

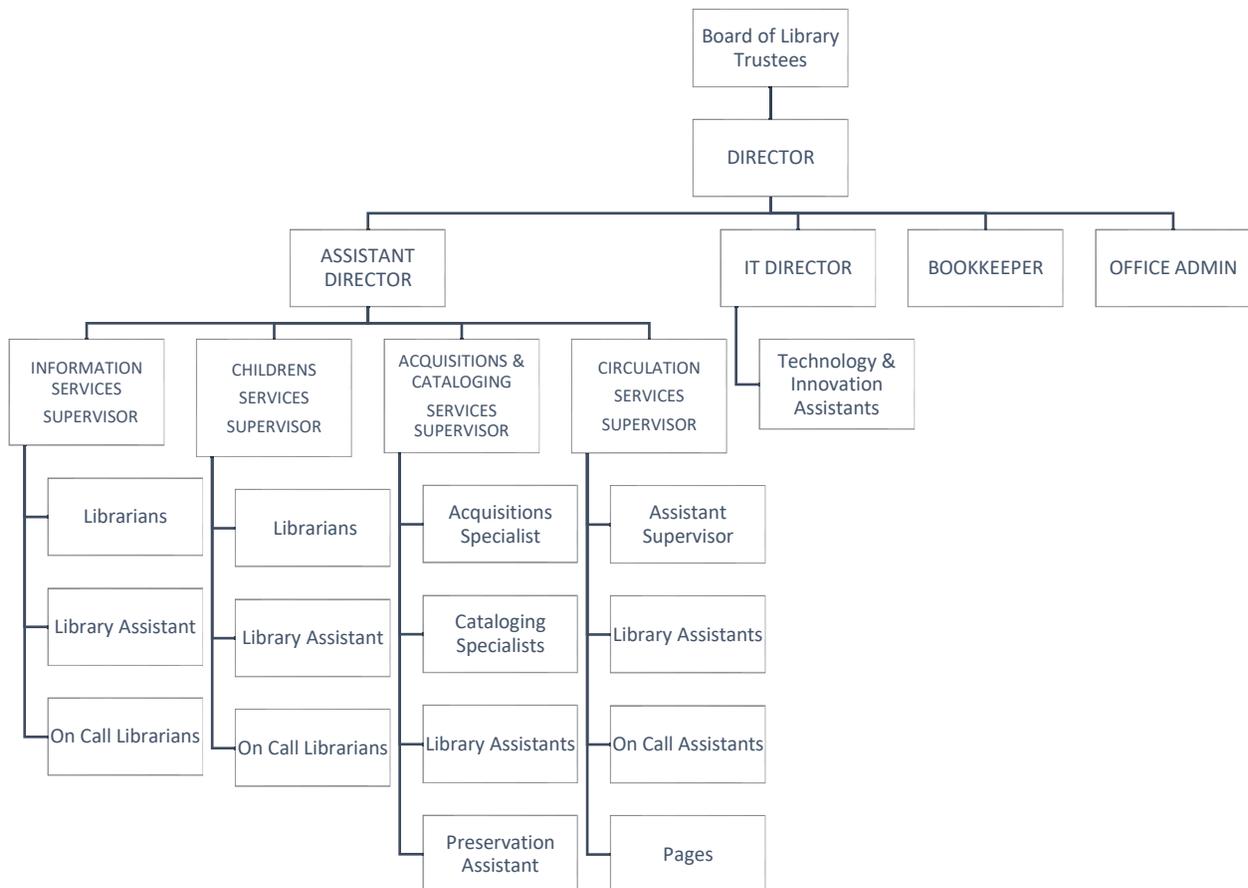


Town of *Wellesley*
FY2021 Budget Request
Library: Mission, Services & Priorities

Mission Statement

The mission of the Wellesley Free Library is to serve as a community gathering place, a cultural destination, and a gateway to ideas for residents of all ages and interests. Through comprehensive collections and innovative spaces, technologies and programs, the Wellesley Free Library provides free and convenient access to information both within and beyond its walls.

