



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 226,000 items available to patrons by returning items to their accurate shelving locations.

Budget Statement / Future Outlook

As in the previous fiscal year, without additional municipal funding above the 4% cap on departmental increases, it will not be possible to restore any of the hours lost in FY2004 (Sunday afternoons, Thursday mornings and Monday night in the Children's Room). The projected municipal budget should meet the state's municipal appropriation requirement to remain certified and receive state aid. The library continues to need an additional part-time technology librarian to manage increasing demands on electronic resources. An increase in the budget for pages who shelve and process library materials has been requested as the state minimum wage will be \$7.50 in January 2007 and \$8.00 in January 2008.

FY 2008 Objectives

- Install a self-checkout station for patrons to ease the pressure of long lines at the Circulation Desk.
- Develop a marketing and promotional campaign to insure that residents of the town are aware of all the services the library has to offer.
- Develop a volunteer program to assist staff in providing training classes for the public on the Internet, online databases and the catalog.
- Encourage feedback from the community to insure that the collections meet community needs.
- Develop and administer a survey of patron interests to guide in the development of programs for all ages.
- Investigate the co-sponsorship of events with other town organizations.
- Promote the Robbins Library Reading Room as a function center to raise revenues for the library.

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PROGRAM COSTS				
Libraries	FY 2006 Actual	FY 2007 Budget	FY 2008 Request	FY 2008 Fin Com
Personal Services	1,281,021	1,299,863	1,322,740	1,322,740
Expenses	425,939	466,300	488,350	488,350
Total	1,706,960	1,766,163	1,811,090	1,811,090

STAFFING				
Libraries	FY 2006 Actual	FY 2007 Budget	FY 2008 Request	FY 2008 Fin Com
Managerial	1	1	1	1
Clerical	19	19	19	19
Professional/Technical	11.4	11.4	11.4	11.4
Custodial/Bldg. Maint.	0.9	0.9	0.9	0.9
Total	32.3	32.3	32.3	32.3



Major Accomplishments for 2006

- As part of a Customer Service grant project, conducted several staff workshops for improving service to the public.
- Prepared new public relations materials, including an updated borrower brochure and floor map.
- Worked on the development of a master plan for shelving the collection including expansion for the growing audiovisual collection and an improved location of new books and large print books.
- Expanded access to library catalogs, online databases and the Internet through the installation of a public wireless network.
- Implemented a time management system for public PCs to more equitably distribute computer resources.
- Upgraded Children’s Department computer network.
- Continued outreach to the community including English Language learners and participation in the Chamber of Commerce Business Forward program and Asian Arts Festival in cooperation with the Arlington Center for the Arts.
- Utilized Minuteman Library Network’s Collection Development Reports to improve subject areas in the collection.
- Made downloadable audio books available to Arlington residents.
- Received and installed two murals created by students in Arlington High School Advanced Ceramics class, including a depiction of children’s book characters.
- Established a Young Adult Advisory Board to assist with planning services and programs for middle and high school students.
- Offered several programs regarding the “Arlington Reads Together” title *Mountains Beyond Mountains*, with an enthusiastic response.
- Increased participation in the Children’s and Adult summer reading programs.
- Developed plans to provide training and guidance for citizens in making good use of electronic and print resources both in the library and remotely.
- Applied successfully for a federally funded LSTA grant through the Massachusetts Board of Library Commissioners to offer training sessions for the public on the online databases.
- Continued to work with the Board of Library Trustees to implement the library’s fundraising plan to supplement the municipal budget and initiated the rental of the Reading Room at the Robbins Library for functions.
- In consultation with the Town Manager established the Fox Revenue Study Committee to pursue options to generate revenue for library services at the Fox Branch.

Performance / Workload Indicators				
	FY 2005 Actual	FY2006 Actual	FY2007 Estimated	FY2008 Estimated
Circulation of materials	535,653	525,791	525,000	525,000
Interlibrary loans processed	68,498	74,348	74,400	74,400
Reference questions answered	70,346	68,465	68,500	68,500
Children’s programs	279	296	290	290
Adult and YA programs	23	39	39	39
New items ordered and processed	16,572	16,036	16,000	16,000
Website hits	NA	66,092	67,000	67,000
Online database searches	NA	86,564	87,000	87,000

FY 2008 Objectives (Continued from previous page)

- Continue to work with the Board of Trustees to implement the library’s fundraising plan to supplement the municipal budget.
- Continue to pursue options to generate revenue for library services at the Fox Branch.
- Work with the Minuteman Library Network to explore and evaluate service enhancements.

