11,046.14	\$1,953.86	84.97%
Emergency Shelter Staffing	00016101-510139	\$1,000.00			\$830.36	\$169.64	83.04%
Longevity	00016101-510140	\$3,246.00			\$2,700.00	\$546.00	83.18%
Vacation (buyback)	00016101-510162	\$0.00			\$6,306.30	(\$6,306.30)	
<b>Personnel Services</b>		<b>\$582,680.00</b>			<b>\$508,723.00</b>	<b>\$73,957.00</b>	<b>87.31%</b>
Heating Fuel	00016102-521030	\$14,000.00			\$10,221.33	\$3,778.67	73.01%
Water	00016102-523000	\$300.00			\$323.14	(\$23.14)	107.71%
Office Equipment	00016102-524046	\$800.00			\$0.00	\$800.00	0.00%
Telecom	00016102-534000	\$3,000.00			\$4,212.88	(\$1,212.88)	140.43%
Postage	00016102-534020	\$1,200.00			\$281.16	\$918.84	23.43%
Purchase of Services	00016102-538000	\$26,000.00	\$4,987.50	\$30,987.50	\$28,115.89	\$2,871.61	108.14%
Facilities/Maint Supplies	00016102-543000	\$2,000.00			\$2,901.66	(\$901.66)	145.08%
Custodial Supplies	00016102-545000	\$2,000.00			\$1,950.08	\$49.92	97.50%
Library Materials	00016102-558040	\$5,900.00			\$5,775.49	\$124.51	97.89%
Program Supplies	00016102-558050	\$1,200.00			\$718.00	\$482.00	59.83%
Technology Supplies	00016102-558090	\$2,000.00			\$1,917.14	\$82.86	95.86%
Travel	00016102-571100	\$1,000.00			\$347.36	\$652.64	34.74%
Dues	00016102-57310	\$400.00			\$225.00	\$175.00	56.25%
<b>General Expense</b>		<b>\$59,800.00</b>			<b>\$56,989.13</b>	<b>\$2,810.87</b>	<b>95.30%</b>
<b>Books</b>	00016102-558030	\$90,000.00			\$74,593.28	\$15,406.72	82.88%
Capital-painting	00030610-600134	\$12,550.00			\$0.00	\$12,550.00	0.00%
Capital-flooring	00030610-600133	\$830.00			\$0.00	\$830.00	0.00%
Capital-Fire Alarms	001-0610-5864-s-1-9-s	\$9,052.00			\$9,052.00	\$0.00	100.00%
Capital-Building & Equipment	00030610-600138	\$18,000.00			\$1,966.25	\$16,033.75	10.92%
Library Incentive	18-610-4650-264	\$15,027.21	\$13,564.29	\$28,591.50	\$14,318.51	\$14,272.99	95.28%
Municipal Equalization	18-610-4650-262	\$6,097.53	\$8,105.73	\$14,203.26	\$2,465.10	\$11,738.16	40.43%
NRC	18-610-4650-268	\$1,355.30	\$3,713.26	\$5,068.56	\$4,423.00	\$645.56	326.35%
<b>Grants total</b>		<b>\$22,480.04</b>	<b>\$25,383.28</b>	<b>\$47,863.32</b>	<b>\$21,206.61</b>	<b>\$26,656.71</b>	<b>94.34%</b>
<b>State Grant (Earmark for technology)</b>	0365-520000	\$25,000.00			\$16,892.62	\$8,107.38	67.57%
Allison Darling (75% INT. YA books)	All as of 6/30/19	\$11,574.47				\$11,574.47	0.00%
Library Building Fund		\$313.77				\$310.79	0.00%
Center Library Trust Fund (any use)		\$5,204.24				\$5,204.24	0.00%
Center Library Trust Fund		\$20,576.95				\$20,576.95	0.00%
Della Chiesa (books only)		\$10,084.51				\$10,084.51	0.00%
Edna Raistrick (large print only)		\$4,163.30				\$4,163.30	0.00%
Irene Smith (interest only-YA ref. and non.)		\$9,697.41				\$9,697.41	0.00%
<b>Trusts Total</b>		<b>\$61,614.65</b>				<b>\$61,614.65</b>	<b>0.00%</b>
Passport Program Revenue	018-0610-0269-0-0-0-R	\$14,352.61	\$16,450.00	\$30,802.61	\$0.00	\$30,802.61	
Passport Program Expenses	018-0610-0269-0-0-0-E	\$0.00			\$1,559.16	(\$1,559.16)	
Materials expenses from PP Income					\$14,661.07	(\$14,661.07)	
Passport Expense-Payroll	018-0610-0269-0-0-0-P	\$0.00			\$589.71	(\$589.71)	
Passport Program Net:		\$14,352.61	\$16,450.00	\$30,802.61	\$16,809.94	\$13,992.67	54.57%
Library Gifts Balance	018-0610-0263-0-0-0-E	\$4,225.54	\$6,101.10	\$10,326.64	\$6,808.55	\$3,518.09	65.93%
Fines Balance	018-0610-0261-0-0-0-E	\$19.00	\$6,410.71	\$6,429.71	\$4,954.60	\$1,475.11	77.06%

# Reestablishing Services Plan for the Pembroke Public Library-DRAFT

The reopening of the Pembroke Public Library will be a Phased Plan to provide for safety for all.

