



# Winchester Public Library Annual Report 2020

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Winchester Public Library  
80 Washington Street, Winchester, Massachusetts 01890

[www.winpublib.org](http://www.winpublib.org)

## 2020 LIBRARY STAFF

Permanent employees. Temporary and substitute employees are listed separately.

### **Circulation Services**

Rosanne Barrow  
Joanne Brady - resigned 2020  
Georgia Cameron  
Anita Colasante  
Daphne Costa  
Charles Gillis  
Paulina Picerno  
William Pelosky  
Melissa Roderick\*  
Mary Sherburne  
Wanda Vitti

### **Information Services**

Jenny Arch - resigned 2020  
Paula Cerrato  
Andrea Cronin\* - resigned 2020  
Erin Dagenais  
Amanda Gogel  
Elaine LeGendre  
Katherine May  
Nancy McColm\*  
Robert S. Selden

### **\*Department Head**

#### **Children's Services**

Brittany DeLorme  
Karen Chmielewski  
Denise Robinson  
Stephanie Wolflink\*

#### **Technical Services**

Michelle Beau \*  
Judith Holland  
Barbara Jean Mirabile  
David Strugnell

#### **Library Administration**

Linda Bohan  
Theresa Maturevich  
Ann Wirtanen

#### **Maintenance Department**

Stephen DeMaio  
Joe Donahoe  
Alfred Miola\*  
Billy Yore

## LIBRARY TEMPORARY STAFF

Temporary staff work fewer than fifteen hours per week or work only occasionally. Some of these staff members work Sundays only.

Karen Boodakian  
Sarah Cognata  
Douglas Cromwell  
Thomas Gilchrist  
Shirley Gillming  
Nathalie Harty  
Lisa Hill  
Elaine Karp

Leslie Anne Kennedy  
Julie Kinchla  
Mary Renee LaFontaine  
Theresa Lamb  
Stephen Lenhardt  
Sarah Lewis  
Mary Beth McAteer  
Veronica McCarthy

Alex Milt  
Margaret Murphy -resigned 2020  
Gerry Pothier  
Robin Rapoport  
Myroslava Shryprykevich  
Jason Soohoo  
LeeAnne Toner

## **BOARD OF TRUSTEES**

The Board of Trustees is the governing body of the Winchester Public Library as established under Massachusetts General Laws Ch. 78, Sec. 10-13, and 21. The Board exercises powers and authority and assumes the responsibility delegated to it under this statute and the Winchester Home Rule Charter Section 3-6. The Board consists of five members elected for three-year terms.

Ingrid Geis, Chair  
Elected 2014. Term expires 2023.

Wendy Karle, Vice-Chair  
Elected 2019. Term expires 2022.

Angela Murdough  
Elected 2017. Term expires 2023.

Jane Murray  
Elected 2009. Term expires 2021.

Mary Ann O'Callaghan  
Elected 2019. Term expires 2022.

## **LIBRARY DIRECTOR**

Ann Wirtanen

The year 2020 began with plans and a few projects finalized. Strategic Planning held their last meeting in February, two new study rooms on the main floor were painted and flooring installed, and plans for a temporary outside art exhibit were underway.

March 15, 2020 brought the closure of the building due to Covid-19. Initially, most staff remained home and were paid. Delivery between libraries ended. A few people were still coming into the building on a daily basis, myself included. UPS and FedEx deliveries still occurred then began to wind down as ordering was no longer happening for new materials. I began cleaning shelves and handling shelf maintenance. There were procedures put in place for staff entering building. Cleaning of work surfaces became essential and routine.

Trustee meetings began to take place via Zoom on May 7. Early into Covid many staff members attended the Trustee meetings online.

With no guidance from the state or from the MBLC, libraries throughout the state evaluated their procedures and their buildings for safety regarding the virus which in the beginning required quarantining all returns for 72 hours. (We moved to 24 hours as soon as possible.) Furniture was moved to the attic and the DPW assisted by building plastic shields and spraying the building weekly with an anti-viral spray.