Organizational Chart



Board of Library Trustees

The Board of Library Trustees is responsible for overseeing the management of the Wellesley Free Library (WFL), which includes the Main Library at 530 Washington Street, the Wellesley Hills Branch at 210 Washington Street and the Fells Branch at 308 Weston Road. In addition, the library hosts a very robust website that can be considered a “virtual branch.”

Department Description

The Wellesley Free Library (WFL) circulated 782,598 items in FY19. Over 36,000 patrons of all ages attended 1,550 library programs and 125 volunteers donated over 7,500 hours of service to the library in FY19. In addition to offering print and non-print materials (DVDs, CDs, audio books, Library of Things), the WFL offers access to databases, e-books, digital magazines and downloadable audio. Online book renewal and self-checkout continue to be popular, contributing to efficiencies that allow for enhanced service to patrons through better allocation of personnel. An Automated Materials Handler (AMH) has been installed and patrons celebrated its grand opening in August 2019. Patrons are also taking increased advantage of the library website that allows extensive online access to library materials and services.

The FY21 priorities for the WFL arise from the 2019-2023 Library Strategic Plan (which can be found on the WFL website): a redesign of the main library interior space to meet changing needs and enhancement of technology service for patrons and staff are the two primary short-term goals.

The WFL is a part of three information technology networks: the Minuteman Library Network, a wide area network consisting of 41 libraries in 60 locations; the WFL local area network (LAN) which enables file and print sharing for staff, internet connectivity and printing for wireless users; and the town network (2 computers within WFL) which allows the library department to access MUNIS, Wellesley’s integrated financial software package. WFL IT, a leader within the Minuteman Network, currently consists of one full time and two 16-hour library staff members who are responsible for the operation and maintenance of over 200 pieces of hardware including PCs, iMacs, iPads, self-checks, printers, PC reservation stations, servers, printers, scanners, security systems, microfilm readers and all AV equipment in public meeting rooms used by both patrons and staff. In addition, WFL IT acts as webmaster for the library’s website and manages the Library’s software subscription services.

Tax Impact Budget

The WFL meets the 3.5% operating budget guideline specified by the BOS for FY21 with a 0% increase for the Staff Association included in the operating budget as directed in this contract negotiation year. The tax-impact WFL budget, which accounts for approximately 80% of the total annual library operating budget, provides funding for all core services, including staffing, materials and technology. Enhancements for the English as a Second Language (ESL) program, educational and cultural programming/events, museum passes, collection enhancements, specialty collection items, outreach to schools, technology enhancements and innovation initiatives such as robots, are funded outside of the tax-impact budget, primarily through the Wellesley Free Library Foundation and the Friends of the Wellesley Free Library. The Trustees and Library staff were thrilled to re-open the newly renovated Fells branch in November 2018, reimagined as an Early Childhood Library while maintaining a thoughtfully curated collection for adults, as well as holds pick-up and book drop-off.

Since the re-opening of Fells, there has been a 102% increase in circulation and a 327% increase in visitors there. As the branches continue to become more deeply integrated into the core mission of the WFL, the Trustees expect to phase out private funding of the branch operating budgets over the next few years. Starting in FY18, the Hills was partially reintegrated into the Library's operating budget and in FY21, \$1,034¹ will be added to the Fells budget to cover the cost of telephone services as a part of the department's strategic plan. Using the efficiencies which will be generated by the new AMH, library staffing levels will remain unchanged as personnel are deployed across the three-library system.

The WFL collects fees for lost and damaged materials and late fines for overdue materials. Monies received from late fines (\$62,485.38 in FY19) go directly to the Town's General Fund, rather than the WFL. In FY19, the WFL also turned back \$11,640.54 from its operating budget to the General Fund.

