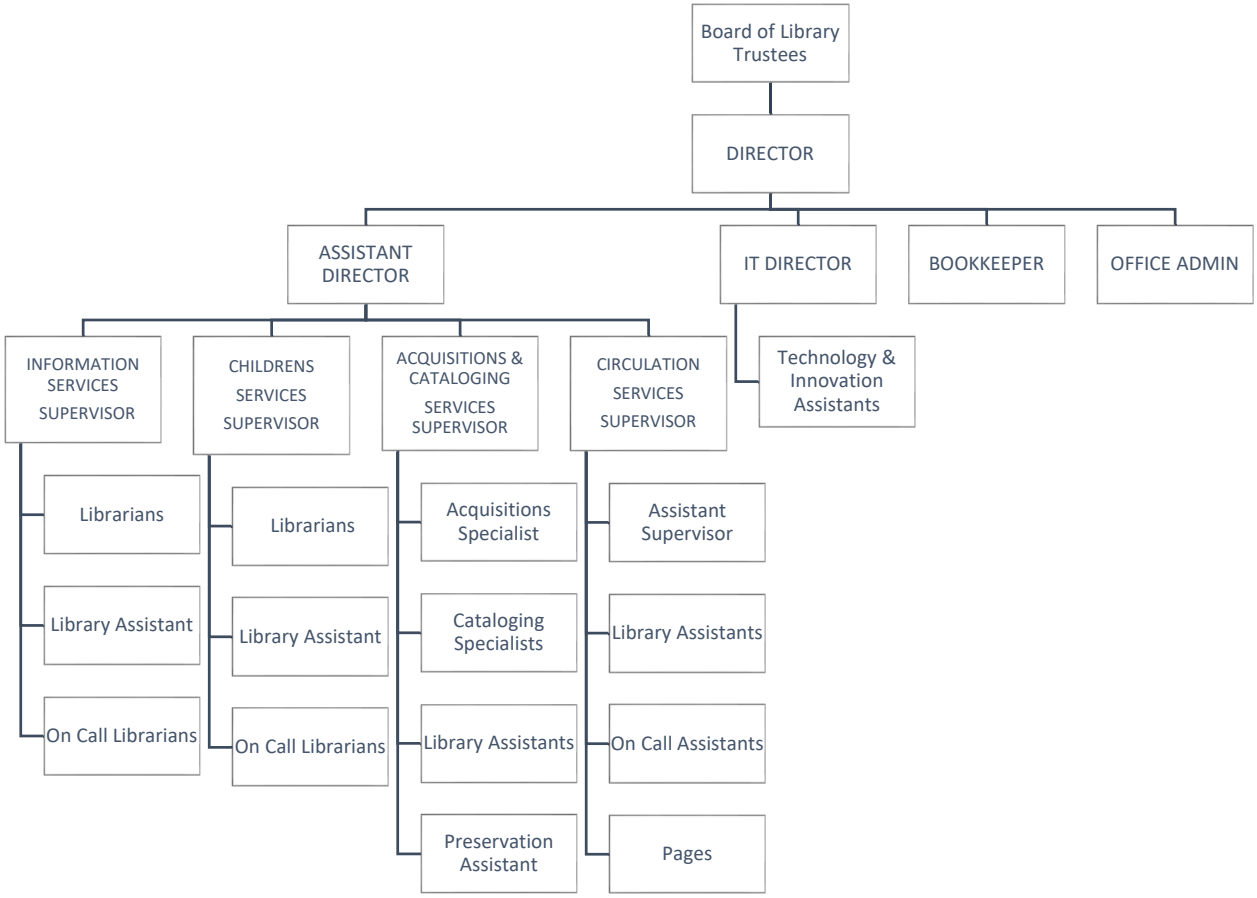
Town of *Wellesley*
FY2022 Budget Request
Library Operating Narrative: Mission, Services & Priorities

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



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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 628,787 items in FY20. Over 21,700 patrons of all ages attended 1,374 library programs and 69 volunteers donated over 5,000 hours of service to the library. The Covid-19 pandemic affected the FY20 library statistics, as the buildings were closed from March 15, 2020 through the remainder of FY20, reopening to the public in August 2020. While the building was closed, librarians provided both virtual and curbside library service. A "Holds Express" program was instituted to provide patrons with access to materials. In addition to offering print and non-print materials (DVDs, CDs, audio books, Library of Things), the WFL offers access to databases (+17% increase in FY20 over FY19), e-books (+4.5%), digital magazines and downloadable audio (+23%). Patrons increasingly took advantage of the library website that allows extensive online access to library materials and services, especially during the pandemic.