No delivery between libraries meant reduced staffing needs with only items left in our outside book drops requiring processing. 16 staff members were furloughed due to lack of work. Melissa Roderick created a process for curbside pick-up with support from Charlie Gillis and Bill Pelosky. Calling it "Contactless Pickup" made everyone more accepting of the process. Minuteman created an online app for patrons to schedule their pick-ups, and the process was in full swing. Once MLS restarted delivery, staff were recalled from furlough.

August 17 we began allowing patrons into the building by appointment or walk-in, limiting the number of patrons to ten per appointment. Door monitors had to be arranged and only a few staff members were willing to be a door monitor. Theresa and Ann covered many hours and then our Trustee, Jane Murray, recommended the use of seniors seeking the volunteer opportunity.

October 26 we began allowing use of study rooms for all day appointments. The total number of patrons allowed into the building for each appointment hour increased to 13, still well below a 50% occupancy as required by the governor. Every inch of the process had been difficult. As it turned out, Winchester was one of only a few libraries in the network - or even in the state - to allow people into the building. Nearly all libraries engaged in curbside pick-up but we were an early adopter of the process. As we close the year, Winchester is one of five libraries doing appointments, walk-ins based on capacity limits, desktop computer use, and curbside pick-up.

## ADULT PROGRAMMING AND VOLUNTEERS

Theresa Maturevich, Assistant Director

Programming changed drastically this year in light of the COVID-19 pandemic. Staff were able to transition to virtual programming fairly quickly in mid-March after the Library closed to the public, aided by purchases such as ring lights, tripods, and headsets. Initial offerings like “How to Use Zoom” were cross-promoted to the Jenks Center’s audience as well as to small business owners through the Rotary Club of Winchester and the Chamber of Commerce. The Library partnered with Winchester Archival Center, WPS Service Learning, and other local organizations to coordinate a project to document Winchester during the pandemic which is ongoing. We also coordinated with other local non-profits to prepare and distribute lists of pandemic-related resources in late March/early April in both English and Chinese, offered a cooking and culture series in collaboration with the Network for Social Justice in the summer, and assisted volunteer-led book groups in hosting their monthly Zoom meetings. The Learn Something New series has remained popular with patrons picking up supplies ahead of time and following along with the instructor on Zoom. This fall we were able to create a new part-time Community Outreach Librarian position which has been instrumental in increasing the number of daytime programs and connecting with seniors in particular. The John and Mary Murphy Educational Foundation did not opt to fund Winchester Reads this year and the committee decided to postpone the program until additional funding can be secured and in-person gatherings are more feasible.

Outreach efforts were limited this year as our volunteer readers have not been able to visit area nursing homes since early March and the building was closed to volunteers until October. We worked with the Jenks Center to create a new door greeter position for seniors that participate in the town’s Community Service Reimbursement Program as our volunteer opportunities are on indefinite hiatus. Several seniors now volunteer time to welcome visitors into the library, confirm their appointments, and offer reminders about safety protocols. The Winchester Co-operative Bank allowed the Library to use monies that would typically support Rush Out and Read (ROAR) program to instead fund weekly craft bags throughout the summer and to distribute lawn signs to promote summer reading as ROAR could not safely be offered this year. Though we were not able to bring all volunteers back this year, we are grateful for the dedication and care shown by all library volunteers.



## TECHNOLOGY AND INFORMATION SERVICES

Nancy McColm, Department Head

### Overview

This past year saw growth in the use of databases and other online resources, an increase in the number of programs offered, a reduction in some service delivery metrics, and a greater emphasis on virtual programs and services.

### Staff Changes

Ran Cronin, the former department head, left to pursue a degree in computer science, and Nancy McColm joined the library in October as the new department head. Librarian Erin Dagenais' hours were increased to 15 per week, so that she could create programs for seniors.

### Databases

Demand for databases and other online resources was up 3% over last year, with combined usage of 46,282 [1, 2]. eBooks, digital audiobooks, and videos via Hoopla, were especially popular, with 13,862 items borrowed--an increase of 74%. Two databases, AtoZ Food America and AtoZ World Food were discontinued due to low use.

