

**MOSES GREELEY PARKER MEMORIAL LIBRARY
MINUTES
FEBRUARY 9, 2011**

The meeting was called to order at 4:35 p.m. Those present were John Dyer, Nancy Katin, Linda Trouville, Clee Ace, Randy Robertshaw, and Cheryl Storm. Mary Matthews was absent.

The December 8, 2010 minutes were accepted as amended.
There was no Community Input.

The budget was presented to the Town Manager who had no questions. This year, the Library will receive \$16,000 in state aid.

The proposal of a quilt presented by the Tercentennial Quilt Committee was discussed. They would like to see the quilt affixed to the wall by the elevator. Specs need to be provided. The committee also wants to make a poster of signatures on the back of the quilt. This discussion was tabled.

Evergreen receipts now have a header plus hours listed in large print.

All computers are updated with RAM to accommodate the memory needed for Evergreen. In addition, as part of the migration for Evergreen, the internet connection will be updated and have 8x the speed that exists now.

The wireless is still being addressed, but was not set up properly. Another router is needed and certificate to work together.

The website is being worked on for domain transfer.

Cleaning Services - RFP published in Lowell Sun. Bid process should be completed in March as the contract expires in May.

The wall heating unit was leaking, but has been repaired.

The elevator inspection date will be in February or March.

The fiction collection of books is being refreshed and re-catalogued. Dave is re-working the shelves for heights which does not affect the shelving capacity.

Discussion was noted on net transfers and reciprocal borrowing. Dracut appears to lend out more than borrowed. We service more people than our people are serviced in other libraries.


Action was taken on Bill and Payroll Approval by the Library Director – In Article #2, a section 6 will be added. The by-laws will be amended to include (Duties of Officers) to require the Director to present bills and payroll to the Board on a monthly basis. John proposed and Nancy posed a second to the motion. Unanimous approval.

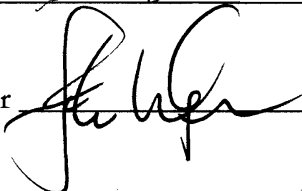
Meeting Room policy was revised with a motion to accept by John Dyer....a second stated by Nancy Katin. Unanimous Approval.

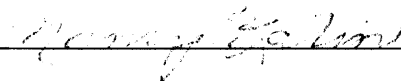
Circulation policy needs to be addressed to be more customer - oriented along with better customer interaction. There will be no primary service and a photo ID will be allowed. This will be finalized at a future meeting.

Meeting adjourned at 5:39 p.m.

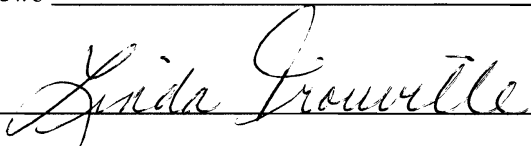
Respectfully submitted,
Linda M. Trouville, Trustee

Clee Ace  _____

John Dyer  _____

Nancy Katin  _____

Mary Lee Matthews _____

Linda Trouville  _____

Parker Memorial Library
DIRECTOR'S REPORT— February 2011

DISCUSSION:

FY2012 Budget

In late December, the FY2012 budget submission was sent to the Town Manager. The budget book with the Town Manager's recommendations should be published in early March.

The Town Manager did not have any questions regarding the Board's budget. The Board certainly could meet the Town Manager if questions remain. The Town Manager did not require a budget meeting this year.

Library Board Papers

The papers for re-election should be pulled if board members wish to seek re-election. The terms of both Linda Trouville and Nancy Katin are up.

Snow Removal

David, our maintenance staff, has worked very hard to keep sidewalks and entrance ways cleared. His performance has been outstanding and commendable.

The flat roof over the fiction/nonfiction collection and children's room was shoveled on Monday to remove excessive levels of snow.

The slanted flat roof connecting the 1922 building the addition has an ice dam. David and I are monitoring the ice dam. Over the last week, due to the mild weather, the condition of the dam is improving.

Technology Upgrades

All "service point" receipt printers have been upgraded. The receipt itself has been reconfigured to include hours and other pertinent information. The speed of the printers will certainly increase productivity.

Cathy is in process of upgrading the RAM of the "service point" computers in advance of the Evergreen upgrade along with eliminating any non-USB peripherals such as barcode scanners.