The FY22 priorities for the WFL arise from the 2019-2023 Library Strategic Plan (which can be found on the WFL website). The primary goals this year are to plan library offerings and ensure their availability to residents while the library is impacted by the renovation/roof projects and Covid-19. (The Main Library is expected to be closed from April through August, 2021.) The WFL will continue to pursue IT advancements in partnership with the town, notably Kronos (time card system) and Office 365, as well as strive to meet the growing technology needs of patrons and staff.

The WFL is a part of three information technology networks: the Minuteman Library Network, a wide area network consisting of 42 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 three 16-hour library staff members who are responsible for the operation and maintenance of over 300 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 operating budget meets the 2.5% guideline established by the Select Board for FY22. The Staff Association is receiving the 2% increase specified in its three-year contract, settled in March 2020. New in FY22 is the addition of steps for part-time Staff Association employees with a step increase occurring after each 1820 hours of work, which brings the salary rates of full-time and part-time employees more closely into alignment. The total tax impact of part time steps is $12,475 in FY22.[1] Additionally, the Staff Association has created separate bargaining units for supervisors and general staff. 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 (e.g., Overdrive Advantage[2]), 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 WFL collects fees for lost and damaged materials and late fines for overdue materials. Monies received from late fines ($47,506 in FY20) go directly to the Town's General Fund, rather than the WFL. In FY20, the WFL also turned back $85,549 from its operating budget to the General Fund.

The FY22 level-funded operating budget includes no new benefited positions and no budgeted overtime. The increase in personal services reflects the FY22 pay scale; the known step increases and longevity for union staff (including part-time steps); 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 FY22 budget includes a 2% increase for all 40, 50, and 60 Series employees. There are 27.7 benefitted FTE and 10.0 non-benefited FTE library employees in FY22 with no increase over FY21. In FY22, the Library has been able to meet guidelines because of 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 FY22, Wellesley's 13% materials budget is $425,485, which is 65.6% of the library operating expense budget and an

[1] There is a one-time "start up" cost of adding part-time steps in FY22 because each employee is moved directly to his or her correct step in this first year of the program based on all hours previously worked. Going forward, a part-time employee will typically gain an additional step every 2-3 years.

[2] Overdrive Advantage adds more copies of popular titles to the basic (tax-funded) Overdrive plan, decreasing wait times for e-books and audiobooks.

increase of $9,482 (2.3%) over FY21[3]. The IT expense budget, comprising 24.5% of library expenses, is the other significant driver of non-personal services, with an increase of $12,975 (8.9%) over FY21. The largest component of the IT expense budget is the $78,761 (12.1%) 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.

Service contracts and non-capital hardware and software expenses account for the most significant increases in the FY22 IT budget. The service contract for maintenance of the library's self-check machines, credit card terminals, and RFID gates will no longer include discounts and prorated amounts applied by the vendor in prior years. Replacement of aging RFID equipment and barcode scanners not covered by service contracts are also projected to increase expenditures.

In addition, the WFL seeks to provide professional development for its newly-hired senior staff, an investment which will lead to increased managerial effectiveness. There is also a small increase in the library supplies line item to be used for Covid-19 expenses.

FY22 Goals

Goal A is to continue to meet all state requirements including 13% materials expenditures
Goal B is to maintain library services within budgetary limitations
Goal C is to optimize operations for renovated facilities
Goal D is to train and integrate new senior staff into library operations

[3] 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.

