

MINUTES
CUMBERLAND/NORTH YARMOUTH JOINT STANDING COMMITTEE
NORTH YARMOUTH TOWN HALL
WEDNESDAY, JULY 20, 2011

Cumberland Representatives Present: Councilors Steve Moriarty (Chairman), Bill Stiles, and George Turner. Town Manager, Bill Shane.

North Yarmouth Representatives Present: Selectmen Steve Palmer (Co-Chairman) and Andy Walsh. Budget Committee Member, Pam Ames. Administrative Assistant, Marnie Diffin.

Meeting called to order at 4:32 p.m.

The approval of the July 13th minutes was tabled to the next meeting with a request for an amendment.

Mr. Moriarty welcomed everyone and introduced Prince Memorial Library Director, Thomas Bennett who was present to review library services and answer any questions.

Mr. Shane explained that one portion of the materials that was distributed to the committee members last week had been updated by Mr. Bennett today and is in the meeting binders. He asked the members how they would prefer to review the information provided (budget or services first).

Mr. Walsh said that he would prefer starting with the description of services, then budget review.

Mr. Bennett reviewed the list of services that he prepared for the group:

Prince Memorial Library
Services to North Yarmouth

Hours of Operation

- Library is open five days per week, 46 hours September through May and 44 hours June through August
- Staffing level is good; cost of staffing per hour of operation historically lowest in the area
- Normally have one or more passport agents on duty to handle passport applications

Ms. Ames asked what the volume is on processing passport applications.

Mr. Bennett said that they processed 250 passports last year. The Library receives a flat fee of \$25 per passport application processed. This fee pays for the staff member who processes the passports, postage, employee passport training costs, and capital improvements to the Library. The revenue from passports last year was approximately \$7,000.00.

Materials

- Library currently has 52,178 catalogued materials in collection
- Added 2,043 items in FY2011 and 1,960 in FY2010; cost average of \$13.17 per item
- Participation in Maine Infonet Download Library provides access to downloadable audiobooks and e-books free of charge

Mr. Palmer inquired about the process for removing a book from the collection.

Mr. Bennett said that outdated medical and legal books are a good example of books that are regularly weeded out. In addition, any books that have not circulated in a particular date range chosen will be removed. The books condition is another factor.

Mr. Palmer asked if residents request particular titles to be added to the collection.

Mr. Bennett said that he does receive requests. His staff knows which authors are popular and research new authors. They do honor patron requests when possible.

Mr. Palmer asked what happens to the "weeded out" books. Is there a book sale?

Mr. Bennett said that the books are stamped "withdrawn" and are given to the Friends of the Library for their annual book sale in October of each year. The Friends in turn will give money back to the Library for programming.

Mr. Palmer asked if there is a relationship with the M.S.A.D. librarians so that both libraries are able to share resources.

Mr. Bennett said that this year, the Prince Memorial Children's Librarian was invited to the M.S.A.D. 51 Librarian's group. One example of their collaborative efforts is the summer reading program. The books on the summer reading list were added to the collection and put on display at Prince.

Mr. Walsh asked if there were any programs in place to solicit donations of books from residents.

Mr. Bennett said that because of the popularity of the annual book sale, donations are frequent throughout the year. Staff tries to go through the donated materials and pull out any that can be added to the Library collection, but because of the small staff, this can be difficult.

Borrowing

- North Yarmouth residents borrowed 21,471 items in FY2011; 44% of all items borrowed were adult fiction books
- The value of 9,450 adult fiction hardcover books is calculated to be \$160,650 all catalogued materials borrowed in FY2011 is calculated to be \$1,067,967

Mr. Palmer asked Mr. Bennett if the calculated dollar amount is representative of the size of Prince

Memorial Library.

Mr. Bennett said that our circulation per capita is average and more people are buying e-books and purchasing books online. They are still going to the Library, but using the Library for different purposes other than checking out materials. This year's statistics will not be available for another year.

Mr. Shane asked Mr. Bennett to explain how the \$1,067,967 is calculated.

Mr. Bennett explained that number is generated by the State Library use calculation. The book budget per capita (Cumberland and North Yarmouth combined), is approximately \$3 per person, per year. The Camden Library, for example, has a \$50 per capita book budget.

Programming

- 377 children and young adults are participating in the 2011 Summer Reading Program; 158 of them (41.9%) are from North Yarmouth
- Two book groups for adults, Music and Muffins series, year-round children's programming (including at Westcustogo Hall)

There were no comments regarding programming.

Resources

- The library has a high-speed connection to the Internet, ten public access Internet
- connected computers, two wireless hubs, wired and wireless printers
- Three computers offer Windows Office Suite 2010 and four offer Open Office
- Full-time reference librarian available to assist patrons with computers and Internet
- Photocopier with scan to email capabilities, fax
- Flip video, audio recorder and LCD projector available to community groups

Mr. Bennett explained that a video recorder was obtained through a grant from the Maine Community Heritage Program, with the assistance of Ms. Ames. It is at the Library and is able to be used by many community groups.

