Program Description

The Robbins Library and the Fox Branch Library create opportunities for lifelong learning, meaningful connection, and discovery for all. The library offers a wide range of collections and services to meet Arlington's evolving interests and needs. Reference assistance and reader's advisory services are offered in person and via email, chat, and phone. Library staff maintain efficient recordkeeping for over 200,000 items in the physical collection and access to over 120,000 titles in the digital library through shared resources of the Minuteman Library Network (MLN) and resources purchased exclusively for Arlington cardholders. The library promotes curiosity and a love of reading in children, teens, and adults, and programming that supports formal learning as well as entertainment and personal growth.

Budget Statement

The total projected FY23 budget will meet the state municipal appropriation requirement for library certification, which in turn affords Arlington residents borrowing privileges at local libraries and through the Minuteman Library Network interlibrary loan system.

This is a level-services budget.

PROGRAM COSTS

Libraries	FY2020 Actual	FY2021 Actual	FY2022 Budget	FY2023 Request
Personnel Services	1,946,516	1,950,457	2,130,989	2,141,051
Expenses	456,536	507,285	538,880	517,880
Total	2,403,052	2,457,741	2,669,869	2,658,931

FY2023 Objectives

The library completed a new Strategic Plan in 2021, and the following objectives were defined by community feedback. The complete plan can be found on the library website, robbinslibrary.org.

- Reevaluate and explore the expansion of library hours with specific attention to weekends, Thursday mornings, and the Fox Library.
- Continue developing an action plan for incremental and long-term physical upgrades at both libraries to better serve and support people of all abilities and build towards the "Reimagining Our Libraries" vision, as resources allow.

Additional objectives:

- Proceed with plans to divest the library of the Winfield Robbins Art Prints collection.
- Continue as a partner within the Human Services Network, a coalition of Town departments and non-profit social services organizations working to identify and stabilize vulnerable community members by connecting families and individuals to resources that promote healthy living.

Major Accomplishments for 2021

- Restored library services as pandemic conditions permitted. On April 5, Robbins Library reopened for short-term, limited-capacity browsing with an online reservation system and a greeter station to monitor capacity. With the Governor's emergency order lifting in June 2021, Robbins Library and Fox Branch Library fully reopened with regular hours and most services. In-person programs resumed in September 2021, with safety measures.
- Completed a new Strategic Plan for Arlington's Libraries. A new strategic plan is created every 4-6 years based on extensive community feedback and data and use it to guide year-over-year activities. The plan considers the Town Master Plan, community surveys and focus groups, and library statistics. Having a current plan on file with the Massachusetts Board of Library Commissioners (MBLC) makes the library eligible for state grants.
- Created a digital repository, Elevating Arlington's Voices of Color, in support of Town-wide Diversity, Equity, and Inclusion efforts. In partnership with the DEI Director and the Arlington Commission for Arts and Culture, the library will continue seeking contributions for this unique and dynamic collection.

Major Accomplishments *(cont.)*

- Expanded the Arlington Reads Together selection committee to include a DEI Division representative, two Arlington High School students, and school librarians. Through a new grant partnership between the Arlington Libraries Foundation and the Arlington Education Foundation, the library brought Dr. Beverly Daniel Tatum to Arlington audiences and educators via Zoom in March 2021. Over 200 attendees heard Dr. Tatum speak on her seminal work *Why Are All the Black Kids Sitting Together in the Cafeteria?*

- The updated Sora app launched with K-12 students, a schools-specific Overdrive digital content platform. Through Sora, students can link their school accounts to the Minuteman Library Network and search the library's collection of thousands of titles in addition to the schools' content. Thanks to promotion and outreach efforts by school librarians, Arlington's Sora collection is the most heavily used in the region.

- Within the MLN, Arlington had the 4th highest use of digital content in FY21 after Cambridge, Newton, and Brookline.

- Added a "readalongs" collection in the Children's Room. Readalongs are picture books enhanced with a simple audio MP3 player that allows children to listen and follow along.

- Continued the popular Grab Bags materials reservation system, invented during the shutdown to increase access to library collections. Library users can request materials for themselves or their children by filling out a simple online form, and librarians put together curated materials for them.

- Planned much-needed improvements to the library's "third branch," robbinslibrary.org, awarding a redesign contract to a highly qualified Arlington-based firm. The new site launches in 2022.

- Implemented a new public PC time management and printing system at both branches. Users can book computer sessions in advance using an app, or on site. Payment options for print jobs now include Google pay, Apple pay, credit card, and cash.

- Improved safety and security at both branches with a keycard entry system at the Robbins Library and security cameras at the Fox Library. Camera access is limited to the Director and IT Manager, and public notices are posted.

- Continued being an active partner in the Housing Corporation of Arlington's Human Services Network, a coalition of Town departments and non-profit social services organizations working to identify and

Major Accomplishments *(cont.)*

stabilize vulnerable community members by connecting families and individuals to resources that promote healthy living.

- Supported public art projects in and around the Robbins Library and Fox Branch Library, in partnership with the Arlington Commission for Arts and Culture.

- Renovated the Staff Lounge at the Robbins Library, replacing 30-year-old carpeting with vinyl tile and enhancing the functionality of the space with new furniture and appliances. The facility is also used by caterers and groups who rent the Robbins Library Reading Room for private events.

- Coordinated with ACMi to make library-produced videos of virtual programs available to wider audiences.

