



**Program Description**

The Robbins and Fox libraries, known collectively as the Library, are vital community centers for all. Library staff, trustees, and volunteers create opportunities for lifelong learning, personal fulfillment, and enjoyment. The library responds to citizens' needs with services and activities in a welcoming setting built on a history of free and equal access to information for all Arlington residents. Library staff selects, purchases, and processes a wide range of library materials including books, periodicals, and audio-visual materials. Reference assistance is offered in person, via email, via chat, and by telephone to answer informational questions and to locate materials. Access is provided to a vast array of electronic resources.

The library ensures efficient record keeping and accountability for the over 650,000 items that citizens borrow each year, and makes the collection of over 230,000 items available to patrons by returning items to their accurate shelving locations. The library promotes the love of reading in children, teens, and adults, while providing materials and services which support formal learning as well as the desire for personal growth and development for people of all ages.

**Budget Statement**

The projected FY2016 budget includes increases in expenses that will support additional summer weekend hours as well as a part-time Technology/Adult Services Librarian. The projected budget will also meet the state municipal appropriation requirement for certification which in turn affords Arlington residents borrowing privileges at libraries throughout the Commonwealth.

**FY2016 Objectives**

- Continue efforts to ensure that the library provides a welcoming, useful, and aesthetically pleasing environment.
- Increase programs for children, teens, and adults that reflect their needs, interests, and expectations.
- Continue to review and revise Library policies in accordance with best practices for the benefit of Library users and staff, and make Library policies available to all via the Town website.
- Conduct a formal library space planning study for both the Robbins and Fox libraries.
- Expand efforts to form partnerships with community organizations.
- Build audience and engage with the community through social media in order to increase public awareness of library resources and services.
- Provide access to the portion of our local history collection that has been digitized through the support of the Digital Commonwealth project.
- Move forward with innovative technologies that improve staff productivity and customer service including the RFID circulation and collection management system.
- Continue to provide support to the Arlington Libraries Foundation that was established in FY2012 to develop and conduct a comprehensive fundraising campaign.
- Continue to work with the Friends of Fox to secure private funding to supplement the municipal budget.

**PROGRAM COSTS**

Libraries	FY2014 Actual	FY2015 Budget	FY2016 Request	FY2016 Fin Com
Personnel Services	1,537,425	1,597,285	1,653,985	
Expenses	535,484	589,580	563,080	
<b>Total</b>	<b>2,072,909</b>	<b>2,186,865</b>	<b>2,217,065</b>	