Prior to opening to the public, the Board of Health will receive a tour of the building to ensure we are in compliance with Federal, State and local mandates.

The Library will:

For all:

- Adhere to recommended hygiene procedures for cleaning and disinfecting common areas (copy machines, keyboards, circulation/reference desks, etc.).
- Monitor and keep full all Hand Sanitizer dispensers throughout the building.
- Close all Meeting Rooms, History Room and Craft Room until further notice.
- All in-library programs (storytime, speakers, etc.) postponed until further notice. Remote events will be developed when possible.
- Puzzle tables, play tables, toys, puppets removed until further notice.
- Arrange furniture to accommodate social distancing. Seating may be removed. Furniture that cannot be removed will be blocked.
- Publish videos of the Library's efforts to maintain the safety of patrons and staff. Videos will be available on the Library's social media accounts and website. Publishing an article about these protocols in the newspaper.
- If needed, reduced hours gradually easing back to normal operational hours.

For staff:

- Install protective screens at Adult, Children and Reference Desks.
- Require staff to wear protective gear such as masks & gloves while managing public services, when social distancing is not possible.
- Modify staff hours and work spaces to accommodate social distancing.

**Phase 1.** This phase will be defined by stay at home orders being lifted and businesses resuming some level of operations. At-risk populations still recommended to stay home. Following state guidelines, masks and social distancing will be recommended or required. The library has secured sufficient safety materials for staff and staff is available. Virtual programs via

YouTube, Facebook and Zoom will continue. Assistance will be available via email, and telephone. There will be no public access to the building, in-building programs and meeting room use suspended until further notice. Public computers will not be available. Some staff will return to prepare the building and planned procedures.

**Possible services:** curbside pickup would be instituted when staff is prepared and all needed supplies are available, with strict social distancing/no contact between staff and patrons. Book drops would be opened for the return of library materials. All returned items will be quarantined for no less than 5 days. After that time, staff will discharge them. Home delivery may be provided for at-risk patrons in partnership with the Council on Aging. WIFI will continue to be available outside the building.

**Preparation for Phase 1:**

- A selected group of staff will enter building to design workflow and work spaces.
- Returns will begin and the large meeting room will be staged for quarantining of materials. No donations will be accepted at this time.
- Materials will be acquired for curbside delivery.
- Possible home bound delivery will be designed.
- There will be adequate supply of disinfectants.
- Staff schedules will be designed to provide adequate service.
- Library hours may be limited.

**Phase 2:** Masks and social distancing still required/recommended. Gatherings of up to 50 are allowed.

**Possible Services:** All services from Phase 1 continues. Limited public access to the building with strict social distancing between staff and the public. Holds pick up allowed at circulation desk. Public copier available. Limited Public Computers access. A time limit (30 minutes) for computer usage to accommodate patrons waiting and sanitation. No headphones will be provided; patrons must bring their own. Staff would be required to wear masks/gloves to assist patrons. Staff will monitor number of patrons in the building. Core circulation desk functions would continue.

**Preparation for Phase 2:**

- Computers would be removed to maintain safe social distancing.
- Computers will be spaced the minimum 6 feet apart.
- Furniture would be moved/removed to accommodate distancing and discourage long visits.



- Practices would be developed to provide safe services and maintain distance between staff and patrons.
- Designate lines for check-outs. Markers will be placed with six foot increments to adapt social distancing. Appropriate signage installed.
- Establish hours for vulnerable population, following state guidelines.

## **Pembroke Public Library Curbside Pickup Plan. DRAFT**

It's easy to place a hold. There are two ways to get items. Online, at [pembrokepubliclibrary.org](http://pembrokepubliclibrary.org), search the catalog and place your hold. You can also call us and we will place your hold for you, we will need your name, library card number, and phone number

**STAFF WILL PULL YOUR ITEMS.** All items have been quarantined no less than 5 days. Staff will be wearing masks and gloves and place them in a new paper bag. There will be a temporary limit of 10 items per day (not counting existing holds on the holds shelf). At this time, we cannot obtain items from other libraries. We will do our best to get you everything requested. If you have items already on the hold shelf, those may now also be picked up.

**STAFF WILL ARRANGE A PICK UP TIME.** Staff will call you to schedule a pickup time when your items are ready. Due to demand and the small amount of staff we can have safely in the building at once, we cannot guarantee same-day pickup.

**PLEASE ARRIVE AT THE LIBRARY AT YOUR SCHEDULED TIME.** When you arrive at the library at your scheduled time call us at 781-293-6771.

**COLLECT ITEMS AFTER STAFF HAS LEFT THE AREA.** Please wait in your designated place while staff brings your items outside. Do not leave this designated place to retrieve your items until staff is back inside of the library building.

If you have items to return, put them directly in the return book drops.

Thank you!