

Winchester Public Library Annual Report 2021



Winchester Public Library
80 Washington Street
Winchester Massachusetts 01890
www.winpublib.org

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Winchester Public Library
80 Washington Street Winchester, Massachusetts 01890

www.winpublib.org

LIBRARY STAFF

Circulation Services

Julia Baldacci
Rosanne Barrow
Georgia Cameron, resigned 2021
Michelle Carta
Anita Colasante
Daphne Costa
Charles Gillis
Aileen Kounaves
Leslie Kennedy
Paulina Picerno
William Pelosky
Melissa Roderick*
Mary Sherburne
Wanda Vitti

Technology and Information Services

Paula Cerrato
Erin Dagenais
Amanda Gogel
Elaine LeGendre
Katherine May
Nancy McColm*
Emelyn MacIntosh
Robert S. Selden, resigned 2021

Children's Services

Brittany DeLorme*
Karen Chmielewski
Kelly McMaster
Denise Robinson
Stephanie Wolflink*, resigned 2021

Bibliographic Services

Michelle Beau*
Judith Holland
Barbara Jean Mirabile
David Strugnell

Administration

Linda Bohan
Theresa Maturevich
Ann Wirtanen

Maintenance Department

Stephen DeMaio
Joe Donahoe
Alfred Miola*
Billy Yore

*Department Head

LIBRARY TEMPORARY STAFF

Temporary staff work fewer than fifteen hours per week or work only occasionally.

Karen Boodakian
Sarah Cognata
Douglas Cromwell
Thomas Gilchrist, resigned 2021
Shirley Gillming
Nathalie Harty
Lisa Hill
Elaine Karp
Julie Kinchla
Mary Renee LaFontaine, resigned 2021
Theresa Lamb

Sarah Lewis
Stephen Lenhardt
Mary Beth McAteer
Veronica McCarthy
Alex Milt
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.

Wendy Karle, Chair
Elected 2019. Term to expire 2022

Jane Murray, Vice-Chair
Elected 2009. Term to expire 2024

Ingrid Geis
Elected 2014. Term to expire 2023

Angela Murdough
Elected 2017. Term to expire 2023

Mary Ann O'Callaghan
Elected 2019. Resigned 2021

David H. Coughlan
Appointed 2021. Term to expire 2022

LIBRARY DIRECTOR

Ann Wirtanen, Director

The year 2021 continued COVID operating procedures. COVID remained a high priority as infection rates still required us to be open by appointment only. Curbside pickup continued and will probably remain an option in the future. In January we were one of only five libraries in the state allowing appointments. Due to capacity restrictions, all programming went virtual. Plexiglass sneeze guards were installed at the public computer area as well as all public service desks. In April we opened Saturdays for curbside pickup. May brought extended appointment times to 4pm but there were still no evening hours, mostly due to staffing shortages. In September the library returned to normal hours of operation with Sundays returning in October. Capacity limits meant the return of in-house events wouldn't happen until 2022.

Plans for a significant improvement to the children's room began with gifts in memory of Pam Boerner. Supply chain disruptions delayed the installation of new furnishings but the painting of

the room and the muralist began work in the summer. Funding came from gifts in memory of Pam Boerner, the Boerner family, the Friends of the Library, and the Endowment Fund.

All libraries in the Minuteman Network were fine free due to limited hours of operation and the early quarantining of materials. The elimination of fines was extended by our Board of Trustees through the end of the year and will be revisited in early 2022. Generally it appears as though the elimination of fines will probably continue into the future. As expected, it was well received and appreciated by the public.

Water damage plagued the children's room and delayed the installation of the sensory wall in the storytime room. The masonry on the outside of the building had to be repaired, as did the slate roof and downspouts. The water damage included a workroom on the main floor and the wall by the fire exit in reference. By the end of the year all repairs were complete.

It is our privilege to serve the residents of Winchester and all our patrons that use our facility as their library of choice. We are grateful to our donors, volunteers, members of the Friends of the Library and our Board of Trustees. Everyone, including the staff, are looking forward to a return to more normal times – mask free!

