Board of Library Trustees Meeting
January 4, 2011
7:00 p.m.

Medway Public Library

Attendees:

Trustees:

Carol Brown
MaryAnn Cabibbo, Vice Chair
Ed Duggan
William Roberts, Secretary
Wendy Rowe, Chair

Citizens:

Margaret Perkins, Assistant to the Director

Minutes:

A. Approval of agenda (available online through Trustees link)

   Motion to approve the agenda: WLR1, CB2. Passed Unanimously

B. Secretary's report

   Postponed, MaryAnn has corrections and getting on to the business of the evening
   seemed more important

C. Citizens Speak

D. Budget Report

E. Director's Report

F. Old Business

   1. Self-checkout? $3500 start-up cost, minimal ongoing
Felicia and Wendy had thought this money could come from the IMA (Intermunicipal Agreement) with Franklin, since it was one of Felicia's ideas. This hadn't been discussed with Medway Town Administrator Suzanne Kennedy. Suzanne had initially agreed that money for subs could come from here, but told Felicia and Wendy after the December Trustees meeting that she was rethinking that and we should stop using regionalization money for subs. Particularly if the IMA is not renewed, Suzanne said, neither of these can come from the IMA regionalization money.

Wendy said self-checkout is a component of Felicia's plan to be open 40 hours.

Ed is doubtful the self-checkout machine will save money. Most of the time people will need help with their self checkout. He feels that if we're going to spend extra money it ought to be on something people want, like Kindles.

Margaret spoke from her experience in Holliston where they have 2 self-checkout machines, one for the children's room and one for the adults.

She says that 20% of the checkouts are through the devices, with children using them more than adults.

She doesn't feel they save that much time, because they require staff intervention as people have problems when they owe money (and the machine refuses to do the check out) or the patrons have questions they want to ask the staff. However, she says Holliston's Director loves it.

They are a help when there is a line of patrons at the desk, but that doesn't happen so often in Medway.

The Holliston Friends paid for the machines. Margaret says if someone gave one to us, she'd be in favor of using it.

Motion: Buy a self-checkout machine if it can be paid for through the IMA regionalization money. WER1, WLR2. Passed 3-2. In favor: CB, WER, WLR. Opposed: ED, MAC.

Motion: Buy a self-checkout machine with the library's own money (donations, state aid, or Tuchinsky). WER1, WLR2. Failed 1-4. In favor: WLR. Opposed: CB, ED, MAC, WER.

As the "self service holds" make no point without self service checkout:

Motion: No self service holds for now. MAC1, CB2. passed unanimously.
2. Increase hours to 40/week until summer?

With neither self-checkout nor substitutes, it seemed that increasing to 40 hours was not feasible.

Motion: Keep the library's scheduled hours as they are: CB1, MAC2. Passed 4-1. In favor: CB, ED, MAC, WER. Opposed: WLR.

3. Finish evaluation of Franklin/Medway Intermunicipal Agreement (IMA) and whether to continue in FY12

Wendy presented the original arguments for the IMA.

- The hope of state incentives for regionalization
- A higher level director
- Maintenance & cleaning through Franklin
- Patron access to Franklin's materials and services for the time prior to our regaining certification
- Hope of future monetary savings from regionalization.

There are no state incentives for regionalization anywhere on the horizon and as there are no plans for further regionalization there are no savings there. Indeed we are spending more for what we're getting from Franklin than if we contracted for it ourselves.

The Trustees all felt that the IMA was not bringing us closer to regionalization.

Experience has shown that the library needs a fulltime director much more than it needs a higher level part time Director. Having 2 part time directors has not replaced this need.

The town is now providing more than adequate maintenance on its own so there is no need of it through Franklin.

Cleaning is an issue. With the IMA we are using the town of Franklin as a cleaning service. Wendy says we aren't completely happy because they miss spots. The personnel they send have changed frequently, meaning the secret of our lock combination is spreading, and we have to make sure the cleaners know what to do and we have to continually monitor their efforts.
Wendy discussed an alternative, using a combination of a professional service + senior tax relief volunteers. MaryAnn doesn't want to be dependent on volunteers and would like quotes from various vendors.

Experience has shown that IMA has not worked well. In lieu of the IMA, we would ask that some of the IMA money be repurposed to pay for a full time director and for cleaning.

