

11/28 (3)

A. INTRODUCTION

My name is Tom Dunn. I am the President of the Board of Trustees for the Acton Memorial Library.

On behalf the other Trustees, many if not all of whom are here tonight, and on behalf of our Director, I want to thank you for the opportunity to share our concerns with you tonight.

We appreciate that time is limited. Therefore, I plan to speak for approximately 5 minutes, and leave the balance of the time for questions.

If you have questions during my remarks, however, please ask.

B. WHAT ARE THE ISSUES?

1. AML is not adequately staffed.
2. AML staff are not adequately paid.

We do not expect to solve either issue this evening, and we appreciate that you are aware of salary issues across many town departments.

Nonetheless, we do want to take this opportunity to highlight the situation at the Library, and to request specific action.

1. AML is not adequately staffed

The spreadsheet attached as Exhibit 1 shows Library Activity, Staff Size and Support figures for communities that are similar to Acton with the same figures from Acton Memorial Library. I would like to take a few minutes to walk through these numbers.

Circulation: The circulation figure for AML in 2004 is **436,134**.
This is a stunning number.
The average difference between our circulation and that of comparable towns is **122,736** items, which is **40%** higher than the average circulation figure of **313,398**.

Staff Size: Consider next the Staff Size figures.
As you can see, AML staffing is nearly **10% below the average**.

Circulation/FTE: Now let's combine the two.
The average circulation/FTE in towns comparable to Acton is **16,947**.
At AML the Circ/FTE is 26,166
This is **9219 items more per AML staff person**, or an increased workload of **55%**

To understand why these disparities exist, consider the funding comparisons:

Per Capita \$: In 2004 the average amount per capita that towns allocated in support of their libraries was **\$52.43**

In contrast, the amount allocated by the Acton on a per capita basis was **\$35.73**

This is nearly 1/3 less funding on a per capita basis.

Whereas comparable towns on average allocated **1.87%** of the municipal budget, AML was allotted only **1.55%** - **a difference of 17%** - despite the fact that the median family income was nearly **12%** higher in Acton.

AML has done a lot to make best use of staff time and maximize efficiency:

- Changes in phone system, photocopiers, computer sign-up, book processing
- Online requests and renewals, as well as a calendar to see what meetings and events are taking place at the library
- Planned purchase of a server; and
- Heavy use of volunteers -- AML averages over 60 hours of volunteerism a week.

NONETHELESS, ACTON LIBRARIANS ARE

- **CIRCULATING 40% MORE ITEMS**
- **WITH FAR FEWER STAFF**
- **SUCH THAT AML STAFF ARE OVERWORKED**
- **AND, AS DISCUSSED BELOW, THEY ARE PAID SIGNIFICANTLY LESS**

2. AML staff are not adequately paid

The spreadsheet attached as Exhibit 2 compares the pay ranges of **Circulation Supervisor, Assistant Director, Senior Librarian, and Director** for communities that are similar in size to Acton.

I would like to take a few minutes to walk through these numbers.

Circulation Supervisor:	1 ST Step Avg:	\$19.07
	Acton 1 ST Step:	\$15.99
	Difference:	\$3.08 (16%)
	2 nd Step Avg:	\$24.37
	Acton 1 ST Step:	\$19.96
	Difference:	\$4.41 (18%)
Assistant Director:	1 ST Step Avg:	\$22.75
	Acton 1 ST Step:	\$21.72
	Difference:	\$1.03 (4.5%)
	2 nd Step Avg:	\$30.10
	Acton 1 ST Step:	\$27.05
	Difference:	\$3.05 (10%)
Senior Librarian:	1 ST Step Avg:	\$21.04
	Acton 1 ST Step:	\$20.70
	Difference:	\$0.34 (1.63%)
	2 nd Step Avg:	\$26.97
	Acton 1 ST Step:	\$25.75
	Difference:	\$1.22 (4.5%)
Director:	1 ST Step Avg:	\$30.64
	Acton 1 ST Step:	\$26.39
	Difference:	\$4.25 (13%)
	2 nd Step Avg:	\$38.29
	Acton 1 ST Step:	\$32.85
	Difference:	\$5.44 (14%)

Conclusion: At virtually every level the AML staff are significantly underpaid as compared with their peers.

