

# **Director's Report to the Board of Agents**

## **Silas Bronson Library**

**January 28, 2019**

**Raechel Guest, Director**

### **Front Plaza Project**

We are looking into staining the front walkways in order to hide the mottled pattern on the concrete. The pattern was not supposed to be there; it was created as a side effect of the winter pouring process.

I am waiting for samples and a revised rendering from Watterworth Signs for the new front lawn signage. The last rendering is included in your packet.

During the heavy rain last week, areas of the basement flooded due to water coming in through the fountain pipe openings in the foundation. Additionally, the sump pump did not start up. We will be addressing this at a project meeting on Wednesday.

Other open project issues are the cracks in the cheek walls and chipping/cracking of the Ben Franklin sculpture base, and concerns about the pump motor. We are waiting for the spring weather to finalize these issues.

### **East Wing/Teen Zone Renovation**

We met with General Builders this afternoon to prepare for the partial demolition of the floating wall. A dust barrier will be installed, but we will still have access to the East Wing and the elevator lobby. Demolition will take one day, cleanup will take a second day, and then they will need a day or two for the finishing touches. They will begin tomorrow.

Mercury Communications will begin installation of computer cabling tomorrow. This will involve drilling a few holes in the floor between the basement server room and the East Wing. They anticipate finishing sometime next week.

I met with KI and PSI-NESP regarding the glass wall for the computer classroom. We are waiting for the final schematic of the wall and computer table placement in order to install the electrical boxes in the raised floor. Once the boxes are installed, the City Electrician will complete the last of the wiring for the renovation.

We have selected the carpeting colors and pattern with input from our teen patrons. Bartholomew Contract Services will remove the old carpeting and install the new carpeting in late February or early March, depending on when the new carpet tiles come in. After the carpeting is installed, the new East Wing configuration (i.e., placement of furnishings & computers) will be set up and the glass walls for the new computer classroom will be installed.

The Friends of the Silas Bronson Library have purchased the new Teen Zone furniture and new tables for the computer classroom from PSI-NESP and KI. The Teen Zone furniture was selected with input from our teen patrons. The furniture will be delivered after the new carpeting is installed.

## **Naloxone Training**

Five library employees, myself included, participated in an opioid overdose training workshop on January 18. Last year, there were two confirmed overdose emergencies inside the library, as well as patrons suffering from seizures and other medical emergencies. The workshop was provided by the Health and Fire Departments. We were trained in the administration of Evzio, which injects naloxone into the thigh (as opposed to Narcan, which is administered as a nasal spray). Staff are now better prepared for all types of medical emergencies and are better informed about the opioid epidemic and the use of naloxone. We were given six sets of Evzio which are now located strategically throughout the building for ready access should another overdose occur.

## **VITA Tax Prep**

Tax prep season has started. We will be offering free tax prep for qualified individuals on Tuesdays and Saturdays, 9 a.m. – 1 p.m. Appointments can be made by calling 211.

Basic eligibility for VITA: The VITA program is for individuals who generally make \$55,000 or less, persons with disabilities and limited English speaking taxpayers who need assistance in preparing their own tax returns. Also, individuals who are self-employed should have business expenses less than \$25,000, and individuals should not have income from a rental property.

## **Black History Month Calendar**

The library has once again prepared the annual City-Wide Black History Month calendar of events. Copies can be downloaded from our website or picked up at the library.

## **Accounting Issues**

Due to an unusually busy January, the Cash Handling Procedures draft will not be ready until next month.

Mary Jane Boucher and John Ditoto visited the New Britain Public Library to look into an option for outsourcing the copy machine and change machine cash handling. Although the library originally received a cut of the proceeds, it was not cost-effective for the vendor, so New Britain no longer receives any money from their copy machines.

One good idea from the visit to New Britain is to allow the use of credit/debit cards to pay fines online. New Britain is able to do this through their library consortium; our consortium (Bibliomation) does not offer this service, but there may be other options available, since the City does offer online payments for taxes and water/sewer bills.

