Board of Library Trustees (5)

Board of Visitors Advisory Committee

Policy & Planning Advisory Committee

Library Development Officer (funded by Trustees)

Library Director

Bookkeeper

Secretary

Assistant Director

Web Services Specialist

Dir. of Programs and Communications

Programs Office Assistant (.4)

Supervisor of Custodians

Supervisor Technical Services

Supervisor Reference Services

Supervisor Circulation Services

Supervisor Children's Services

Custodian (4.5)

Senior Library Assistant (5.5)

Assistant Supervisor Reference Services

Assistant Supervisor Circulation Services

Assistant Supervisor Children's Services

Library Order Clerk

Reference Librarian (12)

ESL Coordinator

Children's Librarian (3.9)

Audio Visual Classifier (.6)

Special Library Services Librarian

Senior Library Assistant (15)

Senior Library Assistant (4.4)

T.S. Classifier

Computer Technician (.4)

Audio Visual Librarian

Junior Library Assistant (.5)

Junior Library Assistant (.5)

Page Supervisor

Page (9)

01-143

NEWTON FREE LIBRARY

DEPARTMENT DESCRIPTION

The mission of the Newton Free Library is to provide the widest possible range of library services for the educational, cultural and recreational enrichment of all members of the Newton community. Through the Theodore D. Mann Building, the library provides an extensive collection of print, non-print, and electronic resources, comprehensive reference service, and a wide array of educational and cultural programs for people of all ages. The Children's Department provides a full range of activities for infants through middle school, with the goal of assisting children in their educational pursuits, and ultimately instilling in them a curious mind and a love for reading and learning.

The Main Library continues to loan more items than any other library building in the state as it has for many years. We continue to work particularly hard on providing adequate technology in the library - and a virtual library through our web site. Use of the web site and our electronic resources is growing considerably as we provide our users with access to a wide range of information 24/7.

The Newton Free Library ranked 5th in the country as compared to public libraries in communities of the same size by Hennen's American Public Library Ratings. The ratings are based on 15 input and output measures. A new rating system, the LJ Index of Public Library Service 2009, has earned the Newton Free Library a star rating based on output measures compared to other peer libraries based on operating expenditures rather than population of the community.

ACCOMPLISHMENTS

1. The Newton Free Library's circulation increased slightly from FY07 to FY08.

Circulation	FY07	FY08	% Change
Adult	1,263,738	1,285,145	
Children's	665,810	669,880	
Total Circulation	1,929,138	1,955,025	+1.3%

% of circulation activity in the Newton library buildings for Newton residents

FY07	FY08	July-Dec 2008
77.5%	79.3%	81.3%

2. Interlibrary loans TO other libraries remained higher than loans FROM other libraries. This indicates that our collections continue to satisfy the majority of borrower's needs without relying on loans from other Minuteman Library Network libraries.

Activity	FY07	FY08	% Change
Interlibrary lending	122,714	135,418	+10%
Interlibrary borrowing	102,089	114,400	+12%

3. The number of visitors to the Newton Free Library has increased by 50,000 from July-December 2007 to July-December 2008.

FY08	July-Dec. 2007	July-Dec. 2008
656,214	299,611	349,602

4. The Library significantly expanded and improved access to library services available 24/7 through its website for patrons. Patrons may search the Minuteman library catalog and reserve library materials, including new feature films; pay fines online; renew materials; reserve museum passes; make recommendations for library materials; and request Interlibrary loan for materials not found in the Minuteman catalog.

The reference staff has joined a cooperative to provide access to online reference service 24 hours/day and seven days/week. Patrons can also e-mail reference questions directly to Newton Free Library reference staff and receive a response the next business day. The reference staff offers many online classes at the library and for several of these classes including applying for a job online, exploring travel resources, and readers advisory, training materials are available through the library's website. The library's flickr site, a social networking project where reference staff have posted hundreds of Newton library photographs, has been used as a model in teaching librarians how to use flickr to market library services and for interdepartmental staff development purposes.

In FY09 the library subscribed to 44 online databases, 26 of which Newton residents can access from home. The library also provides access to 37 databases, of which 36 have remote access, provided by the state and the Minuteman Library Network. In addition the reference staff has added links to quality free websites arranged by subject.