3. What do we need?

1. To Address Inadequate Staffing

The spreadsheets attached as Exhibits 3 and 4 outline our requests for FY07, namely:

- Restoration of staff to re-open on Thurs. nights;
- Technology/Community Services Librarian to take most of the load off Pam and some of the load off virtually all the library department by having someone do publicity, posters, signs, press releases, newsletter, displays, etc.

2. To Address Inadequate Pay

We need salaries to be – at a minimum – consistent with the average salary paid by comparable towns. Indeed, given the increased workload that the town requires of its library staff, salaries in excess of the average are merited.

Exhibit 1

LIBRARY ACTIVITY, STAFF SIZE AND SUPPORT FIGURES

Community	2002 Pop.	Circ. FY04*	Staff Size, FTE**	Circ/ FTE	Mun \$ PC FY04	Mat'ls \$ PC	FTE/ 1,000 pop.	% Mun. Budget, FY03	Median Family Income, 2000 Census
Bedford	12,647	315,601	20.10	15,702	\$ 75.83	\$ 13.26	1.59	1.88	\$ 101,081
Belmont	24,045	539,042	24.1	22,367	\$ 66.33	\$ 10.11	1.00	2.38	\$ 95,057
Canton	21,341	136,927	13.50	10,143	\$ 39.97	\$ 6.75	0.63	1.64	\$ 82,904
Concord	17,028	329,712	27.20	12,122	\$ 81.73	\$ 12.64	1.60	2.66	\$ 115,839
Danvers	25,446	222,641	20.5	10,861	\$ 37.25	\$ 6.05	0.81	1.55	\$ 70,565
Duxbury	14,578	280,195	16.8	16,678	\$ 66.12	\$ 10.64	1.15	2.52	\$ 106,245
Foxborough	16,401	206,852	14.8	13,976	\$ 45.72	\$ 7.33	0.90	2.02	\$ 78,811
Hingham	20,221	446,489	21.8	20,481	\$ 53.07	\$ 9.35	1.08	1.97	\$ 98,598
Reading	23,680	370,170	19.9	18,602	\$ 36.70	\$ 6.63	0.84	1.46	\$ 89,076
Sharon	17,536	241,441	12.4	19,471	\$ 38.01	\$ 5.91	0.71	1.35	\$ 99,015
Sudbury	17,259	294,341	12.90	22,817	\$ 45.60	\$ 8.03	0.75	1.25	\$ 130,399
Wakefield	24,817	301,021	19.90	15,127	\$ 39.49	\$ 6.12	0.80	2.01	\$ 77,834
Wayland	13,239	274,991	13.80	19,927	\$ 62.82	\$ 12.56	1.04	1.84	\$ 113,671
Westford	21,249	326,431	21.30	15,325	\$ 55.49	\$ 8.80	1.00	1.85	\$ 104,029
Wilmington	21,629	223,811	17.3	12,937	\$ 32.45	\$ 5.42	0.80	1.15	\$ 76,760
Winchester	21,093	504,698	20.5	24,619	\$ 62.26	\$ 9.78	0.97	2.34	\$ 110,226
AVERAGE	19,513	313,398	18.55	16,947	\$ 52.43	\$ 8.71	0.98	1.87	\$ 96,882
Acton Mem Lib	20,832	436,134	16.70	26,166	\$ 35.73	\$ 6.39	0.80	1.55	\$ 108,189
Difference from aver.	1319	122736	-1.85	9219	-16.70	-2.32	-0.18	-0.32	\$ 11,307
Difference from aver. (%)	6.76%	39.16%	-9.97%	54.40%	-31.85%	-26.65%	18.16%	-16.97%	11.67%

* ALL DATA IS FROM THE MASS. BOARD OF LIBRARY COMMISSIONERS (MBLC)
AND FY04 UNLESS OTHERWISE NOTED.