ADULT PROGRAMMING AND VOLUNTEERS

Theresa Maturevich, Assistant Director

Adult programming remained largely virtual in 2021 with plans to return to in-person events in the fall being postponed until at least spring 2022. Despite remaining virtual, with the assistance of the newly created Community Outreach Librarian position, we were able to experiment with several new programs as well as expand on collaborations with area libraries, the Massachusetts Library System, WPS Service Learning, Network for Social Justice, the Jenks Center, Winchester Community Music School, and Winchester Historical Society. The Learn Something New series remains our most popular series and we hope to be able to fill the currently vacant Community Outreach Librarian position at some point in 2022.

Statistics

Programs:	213
Attendance:	2,006
Collaborative programs:	38

The Rush Out and Read (ROAR) program was once again cancelled this year though the Winchester Co-operative Bank generously allowed us to divert funds towards summer family programming instead. As the ROAR coordinator stepped down in 2020, that is also a position that will need to be filled once we are able to commit to safely restarting the program.

Our volunteers were busy as they continued to help check in patrons for appointments until we were able to fully open the building in July. Following that, several returned to their regular in-library positions assisting with paging, book mending, and assisting with updating the status of

library materials. We have not been able to ask most of our outreach volunteers to return to weekly visits as nursing home visitation is still somewhat restricted. Our home delivery volunteer started back in July though staff are responsible for the majority of deliveries. Volunteers are an integral part of the Library and we are so thankful for the work they do for the Library and the community.

Statistics

Hours volunteered:	998
Books mended:	153
Visitors signed in:	3,180
Books delivered by volunteers:	52

BIBLIOGRAPHIC SERVICES

Michelle Beau, Department Head

Items Added

Bibliographic Services added 10,691 new items to the collection during the year 2021. This is a 12.87% increase compared with 2020 but a 10.8% decrease from pre-pandemic 2019 totals. Some collection areas saw growth: the adult console games, up 11.65% with an increase of 29 games, juvenile playaways, up 32.74% with an increase of 55 items, and juvenile Wonderbooks, up 128% with an increase of 32 items. The adult Library of Things/Technology collection also grew by 8%. Items added to this collection included: four Chromebook + hotspot kits, two light therapy lamps, a right-handed keyboard, an Aluratek multimedia card reader, and an additional FLIR spot thermal camera. All of the growing collections have a higher cost per item compared with print books. This combined with the increase in spending on e-resources through platforms such as Hoopla and Overdrive explain the trend towards fewer overall items added per year.

Items withdrawn

Holdings for most other collection areas decreased as a greater number of items were withdrawn versus added during the year. The overall collection size decreased 20.26% from 104,171 to 83,070 items. In addition to routine weeding across all areas, extensive weeding projects were done in adult AV to make room for shelving open holds materials (-32.42% DVDs, -45.87% books on CD, and -59.86% playaway devices) and also in the Children's Room (-45.32% in nonfiction, -53.93% in DVDs, and -45.44% in books on CD/book + CD kits) as part of their renovation and collection development overhaul projects.

Projects

A total of ten projects were completed for the children's library collection. These include:

- The J Illustrated collection was eliminated. Books were re-cataloged to easy, J fiction or J nonfiction. Original collection size was 464 items when the project began.
- The easy paperback collection was re-cataloged and integrated into the hardcover easy book collection. The original collection size was 320 items.

- The J nonfiction early-readers collection was eliminated and these books were re-cataloged into either regular J nonfiction or J fiction early reader. The original collection size was 430 items.
- The J parent's collection was streamlined to include books on only three topics. Books written on other topics were re-labeled and moved to J nonfiction or easy picture books.
- A location code for new children's material was put into use: WINJN. Bib Services staff began using this code and applying new labels to items at point of cataloging and also became responsible for pulling no longer new items after 6 months
- A new nonfiction J graphic section was created. Nonfiction J graphics were pulled out of regular nonfiction and the general J graphic collection and re-cataloged with a J graphic nonfiction Dewey call number. A total of 200 items were moved into the new J nonfiction graphic section.
- A project to re-label all of the J graphics books with spine labels with the first word or two of either the title or series was completed. These were formerly under the first three letters of the author's last name. The total number of items re-labeled was 1,400.
- We changed the loan period for new J DVD feature films to restrict these to a one-week loan for the first three months. This involved setting up and using new item type 164. After three months, these are pulled and the item type is changed to 167, which allows for the usual, three-week loan.
- Children's fiction holiday books were given a new scat, 223, for reporting purposes.
- 83 e-book records were loaded into the catalog for Bellwether Press' GoGo digital library collection and item records were created with URL links for these.