We offer a blog for children and several blogs for adults on books and reading, job searching, ESL, poetry, travel, and retirement. Patrons can learn about a topic, find links for more information, and post comments. The library offers an online service for young adults and adults that provides personalized reading lists of fiction and nonfiction books. The "Books for You" service has an online form to fill out with the patron's reading preferences and what types of book suggestions they are looking for. The request is submitted online and within two weeks a library staff member provides a list of ten annotated titles that is e-mailed to the patron. All of these annotated book recommendations have also been compiled by genre into a bibliography available on the library's homepage.

The library website provides access to "Bookletters", a database that allows patrons to sign up for monthly e-mail delivery of customized annotated booklists on many different subjects. Currently there are 40 lists available and they are e-mailed to 2,446 patrons. In addition to these booklists, reference staff has prepared bibliographies and pathfinders on many different subjects, including Newton history, which are available to patrons through the library's website.

We have tracked use of the library's website on days that the library was closed, including Sundays in the summer and holidays. The range of visitors is from 463 patrons on Christmas Day December 25, 2008 to 1,010 patrons on Veterans' Day November 11, 2008. On summer Sundays in 2008, when the library was closed, the average number of visitors to the library's website was 707. On March 5, 2009 during hours the library was open there were 1,373 users on the library's website, and 374 (or 21% of the total) on the same day when the library was closed.

5. The Library received an LSTA federal grant administered through the Mass. Board of Library Commissioners in FY08, "Mother Goose on the Loose," to enable the Children's Room to offer innovative, emergent literacy programs for babies, toddlers and their caregivers, both in the library and out in the community. In addition, the Children's Department offered expanded programming in FY08 in the Main Library as well as in the schools and to family daycares.

FY07 Programs	FY08 Programs	% change
390 outreach	602 outreach	+54%
775 in-house; 551 Main Lib. only	774 in-house; 582 Main Library only	+6% increase for ML

6. The Library received a two year grant from the Financial Regulatory Authority Investor Education Foundation (FINRA) and the American Library Association in FY08 called Smart Investing @ Your Library® to sponsor a Retirement Planning Club for Women. Over 100 women registered for the Club. Members as well as the general public attend monthly meetings with speakers on such topics as mutual funds, asset allocation, social security, and library resources. The grant provides educational modules through the library's website that attracts over 1,000 views/month. The library has a retirement blog available to patrons through its website. Using grant funds the library was able to purchase books, newsletters, and databases. The grant also allowed the library to work with a marketing firm to design a new logo, tagline, and brochure that will help attract new patrons and market library services. NPR interviewed library staff implementing the grant, club members, and volunteers, and also taped the February 2009 program. They were highlighted on national NPR radio Saturday, February 28, 2009, and can be heard through the NPR website.

7. The Young Adult Librarians continued to implement a two-year federal grant administered through the Mass. Board of Library Commissioners for young adult services. The librarians formed a teen advisory board, created and furnished a new young adult area on the second floor, and presented many successful young adult programs.

8. In FY 2008, 299 adult programs and exhibits were planned and presented at the library including art shows and receptions, club meetings, concerts and lectures/author talks. Close to 11,000 patrons attended these events. We partnered with several city agencies and community organizations including, among others, the Department of

Public Works, Health and Human Services, the Newton Schools Foundation, Newton History Museum, the Newton Symphony Orchestra and Green Decade/Newton. Specifically the Foundation for Racial, Ethnic and Religious Harmony provided the Programs Office with a grant that allowed us to present and outstanding Black History Month event. In addition, the Director of Programs and Communications was honored by being selected to serve on the Public Relations Committee of the Massachusetts Board of Library Commissioners. The committee is engaged in a multi-year effort to increase awareness of libraries and their services and to increase library use throughout the Commonwealth.

9. In FY09 the library's ESL program, A Legacy for Literacy, received a $1,500 grant from the Foundation for Racial, Ethnic, and Religious Harmony for a series of Cultural Competency Workshops for tutors, and to purchase materials on diverse cultures for the literacy collection.

GOALS AND OBJECTIVES

Goal 1. The Library will meet patrons' reference and circulation needs in FY10.

Objective A. The Library will maintain current levels of circulation staff productivity in the face of significant demand.