Ms. Ames said that it was decided to keep the equipment at the Library for both towns to access because the Library is open various hours, making check out more convenient.

Status

- The library's status allows it to apply for grants and services
- In recent years library and community have benefited from Gates Hardware Grant Program, Maine Community Heritage Program and other opportunities

There were no comments regarding status.

Uses

- Computer use for job searches, resume writing, tax preparation and e-filing, social networking (LinkedIn and Monster for employment, etc.)
- Prince Room meeting space for community groups (Cub Scouts, Daisies, etc.), seniors, MSAD, etc.
- Paperback exchange, magazine exchange, MSAD51 summer reading list books available (not catalogued)

Ms. Ames asked Mr. Bennett how he gets word out to someone who may be new to the community to make them aware of the Library services.

Mr. Bennett responded that the Library has a weekly e-newsletter that lists Library events and news as well as community events.

Mr. Shane asked Mr. Bennett to review the Circulation and Visits of June 2011 for the group:

Prince Memorial Library
Circulation and Visits
June 2011

		Checkouts	Renewals	Combined	Visits	Checkouts per Visit
Wednesday	1st	250	91	341	192	1.7760
Thursday	2nd	161	54	215	205	1.0488
Friday	3rd	215	37	252	147	1.7143
Saturday	4th	157	21	178	154	1.1558
Tuesday	7th	321	78	399	228	1.7500
Wednesday	8th	323	57	380	223	1.7040
Thursday	9th	141	27	168	123	1.3659
Friday	10th	125	27	152	152	1.0000
Saturday	11th	162	50	212	121	1.7521
Tuesday	14th	947	179	1126	687	1.6390
Wednesday	15th	241	37	278	203	1.3695
Thursday	16th	180	46	226	158	1.4304
Friday	17th	172	26	198	122	1.6230
Saturday	18th	186	64	250	83	3.0120
Tuesday	21st	621	86	707	326	2.1687
Wednesday	22nd	463	77	540	282	1.9149
Thursday	23rd	558	111	669	299	2.2375
Friday	24th	338	38	376	193	1.9482
Saturday	25th	164	17	181	158	1.1456
Tuesday	28th	441	121	562	314	1.7898
Wednesday	29th	492	100	592	260	2.2769
Thursday	30th	377	87	464	280	1.6571
	Total	7035	1431	8466	4910	1.7036

Mr. Bennett explained that this data shows no correlation between visits to the Library and checking-out of materials. A lot of people can and do visit the Library on any given day, but not necessarily a high

volume of materials being checked out. This speaks to the point that not everyone who comes to the Library is checking out materials.

Mr. Stiles asked what the spike in the number of visits on June 14th was attributed to.

Mr. Bennett replied that was the day of the summer reading program kickoff. Since the Library is open for 3 hours on Saturday during June, and is closed on Monday, Tuesday is generally a busy day. In the past, there were no summer Saturday hours. The Library Advisory Board held a workshop with the Town Council and presented the statistics that said that there was a need to be open Saturdays during the summer. The Town Council agreed, as long as there was no budget increase. The hours during the other days of the week remained unchanged.

Mr. Bennett reviewed the patron data pointing out that North Yarmouth had an increase of 114 new, registered users (4.28% increase). Those new users are registered, but are they active? No, they are not all active. Borrowing patterns indicate that of the 6,377 Cumberland registered users, only 3,175 (50%) have used their card over the past couple of years and only 46% of North Yarmouth registered users are using their cards. Mr. Bennett said that weeding out the inactive cards would be a long, difficult project.

Mr. Shane said that the important and useful piece of data to share is the actual number of active users, not cardholders.

Ms. Diffin said that it becomes problematic to use registered user data (as opposed to active user data) when allocating expenses because the Library reports that goes to the state talks about circulation and number of users. It would be easier for her to base costs on circulation, which ties into the reports and would negate the question of active user vs. inactive/registered user.

Mr. Bennett agreed that this a good point. There are Library patrons who use the Library, but do not check materials out. They may be registered users, but do not show up as active users on reports. The circulation statistics have been stable for a number of years, but the circulation does not really tell us much because if every North Yarmouth resident came to the Library, they would be provided some sort of service and that is a percentage of the potential user population.

Mr. Bennett reviewed the circulation statistics and pointed out that in FY'10, Cumberland circulation decreased by almost 4% and North Yarmouth circulation increased by almost 8%.

Ms. Ames wondered if the ad hoc committee survey that was sent out last December/January had heightened North Yarmouth residents' awareness of the services that the Library offer. That may explain the increase.

Mr. Bennett said that the total number of visits had decreased by 6% last year. This may be due to patrons being able to renew and view collection titles online.