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Total Budget Request

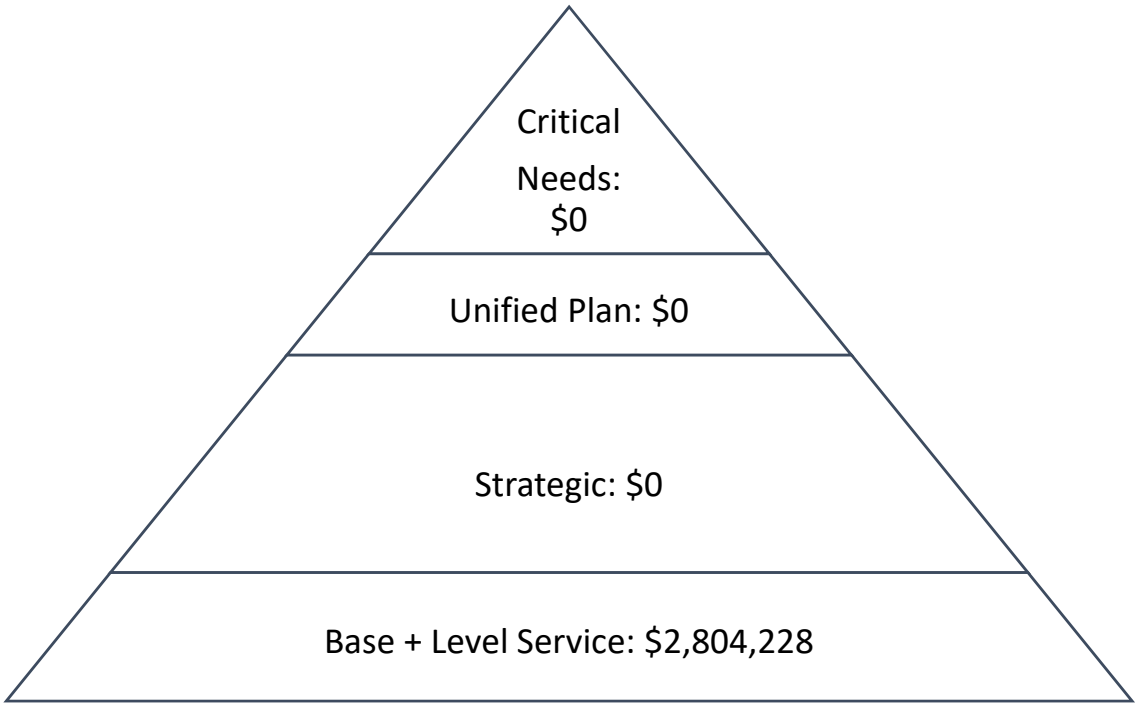
Base Budget: Existing staff, including contractual increases, and existing expenses with escalation. Includes increase for Association, steps (full- and part-time) and longevity. Includes 2% guideline for 40/50/60 series.

Level Service: Includes any services associated with a new law or mandate

Strategic Plan: New programs and services identified as part of a departmental strategic plan

Unified Plan: New operating costs to implement programs that have been prioritized in the Unified Plan as a multi-departmental effort

Other Critical Needs: New operating costs that benefit the departmental operation and do not fall in other categories, but are considered by the department to be essential to the operation



Note that the 13% materials requirement is included in each of the funding amounts in the pyramid chart above: every dollar added to the budget requires an additional 13/87 = $0.15 appropriation to be spent on materials.

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FY2022 Budget Request

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Permanent Staffing (FTEs)	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Actual	FY22 Actual
Management	3.0	3.0	3.0	3.0	3.0
Supervisors	5.0	5.0	5.0	5.0	5.0
Librarians	11.4	11.5	11.5	11.5	11.5
Office Administration	1.8	1.9	1.9	1.9	1.9
Assistants	13.4	13.4	13.4	13.8	14.4
On Call/Pages	2.4	2.4	2.4	2.5	1.9
Total Number of Positions	**37.0**	**37.2**	**37.2**	**37.7**	**37.7**