** THE MBLC CALCULATES FTE BASED ON A 35 HOUR WORK WEEK.

Exhibit 2

**COMPARISON OF CIRC. SUPERVISOR, ASSISTANT DIRECTOR,
SENIOR LIBRARIAN AND DIRECTOR PAY RANGES FOR
ACTON AND SIMILAR COMMUNITIES BASED ON POPULATION***

COMMUNITY	2002 POP	FY04 Circ.	Circ. Super. 1st Step	Circ. Super. Top Step	Asst. Dir. 1st Step	Asst. Dir. Top Step	Sen. Libn. 1st Step	Sen. Libn. Top Step	Director 1st Step	Director Top Step
Bedford	12,647	315,601	NA	NA	\$ 20.99	\$ 28.34	\$ 19.46	\$ 25.66	\$ 25.80	\$ 35.47
Belmont	24,045	539,042			\$ 23.97	\$ 28.77	\$ 22.80	\$ 27.36	\$ 28.36	\$ 35.68
Canton	21,341	136,927	\$ 20.68	\$ 27.65	NA	NA	\$ 21.92	\$ 29.30	\$ 41.00	\$ 41.00
Concord	17,028	329,712	\$ 17.53	\$ 25.17	\$ 22.14	\$ 31.79	\$ 20.86	\$ 30.28	\$ 30.01	\$ 43.09
Danvers	25,446	222,641	\$ 16.18	\$ 20.63	\$ 22.75	\$ 28.65	\$ 19.11	\$ 24.25	\$ 26.04	\$ 32.89
Duxbury	14,578	280,195	\$ 19.32	\$ 23.04	\$ 18.98	\$ 28.47	NA	NA	\$ 23.37	\$ 35.07
Foxborough	16,401	206,852	NA	NA	NA	NA	\$ 23.35	\$ 29.10	\$ 28.32	\$ 37.90
Hingham	20,221	446,489	\$ 19.60	\$ 23.59	NA	NA	\$ 21.68	\$ 25.84	\$ 31.73	\$ 39.98
Needham	29,197	454,784	\$ 18.88	\$ 23.91	\$ 23.74	\$ 31.02	\$ 20.36	\$ 26.60	\$ 32.23	\$ 40.38
Reading	23,680	370,170	\$ 19.45	\$ 23.26	\$ 25.49	\$ 30.47	\$ 22.27	\$ 26.61	\$ 31.23	\$ 37.32
Sharon	17,536	241,441	NA	NA	\$ 21.69	\$ 26.50	\$ 19.90	\$ 24.31	\$ 35.99	\$ 35.99
Sudbury	17,259	294,341	\$ 20.56	\$ 25.89	U	U	\$ 20.56	\$ 25.89	\$ 31.76	\$ 40.20
Wakefield	24,817	301,021	NA	NA	\$ 18.72	\$ 24.16	\$ 19.33	\$ 22.80	\$ 38.53	\$ 38.53
Wayland	13,239	274,991	\$ 20.23	\$ 26.39	\$ 25.48	\$ 33.25	NA	NA	\$ 32.87	\$ 42.73
Westford	21,249	326,431	\$ 18.30	\$ 24.18	\$ 21.83	\$ 31.24	\$ 19.49	\$ 27.89	\$ 26.66	\$ 38.13
Wilmington	21,629	223,811	NA	NA	NA	NA	\$ 21.57	\$ 27.30	\$ 27.29	\$ 34.53
Winchester	21,093	478,700	NA	NA	\$ 27.17	\$ 38.50	\$ 22.97	\$ 31.30	\$ 29.61	\$ 41.97
AVERAGE	20,083	320,185	\$ 19.07	\$ 24.37	\$ 22.75	\$ 30.10	\$ 21.04	\$ 26.97	\$ 30.64	\$ 38.29
ACTON	20,832	436,134	\$ 15.99	\$ 19.96	\$ 21.72	\$ 27.05	\$ 20.70	\$ 25.75	\$ 26.39	\$ 32.85
Difference from aver.	749	115,949	-3.08	-4.41	-1.03	-3.05	-0.34	-1.22	-4.25	-5.44

Difference from aver. (%)	3.73%	36.21%	-16.16%	-18.10%	-4.51%	-10.12%	-1.63%	-4.51%	-13.86%	-14.20%
---------------------------------	-------	--------	---------	---------	--------	---------	--------	--------	---------	---------

*Because Acton has a very high circulation its population, the discrepancies would be much larger if the comparison were based on circulation figures.

NA-Position does not exist in this library.