Chairman Moriarty asked if there were any more questions related to services or circulation before moving on to the budget review.

There were none.

Mr. Stiles pointed out that the Library budget is prepared by the Director, reviewed by the Town Manager and Finance Director. The Town Council will then review it in workshop, and hold a Public Hearing to approve it. The North Yarmouth representatives are welcome to attend the budget meetings for a better understanding.

Ms. Ames asked if the Library had ever had an energy audit done.

Mr. Bennett said yes. He was advised that it would not make sense to change over the heating system, but they did change the light bulbs to T8 fluorescents. There will be a savings there.

Mr. Walsh shared that he switched to a high efficiency propane boiler at his business and at his home and the savings is phenomenal. The systems paid for themselves within 3 years.

Mr. Bennett explained the inter-library loan system. If a patron requests a book that the Library does not have, that book can be requested from the Portland Public Library via the ARRC program (the Area Reference & Research Center for Cumberland and York counties). If the book exists in any Library in the country, it can be forwarded to the Library and checked out by their patron. In the past, the process was that the book would be mailed and then have to be mailed back. Now, if the book comes from a Library in Maine that belongs to the delivery system the Library pays a per-stock fee and deliveries are made once per week. The only postage paid now would be for books being borrowed from an out of state Library.

Mr. Shane explained that major building investments that are not shown in this budget include a new roof, brick re-pointing, and a new HVAC system. Those were funded through passport processing revenues and Capital Improvement Program funds. There has been a lot of building improvements done over the past 10 years.

Mr. Shane said that the Library budget has been the most stable and flat budget that Cumberland has had for several years. His goal as Manager is work progressively on adding to the circulation over the next 5 years.

Mr. Palmer asked where that goal comes from (Advisory Board, Mr. Bennett, Town Council?) and how does he come up with a goal for any department?

Mr. Shane said that goals come from conversations with all those mentioned. He and department heads begin having budget conversations in December and January to discuss what is ahead, what the Advisory Board may be suggesting, etc. Over the past 10 years, a lot of money has been spent to improve the building, now it is time to concentrate on freshening up the collection.

Mr. Palmer asked if Mr. Shane anticipated that the "bottom line" (expenses) for the Library would change by improving the collection.

Mr. Shane responded that the focus would be different. Perhaps taking some of the existing budget line items and shift them toward Capital Improvement budgets. The passport revenues can now be allocated to other things since the building improvements have been completed.

Mr. Walsh asked Mr. Bennett if there has been any efforts to increase staffing with volunteers.

Mr. Bennett said that utilizing volunteers in a professional operation is difficult. A good example is the Library Advisory Board who has had vacancies for quite a while and they only meet 5 times per year. There have been volunteers at the Library over the years, but typically, they are not the type of workers that could be expected to be up and down re-shelving books. Mr. Bennett said that he feels it is a difficult proposition to attempt to staff a Library with volunteers and to be able to depend on them. It is a challenge to get volunteers to assist at the book sale once per year.

Mr. Walsh asked if there are any librarian programs in the area that may offer internships.

Mr. Bennett said that a lot of Maine librarian's study online through the University of North Carolina, but that program is not offered anymore. There is an associates program offered at UMA, but there are not a lot of people getting library degrees in the state.

Mr. Palmer asked how many years the passport processing has been in place at the Library.

Mr. Bennett said 5 years.

Mr. Palmer asked if there has been an increase in passport revenue over the years.

Mr. Bennett said that there was an increase with the Homeland Security change that required a passport for those traveling anywhere outside the U.S. There was a cut in passport revenue from 2009 to 2010 due to a decrease in the amount that a passport processing center received and postage to process them.

Mr. Palmer asked if the only Library revenue sources are passport processing, fines, and photocopy charges.

Mr. Bennett said that is correct. Photocopy revenue is a wash because of the cost of the machine, paper, toner, etc.

Mr. Palmer asked if there were any other money generating opportunities for Libraries.

Mr. Bennett said that one is non-resident fees (14 currently being charged \$30/year for non-resident fees), but there is not much of a demand due to neighboring communities have their own Libraries.

Mr. Walsh asked if a minimal resident fee would be considered or appropriate. Would it drive usage down?

Mr. Shane responded that user fees have been considered in the past and it is not something that the Town Council is interested in pursuing.

Mr. Bennett said that he does not know of any Library that charges their residents.

Mr. Shane said that Mr. Bennett could come to a future meeting if the committee members wanted to talk further regarding the Library services.

Mr. Palmer thanked Mr. Bennett for attending the meeting. It was very helpful and informative.

The next meeting is on August 10th at 4:30 p.m. at Cumberland Town Hall to discuss Recreation programming, staffing, & budget review.

Meeting adjourned at 6:21 p.m.

Respectfully submitted by,

Brenda Moore
Committee Secretary