The wireless network was requiring "a certificate" to validate a user. The Library did not have the wireless network "properly" working. For the user, there were a couple of additional steps required to log-on into the network. Cathy working with Atrion is fixing this problem.

Website Revision

The website is ready for a soft release. Cathy is working with MVLC to mitigate the domain transfer. (Basically, we are waiting for the Internet "Post Office" to recognize our address change request.)

Cleaning Services

On Sunday, January 30th, a Request for Proposal (RFP) was published in the Lowell Sun for cleaning services. The current contract will expire in May 2011. The bid process should be completed in March.

Evergreen Migration

MVLC has given no updates. As part of the migration, the Internet connection will be upgraded. The upgrade will offer 8x the speed of the existing broadband—according to MVLC.

Building

The annual fire inspection of alarms and safety equipment was completed on Monday.

The wall heating units were again leaking due to a loosening of a valve or coupling. Bedford Mechanical responded and resolved it. The cleaning service did dry up and sanitize the carpet.

The Elevator inspection is in process. The inspector should be visiting in February or March.

Performance Metrics

The overall metrics including circulation and attendance were down slightly. The weather certainly impacted both numbers.

In addition, "net transfers" and "reciprocal borrowing" were tracked and analyzed.

Looking at "reciprocal borrowing," Lowell residents certainly use the *Parker Memorial Library* at a significant rate. Dracut residents utilize the libraries in Andover, Chelmsford, and Tyngsborough.

"Net Transfers" or the measure of "collection use" is more of a mixed bag. Chelmsford and Methuen use more of our collection than Dracut uses of theirs. Overall, the collection use is balanced. Looking at staff and volunteer time, there is some room for further collection development to reduce dependency on other collections and the workload involved.

Further, Lee has started to measure patron attendance by day. This metric could be useful long-term in deciding hours and/or staff scheduling. Looking at measuring patron attendance by ranges of hours is also under consideration.

Fiction/Non-Fiction Collection Project

The non-fiction collection has been compressed. Jeanne is working very hard to "refresh" the non-fiction collection. Judy has been instrumental in the re-cataloging of materials.

David will be reworking all fiction shelves to lower the height of the shelves. The reworking does not affect shelving capacity.

The timeline at present for the project is:

Fiction relocated by March 2011

Non-Fiction relocated by April 2011

Signage adjustments by May 2011.

ACTION:

- Quilting Proposal – Briefing #2-5
- Bill & Payroll Approval by Library Director
- 2011 Meeting Schedule
- Meeting Room Policy Revision – Briefing #2-1
- Circulation Policy – Briefing #2-2
- Policy Review & Revision – Briefing #2-3
- Volunteer Policy – Briefing #2-4

CIRCULATION

	2006	2007	2008	2009	2010	2011	% Change
January	8,102	16,424	17,818	21,186	20,677	20,558	-2.5%
February	7,917	15,700	18,760	21,967	21,459		-2.4%
March	10,320	17,832	19,914	23,674	22,823		-3.7%
April	762	15,922	18,689	22,166	19,967		-11.0%
May	14,145	15,606	17,778	20,116	18,720		-7.5%
June	19,006	18,555	18,436	26,120	23,094		-13.1%
July	20,571	22,683	28,688	28,526	25,595		-11.5%
August	21,518	21,254	22,381	24,728	24,855		0.5%
September	15,278	15,410	19,691	20,258	20,345		0.4%
October	16,460	18,294	20,920	21,789	21,332		-2.1%
November	15,010	15,481	18,505	19,889	20,227		1.7%
December	12,294	12,604	16,327	19,606	17,726		-10.6%
TOTALS	161,383	205,765	237,907	270,025	256,820		-5.1%

PATRON ATTENDANCE

	2006	2007	2008	2009	2010		% Change
January		12,011	12,492	12,750	12,352	10,869	-3.2%
February		10,354	13,144	13,183	12,100		-9.0%
March		12,687	14,532	14,634	14,649		0.1%
April		11,682	13,726	14,478	12,367		-17.1%
May	9,336	10,780	12,172	11,898	11,582		-2.7%
June	10,502	10,604	13,903	15,650	13,046		-20.0%
July	13,879	14,763	17,528	17,236	14,440		-19.4%
August	16,460	15,857	15,684	15,151	14,854		-2.0%
September	12,784	10,944	12,812	12,234	12,151		-0.7%
October	13,231	12,553	13,158	12,883	12,529		-2.8%
November	12,743	10,657	11,665	11,535	11,961		3.6%
December	9,809	9,036	10,415	11,145	10,065		-10.7%
TOTALS	98,744	141,928	161,231	162,777	152,096		-7.0%