Four projects were done for the Adult and YA collections:

- The express book collection was eliminated. The loan rules for these books were changed to the same as regular new adult fiction/nonfiction during our COVID shutdown in 2020 and we found that the restricted express loan rules were not missed by patrons when we returned to normal operating hours. Books were re-cataloged to the regular new fiction or nonfiction collection.
- Because of the downsizing of the adult DVD collection, new adult DVDs were given a new item type, 29, to restrict them to a one-week loan for the first year. These can be requested by all network patrons and are renewable 2x.
- Summer reading books were given a new Scat, 230, for reporting purposes. They were also given the prefix "summer reading" to identify them as being part of a permanent collection. This collection size is now around 339 books.
- Books in 811 and 814 with extended numbers past the decimal point were re-cataloged to the main number so that different works by the same author published during different decades now sit together in those sections.

Staffing Changes

There were no changes to the permanent staff in Bib Services during 2021. However, in September, after nearly a year and a half absence due to COVID restrictions, Gabby Fryklund began volunteering as a book mender again.

Summary

Below is a detailed summary of collection activity and holdings:

	2020 HOLDINGS	2021 HOLDINGS	% CHANGE 2020-2021	ITEMS ADDED 2020	ITEMS ADDED 2021	% COLLECTION ADDED IN 2021
ADULT						
Circulating Print						
Fiction	16,404	14,038	-14.42%	1,837	2,282	16.26%
Large Type	1,000	997	-0.30%	108	220	22.07%
Young Adult	3,585	3,387	-5.52%	465	630	18.60%
Non-fiction	28,220	25,967	-7.98%	1,777	2,595	9.99%
Total	49,209	44,389	-9.79%	4,187	5,727	12.90%
Circulating Audiovisual						
Video	8,351	5,644	-32.42%	553	667	11.82%
Music	2,598	2,313	-10.97%	111	120	5.19%
Books on CD	2,592	1,403	-45.87%	167	149	10.62%
Spoken Playaway	416	167	-59.86%	19	19	11.38%
CD-ROM	3	0	-100.00%	0	0	
MP3	34	8	-76.47%		3	37.50%
Console Game	249	278	11.65%	52	53	19.06%
YA Books on CD	128	116	-9.38%	16	0	0.00%
YA Playaway	16	9	-43.75%	1	0	0.00%
Total	14,387	9,938	-30.92%	919	1,011	10.17%
Non-Circulating						
Reference	794	810	2.02%	29	50	6.17%
Local History	665	664	-0.15%	7	0	0.00%
Total	1,459	1,474	1.03%	36	50	3.39%
Equipment	87	94	8.05%	20	20	21.28%
Adult Total	65,142	55,895	-14.20%	5,162	6,808	12.18%
JUVENILE						
Circulating Print						
Fiction	19,468	16,292	-16.31%	2,435	2,591	15.90%
Non-fiction	16,133	8,822	-45.32%	1,033	1,052	11.92%
Total	35,601	25,114	-29.46%	3,468	3,643	14.51%
Circulating Audiovisual						
Video	1,413	651	-53.93%	38	26	3.99%

Playview	17	17	0.00%	0	0	0.00%
Music	255	118	-53.73%	12	2	1.69%
Books on CD	1,327	724	-45.44%	57	33	4.56%
Spoken Playaway	168	223	32.74%	16	58	26.01%
CD ROM	1	0	-100.00%	0	0	
Launchpad	5	4	-20.00%	0	0	0.00%
Wonderbooks	25	57	128.00%	0	33	57.89%
Total	3,211	1,794	-44.13%	123	152	8.47%
Non-Circulating						
Reference	96	94	-2.08%	3	5	5.32%
Professional	113	82	-27.43%	6	0	0.00%
Ebook	0	83	100.00%	0	83	100.00%
Total	209	259	23.92%	9	88	33.98%
Equipment	8	8	0.00%	0	0	0.00%
Juvenile Total	39,029	27,175	-30.37%	3,600	3,883	14.29%
Grand Total	104,171	83,070	-20.26%	8,762	10,691	12.87%

TECHNOLOGY AND INFORMATION SERVICES

Nancy McColm, Department Head

Overview

Despite the pandemic continuing, we were able to return to greater normalcy in the fall of 2021, with the return to full pre-pandemic hours, the expansion of study room usage, and the end of requiring appointments to visit the library. As a result, service statistics such as questions answered, study room bookings, and museum pass usage were all up substantially when compared to 2020.

