

# Director's Report to the Board of Agents

## Silas Bronson Library

April 18, 2023

Raechel Guest, Director

### **FY24 Municipal Allocation**

The Mayor's proposed budget for FY24 allocates \$120,000 from the Capital Improvement Fund for information technology improvements at the library. The operating budget includes a small increase in the library's operations equipment (the "book budget"), and a significant decrease in our part-time payroll for our five Pages.

Pages provide an essential service to the library, ensuring that the books are where they need to be. When items are returned to the library, the Pages put them back on the shelves. If a patron needs a book that is in the basement storage area, the Pages fetch it for them. The Pages also assist with projects such as reorganizing the books on the shelves as the collection changes and they perform shelf reading (ensuring that books are in the right locations—patrons often mis-shelve the books when they are browsing).

### **Staffing Levels**

Gary Bach, Librarian IV, retired on March 29. The job vacancy was posted earlier, so there is already a list of applicants. HR is working on scheduling the civil service exam for them. Christine Rinaldi, Librarian III, is filling in as supervisor of Circulation until we hire a new Librarian IV.

Mike Sullivan joined us on April 6 as a Librarian 2 in Adult Information Services. He has experience with genealogy, marketing, and grant writing. We still have two Librarian 2 vacancies. There is a list of candidates that HR will be sending to me soon.

Following the transfer/promotion of one of our Admin 1s to another city department, we are now short three Admin 1s, although one of the Admin vacancies is still temporarily being covered by a transfer from another department. I am currently interviewing Admin 1 candidates.

## **Elevator**

The passenger elevator stopped working on October 7. KONE finally got it working again on January 24. It stopped working again on February 6, but was repaired that day. There have been no further problems.

## **Elevator Replacement Project**

The pre-bid meeting for the elevator project was held on January 11. Final bids for the project were due on January 26. After the bids were reviewed by WDC, approvals were obtained from the City and from the State Library. WDC selected J.A. Rosa Construction as the contractor for the project. The pre-construction meeting with Rosa, the City, WDC, and the Library was held on March 13.

Rosa anticipates receiving the materials for the new elevator in mid-to-late June. At that point, they will box off the elevator on each floor, leaving room for staff and patrons to use the staircase. They hope to finish installation in mid-to-late October.

## **Bibliomation**

The contract with Bibliomation has been finalized. It was approved by the Board of Aldermen on March 6. This is a five-year contract to continue the services we have received from them since 1981.

## **Hotspots and Chromebooks**

We spent just under \$12,000 for 5G hotspots with prepaid data service from T-Mobile at the end of December. There was a small glitch with the payment being applied to the IT Department's account instead of the library's account. This error has been corrected. We now have a total of eighteen hotspots available for patrons to borrow, although we are short one hotspot that was due back on April 3 and was not returned. It was shut off remotely on April 4. We have not been able to reach the patron who borrowed it.

We have not yet moved forward with purchasing additional chromebooks. The first set of chromebooks and hotspots added to our collection were given to us by the State Library during the height of the pandemic, when late fees were waived in accordance with state COVID regulations. We opted to follow the example of other libraries which do not charge full replacement fees for "lost" chromebooks and hotspots, instead remotely shutting them down so they can no longer be used.

While the majority of patrons borrowing the technology returned them in a timely fashion, after two years most of the devices were “lost” by patrons borrowing them. We have tried contacting those patrons. We have also blocked their accounts so they can’t borrow any other items from the library. One person expressed anger that we wanted the chromebook returned, saying that she needed it for school.

Before we invest in more chromebooks, we are looking into the needs of our patrons to ensure that what we purchase matches their needs, and we will be purchasing the least expensive devices. Chromebook pricing ranges from about \$150 to more than \$1,000. I anticipate that the \$150 chromebooks will be suitable for our patron needs.

When the new hotspots are made available, they will be subject to regular late and lost fees, as will the chromebooks once we acquire them. The Board will need to approve a late fee charge, as our current policies do not include them. We currently charge 20¢ per day for books and most other items, and \$1.00 per day for DVDs, videocassettes, and video games. The replacement fee for a lost item is the list price when we acquired it.