However, it's quite possible that the library will have to operate without this money. This would mean we would have a 19-hour a week Acting Director. This was the plan before the advent of the IMA and would allow us to operate and maintain certification.

Motion: To not enter into a new Intermunicipal Agreement with Franklin in FY12. CB1, ED2, passed unanimously

G. New Business - FY12 budget (due noon Jan 5)

There was a discussion of the proposed initiative to replace the part-time Assistant to the Director position with a full time director.

We have a qualified internal candidate.

We would wind up paying on the low end of the director salary range for towns our size. The position is non-union.

The expense to the town, including healthcare, would be close to the current part time Assistant Director salary + the IMA spending for a part time Director.

The clear sense of the Trustees was to submit the required level funded budget plus a pair of initiatives to pay for a full time director and for cleaning services, hopefully to be paid for with some of the money that would have been spent on the IMA.

So our proposed budget is in 3 parts: 1> the level funded municipal budget, 2> the further money we need to operate which buys books, dvds, other materials and repairs, and which comes from donations, state aid and the Tuchinsky interest, 3> a pair of initiatives to replace the IMA

Motion: Approve the level funded FY12 Municipal budget (208,155) as presented. CB1, MAC2, passed unanimously

Motion: Approve the $32416 we need to operate from other sources as presented. MAC1, ED2, passed unanimously
Motion: Initiative 1: Convert the part time Assistant to the Director to a full-time (40 hr) Library Director (additional salary cost of $30,595).
Initiative 2: Allocate $8000 for weekly cleaning. Money budgeted for these could come from funds that would have been spent on the IMA.
WER1, MAC2. passed unanimously

Here is the approved budget impact

There was then a discussion of how to fit the Director's Report into the Budget proposal. Carol left during this as she was not feeling well.

Wendy and Margaret will take the fruits of this discussion and submit the budget by noon tomorrow (Jan 5) as required.

Motion: Approve the budget proposal narrative as discussed: WER1, MAC2, passed unanimously (4-0)

Here is the approved budget narrative

H. Fundraising
   I. Adjournment; next meeting February 1 2011

Motion to adjourn (10:10), MAC1, ED2, passed unanimously

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Director's Report 10/05/10

Medway Public Library

VISION STATEMENT:

Medway Public Library will be recognized in the community as an essential and reliable partner in the delivery of information resources, education, self-advancement, and recreation.
MISSION STATEMENT:

Medway Public Library is an indispensable part of the community, dedicated to providing residents of all ages with dynamic collections, innovative programs and wide-ranging and sustainable services.

DESCRIPTION OF SERVICES:

Thanks to the continued support of the Town Administrator and the Board of Selectmen, the Library meets the Municipal Appropriation Requirement and is able to maintain 2011 staffing levels and services. Although Medway, like many towns has not been fortunate enough to avoid the budget cuts and reduced services we are most appreciative of continued municipal support that ensures certification and fosters growth and partnerships.

Collections

The Library’s collections contain well over 69,000 volumes, including books, audio books, CDS, DVDs, and magazines. The Library’s electronic presence includes the website, a wide range of electronic resources and services, both in-library and remote access to a host of databases provided by the Massachusetts Board of Library Commissioners and the Minuteman Library Network. These resources include full text journal articles, reference resources, and area newspapers

Library Catalog

The library catalog offers patrons an easy interface for finding materials, information, reserve books, audio books, CDs, videos, DVDs, games; renew items, pay fines and manage library accounts online. E-Commence functionality allows patrons to pay fines owed via credit card at their own convenience 24/7.
Interlibrary Loan

Medway residents enjoy borrowing privileges to over 6 million items and are very pleased with the ability to obtain books, periodicals, and audiovisual materials in person or through inter-library loan.

Technology

The Library has a strong technology infrastructure. Technology serves a vital library function. It continues to increase in importance as a tool for patrons using Microsoft Office products, connecting to information, online networks, the Internet, databases and to others around the world.

The Library is also equipped with a photocopy machine, a high quality public printer, and 10 public Internet access computers; supplemented by Wireless technology. Introduced a few years ago, Wireless technology, introduced a few years ago, extends services to a new cadre of users equipped with laptops and other digital devices.