### Adult Programming

Former Department Head Ran Cronin, part-time librarian Erin Dagenais, and current Department Head Nancy McColm offered a total of 97 programs, (91 of them virtual), with 502 patrons attending. This represents a substantial increase over the 11 programs offered by this department in 2019, and reflects the addition of a part-time programming person, and a broadening of scope to include programs that are not strictly technology-related.

Highlights included 16 workshops on using and hosting Zoom offered by Ran Cronin and Assistant Director Theresa Maturevich, that were attended by 119 participants, the Library Online @ the Jenks series, which drew 73 patrons to 5 technology-related programs, and the introduction of the new genealogy discussion and Spanish conversation groups.

## SERVICES

### Library Appointments

Beginning in mid August, the library was able to reopen by appointment, giving patrons the chance to use a desktop PC or Chromebook, browse for materials, consult with a librarian in person, and print, fax, copy, or scan documents. A total of 1,614 hour-long appointments were made, with demand largely steady, with a noticeable uptick in December, though capacity remained constant.



[1] Including hoopla

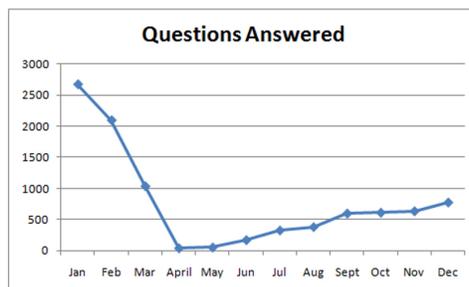
[2] The vendor of HeritageQuest and Ancestry.com estimates about half of usage data from June to December was lost due to a software defect. If that estimate is accurate, then the increase in overall database usage would be approximately 7%, rather than 3%.

## Study Rooms

The library's four study rooms continued to be a well utilized resource with 535 bookings made over approximately 20 weeks of availability, between January and mid-March, when the library building closed, and late October to December, when the rooms were available again for booking.

## Questions Answered

Staff answered a total of 9,424 questions last year, with the majority of interactions still taking place in person despite the temporary closure of the building. This figure is down approximately 67% from the prior year's 28,200 interactions. However, since bottoming out in April, the trend has been a positive one.



## Young Adult Services

Young Adult Librarian Amanda Gogel planned and hosted 39 events for teens last year, with a total attendance of 65. Game and trivia nights were among the most popular events with this age group. Additionally, the annual Summer Reading program drew 43 teens, who participated in themed challenges and earned a charitable donation to Winchester Got Lunch.

## Museum Passes

Museum passes were reserved 882 times in 2020, with the library able to offer low- or no-contact pickup for several popular destinations, including the NEAQ, the Isabella Stewart Gardner Museum, and Zoo New England. This figure is approximately 75% lower than the prior year, reflecting the closure of the library for part of the year, and numerous museum closures.

## WiFi Usage

Patrons logged into our WiFi network 21,894 times in 2020. This metric is down 77% over the previous year, negatively impacted by the temporary library closure and reopening with limited capacity.

## Technology Assistance

In total 146 patrons received one on one technology help in 2020, with 62 patrons requesting "by appointment" sessions, and another 84 utilizing a weekly Zoom "drop in" hour, that was offered from April to December. Subjects covered included "frozen" iPads, using Zoom, reserving materials through our catalog, and similar topics.

## CIRCULATION SERVICES

Melissa Roderick, Department Head

Overall circulation decreased -39.8% for 2020. All physical material collection areas dropped, understandably as the building closed to the public March 14 until August 17 when we reopened by appointment only. We welcomed 240,791 visitors total for 2020, down 45.3% from 2019. eBook and eAudio usage rose significantly however and funds from the materials budget were reallocated to meet the demand for digital use, reduce patron wait times and provide fresh content.

