

# Library

## MISSION STATEMENT

The Leominster Public Library is a service organization which provides free information in various formats to residents of Leominster and the surrounding communities. The purpose of the public library is to provide those library materials, information, programs, and services which are most wanted by the residents of the service area; to provide convenient access to needed materials and information; and to actively work to make community members and organizations aware of the resources and services provided by the Leominster Public Library.

### KEY PROGRAMS

- ◆ Administration
- ◆ Adult Services
- ◆ Children's Services
- ◆ Young Adult Services
- ◆ Technical Services
- ◆ Physical Plant/Technology

### SNAPSHOT DAY—April 12, 2012

#### *A Day in the Life of the Leominster Public Library*

Patron visits: 1,028      Program attendance: 200  
 Circulation: 1,119      Use of public computers: 191  
 Info questions: 50      Use of meeting/group study rooms: 19  
 Library Programs: 4      New library cards: 3

## FY12 Accomplishments

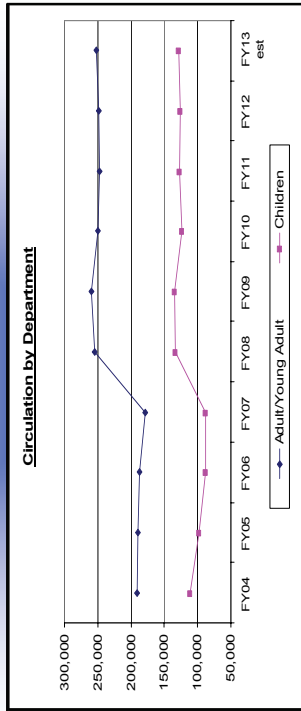
- ◆ Migrated C/WMARS library network system to Evergreen open source software.
- ◆ Provided identification signage for all public library art work.
- ◆ Developed partnership program with IRS and area credit unions to offer a VITA (Volunteer Income Tax Assistance) program to the community.
- ◆ Completed donor book listing every individual and business that contributed to the library's expansion and renovation project's capital campaign.
- ◆ Planned and executed Big Read grant programs and book discussion groups.
- ◆ Developed partnership agreement with the Leominster Historical Society to present cooperative bi-annual programs to be held at the library as part of its "Spend Sundays at the Library" series.
- ◆ Developed Downloadable Media page on library website, and expanded electronic content available to Leominster residents.
- ◆ Upgraded hardware and software for library's building security and access control system.
- ◆ Worked with Friends of the Library to present an evening Dessert Social when the building was closed to the public.

Activity	Measures of Quantity/Quality
Annual hours of service	3,279
# of active Leominster borrowers	26,093
Circulation	374,262
Information questions	42,279
Programs	437
Program attendance	16,536
Public computer use—annually	48,152
Interlibrary loans	38,036 (received from) 36,739 (provided to)
Public meeting room use	4,207
Holdings (now includes e-content)	162,567
Volunteer program	95volunteers 3,175 volunteer hours

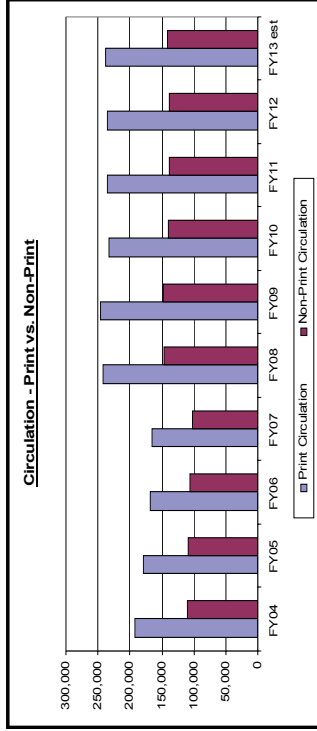
## FY13 Selected Program Objectives

- ◆ Analyze materials budget and realign allocations to reflect increased demand for electronic content and changes in circulation to specific areas of the print and non-print collections.
- ◆ Add additional cameras in adult group study rooms and inside West Street entrance to library's building security system.
- ◆ Install 25 year service recognition plaque for library personnel.
- ◆ Begin strategic long-range planning document required by Massachusetts Board of Library Commissioners.
- ◆ Submit final reports to the Massachusetts Board of Library Commissioners for the library's construction grant.
- ◆ Redesign library's website to make it more user and mobile friendly.
- ◆ Plan celebration to recognize Friends of the Leominster Public Library's 35th anniversary.
- ◆ Submit a NEH grant proposal for a community-wide Big Read for the book *The Things They Carried* by Tim O'Brien.
- ◆ Develop behavior, unattended children, and interlibrary loan policies for review and approval by the Library Board of Trustees.
- ◆ Begin development of updated circulation policies and procedures manual.
- ◆ Research and implement software to streamline staff scheduling.

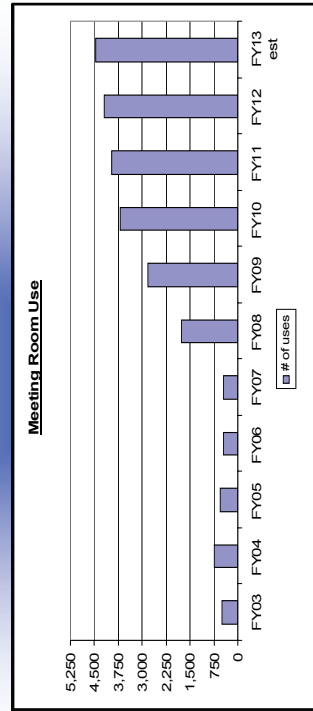
In comparing circulation by department, Children's Room circulation declined by less than 1% from FY11 to FY12, while adult and young adult circulation remained level for this same period. However, when looking at the trends in circulation over a five year period, adult and young adult circulation has increased by 38%, and Children's Room circulation has increased by 42%. This five year period reflects the time period since the newly expanded and renovated library opened in 2007..



Consistent with circulation statistics by department, both print and non-print circulation showed sharp increases during the first two fiscal years after the opening of the newly expanded and renovated library. During this period, print circulation increased by nearly 50%, while non-print circulation grew by 45%. After a modest 5% decline in overall circulation in FY10, the past several fiscal years have shown a 1.5% increase in print circulation and a 1% decrease in non-print circulation.



The library's public meeting spaces and group study rooms were used a total of 4,207 times from July 1, 2011 through June 30, 2012. This is an increase of 6% from the previous fiscal year. Of this total, the public meeting rooms were used 898 times by municipal departments, community organizations, and area non-profits; and the group study rooms were used 3,309 times for quiet and group study, tutoring, and small business meetings.



As has been repeatedly reported, the demand for use of public computers and access to a high speed Internet connection continues to grow, and is only limited by the number of available public computers. Currently nineteen (19) computers are available in the library's three age specific service areas. FY12 saw an increase of 8% in computer usage over the previous fiscal year. As one of the fast growing service areas in the library, public computer use has increased 150% since FY07.