The FY21 level-funded operating budget includes no new benefited positions and no budgeted overtime. The increase in personal services reflects the FY20 pay scale; the known step increases and longevity for union staff; and HR-compliant guideline increases for the four non-union administrative and management staff. Also included are shift differentials for employees working after 5 pm and on weekends per current contractual obligations. As recommended by the Human Resources Board, the WFL's FY21 budget includes a 2.5% increase for all 40, 50, and 60 Series employees. FY21 is a negotiation year, and therefore an increase in salary for Staff Association members has not been included in the Library operating budget. The FY21 budget is 2.49% over the FY20 budget, leaving room for the Library to comply with the Town's 3.5% operating budget guideline, depending on the actual Staff Association agreement still to be negotiated. There are 27.7 benefitted FTE and 10.0 non-benefitted FTE library employees in FY21 for an increase of 0.5 FTE over FY20. Typically, the Library has only been able to meet guidelines because of significant library staff turnover, resulting in new workers being hired at lower starting salaries than the more senior employees they are replacing.

Personal services comprise 77% of the FY21 tax-impact library budget while the remaining 23% is allocated for expenses. The Materials Expenditure Requirement is a state stipulation for library certification which necessitates that 13% of the total tax-impact library budget (including the FMD portion) be spent on library materials. The state requirement ensures that all cities and towns fund their libraries at a minimum level and prevents municipalities underfunding their own libraries to take advantage of their neighbors' services. In FY21, Wellesley's 13% materials budget is \$408,488, which is 66.2% of the library operating expense budget and an increase of \$13,267 (3.4%) over FY20². The IT expense budget, comprising 23.7% of library expenses, is the other significant driver of non-personal services, with an increase of \$20,947 (16.7%) over FY20. The largest component of the IT expense budget is the \$77,566 (12.6%) which covers Wellesley's membership in the Minuteman Library Network. IT expenses also include the local PC-based software as well as cloud-based and subscription services but not physical hardware like PCs, iMacs and servers which are included in the cash capital budget. Cloud-based Office 365 is a new IT expense in FY21 of \$14,943³, and is a critical need of the WFL. Adoption of this platform is expected to improve both collaboration with the Town's IT department and communication with

¹ This cost includes the 13% materials expense portion.

² Based on recommendations by the State Aid Review Committee, the Massachusetts Board of Library Commissioners has approved changes which eliminate municipally authorized revolving funds from the MAR calculation starting in FY19.

³ This cost includes the 13% materials expense portion.

the rest of the town; currently, the WFL is the only non-school department not using Office 365. Additionally, Library is adding a 16-hour non-benefited Technology Assistant (0.5 FTE; \$20,156 in personal services; \$3,012 in materials expenses) to keep up with the increased demand for IT services at the WFL. The Technology Assistant will be able to provide increased on-site IT coverage during nights and weekend as well as allowing the IT Director to work on higher value tasks.

FY21 Goals

- Goal A is to continue to meet all state requirements including 13% materials expenditures
- Goal B is to complete negotiations with the Staff Association
- Goal C is to hire a new 16 hour Technology Assistant to meet library needs
- Goal D is to add Fells to the budget using personnel efficiencies achieved from the AMH
- Goal E is to continue to move technology to the cloud by moving to Office 365
- Goal F is to initiate discussion to publicly fund an ESL Coordinator position

	FY17 Actual	FY18 Actual	FY19 Actual	FY20 Request	FY21 Request	FY20-21 Change
Personal services*	\$1,838,078	\$1,931,142	\$1,971,546	\$2,032,157	\$2,067,927	1.76%
Expenses	529,023	541,261	554,492	587,257	616,840	5.04%
Total	\$2,367,101	\$2,472,403	\$2,526,038	\$2,619,414	\$2,684,767	2.49%

Wellesley Free Library FY21 Operating Budget

*Includes a 2.5% increase for 40, 50, and 60 employees and 0% for the Staff Association. The expense budget in FY20 has been increased by \$17,241 because \$15,000 from the cash capital budget has been moved in the operating budget; the additional \$2,241 reflects the 13% materials requirement.