### Circulation

	Total	% change	#
adult	140,036	-39.6%	-91,622
young adult	12,781	-16.6%	-2,544
children's	112,381	-42%	-81,605
total <u>circ</u>	265,198	-39.8%	-175,052
<b>Foot Traffic</b>			
Visitors	240,791	-45.3%	-199,459
<b>Overdrive</b>			
eBooks	36,973	+58.2%	+13,603
eAudio	11,028	+32.6%	+3,594

Shortly after our building closed, statewide delivery between libraries shut down entirely on March 15th and did not resume until June 22nd. A materials quarantine time of 72 hours was instituted initially and later temporarily increased to 96 hours. This backlog combined with fewer hours open and lower staffing levels resulted in delays in processing incoming delivery and returns. Ultimately, as more research information became available, the quarantine time was reduced to 24 hours improving the situation for all. Our book drops remained open throughout for returns. A number of changes were made to allow for patron convenience including temporarily eliminating fines, extending due dates and increasing patron access via online registration.

### Contactless Pickup

Contactless pickup service launched on May 4. At startup it was a strictly manual process requiring individual outreach to each patron by phone or email but by mid-May we were able to automate the process and offer online scheduling of pickups. 13,758 contactless pickups were scheduled in 2020.

### Community Delivery

In June we resumed delivery to homebound patrons, which had also been suspended since March. Additional staff members were recruited to deliver and safety protocols were developed to ensure continuity of service while keeping this vulnerable population safe. Twelve patrons took advantage of home delivery and we made 150 deliveries of 663 items.

## CHILDREN'S SERVICES

Stephanie Wolflink, Department Head

The seismic changes that took place this year due to Covid eclipsed any other that happened this year including the parting of Jenny Arch, one of the best part-time staff members that I have worked with in Winchester. My own retirement will take place at the end of January of 2021.

The impact of Covid on circulation was immediate and deep, but programming took an even bigger blow and adaptive measures soon became necessary. In February of 2020 we had 38 programs and the attendance total was 1,164.

In March, everything changed. All spring programs were cancelled. Librarians began to order more eBooks and eAudio. Publishers began to suspend copyright restrictions and allowed librarians to read stories to patrons via Zoom. So we filmed at home and worked with WinCam to provide quality virtual programming.

The Summer Reading Program was completely virtual. Not surprisingly, participation was very poor. Enrollment was less than half from previous years and the number of finishers were less than 25%.

We were one of the very few libraries to open to the public via appointments and walk-ins in mid-August. The Children's Room was being used as the staging area for curbside contactless pick-up so with people coming into the building a satellite children's room was created in the large meeting room. With capacity limitations we allowed only eight people in the space at a time. The items selected for the satellite browsing area were popular and new items. The public was thrilled.

Our partnership with the Network for Social Justice included a number of Facetime book reading to support Pride Month. We also provided books read by other community members.

## **BIBLIOGRAPHIC SERVICES**

Michelle Beau, Department Head

Bibliographic Services added 8,762 items during the year, 3,235 fewer than were added in 2019. The overall collection size decreased by 3.88% from 108,176 to 104,137. Fewer items were ordered across all three collection areas, Adult, YA, and Children's. The decrease in ordering was due to the shutdown in March and also to restrictions on spending our materials budget during the last quarter of the fiscal year. During the months of April through June only high demand items and summer reading titles were purchased using gift funds. Normal ordering did not resume until July.

Changes were made to loan rules for some of our restricted collections to allow for curbside borrowing and limited patron browsing time in the library: latest issues of magazines were changed to allow them to be requested and borrowed, the adult express book collection and the quick view DVD collection loan rules were changed to allow holds and longer borrowing time, and juvenile Launchpads and Wonderbooks were also changed to allow for holds and network-wide requests.

New items were added to the Library of Things and in house equipment collections, including: a FLIR Thermal Camera, a multi-media card reader, noise cancelling headphones, 2 USB-C Android device cables and 2 USB-C iOS Lightning device cables.