Community	Loan/FTE FY07	Loans/ Hr. Open FY07	Loan/FTE FY08	Loans/ Hr. Open FY08
Brookline	22,891	154	23,951	162
Cambridge	13,276	74	13,967	69
Framingham	20,339	144	19,167	143
Lexington	18,711	148	19,485	205
Natick	17,788	160	17,652	175
Needham	19,775	159	20,608	159
Newton	**23,758**	**294**	**25,826**	**305**
Waltham	21,792	202	21,185	197
Watertown	15,196	160	17,629	178
Wellesley	17,869	189	18,402	200

The chart gives statistics for the number of loans made by each full time equivalent employee working at the library and the number of loans for every hour that the library is open. It compares Newton with 9 other area libraries. Newton staff continues to work efficiently, charging out more items per hour open and per FTE than any other library in the area

The circulation at the library will remain stable in FY09, and we will continue to satisfy customer service demands effectively with current circulation staff. Circulation of print materials is expected to rise in FY09. Starting July 2008 the Newton Free Library met patron demand for a new service that allows reserves to be placed on feature films. This new service will keep DVDs on the hold shelf waiting for patrons to pick them up, and will therefore decrease overall circulation of AV materials.

Goal 2. The Library will provide suitable and ample collections of materials to meet the needs of the community.

Objective A. Continue to maintain a collection that satisfies the great majority of our borrower's needs.

Brookline	10%
Natick	7%
Needham	9%
Newton	**6%**
Watertown	8%
Wellesley	7%

This number is the total percentage of loans at each of the libraries that has been borrowed from another Minuteman library because it is not owned or available at the listed library. 6% of the 1,955,025 items that the Newton Free Library loaned to its patrons in FY08 came from another library in the Minuteman Library Network. This was the smallest % in the Network, and we will continue to maintain this low percentage in FY09 and FY10.

Objective B. Evaluate and extensively develop book, audio visual, and electronic collections using FY10 Collection Goals and Objectives so that areas that are developed show significant increases in circulation from FY09.

Each year the Library Director and Board of Trustees develop goals and objectives for the collection based on user needs. These goals address subject and format areas that require additional development and funding. Following is an analysis, using circulation figures, of areas of the collection that received additional development in FY09. It compares loans from October 2007 (FY08) with loans from October 2008 (FY09) after we had purchased many new items in the areas designated for development.

Areas of the Collection where Funding was Directed	Oct. 2007 Loans	Oct. 2008 Loans	% Change
Young Adult	2518	3063	+22%
Economics	1129	1264	+12%
Political Science	339	413	+22%

Goal 3. Promote and develop on-line resources so that library users are able to further access a 24/7 Newton Free Library at www.newtonfreelibrary.net

Objective A   Evaluate and extensively develop on-line databases. In FY09 the Library purchased several new electronic products including Tell Me More (interactive web-based language learning program), Morningstar, and Value Line Investors Survey. In FY10 we will continue to expand our electronic resources and to improve our marketing of them so that more Newton residents use the library at home and at work.

Objective B.   Create online index to Newton newspapers that can be accessed from the library's website.

Objective C.   Develop an online system for processing ESL student and tutor applications, which will cut down on data entry time and eliminate errors by 80-90%.

Objective D.   Create web-appropriate format for presentation of popular booklists for children.

Objective E.   Make the website more user friendly

www.newtonfreelibrary.net hits

FY07 Web site hits	FY08 Web site hits	% Change	Projected FY09
440,000	486,842	+11%	550,000

Goal 4. We will ensure that the Newton Free Library makes use of the most cutting edge technology in its operations.

Objective A. Expand the number and quality of computers available to users.

Objective B. Attract tech-savvy users through incorporation of new technologies.

Objective C. Provide library users with three self-check workstations.

Goal 5. Library users will have digital access to local history resources.

Objective A. Develop digitization program for the library.

Objective B. Apply for grants to digitize library collections of Newton historical photographs.

Goal 6. Patrons will be offered continuing excellent customer service.

Objective A. Provide library users with knowledgeable, well-trained, and helpful librarians with technology and customer service training.

Objective B. Upgrade Druker Auditorium with easy to use technology for programs.

Objective C. Provide clearer and consistent signage in the library for patrons.

601 - NEWTON PUBLIC LIBRARY

CITY OF NEWTON BUDGET
DEPARTMENT SUMMARY

OBJECT SUMMARY	ACTUAL 2007	ACTUAL 2008	ORIGINAL	2009 ADJUSTMENTS	TOTAL	RECOMMENDED 2010	APPROPRIATION CHANGE 2009 To 2010	
51 - PERSONAL SERVICES	3,450,360	3,628,920	3,508,228	81,816	3,590,044	3,563,624	-26,420	-1%
52 - EXPENSES	1,075,229	1,110,400	1,087,033	-589	1,086,444	1,086,343	-101	0%
SUB-TOTALS:	4,525,589	4,739,321	4,595,261	81,227	4,676,488	4,649,967	-26,521	-1%
57 - FRINGE BENEFITS	527,371	559,793	564,193	17,916	582,109	622,589	40,480	7%
SUB-TOTALS:	527,371	559,793	564,193	17,916	582,109	622,589	40,480	7%
DEPARTMENT TOTALS:	5,052,960	5,299,114	5,159,454	99,143	5,258,597	5,272,556	13,959	0%