Permanent Staffing (FTEs)	FY17 Actual	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Actual
Management	3	3	3	3	3
Supervisors	5	5	5	5	5
Librarians	8.5	8.3	8.4	8.4	8.4
Office Admin	1.8	1.8	1.9	1.9	1.9
Assistants	14.8	16.4	16.4	16.4	16.9
On Call/Pages	2.5	2.5	2.5	2.5	2.5
Total Number of Positions	35.6	37	37.2	37.2	37.7

Library Operating Request

Org	Object	Account # 01-610 Account Title	FY18 Actual	FY19 Actual	FY20 Budget	FY21 Request	\$ Variance FY20-21	% Variance FY20-21
Personal Services								
01610110	511140	Supervisor	\$ 119,620	\$ 121,565	\$ 124,520	\$ 124,045	\$ (475)	-0.38%
01610110	511420	Circulation Support Staff	386,753	383,048	384,140	386,132	\$ 1,992	0.52%
01610110	512010	Circulation Pages	19,792	21,686	25,152	26,622	\$ 1,470	5.84%
01610110	515050	Longevity	2,250	2,375	2,250	2,500	\$ 250	11.11%
01610120	511140	Children's Supervisor	62,716	66,332	70,914	73,482	\$ 2,568	3.62%
01610120	511160	Children's Librarian	170,890	166,046	183,394	177,537	\$ (5,857)	-3.19%
01610120	511420	Other Support Staff	24,369	25,057	25,781	25,682	\$ (98)	-0.38%
01610120	515050	Longevity	625	625	750	750	\$ -	0.00%
01610130	511140	Information Services Supervisor	71,126	73,422	74,552	74,268	\$ (285)	-0.38%
01610130	511160	Information Services Librarians	298,247	313,933	315,294	318,631	\$ 3,337	1.06%
01610130	511420	Information Services Support Staff	18,655	18,841	19,336	19,262	\$ (74)	-0.38%
01610130	515050	Information Services Longevity	1,625	1,725	1,725	1,850	\$ 125	7.25%
01610140	511140	Acquisitions and Cataloging Supervisor	62,243	66,220	68,922	71,381	\$ 2,459	3.57%
01610140	511420	Acquisitions and Cataloging Support Staff	215,926	226,893	230,626	230,654	\$ 28	0.01%
01610140	515050	Acquisitions and Cataloging Longevity	1,625	1,625	1,750	1,750	\$ -	0.00%
01610160	511160	Sunday Openings Librarian	23,613	24,376	30,500	30,500	\$ -	0.00%
01610160	511420	Sunday Openings Support Staff	26,252	30,525	27,154	27,154	\$ -	0.00%
01610180	511010	Administration Director	193,844	206,279	212,543	211,733	\$ (810)	-0.38%
01610180	511320	Administration Secretary	52,962	41,035	47,111	50,248	\$ 3,136	6.66%
01610180	511420	Administration Support Staff	43,849	46,838	49,567	50,530	\$ 963	1.94%
01610180	514010	Administration Shift Diff	8,420	7,581	10,000	10,000	\$ -	0.00%
01610180	515050	Longevity	500	600	-	-	\$ -	0.00%
01610185	511010	Senior Administrators- IT Director	89,945	80,534	83,182	82,864	\$ (317)	-0.38%
01610185	511420	Other Support Staff	35,295	44,386	42,996	62,988	\$ 19,992	46.50%
		Personal Services Subtotal	1,931,142	1,971,546	2,032,158	2,060,562	28,404	1.40%
Expenses								
01610220	555010	Children's Bound Books	99,227	98,519	98,600	98,600	\$ -	0.00%
01610220	555020	Children's Periodicals/Newsprs	621	678	700	700	\$ -	0.00%
01610220	555040	Compact Disks	1,542	205	800	800	\$ -	0.00%
01610220	555050	Children's Audio Tapes	7,974	8,945	9,000	9,000	\$ -	0.00%
01610220	555060	Children's Reference	3,525	4,209	5,000	5,000	\$ -	0.00%
01610220	555070	Video Media	16,072	18,146	17,000	17,000	\$ -	0.00%
01610220	555260	Library of Things-Juvenile	-	937	750	750	\$ -	0.00%
01610230	555010	Reference Bound Books	113,445	119,700	122,707	131,343	\$ 8,636	7.04%
01610230	555020	Reference Periodicals/Newspaper	14,204	15,755	17,000	17,000	\$ -	0.00%
01610230	555030	Reference Microforms/Microfilm	16,890	645	8,000	8,000	\$ -	0.00%