Staff continued to show their dedication through outstanding customer service, whether giving one on one technology help, overseeing special requests for materials from outside our network, planning creative programs, or helping patrons find their next read.

Databases

Demand for databases and other online resources was up nearly 28% year over year, with combined usage of 59,002. A large portion of the increase came from greater usage of *NewYorkTimes.com* and *Ancestry Library Edition*, both of which saw a doubling of use compared to 2020. We were able to add two new online resources in 2021—*Brainfuse HelpNow* which provides live online tutoring for students and adults, and *LinkedIn Learning* (formerly Lynda.com), a video library of technology and business courses taught by industry experts.

Adult Programming

Department Head Nancy McColm and part-time Community Engagement librarian Erin Dagenais planned and delivered approximately 126 virtual programs in 2021, with 912 patrons

attending. Highlights included well-attended programs from the *Library Online with the Jenks* series such as *Instagram* and *Hoopla*, and popular crafting programs such as *Macrame* and *Make Your Own Terrarium*.

Services

Our librarians answered a total of 14,597 questions, a 54% increase over last year. Museum passes were reserved 1,781 times, a 102% increase from 2020. Use of our Wifi network was up 3%, with 22,480 patron logins. The library's four quiet study rooms continued to be a popular resource with 1,825 bookings made.

Young Adult Services

Young Adult Librarian Amanda Gogel planned and hosted 39 events for teens last year, with a total attendance of 512. Crafting programs such as *Air Plant Holders* and *Neon Signs* were especially popular with this age group. Additionally, the annual *Summer Reading* program drew 32 teens, who earned 83 badges participating in online activities while logging 48 books read.

Staff Changes

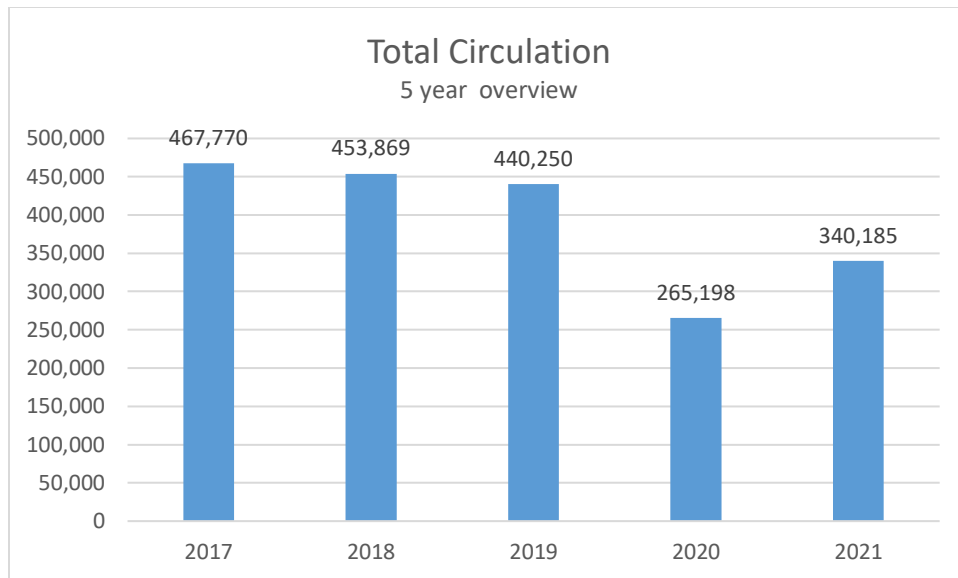
Emelyn MacIntosh joined the team as a part-time reference librarian having previously been a Young Adult librarian in Newburyport. Two part-time librarians—Erin Dagenais and Nina Rabkina—left the department for full time jobs in other area libraries.