A Senior Librarian supervises other staff members, often including employees who also hold an MLS degree.

** THE MBLC CALCULATES FTE BASED ON A 35 HOUR WORK WEEK.

Exhibit 3

Capital Improvement Program Proposal – Detail

Department Name	Memorial Library	Project	Technology/Community Services Librarian (new position)
Department Head	Marcia Rich	Fiscal Year	FY07
		Cost	\$68,200
		Priority	2 of 2

1. Description This 38 hour a week position would keep the library’s computer equipment (30+ workstations total for public and staff) running effectively and would centralize/coordinate publicity and programming activities at AML.

2. Useful Life NA

3. Purpose (Please ‘X’ one of the Boxes and Describe, if Applicable)

<input type="checkbox"/> Schedule Replacement	<input checked="" type="checkbox"/> Increase Personnel Efficiency
<input type="checkbox"/> New or Expanded Service	<input type="checkbox"/> Replace Obsolete or Unsafe Equipment (Explain Disposal of Old Equipment)
<input checked="" type="checkbox"/> Other (Please Explain) Improved Service	

4. Justification The addition of a Technology/Community Services Librarian would improve library services and efficiency enormously.

Currently, computer maintenance, purchasing, installation, etc. is done by a staff member who is also responsible for Young Adult (YA; grades 9-12) collections and services, high school volunteers, frequent reference desk coverage and occasional children’s desk coverage. This is not a realistic or effective workload for a 20 hour/week position, so equipment may be down or functioning poorly for prolonged periods before it can be fixed, installation of new equipment or software is delayed; new materials aren’t selected for the YA collection in a timely manner; volunteers are not used to maximum effectiveness, etc.

At present, publicity and programming is spread over at least 4 areas within the library, with the director doing most of the press releases, some posters, handouts, adult programming and large special events and maintaining the website event calendar; the administrative assistant doing some signs and working on large special events; the reference department doing displays and the newsletter and children’s dept. doing their own programming, publicity and handouts. Centralizing these activities in one position would lead to better results because the employee could focus on those tasks. Removing the majority of the publicity and programming workload from several departments would enable staff in those departments to accomplish badly needed tasks in a more timely manner.

5. How Was this Project’s Priority Determined?

As important as this is, restoration of service hours is more important because that would fill an oft-stated public need.

6. Estimated Cost \$68,200 (includes Grade A8 FY07 pay level (\$44K); benefits and materials adjustment to meet state requirements)

Less Trade-In (If Applicable) NA

Net Cost \$68,200

7. Are Non-Town Revenues Available to Reduce Cost? No

8. If this Project is Delayed, What will be the Effect on your Department?

Service delays from computer equipment problems and inefficiencies will continue; the Young Adult population will remain underserved; a key group of volunteers will not be utilized to their maximum effectiveness and important tasks will continue to be delayed.

9. Please Describe the Effect of this Project on your Operating Budget.

<u>Personnel Budget</u>		<u>Expense Budget</u>	
Increase	\$44K (plus benefits)	Increase	\$6.6K materials to meet state requirement
Decrease		Decrease	

10. Attachments, if Applicable.

See attachment 'LIBRARY ACTIVITY AND STAFF SIZE FIGURES.'

Exhibit 4

Capital Improvement Program Proposal – Detail

Department Name	Memorial Library	Project	Service Restoration
		Fiscal Year	FY07
Department Head	Marcia Rich	Cost	\$28,000
		Priority	1 of 2

1. **Description:** Restore Thursday evening hours (5-9) library hours year round by restoring 24 hours of staff time per week. 40+ hours of staff time per week were cut for FY04.

2. **Useful Life** NA

3. **Purpose (Please 'X' one of the Boxes and Describe, if Applicable)**

Schedule Replacement

Increase Personnel Efficiency

New or Expanded Service

**Replace Obsolete or Unsafe Equipment
(Explain Disposal of Old Equipment)**

Other (Please Explain)
Restoration of Service

4. **Justification**

The public persistently requests restoration of hours on Thursday evenings. Students in particular need library services on all weekday evenings. Thursday evening hours would also provide community groups with meeting space, which is in great demand. This would also aid in staff retention by restoring to impacted staff work hours lost at the beginning of FY04.