## **Donations**

Leo and Marianne Flanagan donated \$600 to the Stephen G. Flanagan Memorial Book Fund, bringing their total donation over the years to this fund to \$12,000.

We have received a donation of \$1,000 to enhance the genealogical resources of the library, from the same anonymous donor who gave us \$2,500 for genealogy resources last year.

## **Grants & Sponsorships**

Our final expenditure report for the branch library fiber connection grant was successfully submitted to the Connecticut State Library, along with a check in the amount of \$632.40 for unexpended funds. Our obligations for this grant have been met.

Our spring programs include “Vive El Cuento, Live the Story” with Leeny Del Seamonds, a multi award-winning international performer of animated, uplifting Latino, original and World tales and tunes. Seventy-five percent of the program cost is being sponsored by Connecticut Humanities.

## **VITA Tax Prep**

We are once again partnering with CT Association for Human Services (CAHS) to provide free tax prep for low- to moderate-income filers at the library through the Volunteer Income Tax Assistance (VITA) program. VITA uses the computer classroom on Tuesday evenings and Saturday mornings from late January until the end of tax season. Clients must schedule an appointment using the 211 system.

## **Mobile Library**

During a home delivery on the morning of April 15, someone walking by on Willow Street spotted the Library Car and yelled out—“No place like the library...the best!”

In December, our mobile librarian attended the PAL Christmas party and a Wilby High School basketball game, handing out promotional material about the library. We have contacted all of the Parent Liaisons at Waterbury schools and most of the Waterbury neighborhood associations and clubs. One neighborhood association that we contacted in September—Bouley Manor—finally got back to us and we have set up a visit with them for May 11 at Chase School.

We posted information about the home delivery program on our social media. It was shared thirty-two times on Facebook, reaching 2,800 people, but we did not have any new signups for the program as a result.

In January, our mobile librarian visited the Judah Family Christian Center on Store Avenue at an evening meeting, issuing six new library cards (one adult and five children) and distributing promotional material about the library. He also visited Post University, distributing promotional material. A former Silas Bronson Library employee from the 1960s – 1980s was present (a library page and in Tech Services then, a professor at Post now) and remembers her time at our Grand Street facility fondly—especially past Directors Emelyn Barrett Trimble and Stanford Warshasky.

In February, our mobile librarian visited Crosby and Kennedy High Schools during basketball games, issuing two new library cards, renewing one expired card, and handing out promotional material. He also attended the “Winter is the Pits” event at Hamilton Park, issuing three replacement cards and handing out promotional material. Due to staff scheduling, he had to leave the event early, before it was at its busiest.

The mobile librarian attended Community Day at North End Recreational Center for three hours on Saturday, February 25. Even with the snowy weather, we still had 40 table visits, made seven library cards (three new and four replacement) and handed out 30 children's books. As always, our quarterly newsletter Book & Happenings was popular along with free SBL pencils.

The library car was out of service due to a bad starter from March 3 through March 6. It was repaired and returned to service on March 7.

The mobile librarian attended a meeting of the East Mountain Neighborhood Association on March 15, giving a presentation on the library's services and answering questions from the audience. One new library card was issued.

On March 23, the mobile librarian gave a presentation at West Side Middle School on the library's ebook app, Libby, to a group of 6<sup>th</sup> Graders, and issued 24 library cards to the students. A second visit is being planned to meet with 8<sup>th</sup> Graders.

We started a collaboration with the CHD Hospitality Center at 690 East Main Street, setting up a table there on the first Tuesday of every month, connecting their clients with the library's resources. A similar collaboration is being developed with Naugatuck Valley Community College, with plans to visit once a semester.

