

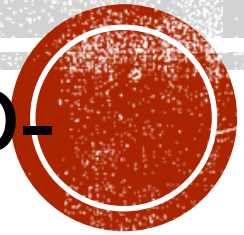
# THE MILTON PUBLIC LIBRARY

Monday, January 4, 2021



# **AN OVERVIEW OF THE LIBRARY'S BUDGET SUBMISSION FOR FY22:**

**With a Review of the Response to COVID-19, the Current and Future Library Operations, and the Library Needs Going Forward**



# MPL'S RESPONDS TO COVID-19

- A Timeline of actions
  - March 13<sup>th</sup> – The Library suspends all meetings and in-person programming
  - March 15<sup>th</sup> – The Library closes to the public
  - March 16<sup>th</sup> – Online programming & curbside services begin
  - March 20<sup>th</sup> – Curbside services cease; essential staff only begin reporting; transition to online programming, increasing eBook & digital resources, and online helpdesk and tech support
- May 21<sup>st</sup> – Staff return to the building on rotating schedule
- May 26<sup>th</sup> – Curbside services resume, including book returns
- July 6<sup>th</sup> – Building reopens to the public on a limited basis; Mon.-Fri., 9am-6pm
- September 12<sup>th</sup> – Resume Saturday hours
- October 17<sup>th</sup> – Resume Sunday hours



# LET'S STAY CONNECTED

## LET'S STAY CONNECTED!

Let's stay in touch while staying apart!

Even though we can't be together, we can still share our lives. If you'd like to share pictures of life at home, ideas to keep busy or ways to help your neighbors, send them to us! We'll share these with your friends in the Milton Library community through our online journal.

Send any pictures or ideas to [slawler@ocln.org](mailto:slawler@ocln.org) to be included in our postings. Please include your name and a caption with any pictures.

**Stay safe! Be well!**



Another day,  
another mask for  
Joyce to make



Is anybody there...I need  
something to read...



The beginnings of Babs'  
famous lamb stew

## LET'S STAY CONNECTED!

**Album 24: June 12, 2020**



Stella loves the hearts  
at the Glover School

We're waiting  
for our library  
friends to  
return





# WHERE WE WERE

# WHERE WE ARE

	<b>Pre-COVID</b>	<b>TODAY</b>
▪ Visitors per month	17,000+	▪ 3,900+
▪ Books checked out/month	20,000+	▪ 20,000+ (0 > 4K > 14K > 18K)
▪ Physical items as % of use	72%	▪ 34%
▪ Programs per month	54	▪ 50+
▪ Attendees per month	1,500	▪ 750+



# WHERE WE WERE

# WHERE WE ARE

	<b>Pre-COVID</b>	<b>TODAY</b>
▪ Digital Uses per Month	8,900	▪ 12,000+
▪ eBook uses per month	2,300	▪ 4,200
▪ Streaming video uses/month	500	▪ 900
▪ Digital as percent of total use	28%	▪ 40-66%



# PREPARING TO REOPEN & NEW PROTOCOLS

## Preparations

- Plastic screens/barriers at all public service desks
- Social distancing signage installed
- Furniture layout changed; furniture reduced
- Midday cleaning instituted
- Multiple hand sanitizer stations installed
- Masks, gloves and cleaning supplies ordered
- Indoor/outdoor 'Greeter Station' created

## Protocols

- Masks required at all times
- 20 visitors at a time
- 30 minute visit limit
- 48 hour quarantine of all returns



# THE REOPENED LIBRARY: IN PERSON

## What You Can Do

- See a friendly face
- Browse the stacks
- Pick up holds
- Print documents
- Scan documents
- Check out books
- Pick up museum passes
- Use the restroom

## What you Can't Do

- Use a public computer
- Make copies
- Use a study room
- Buy a snack from the vending machine
- Read a newspaper
- Hold a public meeting/attend a program





