

Director's Report to the Board of Agents

Silas Bronson Library

February 26, 2018

Raechel Guest, Director

Front Plaza Project

The anticipated completion date is March 9. There will be two items that will arrive later – a new sign for the front lawn, and bollards for the sidewalk leading to the back of the building. The bollards are intended to prevent cars and trucks from using the sidewalk as a driveway.

Children's Room Renovation

One of the two computer tables was damaged at delivery and returned; we are waiting for its replacement. We are also waiting for the new fish tank and new signage. I am still waiting for the City's Purchasing Department to let me know how to proceed with refinishing the Bertoia wire chairs.

Berman Memorial

Literacy Volunteers is in the process of installing Story Time chairs in the Picture Book Room, in memory of Katherine Berman. We will be receiving a comfy chair for the librarian reading and small chairs for the children. Literacy Volunteers will also be hosting a ceremony on the patio; details will be forthcoming.

East Wing Renovation

We have applied for e-Rate funding for rewiring the first floor of the East Wing, to allow us to reposition and consolidate our public computers and computer classroom. The project qualifies for an 85% reimbursement through the e-Rate program. We anticipate finding out if our application is approved in late March.

Circulation Division

January Statistical Reports: Main Library

Total Collection Size: 258,352
Total Items Added to Collection: 747
Total Items Circulated: 11,607
Total Circulation In-House: 215
Total Circulated at Other Libraries: 295
Total Circulated from Other Libraries: 449

Total Active Patrons: 11,795
Total Expired Patrons: 14,605
Total Patrons Added: 177

January Statistical Reports: Bunker Hill

Total Collection Size: 16,801
Total Items Added to Collection: 21
Total Items Circulated: 661
Total Circulation In-House: 0
Total Circulated at Other Libraries: 60
Total Circulated from Other Libraries: 201

Total Active Patrons: 416
Total Expired Patrons: 489
Total Patrons Added: 4

Museum Pass Usage, January 2018

American Clock & Watch Museum: 0
Barker Comic and Cartoon Museum: 1
Barnum Museum: 0
Beardsley Zoo: 0
Children's Museum/Roaring Brook Nature: 1
Connecticut Science Center: 3
Connecticut's Old State House: 0
CT State Parks & Forest Recreation: 0
EverWonder Children's Museum: 0
Harriet Beecher Stowe Center: 0
Imagine Nation: 5
Institute for American Indian Studies: 0
KidsPlay Childrens Museum: 3

Maritime Aquarium at Norwalk: 1
Mark Twain House: 0
Mattatuck Museum: 0
Mystic Aquarium: 0
Mystic Seaport: 0
New Britain Museum of American Art: 1
New England Air Museum: 0
New Haven Museum: 0
Old Sturbridge Village: 0
Peabody Museum of Natural History: 1
Wadsworth Atheneum: 0
White Memorial Conservation Center: 0

Online Presence

Facebook Followers as of 2/21/2018: 903
Facebook Reach Jan. 24 – Feb. 20: 3,058
Facebook Post Engagements Jan. 24 – Feb. 20: 1,203

Website Visitors Jan. 1 – Jan. 31: 1,947
Website Sessions Jan. 1 – Jan. 31: 3,189
Website Pageviews Jan. 1 – Jan. 31: 6,247

Most Visited Website Pages (Jan. 1 – Jan. 31):

Home Page: 3,135	Research: 155	Children's Division: 118
Programs: 341	About Us: 142	New Movies: 55
Bunker Hill Branch: 243	Genealogy/Local Hist.: 136	Computer Classes: 40
How to Find Books: 200	Calendar: 136	Hall of Fame: 39
Ask A Librarian: 183	eBooks: 130	Teen/YA: 33
Museum Passes: 157	How to Get a Card: 123	Book Sale: 31

Billing & Collections

On Friday, I met with the staff members currently overseeing our lost book collections. They expressed concern that we are continuing to send out incorrect bills to patrons and to the collection agency. I will be instructing our Head of Circulation to assign the billing & collections tasks permanently to the two staff members who are best suited to the work, instead of continuing her practice of rotating all of the division duties each year.

Intern

Mayrily Febles joined us in January as an intern doing Page work, as well as providing some basic office assistance. She is part of the WAVE (Workforce Achievers Value Education) Program at NVCC, designed to build students' academic and work skills while developing each individual student's personal emotional quotient, enabling him or her to get along successfully in the real world. WAVE is funded through the Northwest Regional Workforce Investment Board and the Workforce Investment Act. Acceptance into the program is competitive, with 60 finalists out of 150 applicants.

Catchfire

The Connecticut Community Foundation has provided the library (and other organizations) with free access to Catchfire, an online tool connecting us with skilled professionals who want to donate their services. I will be attending the informational session on March 1 at the Mattatuck Museum. A perusal of the website shows services that include help with building a website, logo design, staff skills development, and fundraising.

Outreach & Publicity

On February 13, I spoke about the library at the Town Plot Neighborhood Association meeting.

The *Waterbury Observer* offered us a free full-page ad in this year's City Guide. I generated an ad which can also be used as a mini-poster at various locations throughout the city. The ad highlights the many different things we do at the library.

Patron Services

In the fall, we added a BRASS Book Club for seniors at the Bunker Hill Branch. The club meets once a month, and a light lunch is provided by a sponsor. The club is fully booked, with potential new members being turned away. Due to our staffing vacancies, we are unable to offer a second club meeting time for the overflow.

A long-time patron and financial supporter of the library recently sent a letter to the *Rep-Am*, complaining about both having to pay for parking to come to the library and getting a ticket for being only a few minutes over her time. I had spoken with her earlier, explaining that the library has no control over the parking lot. I have since researched other urban libraries in Connecticut and found that it is normal to have to pay for parking in a city center. However, I do think that the two hour limit is a problem—if someone comes to the library to do research or to attend a long program, having to pack up all their belongings and run outside to pay for additional parking is very inconvenient. I would recommend asking the City to extend the parking in the lot and in front of the building to 4 hours, similar to what they have in Bridgeport.

We have begun implementing improved sanitary procedures for the toys in the Children's Room. We currently have a tub available for toys that have been licked or chewed on, to remove them immediately from use. We have ordered additional tubs to use for soaking the smaller toys at the end of each day; we'll cycle through sets of toys, using one set on Monday, another set on Tuesday, etc. For larger toys, our Children's librarians now wipe them down at the end of each day.

We have also ordered mounted dispensers for wipes to be used by patrons at the public computers – patrons will have the option of wiping off the keyboard and mouse prior to use, reducing the risk of picking up flu and cold germs.

Staff Vacancies

The City's Cost Containment Oversight Committee (CCOC) has denied my request to fill both of the Librarian II vacancies at this time, due to the reduction in state aid to the city. I have permission to fill one of the vacancies and have begun interviewing candidates. Because we can't fill both positions, we will be unable to increase services that are in demand, such as our book club for seniors at the Bunker Hill Branch. The staffing shortage also impacts our ability to expand the BRASS Computer Classes as planned in our last grant request.

We also still have an Admin I vacancy and a Page vacancy. I am continuing to work with HR on filling those positions.