**Home Deliveries (December 15-January 14)**

Number of Deliveries: 15

Number of Items Delivered: 60

Patrons Subscribed to Home Delivery: 37

**Home Deliveries (February 15-March 15)**

Number of Deliveries: 13

Number of Items Delivered: 59

Patrons Subscribed to Home Delivery: 38

**Home Deliveries (January 15-February 14)**

Number of Deliveries: 11

Number of Items Delivered: 48

Patrons Subscribed to Home Delivery: 38

**Home Deliveries (March 16-April 15)**

Number of Deliveries: 18

Number of Items Delivered: 110

Patrons Subscribed to Home Delivery: 40

## Circulation Division

### December Statistical Reports: Main Library

Total Collection Size: 267,762  
Total Items Added to Collection: 826  
Total Physical Items Circulated: 7,408  
Total Circulation In-House: 309  
Total Circulated at Other Libraries: 1,447  
Total Circulated from Other Libraries: 385

Total Active Patrons: 43,863  
Total Expired Patrons: 568  
Total Patrons Added: 83

### January Statistical Reports: Main Library

Total Collection Size: 268,500  
Total Items Added to Collection: 1,232  
Total Physical Items Circulated: 8,000  
Total Circulation In-House: 462  
Total Circulated at Other Libraries: 1,594  
Total Circulated from Other Libraries: 359

Total Active Patrons: 40,879  
Total Expired Patrons: 3,694  
Total Patrons Added: 149

### December Statistical Reports: Bunker Hill

Total Collection Size: 11,173  
Total Items Added to Collection: 28  
Total Physical Items Circulated: 485  
Total Circulation In-House: 0  
Total Circulated at Other Libraries: 81  
Total Circulated from Other Libraries: 261

Total Active Patrons: 1,410  
Total Expired Patrons: 28  
Total Patrons Added: 2

### January Statistical Reports: Bunker Hill

Total Collection Size: 11,215  
Total Items Added to Collection: 32  
Total Physical Items Circulated: 433  
Total Circulation In-House: 0  
Total Circulated at Other Libraries: 101  
Total Circulated from Other Libraries: 228

Total Active Patrons: 1,322  
Total Expired Patrons: 119  
Total Patrons Added: 3

**February Statistical Reports: Main Library**

Total Collection Size: 268,827  
Total Items Added to Collection: 589  
Total Physical Items Circulated: 7,234  
Total Circulation In-House: 301  
Total Circulated at Other Libraries: 1,566  
Total Circulated from Other Libraries: 402

Total Active Patrons: 37,868  
Total Expired Patrons: 6,813  
Total Patrons Added: 112

**February Statistical Reports: Bunker Hill**

Total Collection Size: 11,218  
Total Items Added to Collection: 15  
Total Physical Items Circulated: 453  
Total Circulation In-House: 0  
Total Circulated at Other Libraries: 101  
Total Circulated from Other Libraries: 231

Total Active Patrons: 1,264  
Total Expired Patrons: 189  
Total Patrons Added: 7

**March Statistical Reports: Main Library**

Total Collection Size: 269,919  
Total Items Added to Collection: 915  
Total Physical Items Circulated: 8,938  
Total Circulation In-House: 294  
Total Circulated at Other Libraries: 2,102  
Total Circulated from Other Libraries: 438

Total Active Patrons: 34,558  
Total Expired Patrons: 10,262  
Total Patrons Added: 141

**March Statistical Reports: Bunker Hill**

Total Collection Size: 11,181  
Total Items Added to Collection: 47  
Total Physical Items Circulated: 676  
Total Circulation In-House: 0  
Total Circulated at Other Libraries: 120  
Total Circulated from Other Libraries: 347

Total Active Patrons: 1,170  
Total Expired Patrons: 293  
Total Patrons Added: 7