**Major Accomplishments for 2014**

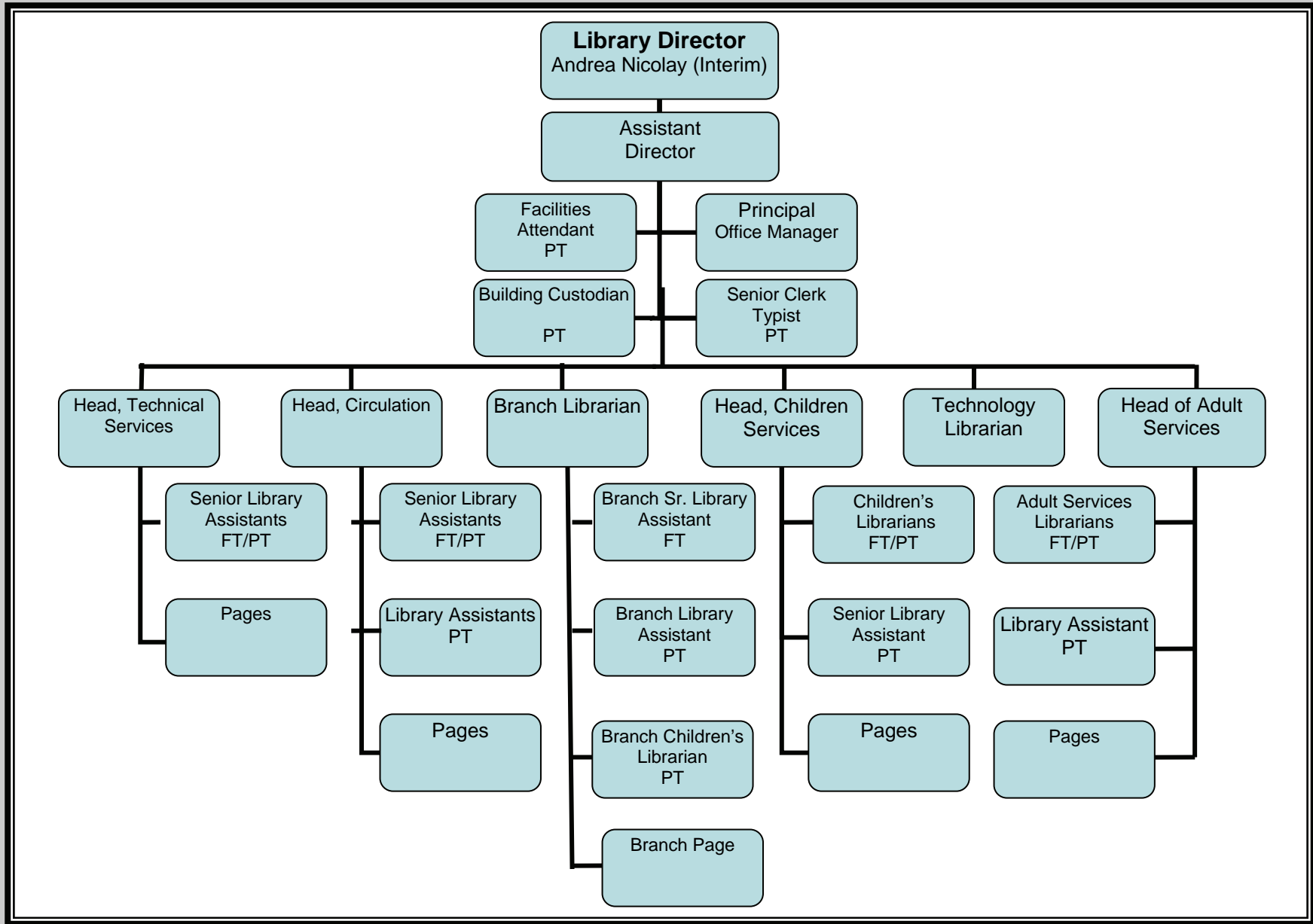
- Administration and staff, in consultation with community members, Town leadership, Friends groups, the Foundation, and Trustees, formulated a new Strategic Plan, a five-year plan for Library development.
- Robbinslibrary.org was optimized for mobile devices, a major upgrade that resulted in ease of use for those visiting the Library's website on their smartphones and tablets.
- The laptop lending machine capacity was expanded to hold a total of twenty-four laptops, which are heavily used.
- Preparations continued for the implementation of RFID circulation technology in the Library.
- The Library's wireless network was upgraded, providing patrons with significantly faster browsing and downloading speeds.
- The ladies and men's restrooms on the first floor of the Robbins Library were converted to gender neutral restrooms, and a baby changing table was installed in the public restrooms adjacent to the Community Room.
- Two articles by Robbins Library staff were published in Library Journal magazine: the first featured the public relations campaign surrounding the transition from "tethered" PCs to laptops for the public, and the second article featured Doctor Who Day in the "Programs that Pop" section of the magazine.
- A Local Author Shelf and submission policy were established to highlight books by Arlington authors.
- With funding from the Friends of the Robbins Library, the Robbins Library Community Room audio-visual system was completely upgraded with state-of-the-art equipment for use by staff for Library programs.
- Circulation of e-books increased by over 40%.
- Maintained a schedule of high-quality and innovative teen and adult programs, including classes to assist patrons with accessing downloadable content, librarian-led book discussion groups, films, local history programs, and author visits.

**STAFFING**

Libraries	FY2014 Actual	FY2015 Budget	FY2016 Request	FY2016 Fin Com
Managerial	1	1	1	
Clerical	13.8	14.72	14.6	
Professional/Technical	12.95	12.95	13.54	
Custodial/Bldg. Maint.	0.83	0.83	0.83	
<b>Total</b>	<b>28.58</b>	<b>29.5</b>	<b>29.97</b>	

**Performance / Workload Indicators**

Library	FY 2013 Actual	FY 2014 Actual	FY 2015 Estimated	FY 2016 Estimated
Circulation of materials	671,652	668,087	680,000	670,000
eContent Circulation	16,418	29,862	30,000	35,000
Interlibrary loans processed	144,310	142,543	144,000	143,000
Reference questions answered	97,380	93,869	98,000	94,000
Children's programs	448	369	450	460
Adult and YA programs	143	131	120	140
New items ordered and processed	20,422	20,419	20,500	20,450
Visits to Robbins Library	325,915	313,203	326,500	323,000
Uses of Meeting Rooms	1,101	1,022	1,200	1,050





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