FUNCTIONAL ELEMENT SUMMARY	ACTUAL 2007	ACTUAL 2008	ORIGINAL	2009 ADJUSTMENTS	TOTAL	RECOMMENDED 2010	APPROPRIATION CHANGE 2009 To 2010	
0160101 LIBRARY ADMINISTRATION	284,930	277,379	290,690	0	290,690	288,421	-2,269	-1%
0160102 LIBRARY BUILDING MAINT.	724,056	729,610	756,752	3,482	760,234	773,683	13,449	2%
0160103 MAIN LIBRARY	3,804,121	4,039,373	4,072,059	23,077	4,095,136	4,170,499	75,363	2%
0160104 BRANCH LIBRARIES	200,658	212,798	0	72,584	72,584	0	-72,584	-100%
0160105 REGIONAL LIBRARY SVS	39,195	39,953	39,953	0	39,953	39,953	0	0%
DEPARTMENT TOTALS:	5,052,960	5,299,114	5,159,454	99,143	5,258,597	5,272,556	13,959	0%

LIBRARY ADMINISTRATION	ACTUAL 2007	ACTUAL 2008	ORIGINAL	2009 ADJUSTMENTS	TOTAL	RECOMMENDED 2010	APPROPRIATION CHANGE 2009 To 2010	
51 - PERSONAL SERVICES	249,272	237,989	250,831	0	250,831	245,749	-5,082	-2%
52 - EXPENSES	405	74	405	0	405	405	0	0%
SUB-TOTALS:	249,677	238,064	251,236	0	251,236	246,154	-5,082	-2%
57 - FRINGE BENEFITS	35,253	39,316	39,454	0	39,454	42,267	2,813	7%
SUB-TOTALS:	35,253	39,316	39,454	0	39,454	42,267	2,813	7%
Element Totals:	284,930	277,379	290,690	0	290,690	288,421	-2,269	-1%

LIBRARY BUILDING MAINT.	ACTUAL 2007	ACTUAL 2008	ORIGINAL	2009 ADJUSTMENTS	TOTAL	RECOMMENDED 2010	APPROPRIATION CHANGE 2009 To 2010	
51 - PERSONAL SERVICES	269,388	279,844	272,206	3,958	276,164	273,366	-2,798	-1%
52 - EXPENSES	409,566	399,312	424,251	-900	423,351	434,649	11,298	3%
SUB-TOTALS:	678,954	679,156	696,457	3,058	699,515	708,015	8,500	1%
57 - FRINGE BENEFITS	45,102	50,453	60,295	424	60,719	65,668	4,949	8%
SUB-TOTALS:	45,102	50,453	60,295	424	60,719	65,668	4,949	8%
Element Totals:	724,056	729,610	756,752	3,482	760,234	773,683	13,449	2%

MAIN LIBRARY	ACTUAL 2007	ACTUAL 2008	ORIGINAL	2009 ADJUSTMENTS	TOTAL	RECOMMENDED 2010	APPROPRIATION CHANGE 2009 To 2010	
51 - PERSONAL SERVICES	2,734,180	2,904,509	2,962,999	14,259	2,977,258	3,022,317	45,059	2%
52 - EXPENSES	648,615	694,371	644,938	311	645,249	633,850	-11,399	-2%
SUB-TOTALS:	3,382,796	3,598,879	3,607,937	14,570	3,622,507	3,656,167	33,660	1%
57 - FRINGE BENEFITS	421,325	440,494	464,122	8,506	472,628	514,332	41,704	9%
SUB-TOTALS:	421,325	440,494	464,122	8,506	472,628	514,332	41,704	9%
Element Totals:	3,804,121	4,039,373	4,072,059	23,077	4,095,136	4,170,499	75,363	2%

BRANCH LIBRARIES	ACTUAL 2007	ACTUAL 2008	ORIGINAL	2009 ADJUSTMENTS	TOTAL	RECOMMENDED 2010	APPROPRIATION CHANGE 2009 To 2010	
51 - PERSONAL SERVICES	175,289	183,590	0	63,598	63,598	0	-63,598	-100%
SUB-TOTALS:	175,289	183,590	0	63,598	63,598	0	-63,598	-100%
57 - FRINGE BENEFITS	25,369	29,208	0	8,986	8,986	0	-8,986	-100%
SUB-TOTALS:	25,369	29,208	0	8,986	8,986	0	-8,986	-100%
Element Totals:	200,658	212,798	0	72,584	72,584	0	-72,584	-100%