Two changes were made to the adult collection. First, a nonfiction section for adult graphic novels was created. Nonfiction graphics were previously shelved in either the adult nonfiction collection or interfiled with the adult fiction graphics. Secondly, the new adult nonfiction DVD collection was dismantled. New nonfiction DVDs are now either added to the documentary collection or, if instructional, shelved upstairs with the older nonfiction books.

Three memory minder kits were added to the circulating adult nonfiction collection. Each kit contains books, a music CD, and an interactive card game for caregivers and adults with dementia or Alzheimer's disease.

Below is a detailed summary of collection activity and holdings:

	2019 HOLDINGS	2020 HOLDINGS	% CHANGE 2019-2020	ITEMS ADDED 2019	ITEMS ADDED 2020	% COLLECTION ADDED IN 2020
<b>ADULT</b>						
<b>Circulating Print</b>						
Fiction	17,517	16,404	-6.78%	2,197	1,837	11.20%
Large Type	922	1,000	7.80%	178	108	10.80%
Young Adult	3,762	3,585	-4.94%	861	465	12.97%
Non-fiction	28,209	28,220	0.04%	2,794	1,777	6.30%
Total	50,410	49,209	-2.44%	6,030	4,187	8.51%
<b>Circulating Audiovisual</b>						
Video	9,014	8,351	-7.94%	813	553	6.62%
Music	2,773	2,598	-6.74%	175	111	4.27%
Books on CD	2,735	2,592	-5.52%	323	167	6.44%
Spoken Playaway	436	416	-4.81%	19	19	4.57%
CD-ROM	3	3	0.00%	0	0	0.00%
Console Game	213	249	14.46%	66	52	20.88%
YA Books on CD	148	128	-15.63%	26	16	12.50%
YA Playaway	15	16	6.25%	1	1	6.25%
Total	15,337	14,353	-6.86%	1,423	919	6.40%
<b>Non-Circulating</b>						
Reference	813	794	-2.39%	79	29	3.65%
Local History	658	665	1.05%	4	7	1.05%
Total	1,471	1,459	-0.82%	83	36	2.47%
<b>Equipment</b>	68	87	21.84%	23	20	22.99%
<b>Adult Total</b>	67,286	65,108	-3.35%	7,559	5,162	7.93%

	2019 HOLDINGS	2020 HOLDINGS	% CHANGE 2019- 2020	ITEMS ADDED 2019	ITEMS ADDED 2020	% COLLEC- TION ADDED IN 2020
<b>JUVENILE</b>						
Circulating Print						
Fiction	20,171	19,468	-3.61%	2,887	2,435	12.51%
Nonfiction	17,232	16,133	-6.81%	1,285	1,033	6.40%
Total	37,403	35,601	-5.06%	4,172	3,468	9.74%
Circulating Audiovisual						
Video	1,463	1,413	-3.54%	80	38	2.69%
Playview	18	17	-5.88%	1	0	0.00%
Music	247	255	3.14%	7	12	4.71%
Books on CD	1,352	1,327	-1.88%	118	57	4.30%
Spoken Playaway	160	168	4.76%	15	16	9.52%
CD ROM	1	1	0.00%	0	0	0.00%
Launchpad	5	5	0.00%	1	0	0.00%
Wonderbooks	25	25	0.00%	25	0	0.00%
Total	3,271	3,211	-1.87%	247	123	3.83%
Non-Circulating						
Reference	94	96	2.08%	7	3	3.13%
Professional	114	113	-0.88%	4	6	5.31%
Total	208	209	0.48%	11	9	4.31%
Equipment	8	8	0.00%	8	0	0.00%
Juvenile Total	40,890	39,029	-4.77%	4,438	3,600	9.22%
<b>Grand Total</b>	108,176	104,137	-3.88%	11,997	8,762	8.41%