CIRCULATION SERVICES

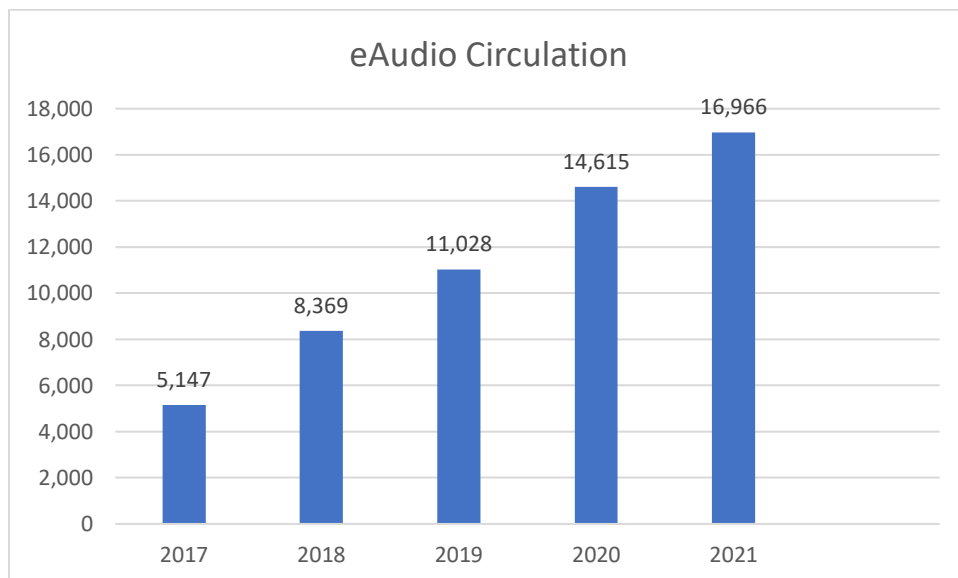
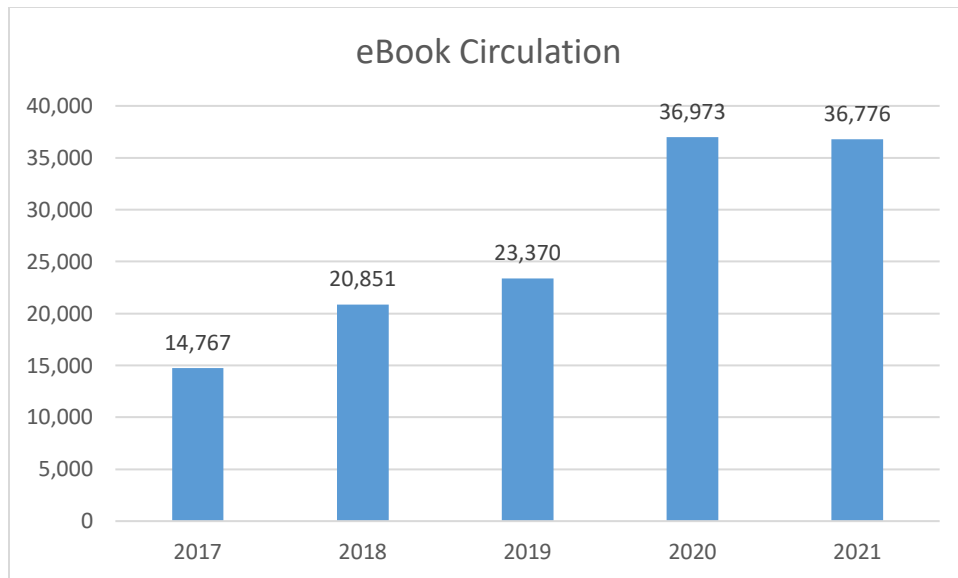
Melissa Roderick, Department Head

Total circulation for 2021 was 340,185, an increase of 28% from 2020. For fourteen months, including the first half of 2021, the library was offering contactless pickup of holds exclusively outside (or in the vestibule.) The circulation staff fulfilled 18,229 contactless pickups in 2021. On July 1st we were able to open our doors and shift to a hybrid service model for circulation. Inside we created a new space for self-service hold pickup while continuing to offer contactless pickup outdoors. In the fall of 2020, the library added a mobile check-out feature, giving patrons the option for contactless checkout via their own phone or device. There were 1610 mobile checkouts in 2021.

In 2021, we welcomed 64,365 visitors, which was a 29% increase from 2020, but still significantly lower than our pre-pandemic numbers. For the first 6 months of the year the library was open by appointment only, so we saw the bulk of our foot traffic in the latter half of the year. Despite the challenges of the pandemic and the drop in visitors, Winchester Public Library remains one of the top 20 highest circulating libraries out of 370 in the state.