5. **How Was this Project's Priority Determined?**

Public demand; importance of restoring services that benefit the entire community; staff equity

6. **Estimated Cost** \$28,000

Less Trade-In (If Applicable) NA

Net Cost \$28,000

7. **Are Non-Town Revenues Available to Reduce Cost?** No.

8. **If this Project is Delayed, What will be the Effect on your Department?**

Continued reduced hours, resulting in: public frustration at the library being closed on a weekday evening; lines for reference assistance, computers, photocopiers and check out when the library is open; restricted meeting room availability; possible loss of trained, experienced staff who are knowledgeable about the library's resources and the community. At the time of the budget cuts, Thursday evenings were identified as one of the two lowest traffic times at AML (the other was Tuesday evenings); closing on a morning instead of Thursday evening would create problems for families with pre-schoolers and the elderly.

9. **Please Describe the Effect of this Project on your Operating Budget.**

Personnel Budget

Increase \$24,350 (increased hours for staff at FY07 rates)

Decrease

Expense Budget

Increase \$3,650 (to meet state requirements for certification)

Decrease

10. **Attachments, if Applicable.**

11/28
③

Appendix - Definitions FY2004 Peer Group Medians Report

Term	Definition
2002 Population	2002 population estimate for the municipality.
2004 EQV Per Capita	2004 equalized valuation divided by the municipality's population. EQV's are the determinations of the fair cash value of all property in each municipality that is subject to local taxation. The Commissioner of Revenue, in accordance with Chapter 58, Section 10C, is charged with the responsibility of biannually determining an equalized valuation for all municipalities. For the joint Hamilton-Wenham Public Library, the total EQV & population of both communities is used.
Appropriated Municipal Income	The sum of the municipal revenue sources appropriated to the library for operating during FY2004. Excludes State Aid to Public Libraries monies.
Annual Hours Open	The sum of the annual hours the main and branch library(s) and bookmobile were open during FY2004.
Attendance	Also called library visits, the total number of persons entering the library for whatever purpose during FY2004.
Direct Circulation	Total circulation of all library materials of all types, including renewals during FY2004. Note: Count all materials in all formats that are charged out for use outside the library. Interlibrary loan transactions included are only items borrowed for users. Do not include items checked out to another library.
MLS FTE	Full-time equivalency for all positions paid from the library budget with a Master's from an ALA accredited program and reported in the Library Director, Assistant Director, Senior Librarian, Branch Librarian and all the Staff Librarian(Reference, Children's etc) position classifications. This is computed by totaling the funded hours for those positions per week and dividing by 35. MLS FTE data is as of 7/1/04, rounded to the nearest 10 th and excludes temporarily vacant positions.
Materials Expenditures	The sum of operating expenditures from the library's budget for library materials including print, non print, and electronic resources during FY2004.
Median	The median figures for this report were calculated by ranking the values from lowest to highest and selecting the mid-point value.
Municipality	Name of the Municipality. In the case of the Hamilton-Wenham joint library, the name of the library is used.

Term	Definition
Per Capita	This is calculated by dividing the value of the indicator by the municipality's 2002 population. For the joint Hamilton-Wenham Public Library, the total population of both communities is used.
Programs	Number of library sponsored programs held for adults/young adults and children during FY2004. A program is any planned event which introduces those attending to any of the broad range of library services or activities, or which directly provides information through the presentation of talks, films, dramas, etc. Programs need not take place in the library, but the library must be the primary contributor of time, money, or people in the planning or presentation.
Reference Transactions	A reference transaction is an information contact which involves the knowledge, use, recommendations, interpretation or instruction in the use of one or more information sources by a member of the library staff. It includes information and referral services. Information sources include printed and non-printed materials, machine-readable databases, catalogs and other holdings records, and, through communication or referral, other libraries and institutions and people inside and outside the library. The request may come in person, by phone, by fax, mail, or electronic-mail from an adult, a young adult, or a child. Does not include directional transactions or questions of rules or policies.
Total Operating Expenditures	The sum of the operating expenditures from the library's budget for personnel (salaries and benefits), library materials, and other operating expenditures (e.g., building maintenance, energy and utilities, network membership, supplies, etc.) during FY2004.