## **Year in Review**

The Mayor's new Chief of Staff, Mack Demac, has requested a Year in Review PowerPoint from all City departments by January 31. This covers the calendar year 2018, not the fiscal year. I am still in the process of creating the library's presentation.

## **Card Suspensions Due to Fees/Fines**

The Office of the Treasurer & Tax Collector for the City and County of San Francisco recently published a study of public library overdue fees and reported the following:

- Collecting overdue fines can lead to extended conflicts with patrons and reduce staff time engaging in other forms of public service;
- Overdue fines act as a barrier to access, especially for low income and financially insecure patrons;
- Libraries that have eliminated overdue fines have not seen an increase in late returns (one library saw its late return rate drop from 9% to 4%).

The report made the following recommendations:

- Eliminate overdue fines for Adult and Senior accounts;
- Implement auto-renewal so borrowers can hold on to their materials if no one else has placed a hold on them;
- Retain billed-item fees (lost, damaged, unreturned) and accelerate billed status initiation from 60 days overdue to 21 days overdue;
- Increase the number of late item notices, sending email and text communication 2 days prior to due date and 3, 7, 14, 21, and 35 days overdue.

I have included copies of the report in your packets.

## Circulation Division

### December Statistical Reports: Main Library

Total Collection Size: 266,579  
Total Items Added to Collection: 575  
Total Items Circulated: 9,755  
Total Circulation In-House: 297  
Total Circulated at Other Libraries: 765  
Total Circulated from Other Libraries: 233  
  
Total Active Patrons: 10,960  
Total Expired Patrons: 13,568  
Total Patrons Added: 186

### December Statistical Reports: Bunker Hill

Total Collection Size: 15,384  
Total Items Added to Collection: 34  
Total Items Circulated: 519  
Total Circulation In-House: 0  
Total Circulated at Other Libraries: 49  
Total Circulated from Other Libraries: 144  
  
Total Active Patrons: 403  
Total Expired Patrons: 453  
Total Patrons Added: 5

## Museum Pass Usage, December 2018

American Clock & Watch Museum: 0  
Barker Comic and Cartoon Museum: 0  
Barnum Museum: 0  
Beardsley Zoo: 0  
Children's Museum/Roaring Brook Nature: 0  
Connecticut Science Center: 0  
Connecticut's Old State House: 0  
EverWonder Children's Museum: 0  
Harriet Beecher Stowe Center: 0  
Imagine Nation: 1  
Institute for American Indian Studies: 0  
KidsPlay Childrens Museum: 2

Maritime Aquarium at Norwalk: 0  
Mark Twain House: 0  
Mattatuck Museum: 1  
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: 0  
Wadsworth Atheneum: 1  
White Memorial Conservation Center: 0

## Online Presence

Facebook Followers as of 1/25/2019: 1,287  
Facebook Reach Dec. 28 – Jan. 24: 37,447  
Facebook Post Engagements Dec. 28 – Jan. 24: 14,145

Instagram Followers as of 1/25/2019: 340  
Bronson Teens Instagram Followers as of 1/25/2019: 150  
Twitter Followers as of 1/25/2019: 326

Website Visitors December 1 – December 31: 1,673  
Website Sessions December 1 – December 31: 2,833  
Website Pageviews December 1 – December 31: 5,391

### Most Visited Website Pages (December 1 – December 31):

Home Page: 2,824	eBooks: 110	New Movies: 29
How to Find Books: 265	Museum Passes: 90	Library History: 29
Programs: 193	How to Get a Card: 81	Newsletters: 25
Genealogy/Local Hist.: 239	Children's Division: 66	Library Policies: 23
Research: 147	Hall of Fame: 64	Friends: 22
Ask A Librarian: 143	Borrowing Questions: 53	Book Sale: 17
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