



Program Description

The mission of the Robbins Library is to be a vital community resource, cost-effectively providing residents with a broad range of materials, information and services to assist them in leading satisfying lives in a complex world. The library provides information and answers to questions on a wide variety of topics related to work, school and personal life through print, online databases, the Internet and other resources and assists patrons in developing the skills needed to find and evaluate information sources effectively. It nurtures the love of reading in children and provides materials and services which support formal learning and the desire for personal growth and development for people of all ages. The library maintains a high quality collection of current materials to meet residents' desires for leisure reading, listening and viewing and for recreational and cultural enrichment. Residents experience a welcoming and inviting environment for accessing library resources, interacting with others in the community and attending community meetings and events.

Library staff selects, purchases and processes a wide range of library materials including books, periodicals and audio-visual materials. Reference assistance is provided in person and by telephone to answer informational questions and to locate materials. Access is provided to a vast array of electronic resources. The library insures adequate record keeping and accountability for the over 500,000 items that citizens borrow each year and makes the collection of over 234,000 items available to patrons by returning items to their accurate shelving locations.

FY 2009 Objectives

- Begin preparation of a long-range plan for library services for FY2011-2013 for submission to the MA Board of Library Commissioners.
- Implement the marketing and promotional campaign formulated in FY2008 to insure that residents of the town are aware of all the services the library has to offer.
- Continue efforts to keep pace with technological improvements and provide adequate staffing to assist patrons and manage electronic resources.
- Increase the visibility of fundraising campaign conducted by the Board of Library Trustees.
- Recruit additional members of the Youth Advisory Committee and expand efforts to obtain feedback and suggestions from the entire young adult community.
- Develop a survey to measure young adult satisfaction with library services.

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Budget Statement / Future Outlook

The FY2009 budget proposes no changes in personnel levels. Expenses are increased \$28,810 for energy costs, repairs and building maintenance, an increase in the audiovisual collection and other operational expenses. A recent study of the library's audiovisual collection indicates that the size of our audiovisual collection (books on CD, music CDs, and DVDs) ranks 9th among 10 towns in the Minuteman Library Network that Arlington officials use for comparisons. Significant funding is needed from a combination of sources (municipal, trust and private) to begin to address this disparity. The library also is increasingly relying on trust funds and private donations to fulfill the expenditure requirement on library materials to qualify for state aid. In Fiscal 2007, trust funds, private donations and the Friends of the Robbins Library contributed over \$152,000 towards library services as compared to \$72,000 in Fiscal 2003, an increase of 110%. The library currently has a part-time technology librarian position but needs a full-time one to manage the increasingly complex and heavily used computer network. Another need is for a part-time public relations person to assist with marketing library services and the fundraising campaign. The projected municipal budget should meet the state's requirement to remain certified and receive state aid.

PROGRAM COSTS				
Libraries	FY 2007 Actual	FY 2008 Budget	FY 2009 Request	FY 2009 Fin Com
Personal Services	1,336,607	1,360,603	1,381,828	
Expenses	482,076	488,350	517,160	
Total	1,818,683	1,848,953	1,898,988	-

STAFFING				
Libraries	FY 2007 Actual	FY 2008 Budget	FY 2009 Request	FY 2009 Fin Com
Managerial	1	1	1	
Clerical	19	19	19	
Professional/Technical	11.4	11.4	11.4	
Custodial/Bldg. Maint.	0.9	0.9	0.9	
Total	32.3	32.3	32.3	



Major Accomplishments for 2007

- Completed Munstat project to analyze the Library’s audiovisual collection. This project involved collecting data on the audiovisual collection and demand for Arlington and for comparison communities.
- Implemented the master plan for shelving the collection that resulted in the re-location of the audiovisual, new book, young adult and large print collections. This required the shifting of over 200,000 items by library staff.
- Re-located public computers in the Reference Room for improved ease of use.
- Revamped the library website for better functionality and promotion of services. Implemented email reference service.
- Produced a brief survey to measure user satisfaction with the library’s collection and continued use of the suggestion box.
- Applied successfully for a federal library grant to increase services to English Language Learners.
- Offered training sessions to the public, especially seniors, on the automated catalog and online databases.
- Initiated the development of a marketing and promotional campaign to insure that residents of the town are aware of all the services the library has to offer.
- Created a link on the library and town website to promote the Robbins Library Reading Room as a function center to raise revenue for the library. Developed a plan to further publicize this.
- Worked with the Minuteman Library Network on service enhancements and implemented an improved automated catalog.
- Continued to work with the Board of Library Trustees to implement the library’s fundraising plan to supplement the municipal budget.
- Participated in the Fox Revenue Study Committee to pursue options to generate revenue for library services at the Fox Branch.
- Continued outreach to the community through co-sponsorship of events with the Chamber of Commerce, Arlington Council on Aging, Arlington Friends of the Drama, Arlington Historical Society and Arlington High School.

Awards and Recognitions:

- Adult Services Librarian, Nancy Gentile, received the Chamber of Commerce award as Employee of the Year for her service to the business community.
- Received a Community Partner Award from English At Large for making a significant commitment to English literacy in our community.
- Received two public relations awards from the Massachusetts Library Association for the Community Read logo and the new borrower brochure.

Performance / Workload Indicators				
	FY2006 Actual	FY2007 Actual	FY2008 Estimated	FY2009 Estimated
Circulation of materials	525,791	515,309	515,000	515,000
Interlibrary loans processed	74,348	80,750	80,000	80,000
Reference questions answered	68,465	71,027	71,000	71,000
Children’s programs	296	295	295	295
Adult and YA programs	39	61	62	62
New items ordered and processed	16,036	15,742	15,500	15,500
Website hits	66,092	82,592	82,000	82,000
Online database searches	not available	37,117	37,000	37,000

FY 2009 Objectives (Continued from previous page)

- Continue to expand efforts to expand and publicize library services and resources to English Language Learners.
- Explore ways to fulfill the library’s mission as a welcoming center to all residents including the foreign born and non-English speaking.
- Improve services to “boomers” and older adults.
- Expand the library’s role as a lifelong learning center.
- Increase revenues to expand the audiovisual collections to satisfy user needs.
- Seek funding to digitize historical materials in the Local History Room to improve access.
- Equip librarians with hand held computers to assist patrons at their point of need.
- Explore instant messaging for reference service.
- Improve access to library collections through better lighting, signage and the creation of themed areas.
- Continue to pursue options to generate revenue for library services at the Fox Branch.
- Continue to work with the Minuteman Library Network to explore and evaluate service enhancements.