## BUDGET

	FY 20 Budget	FY 21 Budget
Permanent	1,404,617	1,472,735
Sick Leave Buy Back Non-Union	8,785	21,439
Temporary	117,604	102,738
Overtime	56,085	60,005
Personal Services Total	1,587,091	1,656,917
Office Supplies	17,200	16,000
Printing and Supplies	850	600
Books and Periodicals	258,000	255,800
Cleaning Supplies	1,320	1,320
Household Supplies	3,500	3,500
Electrical Supplies	1,500	750
Hardware	500	500
Painting Supplies	550	450
Small Tools	400	450
Chemicals	1,200	1,000
Food and Groceries	475	550
Total Supplies and Materials	285,495	280,920

	FY 20 Budget	FY 21 Budget
Printing and Stationery	6,000	5,500
Postage	1,500	1,350
Telephone	2,250	2,650
Advertising	750	750
Travel	1,400	550
Clean and Sanitary	19,000	18,000
Landscaping	7,500	8,500
COM R&M Tools & Equipment	850	800
R&M Bldg & Structure	16,000	15,000
R&M Furniture/Equipment	800	750
Tuition	850	850
Contractual Service	66,000	72,000
Total Services	122,900	126,700
Dues & Membership	1,150	1,675
Furniture & Fixtures (Computer and Hardware Replacement)	15,500	15,500
Library Total	2,012,136	2,081,712

FY 2020 original appropriation was \$1,989,206 and supplemental articles increased the total appropriation to \$2,012,136. FY 2021 original appropriation was \$2,026,689 and supplemental articles increased the total appropriation to \$2,081,712.

## GRANTS AND FUNDS IN TRUST

The Library Trust and Endowment Funds are conservatively invested by the Winchester Commissioners of Trust Funds. The beginning value of our Library Endowment was \$2,224,129 and the ending value was \$2,451,314. Funds were expended from the Endowment Fund for the construction of two new group study rooms on the main floor. The beginning value of our Trust Funds was \$921,147 and the ending value was \$997,910. Approximately \$8,000 per year is budgeted for new materials from trust funds and helps offset our material expenditure requirement for state certification. Due to Covid very little was spent from Trust Funds in 2020.

The Library Trust and Endowment Funds are conservatively invested by the Winchester Commissioners of Trust Funds. The beginning value of our Library Endowment was \$2,224,129 and the ending value was \$2,451,314. Funds were expended from the Endowment Fund for the construction of two new group study rooms on the main floor.

In March 2020 the second of two state aid payments was received bringing our FY 2020 State Aid Award to \$33,636. The State Aid award requires state certification and its purpose

it to enhance library services and is not to be used to offset general operating costs. The Winchester Co-Operative Bank has generously supported our ROAR (Rush Out and Read) program for over twenty-five years. 2020 brought many challenges and the traditional summer program of teens reading to children could not take place. Instead, the Bank provided \$1,500 for lawn signs for children to decorate and share their love of reading.

Since 2015 Mt. Vernon House has supported our large print collection. In 2020 they generously sent \$2,500 for the purchase of new large print titles. We are grateful for their continuing generosity.

# VOLUNTEERS at-a-glance



**47**  
VOLUNTEERS

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**810**  
HOURS  
DONATED  
(over 5 months)

VOLUNTEERS ON  
HIATUS FROM  
MARCH 15  
THROUGH  
OCTOBER 14



**218**  
HOURS  
VOLUNTEERED  
BY COMMUNITY  
SERVICE  
REIMBURSEMENT  
PROGRAM  
PARTICIPANTS  
(including new door  
greeter position)



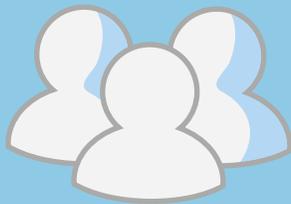
**137**  
BOOK MENDED  
(over 2 months)

# ADULT PROGRAMS at-a glance



**216**  
PROGRAMS

**1,818**  
ATTENDED  
PROGRAMS



**81%**  
OF ADULT  
PROGRAMS  
WERE  
VIRTUAL



**1**

COMMUNITY  
OUTREACH  
POSITION ADDED

COMMUNITY  
PARTNERSHIPS  
include

Archival Center  
Jenks Center  
Network for Social  
Justice  
WPS Service Learning  
WinCAM