Library Operating Request

Org	Object	Account # 01-610 Account Title	FY18 Actual	FY19 Actual	FY20 Actual	FY21 Budget	FY22 Request	$ Variance FY21-22	% Variance FY21-22
		Personal Services							
01610110	511140	Supervisor	$ 119,620	$ 121,565	$ 124,466	$ 127,766	$ 130,319	$ 2,553	2.00%
01610110	511420	Circulation Support Staff	386,753	383,048	368,545	395,805	406,632	$ 10,827	2.74%
01610110	512010	Circulation Pages	19,792	21,686	16,536	26,622	27,144	$ 522	1.96%
01610110	515050	Longevity	2,250	2,375	2,250	2,500	1,750	$ (750)	-30.00%
01610120	511140	Children's Supervisor	62,716	66,332	70,914	75,686	78,031	$ 2,345	3.10%
01610120	511160	Children's Librarian	170,890	166,046	166,022	182,863	196,012	$ 13,149	7.19%
01610120	511420	Other Support Staff	24,369	25,057	25,760	26,452	26,987	$ 535	2.02%
01610120	515050	Longevity	625	625	750	750	750	$ -	0.00%
01610130	511140	Information Services Supervisor	71,126	73,422	74,552	76,495	78,031	$ 1,536	2.01%
01610130	511160	Information Services Librarians	298,247	313,933	307,184	327,232	332,480	$ 5,248	1.60%
01610130	511420	Information Services Support Staff	18,655	18,841	19,357	19,840	20,241	$ 401	2.02%
01610130	515050	Information Services Longevity	1,625	1,725	1,725	1,850	1,850	$ -	0.00%
01610140	511140	Acquisitions and Cataloging Supervisor	62,243	66,220	68,922	73,522	78,031	$ 4,509	6.13%
01610140	511420	Acquisitions and Cataloging Support Staff	215,926	226,893	230,095	237,574	242,598	$ 5,024	2.11%
01610140	515050	Acquisitions and Cataloging Longevity	1,625	1,625	1,750	1,750	875	$ (875)	-50.00%
01610160	511160	Sunday Openings Librarian	23,613	24,376	15,909	31,415	32,046	$ 631	2.01%
01610160	511420	Sunday Openings Support Staff	26,252	30,525	19,024	27,969	28,522	$ 553	1.98%
01610180	511010	Administration Director	193,844	206,279	212,544	214,672	208,965	$ (5,707)	-2.66%
01610180	511320	Administration Secretary	52,962	41,035	47,111	50,248	53,556	$ 3,309	6.58%
01610180	511420	Administration Support Staff	43,849	46,838	46,077	50,530	52,068	$ 1,539	3.05%
01610180	514010	Administration Shift Diff	8,420	7,581	5,068	10,000	8,000	$ (2,000)	-20.00%
01610180	515050	Longevity	500	600	-	-	-	$ -	0.00%
01610185	511010	Senior Administrators- IT Director	89,945	80,534	83,182	84,936	80,308	$ (4,628)	-5.45%
01610185	511420	Other Support Staff	35,295	44,386	39,592	64,869	64,352	$ (517)	-0.80%
		Personal Services Subtotal	**1,931,142**	**1,971,546**	**1,947,332**	**2,111,345**	**2,149,550**	**38,205**	**1.81%**