With the pandemic came increased interest in accessing digital content via Overdrive. eBook usage remained steady this past year compared to 2020's all-time high with usage dipping just a bit by -.5% eAudio usage continues to grow – up 16% over last year.



We successfully completed another year of our Community Delivery program, delivering books and other materials to homebound Winchester residents. Sixteen patrons took advantage of this service and we made 257 deliveries of 895 items.

The Circulation team handles all items delivered from and to other Minuteman Network libraries. In 2021, we received 109,969 items and we sent out 69,087. Between incoming network transfers and items pulled in house from our list of patron requests, we average 845 items on our hold shelves daily. Our fine free status continued and we increased the borrowing period for most of the items in our audiovisual and Library of Things Collections so that most everything in the library circulates for three weeks with few exceptions.

CHILDREN'S SERVICES

Brittany DeLorme, Department Head

Overview

Two Thousand Twenty-One was the year of changes down in the Children's Room, from staffing, to pandemic impacts, to collection development, to renovations, and everything in between; we saw it all.

Staffing

In January 2021, Stephanie Wolflink retired after 33 years of service as a children's librarian, ten of which she served as Head of Children's Services. Also in January 2021, full-time Children's Librarian Brittany DeLorme was promoted to Head of Children's Services, and in March part-time Children's Librarian Karen Chmielewski was promoted to full-time Children's Librarian. In June, part-time Children's Librarian Denise Robinson gave her notice after almost five years working at the Winchester Public Library, and in August Kelly McMaster was hired as a part-time Children's Librarian. At the end of 2021, there was one vacant position still to be filled. The staff in the Children's Room has always been a small but mighty team; it will be no different with these new additions.

School Outreach

With the students back to in-person classes five days a week, the Children's Room quickly restarted school outreach. So far this year we've brought everything from storytimes to database instruction and our return to the schools was heartily welcomed by all. It's always been a joy to collaborate with the Winchester Public School librarians. We look forward to continuing this teamwork for years to come.

Collection Development

In anticipation of the Children's Room renovations, and since much of the collection was coming off the shelves for the renovation, the Children's Room underwent a major collection overhaul. Every section from board books to biographies was carefully weeded, leaving a thoughtfully curated collection of contemporary and classic material focused around the idea brought forward by Children's Literature researcher Dr. Rudine Sims Bishop. Sims Bishop states that "books should be windows into the realities of others, not just imaginary worlds, and books can be mirrors that reflect the lives of readers. Sliding glass doors refers to how readers can walk into a story and become part of the world created by the author – readers become fully immersed in another experience. Approaching children's stories through the lens of windows, mirrors, and sliding glass doors, prioritizes diversity, honors many cultures, and promotes empathy." The updates to the children's collection have already been receiving positive responses from patrons.

Renovation

In February 2021 talks of a donation to improve the Children's Room began. Carl Boerner, husband of the late Pam Boerner, a former Friend of the Winchester Public Library, wanted to do something to honor her and felt the Children's Room was the best place. Funding came from gifts in memory of Pam, the Boerner family, the Friends of the Library and the Endowment Fund

which allowed the new Head of Children's Services, Brittany DeLorme, to reimagine the space in the Children's Room. Muralist, Jason Sawtell of Black Beak Studios was hired to help redesign the space and CertaPro repainted the entire room to lay a foundation for Jason's work. Tucker Library Interiors was contracted to create a new reference desk and end panels for many of the shelving units, and Burgeon Group was hired to help create a one-of-a-kind sensory wall for the Children's Storytime Room. In June, prior to the start of the renovation, much of the Children's Collection was packed up onto rented crates and temporarily relocated to the Large Meeting Room for the summer. Operating out of the Large Meeting Room had its challenges, but was well worth all the stairs the Children's Librarians ran between June and October. While not completely finished, the Children's Room reopened in late October 2021, with the furniture expected to arrive in 2022. Since that initial conversation with Mr. Boerner, the Children's Room has been completely transformed; many thanks to Director Ann Wirtanen for her trust and support during the process, and of course to Carl Boerner and his daughters Wendy Clifford and Ife Tuzzo; the Children's Room renovation would not have been possible without their donation.