AVERAGE PATRON ATTENDANCE BY DAY - 2011

	Monday	Tues.	Wed.	Thursday	Friday	Saturday	Patrons per Hour	Hours
January	658	537	538	366	326	428	49.2	221
February								
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
AVERAGE								

PERFORMANCE OVERVIEW

	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
First Time Checkout	22,670	18,575	19,091	18,100	15,714	18,384					
Phone Renewal	535	464	615	514	619	659					
Other Renewal	383	288	313	326	268	282					
OPAC Renewal	1,267	1,018	1,313	1,287	1,125	1,233					
Total Checkouts	24,855	20,345	21,332	20,227	17,726	20,558					
Normal Checkin	23,059	18,034	18,896	18,828	16,131	16,689					
Late Checkin	3,362	2,967	2,397	2,577	2,633	2,605					
Total Checkins	26,421	21,001	21,293	21,405	18,764	19,294					
Requests Placed at mdr	2,637	2,496	2,496	2,299	2,045	2,645					
Requests Pulled for Net Transfers	5,574	4,958	5,050	4,723	4,530	5,122					
Requests Cancelled	30	48	40	34	44	13					
Holds Picked up	2,368	2,056	2,229	2,032	2,000	2,246					
Borrowers Added	142	77	63	92	40	74					
Total Added Items	616	579	578	467	533	583					
Total Added Bibs	78	88	69	45	116	105					

Net Transfers (InterLibrary Loan)

	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
MAN (Andover)									
Lent to: (DOWN)	122	112	131	137					
Borrowed from: (ACROSS)	132	123	140	163					
Transfer Ratio:	1.1	1.1	1.1	1.2					
MBI (Billerica)									
Lent to:	85	96	51	87					
Borrowed from:	89	69	63	99					
Transfer Ratio:	1.0	0.7	1.2	1.1					
MDR (Chelmsford)									
Lent to:	320	212	259	282					
Borrowed from:	70	80	81	90					
Transfer Ratio:	0.2	0.4	0.3	0.3					
MLO (Lowell)									
Lent to:	89	73	79	92					
Borrowed from:	67	81	64	83					
Transfer Ratio:	0.8	1.1	0.8	0.9					
MME (Methuen)									
Lent to:	133	119	110	106					
Borrowed from:	66	76	59	63					
Transfer Ratio:	0.5	0.6	0.5	0.6					
MTY (Tyngsborough)									
Lent to:	46	50	42	46					
Borrowed from:	102	71	60	96					
Transfer Ratio:	2.2	1.4	1.4	2.1					
MDR (Dracut) - TOTAL									
Lent to:	2326	2006	2056	2204					
Borrowed from:	1869	1695	1660	1935					
Transfer Ratio:	0.8	0.8	0.8	0.9					

Reciprocal Borrowing (Patron Visits)

	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
MAN (Andover)									
Lent to: (ACROSS)	6	5	0	4					
Borrowed from: (DOWN)	44	53	78	86					
Reciprocal Ratio:	7.3	10.6	-	21.5					

MBI (Billerica)									
Lent to:	5	1	14	120					
Borrowed from:	102	126	115	125					
Reciprocal Ratio:	20.4	126.0	8.2	1.0					

MDR (Chelmsford)									
Lent to:	96	51	61	35					
Borrowed from:	240	181	196	258					
Reciprocal Ratio:	2.5	3.5	3.2	7.4					

MLO (Lowell)									
Lent to:	3828	3664	3344	3772					
Borrowed from:	338	293	266	282					
Reciprocal Ratio:	0.1	0.1	0.1	0.1					

MME (Methuen)									
Lent to:	84	62	41	56					
Borrowed from:	163	153	95	82					
Reciprocal Ratio:	1.9	2.5	2.3	1.5					

MTY (Tyngsborough)									
Lent to:	69	53	45	94					
Borrowed from:	149	103	95	132					
Reciprocal Ratio:	2.2	1.9	2.1	1.4					

MDR (Dracut) - TOTAL									
Lent to:	4282	4074	3723	4312					
Borrowed from:	1316	1192	1124	1259					
Reciprocal Ratio:	0.3	0.3	0.3	0.3					