



## 2021 REPORT OF THE GRAFTON PUBLIC LIBRARY

The Grafton Public Library reopened at 35 Grafton Common on October 13, 2021 at the conclusion of a two-year construction project, in the midst of a global pandemic. The Library increased operating hours to 60 per week and is open Monday through Thursday from 10 a.m.–9 p.m. and Friday and Saturday from 10 a.m.–6 p.m. Throughout the construction period and pandemic, staff continued to provide remote reference and reader's advisory and live and recorded virtual, DIY and passive programming to complement our no-contact curbside pickup service for library materials. We implemented a concierge service where patrons can now make requests for book bundles via an online form at <http://bit.ly/GPLSelect>; 5 patrons took advantage, but we have 65 requests via email, phone, and Facebook messenger as well as in person for staff to select materials for patrons. Of the 18,484 requests made, staff placed 4,112 holds. We welcomed 16,287 visitors in person 2021, and completed 3,513 curbside pickups and 46 home deliveries.

We continued to offer online borrower registration as well as Internet-only cards so patrons could access online resources such as OverDrive, Hoopla and Freegal. A library card is free to any person who lives, works, or owns a business/property in Massachusetts; proof of residency is required. We issued 574 local cards in 2021, and another 63 cards were issued to Grafton residents from other libraries. Residents with library cards total 10,408; 9,340 borrowers hold Grafton cards beginning with the 27445 prefix.

Library programs totaled 237 programs for 2,997 attendees. We offered asynchronous online story times for a variety of ages, DIY STEAM programs for all ages, and online book discussions for children and adults. Our Library Summer Program was entirely online, with registration, activities, badges, raffles and reading logs offered via BeanStack.

Wi-Fi was available from the parking lot but we were unable to track it, 386 people used library computers in the last quarter of 2021. We suspended notary, passport acceptance, and public computer services for most of the year, but continued to offer technology assistance, reader's advisory, and reference help remotely via phone, email, Facebook, Slack, and Zoom. We answered 2,563 reference questions.

Due to pandemic and construction closures, volunteers, volunteer service hours, programs and attendees, notarizations, number of items circulated, on-site visitors, programs and program attendance decreased. Items circulated, including museum passes, increased, as did cardholders and visitors. We continue to offer temporary or long-term delivery to homebound borrowers and offered a socially-distanced monthly visit to Crescent Manor.

### **RETURN ON INVESTMENT**

The Library, funded at \$887,254 out of the total \$68,288,092 FY22 Town budget, has declined to 1.2% of the Town budget (it was 1.3% in FY21. The value of circulating materials in 2021 was \$1,363,078.69. The Library's operating budget is costing taxpayers \$45.12 per resident in FY22. Calculate the value of your household's library use online at: [https://www.swissarmylibrarian.net/librarycalculator/valuecalc\\_popup.html](https://www.swissarmylibrarian.net/librarycalculator/valuecalc_popup.html)

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### 2021 STATS AT A GLANCE

- 64,030 items owned, up 17%
- 65,548 items circulated, up 33%
- 36,421 e-items circulated, up 54%
- 404 museum pass checkouts, up 38%
- 30,595 received, up 173%
- 9,395 items sent, up 11%
- 16,287 visitors, up 58%
- 547 cards issued, up 157%
- 9,340 27445 cardholders, up 4%
- 10,408 local cardholders, up 2%
- 237 programs, down 49%
- 2,997 attendees, down 14%
- 84 public meeting room bookings
- 643 meeting room attendees
- 26 volunteers, up 30%
- 184 hours volunteered, down 55%
- 386 computer uses, down 86%
- 2,563 ref questions, down 38%
- 58,478 website hits, up 44%
- 98,493 page views, up 44%
- 16 notarizations, down 59%
- 0 passports, down 100%

### BENEFITS OF THE LIBRARY

The Library provided access to a collection of over 64,000 items in various formats for children, teens, and adults, including books (large print, graphic novels, manga, English Language Learner (ELL) resources, fiction, non-fiction, easy readers, picture books, board books for babies, and more); magazines for all ages; audiobooks in CD and MP3 format; music CDs; movies and television series on Blu-ray and DVD; membership passes to local museums and attractions; board, card, and video games for all ages; and a variety of kits and equipment, such as a metal detector, banjolele, telescope, home energy assessment kits, binoculars, lawn games, programmable robots, and more. The value of the collection is estimated by the CW MARS network at \$1,363,078.69.