# THE REOPENED LIBRARY



# THE REOPENED LIBRARY: ONLINE

## What You Can Do

- Attend programs and events for all ages
- Browse the catalog and place holds
- Use a LibGuide
- Read books
- Stream music, movies, audiobooks
- Learn a language
- Do some research
- Ask a Librarian for help

## What You Can't Do



# THE NUMBERS (AS OF 12/01/20)

- Since March:
  - 10,000+ people receiving/viewing the 'Let's Stay Connected' newsletter per month
  - 92,000+ total digital uses (33% increase)
  - 36,000+ ebooks uses (77% increase)
  - 475+ online programs
- Since resuming curbside services in May:
  - 19,000+ in person visitors
  - 3,800+ curbside deliveries
  - 76,000 items checked out



# A POST-COVID MPL

- The Library has responded well to face the needs of our community, but the work isn't over yet. The MPL will continue to adapt to meet the changing library landscape of the post-COVID world.
- Anticipated projects include:
  - A new way to offer public computer services
    - Wireless printing
    - A laptop solution, including new furniture
  - A new studio space for public programming
    - The MPL will need to deliver in person and online experience simultaneously
    - New recording equipment, lighting equipment, sound equipment



# A POST-COVID MPL

- Realized and anticipated challenges:
  - Books & Materials
    - No Fines = loss of revenue (~\$50,000)
    - eBooks cost more (\$42 vs. \$18 hardcover book)
    - 'Pay Per Use' services have doubled (Hoopla)
  - COVID-related costs
    - Additional cleaning services
    - Additional cleaning supplies, PPE, etc.



# A POST-COVID MPL: THE FY22 BUDGET

## ■ HOW WE PLAN

- The Library has used historical data and a strategic planning process to anticipate demands for Library services
- Annual Data Survey provided to MBLC
- Five Year Financial Forecast
- Library Long Range Plan FY17- FY21
  - Early Literacy
  - Lifelong Learning
  - Stimulate Imagination
  - Connect to the Online World
  - Visit a Comfortable Place – Physical & Virtual
- Library Strategic Planning Process for FY22 - FY26





# A POST-COVID MPL: THE FY22 BUDGET

- State Aid Requirements
  - Municipal Appropriation Requirement
    - Includes appropriations
    - 102.5% higher than average of previous three years
    - **\$1,553,375**
  - Materials Expenditure Requirement
    - 13% of combined appropriations and revolving to be spent on materials
    - Materials can be books, DVDs, eBooks, databases
    - Requirement can be met through appropriations and revolving accounts
      - **\$227,701**
  - If we meet the MINIMUM requirements, the Library has been receiving ~\$33,000 in State funding (This funding was increased by \$2M in the FY21 State Budget)



# A POST-COVID MPL: THE FY22 BUDGET

- The Proposed Library Budget was unanimously approved by the Library Trustees
- The Proposed Library Budget WILL:
  - Increase staffing by 1.5 FTE to begin to meet current demands for:
    - Greeter station needs
    - Training and technology assistance
    - Waiting lists for school visits
    - Programming to meet current demand
    - Waiting lists for story times and other children's programming
- The Proposed Library Budget will NOT meet all current demands, such as:
  - Waiting lists for off site book discussions and technology training
  - Wait times for eBook and print circulation
  - Adequate parking



# A POST-COVID MPL: THE FY22 BUDGET

- The Austerity Budget will NOT meet all current demands, such as:
  - Greeter Station and other COVID related needs
  - Training and technology assistance
  - Waiting lists for story times and other children's programming
  - Programming to meet current demand
  - Waiting lists for school visits
  - Waiting lists for off site book discussions and technology training
  - Wait times for eBook and print circulation
  - Adequate parking



# A POST-COVID MPL: THE FY22 BUDGET

- Presentation prepared by:
  - William Adamczyk, Library Director
    - The Board of Library Trustees:
      - Raymond Czwakiel, Chair
      - Hyacinth Crichlow
      - Philip Driscoll
      - John Folcarelli
      - Chiara Frenquellucci
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