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		Expenses							
01610220	555010	Children's Bound Books	99,227	98,519	92,548	113,500	98,600	$ (14,900)	-13.13%
01610220	555020	Children's Periodicals/Newsprs	621	678	665	300	700	$ 400	133.33%
01610220	555040	Compact Disks	1,542	205	159	800	800	$ -	0.00%
01610220	555050	Children's Audio Tapes	7,974	8,945	23,683	26,899	9,000	$ (17,899)	-66.54%
01610220	555060	Children's Reference	3,525	4,209	3,570	1,000	5,000	$ 4,000	400.00%
01610220	555070	Video Media	16,072	18,146	15,633	8,000	17,000	$ 9,000	112.50%
01610220	555260	Library of Things-Juvenile	-	937	2,220	300	750	$ 450	150.00%
01610230	555010	Reference Bound Books	113,445	119,700	105,190	124,254	148,600	$ 24,346	19.59%
01610230	555020	Reference Periodicals/Newspapr	14,204	15,755	15,916	16,200	17,000	$ 800	4.94%
01610230	555030	Reference Microforms/Microfilm	16,890	645	330	700	8,000	$ 7,300	1042.86%
01610230	555040	Reference Compact Discs	1,736	1,340	1,145	1,200	1,200	$ -	0.00%
01610230	555050	Reference Audio Tapes	26,393	35,216	48,463	37,550	33,400	$ (4,150)	-11.05%
01610230	555060	Reference	8,330	7,774	9,883	8,000	7,500	$ (500)	-6.25%
01610230	555070	Reference Video Media	30,217	29,901	27,307	35,000	36,500	$ 1,500	4.29%
01610230	555080	Reference Standing Orders	26,691	37,833	42,359	32,000	33,000	$ 1,000	3.13%
01610230	555090	Business Reference	11,563	6,810	6,508	7,300	7,900	$ 600	8.22%
01610230	555250	Library of Things-Adult	-	1,804	2,032	3,000	795	$ (2,205)	-73.50%
01610240	555130	Acquisitions & Cataloging Supp	12,596	13,000	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	2,311	3,470	3,000	$ (470)	-13.54%
01610280	534020	Administration Telephone	710	-	-	-	-	$ -	0.00%
01610280	542010	Administration Office Supplies	9,000	9,776	10,948	9,200	9,200	$ -	0.00%
01610280	555190	Administration Other Supplies	6,693	4,058	5,239	4,350	5,300	$ 950	21.84%
01610280	571010	Administartion Travel Mileage		60	65	200	200	$ -	0.00%
01610280	571110	Administration Conf/Mtgs	4,052	4,000	-	3,800	6,000	$ 2,200	57.89%
01610280	571120	Administration Conf/Mtgs Staff	1,952	2,953	3,522	2,500	2,500	$ -	0.00%
01610280	573090	Administration Dues-Other	-	750	750	750	750	$ -	0.00%
01610280	578090	Administration Unclass Expense	-	-	-	500	500	$ -	0.00%
01610280	583020	Office Machines/Equipment	3,765	-	-	3,000	2,000	$ (1,000)	-33.33%
01610280	595535	Delivery Fee		720	1,000	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	21,244	18,875	27,192	$ 8,317	44.06%
01610285	524050	Computer Equipment Maintenance	10,473	6,391	7,952	9,000	10,629	$ 1,629	18.10%
01610285	530400	Network & Information Services	75,424	76,672	78,724	77,566	78,761	$ 1,195	1.54%
01610285	530410	Network&Information-Website	3,528	3,850	7,350	3,966	4,085	$ 119	3.00%
01610285	530420	Network&Information-Software	8,587	13,134	10,332	30,620	32,211	$ 1,591	5.20%
01610285	534055	Cable and Internet	-	4,413	3,948	6,180	6,304	$ 124	2.01%
01610290	524020	Maintenance Vehicle Maint	349	748	2,133	800	1,200	$ 400	50.00%
01610290	524033	Maintenance - Carpet		1,600	2,000			$ -	0.00%
01610290	524033	Maintenance - Windows	1,500	1,400	-	-	-	$ -	0.00%
01610290	541010	Gasoline	463	340	265	900	600	$ (300)	-33.33%
01610290	543010	Maintenance Building Supplies	2,585	-	-	-	-	$ -	0.00%
01610290	543060	Maintenance Custodial Supplies	799	1,335	855	3,175	3,175	$ -	0.00%
	570000	Other Charges & Expenses	-	-	-	-	-	$ -	0.00%
		Expenses Subtotal	**541,261**	**554,492**	**569,248**	**624,355**	**648,852**	**24,497**	**3.92%**
		DEPARTMENT TOTAL	**2,472,403**	**2,526,038**	**2,516,580**	**2,735,700**	**2,798,402**	**62,702**	**2.29%**