The 2021 Tails & Tales Summer Reading Program had 261 participants who read 5,653 titles. BeanStack allowed us to offer an additional two dozen other online reading challenges. Participate at <https://graftonlibrary.beanstack.com/>. The Library offered 36 sessions of book discussion for children and 72 sessions for adults, as well as a number of other programs.

We increased digital offerings due to the pandemic, adding a streaming music database and several collections on demand via Libby, which got little use. We spent more on digital materials and circulation increased dramatically by 33%. Most electronic resources can be accessed remotely from [www.graftonlibrary.org/digital](http://www.graftonlibrary.org/digital).

### Online Services and Database Statistics

**Ancestry.com:** 12,005 searches

Online genealogy database - access in-library only.

**AWE** – 1,056 uses

Early Literacy Workstation - access in-library only.

**BookFlix:** 272 sessions

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Streaming eBooks from the Scholastic catalog, paired fiction and nonfiction for children - access at [ezgf.ez.cwmars.org:21843/login?url=https://digital.scholastic.com/site/launch/bkflix/?ucn=600019967](https://ezgf.ez.cwmars.org:21843/login?url=https://digital.scholastic.com/site/launch/bkflix/?ucn=600019967)

**ComicsPlus:** 85 titles downloaded

Comics, manga, and graphic novels in eBook format for all ages, always available - access at [graftonpublicma.librarypass.com/](https://graftonpublicma.librarypass.com/)

**Freegal:** 2,511 songs streamed

Streaming music database, stream up to 3 hours daily and download 3 songs per week - access at [grafton.freegalmusic.com/](https://grafton.freegalmusic.com/) or download the Freegal App on iTunes or Google Play

**Gale databases:** 3,760 searches

General interest and subject specific databases provided by the Commonwealth - access at [www.galepages.com/mlin\\_c\\_graftpl/all](https://www.galepages.com/mlin_c_graftpl/all) or download the Access My Library app for Gale databases at <https://support.gale.com/tools/aml>

**Hoopla:** 3,799 titles streamed

Streaming music, audiobooks, television series and movies - access at [www.hoopladigital.com](https://www.hoopladigital.com) or download the Hoopla App on iTunes or Google Play

**MA Driving Tests:** 35 sessions

Practice exams for the MA driving test - access at [graftonlibrary.driving-tests.org/massachusetts/](https://graftonlibrary.driving-tests.org/massachusetts/)

**OverDrive:** 31,156 digital items borrowed

(18,171 digital books, 9,808 digital audiobooks, 3,177 digital magazines, and 0 digital videos)

Digital format books, audio, magazines and video - access at [digital.books.cwmars.org](https://digital.books.cwmars.org) or download Libby, the OverDrive eBook app: [meet.libbyapp.com](https://meet.libbyapp.com)

**Pronunciator:** 6 sessions

Language learning software – learn 163 languages in 101 languages.