**OverDrive Circulation: December**

Magazines: 135

Adult: 806

Audiobooks: 471

Teen/YA: 110

Ebooks: 551

Children: 106

Total Checkouts: 1,157

**OverDrive Circulation: January**

Magazines: 81

Adult: 917

Audiobooks: 506

Teen/YA: 116

Ebooks: 676

Children: 14

Total Checkouts: 1,263

**OverDrive Circulation: February**

Magazines: 113

Adult: 842

Audiobooks: 506

Teen/YA: 102

Ebooks: 574

Children: 136

Total Checkouts: 1,193

**OverDrive Circulation: March**

Magazines: 100

Adult: 916

Audiobooks: 536

Teen/YA: 128

Ebooks: 668

Children: 160

Total Checkouts: 1,304



### Museum Pass Use – December

Pass	Pass Type	Number Reserved	Checked Out	No Shows
Beardsley Zoo	Pick Up/Return	1	1	0
KidsPlay Children’s Museum	Print from Home	3	3	0
Mattatuck Museum Art and History Center	Print from Home	7	7	0
New Britain Museum of American Art	Print from Home	1	1	0

### Museum Pass Use – January

Pass	Pass Type	Number Reserved	Checked Out	No Shows
Barker Character Comic & Cartoon Museum	Print from Home	1	1	0
Beardsley Zoo	Pick Up/Return	2	0	2
Everwonder Children’s Museum	Print from Home	2	2	0
KidsPlay Children’s Museum	Print from Home	1	1	0
Mattatuck Museum Art and History Center	Print from Home	4	4	0
Mystic Seaport	Print from Home	1	1	0
New Britain Museum of American Art	Print from Home	3	3	0
New England Air Museum	Print from Home	1	1	0
Wadsworth Atheneum	Print from Home	3	3	0

### Museum Pass Use – February

Pass	Pass Type	Number Reserved	Checked Out	No Shows
Beardsley Zoo	Pick Up/Return	1	1	
KidsPlay Children’s Museum	Print from Home	2	2	0
Mattatuck Museum Art and History Center	Print from Home	5	5	0
Mystic Seaport	Print from Home	1	1	0
Wadsworth Atheneum	Print from Home	2	2	0

### Museum Pass Use – March

Pass	Pass Type	Number Reserved	Checked Out	No Shows
Mystic Seaport	Print from Home	3	3	0

### Online Presence: December

Facebook Followers	as of 1/19/2023: 2,854
Facebook Reach	December 1 – December 31: 11,521
Instagram Followers	as of 1/19/2023: 1,060
Instagram Reach	December 1 – December 31: 335
Bronson Teens Instagram Followers	as of 1/19/2023: 325
Twitter Followers	as of 1/19/2023: 496
Twitter Impressions	December 1 – December 31: 1,057

Wowbrary Active Subscriptions as of 1/19/2023: 89  
 Wowbrary Webpages Viewed December 1 – December 31: 493  
 Wowbrary Clickthroughs to Catalog December 1 – December 31: 39

Website Visitors December 1 – December 31: 1,421  
 Website Sessions December 1 – December 31: 2,066  
 Website Pageviews December 1 – December 31: 3,786

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

Home Page: 1,898	eBooks: 62	Directions: 24
Programs: 213	How to Get a Card: 60	Business Resources: 13
Research: 157	Hall of Fame: 52	Computer Classes: 13
Bunker Hill Branch: 140	Newsletters: 51	Home Delivery: 13
Genealogy/Local Hist.: 129	Borrowing Questions: 47	New Movies: 13
How to Find Books: 118	Calendar: 47	Geekdom: 12
About Us: 106	Program Registration: 41	Friends: 11
Digital: 86	Library History: 29	GovDocs: 10
Ask A Librarian: 84	Book Sale: 27	Book a Librarian: 7
Museum Passes: 78	Board of Agents: 25	Requests: 7
Children’s Division: 70	Teen/YA: 25	Meeting Rooms: 2

**Online Presence: January**

Facebook Followers as of 2/24/2023: 2,858  
 Facebook Reach January 1 – January 31: 6,746

Instagram Followers as of 2/24/2023: 1,071  
 Instagram Reach January 1 – January 31: 368  
 Bronson Teens Instagram Followers as of 2/24/2023: 328

Twitter Followers as of 2/24/2023: 497  
Twitter Impressions January 1 – January 31: 1,022