Programs

The Library’s programming efforts consist of regular - Summer Reading programs, two six week story and craft programs conducted in the Fall and Spring, a Pajama story time administered by volunteer Girl Scouts, a Gingerbread festival administer by the Friends of the Medway Public Library.

Facilities

The library building is kept clean with clear, attractive signage to assist patrons in navigating the building. It also provides meeting space for community use and an exterior book drop for after hours book return.

STAFFING
Two full-time staff and 8 part-time work a total of 152 hours a week. These part-time positions include a Library Director, Assistant Director, and 6 Library Assistants. The full time positions are the Technical services (cataloging) and Circulation Services Librarians.

A very efficient system of volunteers ensures prompt retrieval of requested items re-shelving of library materials. Thanks to the Staff Library for Circulation.

**2010 MAJOR INITIATIVES & ACCOMPLISHMENTS**

The Towns of Franklin and Medway signed an inter-municipal agreement for Franklin to provide library administrative and maintenance services to Medway. In addition to sharing a Library Director, an Inter-municipal agreement between the Towns of Medway and Franklin in July 2009 gave Medway residents access to Franklin’s resources and services. Medway residents could check out any circulating items from the Franklin Public Library collection, request Franklin materials from a remote location or online, had twenty museum passes to choose from, attend programs, and use Franklin public Library computers.

Medway Public Library regained certification to receive State Aid to Public Libraries and all the privileges therein. With certification the Library received $8,000 in State Aid; access to Inter-library loan, all the databases provided through the Massachusetts Board of Library commissioners, and eligibility to Federal and State grants, restored.

A feasibility study highlighted the many benefits for both communities of collaboration/regionalization. These included expanded library hours, increased services, increased programs, outreach to Medway teens, a smaller Municipal Appropriation Requirement, and a more stable and sustainable institution; to name a few.

This summer, the library offered a variety of programs to foster the spirit of learning. Children and families were treated to educational and entertaining activities. One hundred and seventy children participated in the summer reading program, 70 were entertained by puppeteers, 50 enjoyed an afternoon of music with the Celtic bells and 12 children discovered the magic of science with the 4H program. In November, a preschool fair was held; and the Medway Players performed to full houses both weekends of their Fall
production, bringing live theater to 200 people. In December, for a second year in a row, many delighted patrons, big and small packed the house for the ginger bread festival.

Medway Public Library Statistics FY2010

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Collection</td>
<td>69,137</td>
</tr>
<tr>
<td>Pint serial subscriptions</td>
<td>83</td>
</tr>
<tr>
<td>Number of Registered borrowers</td>
<td>5,061</td>
</tr>
<tr>
<td>Circulation Transactions in Fiscal Year 2010</td>
<td>114,095</td>
</tr>
<tr>
<td>Interlibrary Loans</td>
<td>17,583</td>
</tr>
<tr>
<td>Attendance in Library (visits)</td>
<td>62,302</td>
</tr>
<tr>
<td>Number of reference transactions</td>
<td>3,090</td>
</tr>
<tr>
<td>Number of children’s programs held</td>
<td>56</td>
</tr>
<tr>
<td>Total attendance at all children programs</td>
<td>519</td>
</tr>
<tr>
<td>Participation in the summer programs</td>
<td>190</td>
</tr>
<tr>
<td>Total number of persons volunteering</td>
<td>17</td>
</tr>
<tr>
<td>Number of hours volunteered</td>
<td>1,390</td>
</tr>
<tr>
<td>Number of users of public Internet computers during a typical week.</td>
<td>76</td>
</tr>
<tr>
<td>Total number of hours worked by library staff per week</td>
<td>152</td>
</tr>
<tr>
<td>Total number of hours the library is open per week</td>
<td>32</td>
</tr>
</tbody>
</table>

2011 MAJOR INITIATIVES & ACCOMPLISHMENTS:
The Library Board adopted Strategic Plan to guide the Library’s decision making through 2015. The vision and mission come directly from community input and from the Town of Medway Master Plan. The goals, objectives and actions promise to make the Library more responsive, collaborative, engaging, innovative, professional and efficient.