01610230	555040	Reference Compact Discs	1,736	1,340	1,200	1,200	\$ -	0.00%
01610230	555050	Reference Audio Tapes	26,393	35,216	33,400	33,400	\$ -	0.00%
01610230	555060	Reference	8,330	7,774	7,500	7,500	\$ -	0.00%
01610230	555070	Reference Video Media	30,217	29,901	36,500	36,500	\$ -	0.00%
01610230	555080	Reference Standing Orders	26,691	37,833	33,000	33,000	\$ -	0.00%
01610230	555090	Business Reference	11,563	6,810	7,900	7,900	\$ -	0.00%
01610230	555250	Library of Things-Adult	-	1,804	795	795	\$ -	0.00%
01610240	555130	Acquisitions & Cataloging Supp	12,596	13,000	13,000	13,000	\$ -	0.00%
01610280	524030	Administration Equipmt Maint	-	686	500	500	\$ -	0.00%
01610280	534010	Administration Postage	2,618	2,883	3,500	3,470	\$ (30)	-0.86%
01610280	534020	Administration Telephone	710	-	-	-	\$ -	0.00%
01610280	542010	Administration Office Supplies	9,000	9,776	9,200	9,200	\$ -	0.00%
01610280	555190	Administration Other Supplies	6,693	4,058	4,550	4,350	\$ (200)	-4.40%
01610280	571010	Administrartion Travel Mileage		60	-	200	\$ 200	0.00%
01610280	571110	Administration Conf/Mtgs	4,052	4,000	4,500	3,800	\$ (700)	-15.56%
01610280	571120	Administration Conf/Mtgs Staff	1,952	2,953	1,800	2,500	\$ 700	38.89%
01610280	573090	Administration Dues-Other	-	750	1,720	750	\$ (970)	-56.40%
01610280	578090	Administration Unclass Expense	-	-	500	500	\$ -	0.00%
01610280	583020	Office Machines/Equipment	3,765	-	3,000	3,000	\$ -	0.00%
01610280	595535	Delivery Fee		720		1,000	\$ 1,000	0.00%
01610280	583110	***Furniture Replacement			15,000	15,000	\$ -	0.00%
01610285	524030	Equipment(Computer) Maintenance	17,737	17,303	15,875	18,875	\$ 3,000	18.90%
01610285	524050	Computer Equipment Maintenance	10,473	6,391	7,000	9,000	\$ 2,000	28.57%
01610285	530400	Network & Information Services	75,424	76,672	78,376	77,566	\$ (810)	-1.03%
01610285	530410	Network&Information-Website	3,528	3,850	3,752	3,966	\$ 214	5.70%
01610285	530420	Network&Information-Software	8,587	13,134	17,107	30,620	\$ 13,514	79.00%
01610285	534055	Cable and Internet	-	4,413	3,150	6,180	\$ 3,030	96.19%
01610290	524020	Maintenance Vehicle Maint	349	748	800	800	\$ -	0.00%
01610290	524033	Maintenance - Carpet		1,600			\$ -	0.00%
01610290	524033	Maintenance - Windows	1,500	1,400	-	-	\$ -	0.00%
01610290	541010	Gasoline	463	340	900	900	\$ -	0.00%
01610290	543010	Maintenance Building Supplies	2,585	-	-	-	\$ -	0.00%
01610290	543060	Maintenance Custodial Supplies	799	1,335	3,175	3,175	\$ -	0.00%
	570000	Other Charges & Expenses	-	-	-	-	\$ -	0.00%
		Expenses Subtotal	541,261	554,492	587,257	616,840	29,584	5.04%
		DEPARTMENT TOTAL	2,472,403	2,526,038	2,619,414	2,677,402	57,987	2.21%