– access at [https://login.ezgf.ez.cwmars.org:21843/login?url=https://learning.pronunciator.com/getstarted.php?library\\_id=20182](https://login.ezgf.ez.cwmars.org:21843/login?url=https://learning.pronunciator.com/getstarted.php?library_id=20182)

or download the Pronunciator Language Learning app: [www.pronunciator.com/go-mobile](https://www.pronunciator.com/go-mobile)

**Teachables:** 409 sessions

Scholastic collection of materials for homeschoolers and educators – worksheets, lesson plans, bulletin board content and more. – access at [ezgf.ez.cwmars.org:21843/login?url=https://digital.scholastic.com/site/launch/tcb?ucn=600019967](https://ezgf.ez.cwmars.org:21843/login?url=https://digital.scholastic.com/site/launch/tcb?ucn=600019967)

**Teen Health Resource:** 1 session

Database of teen health and wellness topics, including disease, mental health, financial literacy, sexuality, and more - access at [online.omnigraphics.com/login/gouHXjGwtyo=](https://online.omnigraphics.com/login/gouHXjGwtyo=)

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### **Tutor.com:** 94 sessions

Free tutoring daily for all ages in many subject areas, plus essay and resume review, from 3–9 p.m. daily - access at [www.tutor.com/grafon](http://www.tutor.com/grafon) or download the app at [www.tutor.com/mobile](http://www.tutor.com/mobile)

Download the C/W MARS app online at [www.cwmars.boopsie.com](http://www.cwmars.boopsie.com).

In addition to offering eBooks, music, movies, and online learning at [grafonlibrary.org](http://grafonlibrary.org), the Library continues to increase its social media presence across multiple platforms. Friend or follow the Grafton Public Library on the following sites!

- [facebook.com/GraftonPublicLibraryMA/](https://facebook.com/GraftonPublicLibraryMA/) - 1,876 followers
- [pinterest.com/grafonpublib](https://pinterest.com/grafonpublib) - 421 followers
- [twitter.com/grafonpublib](https://twitter.com/grafonpublib) - 419 followers
- [instagram.com/grafonpubliclibrary](https://instagram.com/grafonpubliclibrary) – 584 followers
- <https://www.youtube.com/channel/UCDztdT4ZwbJPXB5K1N0GbFg> - 61 followers  
note: if we get 100 YouTube subscribers, we can rename our channel to [www.youtube.com/GraftonPublicLibrary](http://www.youtube.com/GraftonPublicLibrary)

### **CONSTRUCTION UPDATE**

The Library expanded from 7,200 square feet to 25,212 square feet with the 2019-2021 renovation. The project increased seating for teens from 3 lounge seats to 16, from 6 study seats to 16 and adding 2 two-seat study rooms and a 12-seat program room, plus 3 dedicated iMacs, a 3D printer, 12 laptops and a two-console gaming room.

The project increased seating for youth from 2 lounge seats to 18, and retained 12 study seats, adding a 28-seat program room and 1 tutor room, and 6 dedication youth computers, including 2 AWE early literacy workstations and 12 laptops.

The project increased lounge seating for adults from 7 lounge seats to 18, and from 21 study seats to 42, added 3 adult group study rooms for 3, 4, and 6 seats, as well as a 10-seat conference room and a 117-seat community meeting room.

The project installed 2 additional self-checks, 2 security gates and an automated materials handler for returned material, updated the HVAC, sprinkler and fire suppression systems, alarm and door locking systems, and lighting systems; added a community kitchen; installed outdoor patios for all three age groups; installed green roofs over 2 spaces; added a full-service elevator; provided gender neutral restrooms as well as traditional men's and women's restrooms and a nursing/family room, and provided a climate-controlled storage space for archival materials.

Still in process are a fate at the bottom of the staircase, partitions for the Teen Maker Space and Community Room, completion of the temperature and humidity control for the archives, and historical display to meet MA Historical Commission requirements. Remaining furniture, fixtures and equipment to be purchased with allocated funding and donor contributions includes a laptop dispensing station; shelving and blinds for staff offices, a system to hang artwork; landscaping, patio furniture and community garden plantings; additional electrical and data outlets; installation of a clock for the Large Print and New Book room; and completion of items in the Historic Reading Room. We are still

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waiting for some remaining shelving, delayed due to the pandemic.