Library Initiatives in FY2011 have focused on optimizing community access to the library resources - rescinded practices, reviewing and amending circulation policies and procedures for use of the building and its community spaces; maximizing cost, and time - examined and improving internal processes, developing a library handbook; integrating emerging technologies into library services – proposed the integration of self-check machines; building community partnerships, and supporting a collaborative environment.

Partnersing with the Medway Public Schools

Dr Judith Evans has facilitated the Library’s access to school facilities and key personnel.

Partnering with the Medway Public Schools is beneficial not only because limited resources could be harnessed to maximize efforts to promote youth development but also because it is a natural fit.

- Our patrons are the same people
- Serving children from birth to age18 is a top priority for the library. The schools hold a captive youth audience and stand as gatekeepers for maximum access to youth.
- Schools alone can not meet all of youth needs.
- The goal of enhancing positive youth outcomes is a shared one.

The first stop, school librarians, has been very successful. The school librarians will share project information and resources, and help the library with flyers, announcements guidance to better target its marketing efforts

Library Programs

This summer, the library offered a variety of programs to foster the spirit of learning. Children and families were treated to educational and entertaining activities. One hundred and seventy children participated in the summer reading program, 70 were entertained by puppeteers, 50 enjoyed an afternoon of music with the Celtic bells and 12 children discovered the magic of science with the 4H program.
Professional Development

Identified and provided opportunities for staff development through webinars.

Review of Facilities, Equipment, and furnishings.

The Department of Public Services (DPS) conducted a comprehensive audit and worked with the Library Director to define Capital priorities, a Capital Plan, and clear reporting process of building issues to ensure timely repairs and adequate ongoing maintenance.

Capital Priorities

New HVAC controls
Re-point exterior brick masonry
Replace Computers & Printers
Replace carpet in high traffic areas
Refurbish existing furniture
Replace roof shingle & gutters

Pending Initiatives

Expand hours to include morning hours.

Self check and self service holds. This system is very easy to use, intuitive and very popular with patrons because it provides quick access to information. It would improve efficiency for both patrons and library staff and will free library staff to plan implement programs, assist patrons.

FY 2012 GOALS & INITIATIVES
Goal 1: Library services will be accessible, courteous and responsive to the needs of the community.

Goal 2: The Library will meet the public’s needs for current and popular materials, information, education, culture and entertainment.

Goal 3: Residents of all ages will regard the Medway Library as a prominent place to meet and interact with others in the community.

Goal 4: Residents will have access to a variety of innovative programs.

Goal 5: Library patrons will have access to high quality information technology.

Goal 6: The Library will develop a comprehensive public relations campaign to increase visibility and raise the public’s awareness of the many services and opportunities available.
Goal 7: Medway Public Library will be an inviting and safe part of the community.

Goal 8: The library will explore creative ways to ensure fiscal sustainability of library services.

**PERFORMANCE MEASURES/INDICATORS**

The library will use comparative ranking information provided by the Board of Library Commissioners to evaluate its performance. These consist of: hours open, circulation, collection size, attendance – library visits, computer use, and programming and outreach.

*Will update as soon as 2010 figures are published*

*Medway Public Library Performance Rankings against all other libraries in the State*

*Medway Public Library Performance Rankings against all other libraries within it’s Population Group*
This budget meets the Municipal Appropriation Requirement (MAR) of $176,527 it is still half of the funding before de-certification. The collection remains largely funded by the Friends making it difficult to provide sufficient copies of current, high-demand, high-interest materials in a variety of formats.

Without a youth services librarian, the library will continue to rely mostly on its partnership with the schools to reach this very important segment of the population.