Pandemic, Programming, and Patron Interactions

In addition to being without an actual Children's Room for much of 2021, Children's Services, like the rest of the library (and the world) was still struggling to provide services. We adjusted and adapted as best we could and came up with some strong options for creative programming during the pandemic. We held our first in-person, outdoor program of the pandemic in May and from there continued a mix of virtual, and (weather permitting) outdoor, in-person programming for the rest of the year. Overall outdoor programming was hugely successful, most specifically outdoor concerts. Rockabye Beats and Matt Heaton and the Outside Toys drew large crowds; due to their popularity we plan to continue offering outdoor concerts post-pandemic.

Below are some comprehensive and comparative Children's Room programming statistics:

Total Children's Programs 2021	Virtual (January-December)	In Person (May-December)
178	141	37

Total Children's Programs 2020	Virtual (April-December)	In Person: Pre-Pandemic (January-March)
161	67	94

Patron interactions fortunately increased from 2020, and increased even more once the Children's Room reopened at the end of October 2021. Below are some comprehensive and comparative Children's Room patron interaction statistics:

Total Patron Interactions 2021	Virtual (Phone and Email)	In Person: Appointments and LMR (January-October)	In Person: Children's Room (November-December)
3,567	334	2,159	1,083

Total Patron Interactions 2020	Virtual: Pandemic (Phone and Email)	Virtual: Pre-Pandemic (Phone and Email)	In Person: Pandemic (April-December)	In Person: Pre-Pandemic (January-March)
2,902	259	82	721	2,181

We're slowly moving back in the direction of our pre-pandemic numbers (in 2019 we had over 400 programs for kids and 12,000 patron interactions), but it will take some time.

BUDGETS

	FY 21 Budget	FY 22 Budget
Permanent	1,472,735	1,585,006
Sick Leave Buy Back Non-Union	21,439	17,344
Temporary	102,738	88,177
Overtime	60,005	59,742
Personal Services Total	1,656,917	1,750,269
Office Supplies	16,000	16,500
Printing and Supplies	600	350

Books and Periodicals	255,800	280,000
Cleaning Supplies	1,320	1,750
Household Supplies	3,500	3,600
Electrical Supplies	750	1,200
Hardware	500	500
Painting Supplies	450	450
Small Tools	450	650
Chemicals	1,000	1,300
Food and Groceries	550	575
Total Supplies and Materials	280,920	306,875
Printing and Stationery	5,500	5,000
Postage	1,350	900
Telephone	2,650	2,700
Advertising	750	750
Travel	550	1,200
Clean and Sanitary	18,000	22,000
Landscaping	8,500	6,000
COM R&M Tools & Equipment	800	800
R&M Bldg & Structure	15,000	16,000
R&M Furniture/Equipment	750	1,000
Tuition	850	650
Contractual Service	72,000	75,000
Total Services	126,700	132,000
Dues & Membership	1,675	1,375
Furniture & Fixtures (Computer and Hardware Replacement)	15,500	15,500

Library Total	2,081,712	2,206,019

The original FY'22 budget was approved at \$2,137,268 and COLA supplements totaled \$68,751 bringing the total FY'22 budget to \$2,206,019.

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 \$2,451,314 and the ending value was \$2,805,129. Interest income totaled \$52,816 and gifts to the Endowment Fund totaled \$7,519.

The beginning value of our Trust Funds was \$997,910 and the ending value was \$1,063,483. Approximately \$8,000 per year is budgeted for new materials from trust funds and helps offset our material expenditure requirement for state certification.

The library benefits from many unrestricted gifts generously donated, usually in memory or honor of a loved family member. With one bequest this year, unrestricted gifts totaled \$13,219. These funds are mostly spent on new materials and help offset our material expenditure requirement for state certification.

In March 2021 the second of two state aid payments was received bringing our FY 2021 State Aid Award to \$38,264. The State Aid award requires state certification and its purpose is 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. 2021 continued COVID protocols and the traditional summer program of teens reading to children did not take place. Instead, the Bank provided \$3,470 for a children's concert and a town-wide mailing advertising our summer events.

Since 2015 Mt. Vernon House has supported our large print collection. In 2021 they again generously sent \$2,500 for the purchase of new large print titles. We are grateful for their continuing generosity.