Wowbrary Active Subscriptions as of 2/24/2023: 89  
Wowbrary Webpages Viewed January 1 – January 31: 382  
Wowbrary Clickthroughs to Catalog January 1 – January 31: 145

Website Visitors January 1 – January 31: 1,921  
Website Sessions January 1 – January 31: 2,808  
Website Pageviews January 1 – January 31: 5,477

Most Visited Website Pages (January 1 – January 31):

Home Page: 2,592	Digital: 132	Directions: 26
Programs: 345	Calendar: 115	Computer Classes: 26
Research: 200	eBooks: 85	New Movies: 26
Genealogy/Local Hist.: 183	Newsletters: 77	Home Delivery: 25
How to Find Books: 170	Board of Agents: 58	Business Resources: 15
Children's Division: 165	Program Registration: 56	Geekdom: 23
Bunker Hill Branch: 161	Library History: 56	Friends: 16
Ask A Librarian: 154	Teen/YA: 54	Email Signup: 15
About Us: 135	Hall of Fame: 51	Requests: 15
How to Get a Card: 134	Borrowing Questions: 45	Book a Librarian: 11
Museum Passes: 133	Book Sale: 35	GovDocs: 8

**Online Presence: February**

Facebook Reach February 1 – February 28: 15,642  
Instagram Reach February 1 – February 28: 390  
Twitter Impressions February 1 – February 28: 1,701

Wowbrary Webpages Viewed February 1 – February 28: 544  
Wowbrary Clickthroughs to Catalog February 1 – February 28: 66

Website Visitors	February 1 – February 28: 1,864
Website Sessions	February 1 – February 28: 2,893
Website Pageviews	February 1 – February 28: 5,509

Most Visited Website Pages (February 1 – February 28):

Home Page: 2,607	How to Get a Card: 93	Book Sale: 30
Hall of Fame: 520	Museum Passes: 89	New Movies: 24
Programs: 313	Digital: 80	Home Delivery: 18
Research: 192	eBooks: 64	Geekdom: 18
Ask A Librarian: 169	Borrowing Questions: 56	Program Registration: 16
About Us: 143	Teen/YA: 52	Friends: 14
Genealogy/Local Hist.: 138	Newsletters: 47	Book a Librarian: 11
Bunker Hill Branch: 136	Computer Classes: 44	Requests: 5
Children’s Division: 128	Library History: 40	Meeting Rooms: 5
How to Find Books: 126	Directions: 38	GovDocs: 5
Calendar: 102	Board of Agents: 36	

**Online Presence: March**

Facebook Reach	March 1 – March 31: 7,746
Facebook Followers	as of 4/5/2023: 2,899
Instagram Reach	March 1 – March 31: 372
Instagram Followers	as of 4/5/2023: 1,082
Twitter Impressions	March 1 – March 31: 1,591
Twitter Followers	as of 4/5/2023: 501
Wowbrary Active Subscriptions	as of 4/5/2023: 91
Wowbrary Webpages Viewed	March 1 – March 31: 777

Wowbrary Clickthroughs to Catalog    March 1 – March 31: 81

Website Visitors            March 1 – March 31: 2,167

Website Sessions           March 1 – March 31: 3,129

Website Pageviews        March 1 – March 31: 6,110

Most Visited Website Pages (March 1 – March 31):

Home Page: 2744

Programs: 344

Genealogy/Local Hist.: 229

Research: 222

Ask A Librarian: 207

Bunker Hill Branch: 195

Children's Division: 192

Museum Passes: 189

About Us: 162

Digital: 141

Hall of Fame: 131

How to Get a Card: 128

How to Find Books: 122

eBooks: 119

Borrowing Questions: 111

Calendar: 102

Library History: 86

Computer Classes: 58

Newsletters: 46

Teen/YA: 45

Book Sale: 45

New Movies: 35

Directions: 34

Board of Agents: 27

Home Delivery: 27

Geekdom: 20

Friends: 17

Book a Librarian: 15

Meeting Rooms: 13

GovDocs: 10

Requests: 7

Business Resources: 6