<table>
<thead>
<tr>
<th>Account #</th>
<th>Account Name</th>
<th>FY2011</th>
<th>FY2012</th>
<th>$ Change</th>
<th>% Change</th>
<th>Impact Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>01610001-5110</td>
<td>Library Full Time Salaries</td>
<td>78,926</td>
<td>78,624</td>
<td>(302)</td>
<td>0%</td>
<td>Full time staff are at top step</td>
</tr>
<tr>
<td>01610001-5111</td>
<td>Library Part Time Salaries</td>
<td>65,236</td>
<td>66,692</td>
<td>1,456</td>
<td>2%</td>
<td>Includes step increases for Asst. Dir. &amp; two library Assistants</td>
</tr>
<tr>
<td>01610001-5150</td>
<td>Library Fringe Longevity</td>
<td>850</td>
<td>850</td>
<td>-</td>
<td>0%</td>
<td>No change</td>
</tr>
<tr>
<td>01610002-5211</td>
<td>Library Electricity</td>
<td>16,756</td>
<td>19,753</td>
<td>2,997</td>
<td>18%</td>
<td>Based on Town's Estimates</td>
</tr>
<tr>
<td>01610002-5212</td>
<td>Library Heat Fuel Natrl Gas</td>
<td>8,543</td>
<td>7,832</td>
<td>(711)</td>
<td>-8%</td>
<td>Based on Town's Estimates</td>
</tr>
</tbody>
</table>
| 01610002-5231   | Library Water Sewer         | 400    | 863    | 463      | 116%     | Based on Town's Estimates -”
<table>
<thead>
<tr>
<th>Code</th>
<th>Category</th>
<th>FY10</th>
<th>FY11</th>
<th>Change</th>
<th>Change %</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>01610002-5232</td>
<td>Library Trash</td>
<td>1,800</td>
<td>1,683</td>
<td>(117)</td>
<td>-7%</td>
<td>Subject to change Based on Town's Estimates - Subject to change</td>
</tr>
<tr>
<td>01610002-5240</td>
<td>Library RM Miscellaneous</td>
<td>1,562</td>
<td>5,784</td>
<td>4,222</td>
<td>270%</td>
<td>Amount is far less than FY10's expenditures. Difference will be paid from Tuchinsky Interest</td>
</tr>
<tr>
<td>01610002-5341</td>
<td>Library Telephone</td>
<td>1,150</td>
<td>1,500</td>
<td>350</td>
<td>30%</td>
<td>Based on current spending</td>
</tr>
<tr>
<td>01610002-5343</td>
<td>Library Postage</td>
<td>264</td>
<td>264</td>
<td>-</td>
<td>0%</td>
<td>No change</td>
</tr>
<tr>
<td>01610002-5380</td>
<td>Library Other Purchase Srvcs</td>
<td>22,664</td>
<td>22,707</td>
<td>43</td>
<td>0%</td>
<td>Minuteman membership fees</td>
</tr>
<tr>
<td>01610002-5400</td>
<td>Library Supplies</td>
<td>10,001</td>
<td>1,600</td>
<td>(8,401)</td>
<td>-84%</td>
<td>Based on current spending</td>
</tr>
<tr>
<td>01610002-5427</td>
<td>Library Media Materials</td>
<td>1</td>
<td>1</td>
<td>-</td>
<td>0%</td>
<td>Paid primarily from donations in FY10</td>
</tr>
<tr>
<td>01610002-5421</td>
<td>Library Books Periodicals</td>
<td>1</td>
<td>1</td>
<td>-</td>
<td>0%</td>
<td>Paid primarily from donations in FY10</td>
</tr>
<tr>
<td>01610002-5710</td>
<td>Library Instate Travel</td>
<td>1</td>
<td>1</td>
<td>-</td>
<td>0%</td>
<td>Placeholder - Will be paid from the Tuchinsky Interest</td>
</tr>
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</table>

**Unfunded**
**Projects/Initiatives:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>These items will be paid for through others sources as noted above</em></td>
<td></td>
</tr>
<tr>
<td>Balance of R&amp;M contracts ($796) and anticipated repairs based on typical expenditures</td>
<td>$2,796</td>
</tr>
<tr>
<td>Library Instate Travel</td>
<td>$120</td>
</tr>
<tr>
<td>Library Materials: Books, Periodicals, and Media</td>
<td>$29,500</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$32,416</strong></td>
</tr>
</tbody>
</table>

*These items are not funded in the Library’s municipal budget*

<table>
<thead>
<tr>
<th>Description</th>
<th>Estimated Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part-time Library Director</td>
<td>$37,000.00</td>
</tr>
<tr>
<td>Janitorial and other requested maintenance services</td>
<td>$11,000.00</td>
</tr>
<tr>
<td>Library materials + Tuchinsky fund relief</td>
<td>$12,000.00</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$60,000.00</strong></td>
</tr>
</tbody>
</table>

**FY12 Budget Narative**

**VISION STATEMENT:**

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MISSION STATEMENT:

Medway Public Library is an indispensable part of the community, dedicated to providing residents of all ages with dynamic collections, innovative programs and wide-ranging and sustainable services.