REGIONAL LIBRARY SVS	ACTUAL 2007	ACTUAL 2008	ORIGINAL	2009 ADJUSTMENTS	TOTAL	RECOMMENDED 2010	APPROPRIATION CHANGE 2009 To 2010	
51 - PERSONAL SERVICES	22,230	22,988	22,192	0	22,192	22,192	0	0%
52 - EXPENSES	16,643	16,643	17,439	0	17,439	17,439	0	0%
SUB-TOTALS:	38,873	39,631	39,631	0	39,631	39,631	0	0%
57 - FRINGE BENEFITS	322	322	322	0	322	322	0	0%
SUB-TOTALS:	322	322	322	0	322	322	0	0%
Element Totals:	39,195	39,953	39,953	0	39,953	39,953	0	0%

ACCOUNT	POSITION TITLE	RANGE	2009 BUDGET FTE	2009 BUDGET SALARY	2010 RECOMMENDED FTE	2010 RECOMMENDED SALARY
511001	City Librarian	H13	1	104,245	1	107,135
	Asst City Librarian	H10	1	77,071	1	78,810
	Principal Bookkeeper	S06	1	48,675	1	48,919
	Sr Building Custodian	S07	1	53,206	1	53,473
	Building Custodian	S05	4	178,134	4	179,027
	Supervisor/Circulation	S11	1	75,977	1	76,358
	Supervisor/Reference	S11	1	75,977	1	76,358
	Supervisor/Childrens'	S11	1	75,977	1	76,358
	Supervisor/Tech Srvs	S11	1	74,634	1	75,049
	Asst Supervis/Reference	S10	1	60,286	1	64,203
	Asst Superv/Circulation	S09	1	62,415	1	63,741
	Asst Supervr/Childrens'	S09	1	55,131	1	57,774
	Public Relations Mgr	S08	1	56,125	1	57,455
	Reference Librarian	S08	9	516,645	9	520,567
	Librarian/Children	S08	2	116,318	2	116,902
	Librarian/AV	S08	1	58,159	1	58,451
	Web Services Specialist	S08	1	53,273	1	56,189
	Supervisor of Pages	S07	1	53,206	1	53,473
	Tech Srvs Classifier	S06	1	47,735	1	48,443
	ESL Coordinator	S07	1	51,327	1	52,719
	Order Clerk	S05	1	44,534	1	44,757
	Sr Library Assistant	S04	16	627,764	16	637,935
	Account Totals:		**49**	**2,566,815**	**49**	**2,604,093**
511101	Admin Assistant	S04	0.4	19,014	0	0
	Assistant	QQQ	0	0	0.27	8,560
	Reference Librarian	QQQ	1.02	41,017	1.02	41,017
	Children's Librarian	QQQ	0.4	10,440	0.4	10,440
	Sr Library Assistant	QQQ	5.2	116,296	5.2	116,296
	Technology Librarian	QQQ	0.4	15,980	0.4	15,980
	Page	QQQ	8.5	112,719	8.5	112,719
	Sr. Page	QQQ	0.5	7,150	0.5	7,150
	Ref Librarian	QQQ	1	22,192	1	22,192
	Account Totals:		**17.42**	**344,808**	**17.29**	**334,354**
511102	Reference Librarian	S08	1.77	104,687	1.77	105,213
	Librarian/Children	S08	1.79	107,790	1.79	108,331

ACCOUNT	POSITION TITLE	RANGE	2009 BUDGET		2010 RECOMMENDED	
			FTE	SALARY	FTE	SALARY
511102	Sr Library Assistant	S04	3.06	116,786	3.06	119,814
	SLA/Custodian	S04	0.53	21,730	0.53	21,839
	A/V Classifier	S06	0.6	26,595	0.6	27,975
	Jr Library Asst	S02	1.06	30,431	1.06	31,524
	Social Services Librari	S08	0.8	46,527	0.8	46,761
	Public Relations Asst	S04	0.4	12,402	0.4	12,975
	Account Totals:		**10.01**	**466,948**	**10.01**	**474,431**
	Report Totals:		**76.43**	**3,378,571**	**76.3**	**3,412,878**