### **GRANTS and GIFTS**

The Town of Grafton received a \$1,859,714 disbursement from the Massachusetts Board of Library Commissioners for the MA Public Library Construction Program.

The Library received three State Aid grants, totaling \$29,164.52, from the Massachusetts Board of Library Commissioners. This money is appropriated from resident taxes, distributed in 2 annual payments, and administered by the Board of Library Trustees.

State Aid Funding is dependent on several requirements:

- Municipal Appropriation Requirement: the annual Total Municipal Appropriated Income (TAMI) is a minimum of the average of the last 3 years plus 2.5%;
- Meet the minimum Standards of Service for operating hours, materials expenditure, and more; and
- Report statistics annually.

Not meeting these terms results in loss of state aid, loss of grant opportunities, loss of awarded grant funds, and loss of reciprocal borrowing privileges. More about State Aid is online at <https://mbhc.state.ma.us/programs-and-support/state-aid-and-arls/>.

The Library received \$910.00 from the Grafton Cultural Council for library programming.

The Library received \$8,000.00 in contributions from the Friends for museum passes, marketing, summer reading programs, and staff hospitality. The Friends hosted multiple book sales in addition to the ongoing sale in the Friends Corner, and sold bookmarks, greeting cards, LEGO library kits, and more at the ribbon cutting and Grafton Celebrates the Holidays.

The Library received \$10,000 from UniBank for Library programs, which will supplement the FY23 budget.

The Library received a MA Cultural Council grant of \$100.00 that covered 50% of the cost to defray costs of a Star Wars Symposium program.

The Capital Campaign continued to accept donations and pledges. Donations may be sent to GPL Capital Campaign PO BOX 387 GRAFTON MA 01519

The Replacement materials accounts has \$72.90 at year's end.

### **PERSONNEL**

In 2021, Beth Patch resigned her administrative assistant position, and the Library hired Stacie Herbert to work in the Children's Room.

### **VOLUNTEERS**

Staff oversaw 26 volunteers who donated 184 hours of service. Volunteers shelved and shelf-read library materials, covered books, and collated copies.

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### BUDGET

Town By-laws require each department to disclose expenditures over \$1,000.00. The Library spent over \$1,000 with the following vendors in the 2021 calendar year:

Ingram Library Services (books & media)	\$ 45,777.71
C/W MARS network (catalog, delivery)	\$ 21,213.00
OverDrive (digital books & media)	\$ 19,666.15
Midwest Tapes (media)	\$ 16,928.66
Amazon.com (materials & supplies)	\$ 9,445.75
Massachusetts Library System (Bibliotemps)	\$ 7,881.02
National Grid (electricity)	\$ 5,149.65
Blackstone Publishing	\$ 4,930.21
Library Ideas (Freegal database)	\$ 4,800.00
Allison Cusher (staff reimbursements)	\$ 4,583.62
Eversource (energy)	\$ 4,388.96
W.B. Mason (supplies)	\$ 3,422.52
Xerox (lease & supplies)	\$ 3,336.21
Tech Soup	\$ 3,256.00
W.T. Cox (magazines)	\$ 3,157.95
Tutor.com (database)	\$ 3,000.00
Scholastic (BookFlix & Teachables database)	\$ 2,667.00
American Alarm	\$ 1,833.40
Gale (books)	\$ 1,790.52
Demco (library supplies)	\$ 1,650.82
Grafton Water District	\$ 1,650.57
Staples Advantage (supplies)	\$ 1,595.90
Library Pass (ComicsPlus)	\$ 1,500.00
Worcester Telegram & Gazette	\$ 1,475.36
Plymouth Rocket (calendar & reservation software)	\$ 1,450.00
PopUp Art School (programs)	\$ 1,375.00
ProQuest (Ancestry.com)	\$ 1,293.59
Koopman Lumber (lumber, hardware)	\$ 1,203.42
Ransford Pest Control	\$ 1,135.00

Respectfully submitted,



Elizabeth S. Gallaway,  
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