DESCRIPTION OF SERVICES:

Medway Library has 5061 registered borrowers. On average, every week we serve 1200 people of all ages, handle 60 reference requests, host 76 public computer internet users, and circulate nearly 2200 items. We host a diverse mix of Library-sponsored programs, art shows, Scout troops and other community groups, sport signups, theatrical performances, Community Education classes, story times, and meetings of town boards.

Collection

The Library’s collection contains well over 69,000 volumes, including books, audio books, CDs, DVDs, and magazines. The Library’s electronic presence includes a website and a wide range of electronic resources and services. These include both in-library and remote access to many databases provided not only by Medway Library but also by the Massachusetts Board of Library Commissioners and the Minuteman Library Network. These resources include full text journal articles, reference and job search resources, and area newspapers.

Library Catalog

The library catalog interface provided by Minuteman offers patrons an easy way to: find materials; reserve books, audio books, CDs, videos, DVDs, and games; renew items; and
pay fines and manage library accounts online. E-commerce functionality allows patrons to use credit cards to pay fines via computer at any time.

Interlibrary Loan

Thanks to our library certification, Medway residents enjoy borrowing privileges for over six million items. Residents are very pleased with their ability to obtain books, periodicals, and audiovisual materials in person and through inter-library loan.

Technology

The Library has a strong technology infrastructure. Technology serves a vital library function. It continues to increase in importance as a tool for patrons using office software products, online networks, databases, and connecting to others around the world.

The Library is also equipped with a photocopy machine, a high quality public printer, and 10 public Internet access computers. Wireless technology, introduced a few years ago, extends services to a new cadre of users equipped with their own laptops and other digital devices.

STAFFING

Two full-time and six part-time staff work a total of 152 hours per week. These part-time positions include a Library Director, Assistant Director, and four Library Assistants. The full-time positions are the Technical Services (cataloging) and Circulation Services Librarians.

2010 MAJOR INITIATIVES & ACCOMPLISHMENTS
Medway Public Library regained certification in December 2009. With certification, the Library received $6921 in State Aid, access to inter-library loan, and eligibility for Federal and State grants.

In July 2009, the Towns of Franklin and Medway signed an intermunicipal agreement for Franklin to provide library administrative and maintenance services to Medway. In addition to providing a shared Library Director, the agreement gave Medway residents access to Franklin’s resources and services even while Medway was decertified. Medway residents could check out any circulating items from the Franklin Public Library collection.

As part of our annual summer reading program, a family music concert and a reading-themed magic show were funded by the Medway Cultural Council. Children were encouraged to read and have people read to them through various activities. The Friends of the Library sponsored a fundraising concert by Southern Rail Bluegrass, and held the first annual Gingerbread Festival. Spring and Fall brought live theater by the Medway Players. Preschool and pajama storytimes were enjoyed by all.

### 2011 MAJOR INITIATIVES & ACCOMPLISHMENTS:

The Library Board adopted a five-year Strategic Plan.

Medway School Superintendent Judith Evans facilitated the Library’s access to school facilities and key personnel. Our staff met with school librarians, who will share project information so the Library can provide educational resources more effectively.

One hundred and seventy children participated in the summer reading program. The Medway Cultural Council funded a Celtic music family concert and a puppeteer as part of our summer reading activities. We held a weekly science program in conjunction with 4-H. In November, a preschool fair was held, where residents connected to community
preschools. The Medway Players’ Fall production brought live theater to 200 people, and they will be back in the Spring with another show. The Friends of the Library hosted their second annual Gingerbread Festival, and will host a fundraising concert by Southern Rail Bluegrass this Spring.

The Department of Public Services (DPS) conducted a comprehensive audit and worked with the Library Director to define Capital priorities, a Capital Plan, and a clear process for reporting building issues to ensure timely repairs and adequate ongoing maintenance.