- Partnered with Arlington EATS to provide age-appropriate giveaway books to families receiving meals in July and August.
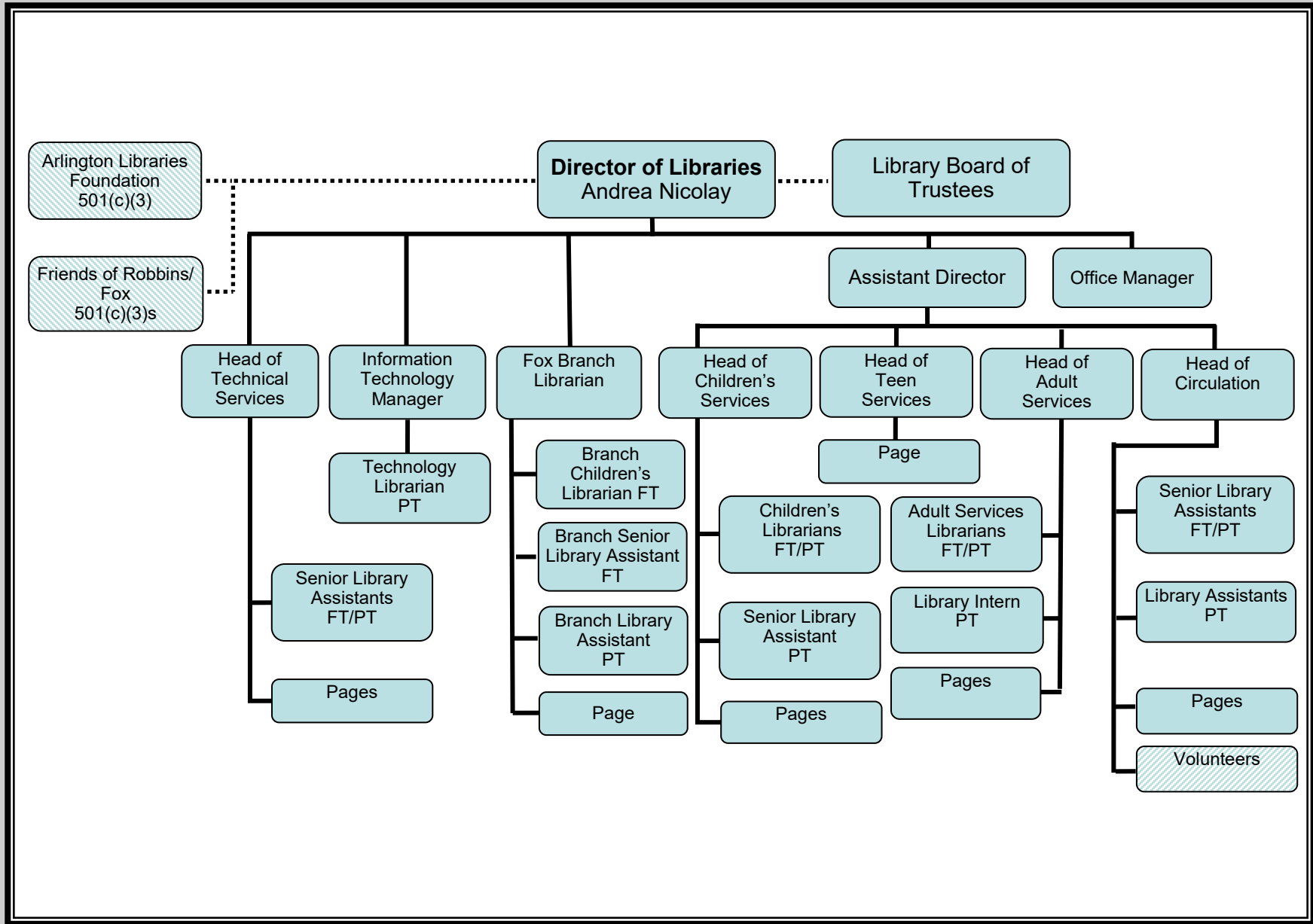
STAFFING

Libraries	FY2020 Actual	FY2021 Actual	FY2022 Budget	FY2023 Request
Managerial	1	1	1	1
Clerical	14.5	15	15	15
Professional/Technical	15	14.8	14.8	14.8
Custodial/Bldg. Maint.	0	0	0	0
Total	**30.5**	**30.8**	**30.8**	**30.8**

Performance / Workload Indicators

Library	FY2019 Actual	FY2020 Actual	FY2021 Actual	FY2022 Estimated
Library Trust funds expenditure	$104,017	$136,367	$181,591	$227,935
Public/private grant funds secured*	$153,753	$98,879	$120,677	$150,000
Total circulation	749,636	669,692	707,033	775,000
Physical materials	643,004	520,080	516,134	600,000
E-content	106,632	149,612	190,899	175,000
Interlibrary loans processed	153,964	125,143	390,553	150,000
Reference questions answered	70,609	45,556	6,686	70,000
Children's programs	467	361	221	300
Adult and YA programs	236	236	137	200
Visits to Robbins Library	343,421	204,156	68,189	250,000
Uses of Meeting Rooms	1,471	684	0	500

*Includes grants from Arlington Libraries Foundation and Friends of the Robbins Library.
Fox Shop offset included in Personnel Services. For State Aid to Libraries--see Cherry Sheet.

Arlington Libraries Foundation 501(c)(3)

Friends of Robbins/ Fox 501(c)(3)s

Director of Libraries
Andrea Nicolay

Library Board of Trustees

Assistant Director

Office Manager

Head of Technical Services

Information Technology Manager

Fox Branch Librarian

Head of Children's Services

Head of Teen Services

Head of Adult Services

Head of Circulation

Technology Librarian PT

Branch Children's Librarian FT

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Senior Library Assistants FT/PT

Branch Senior Library Assistant FT

Children's Librarians FT/PT

Adult Services Librarians FT/PT

Library Assistants PT

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Branch Library Assistant PT

Senior Library Assistant PT

Library Intern PT

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Volunteers

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