**Capital Priorities:**

- New HVAC controls
- Re-point exterior brick masonry
- Replace computers & printers
- Replace carpet in high traffic areas
- Refurbish existing furniture
- Replace roof shingles & gutters

**FY 2012 GOALS & INITIATIVES**

**Initiative 1: Convert Part-Time Assistant to the Director to Full-Time Library Director**
Initiative 2: Secure weekly cleaning service

Goal 1: Library services will be accessible, courteous and responsive to the needs of the community.

Goal 2: The Library will meet the public’s needs for current and popular materials, information, education, culture and entertainment.

Goal 3: Residents of all ages will regard the Medway Library as a prominent place to meet and interact with others in the community.

Goal 4: Residents will have access to a variety of innovative programs.

Goal 5: Library patrons will have access to high quality information technology.

Goal 6: The Library will develop a comprehensive public relations campaign to increase visibility and raise the public’s awareness of the many services and opportunities available.
Goal 7: Medway Public Library will be an inviting and safe part of the community.

Goal 8: The library will explore creative ways to ensure fiscal sustainability of library services.

PERFORMANCE MEASURES/INDICATORS

The Library will use comparative ranking information provided by the Board of Library Commissioners to evaluate its performance. These consist of: hours open, circulation, collection size, library visits, computer use, and programming and outreach.

BOARD OF SELECTMEN'S BUDGET POLICY IMPACT

Although this budget allows us to meet the minimum Hours Open Requirement and the Municipal Appropriation Requirement, it is not by itself sufficient for certification. At this level, we need to spend approximately $30,000 from donations and State Aid to meet the material requirement. We also need to spend approximately $3000 of Tuchinsky interest on repairs and maintenance: $800 for maintenance contracts that don't fit in the level-funded budget, plus anticipated repairs at a level based on past experience.
Even spending these additional funds from our reserves, our budget is only two-thirds of what it was in FY2005 (the last year when we were serving Medway's needs well, before budget cuts). Our FY2005 book budget was $70,000. At the current level, it is impossible for us to provide sufficient resources to support school projects, or to meet the high demand for current materials in a variety of formats.

The current Franklin/Medway intermunicipal agreement (“IMA”) is not providing Medway with the value or results that Medway Selectmen, citizens, and Library Trustees envisioned when it was implemented. The use of a part-time Library Director, even though it adds value, will not in the long run provide Medway with the library services necessary to meet the future needs of the town.

The dollars being spent are not commensurate with what could be accomplished under a more effective set of guidelines. A different structure would allow the Library to provide increased literary, reference, educational, and research opportunities and to move forward proficiently with both current and new technology.

Because of this, the Library Trustees firmly believe that the Town will be better served if we convert our part-time Assistant to the Director into a full-time Library Director. The additional hours would cost less than we are currently spending for 14 hours per week of Franklin's Director. Even with health insurance, this change would add very little cost to what we are spending via the IMA for library administrative services; and it would provide 40 hours per week of professional library service by a proven capable MLS degreed administrator.

The Trustees' second initiative is to seek money for cleaning services. All of our cleaning has been done through the IMA, at the rather high rate of $16.50/hour (FY10). Before the IMA, we spent Tuchinsky interest or state grant funds on a cleaning service. With 200 people daily using the Library, six days per week, and with many children and families in the Library for extended stays, the bathrooms get quite a workout and need thorough cleaning. Besides that, just vacuuming the heavily-trafficked large expanses of carpeting and
keeping the dead bugs wiped off the windowsills has proven too big a job for volunteers. We need frequent, thorough, professional cleaning to keep 15,000 square feet of the very busy Library clean, sanitary, safe and welcoming.

### December Budget Report

<table>
<thead>
<tr>
<th>Account</th>
<th>Acct #</th>
<th>Start Balance</th>
<th>Expen. To Date</th>
<th>End Balance</th>
<th>% Spent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries - Full Time</td>
<td>5110</td>
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<td>Water &amp; Sewer</td>
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<td>R &amp; M Miscellaneous</td>
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<td><strong>$208,155.00</strong></td>
<td><strong>$109,975.20</strong></td>
<td><strong>$98,179.80</strong></td>
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<table>
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<tr>
<th>Account</th>
<th>Acct #</th>
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<th>Expen. To Date</th>
<th>Income to Date</th>
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<td>Memorial Donations</td>
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<tr>
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* $360 moved to Copier & Printer (maintenance contract)