

The Franklin Public Library

Library Information and Update – September 4, 2019

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Library Director

Outline

- Overview – Who we are & What we do
- Overview - Facilities
- Library Services
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 - Programs
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 - Attendance
 - Community Engagement
 - Feedback
- The Way Forward
- Summary

Overview

Who we are & What we do/1

- First Public lending Library in the nation



Archive Room



Overview

Who we are & What we do/2

- Our mission to engage, enrich and educate
- Serving a community of over 33,000 patrons
- Staffing
 - 8 Full Time
 - 7 Part Time
 - 19 Senior tax subsidized Volunteers
 - 16 non subsidized volunteers
 - 12 Teen volunteers

Overview

Who we are & What we do/3

- Hours

- Fall (September - May)

- Monday – Thursday: 9.00 am – 8.00 pm
- Friday -Saturday: 9.00 am – 5.00 pm
- Sunday: 1.30 am – 5.00 pm
- Total = 63.5 hrs/week

- Summer (June, July, August)

- Monday – Thursday: 9.00 am – 8.00 pm
- Friday - Saturday: 9.00 am – 5.00 pm
- Sunday: closed
- Total = 60 hrs/week

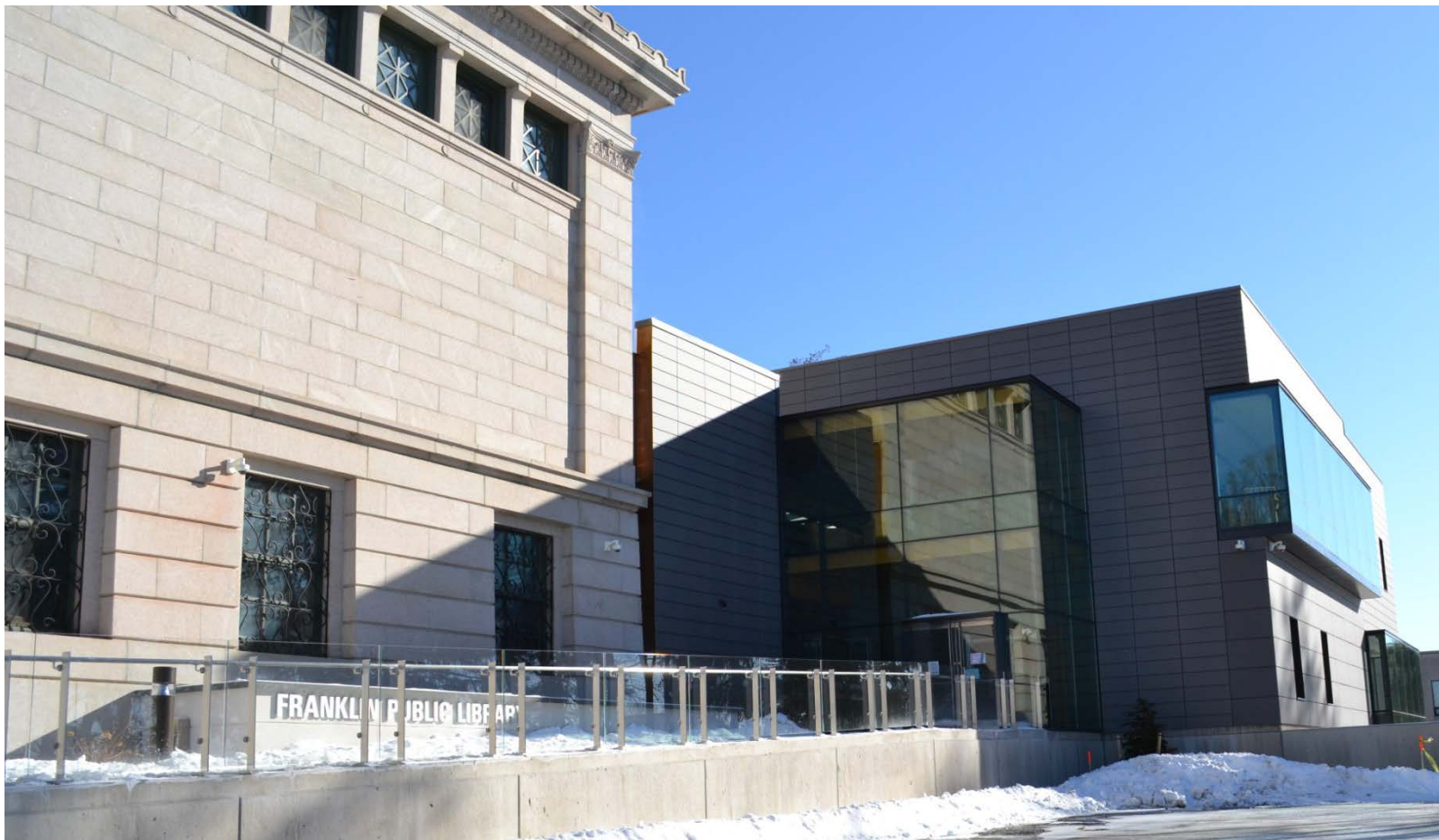


Overview

Facilities

- 30,000 sq ft of space
 - 22,000 sq ft – old building
 - 8,000 sq ft – new addition
- Major Spaces
 - Study/conference rooms
 - Meeting rooms
 - Reading room
 - Quiet Study
 - Dedicated youth space
 - Historical archive space

Facilities – The Franklin Public Library



Facilities – The Franklin Public Library



Facilities – The Franklin Public Library



Facilities – The Franklin Public Library



Automated Self checking machine (features: self checking, pay fines, etc.)

Facilities – The Franklin Public Library



Facilities – The Franklin Public Library Study Room



Facilities – The Franklin Public Library Conference Room



Facilities – The Franklin Public Library Children’s Room



Facilities – The Franklin Public Library Comfortable Seating



Facilities – The Franklin Public Library



Library Facilities Usage

		FY 2018	FY 2019	% Change
1	Meeting/Study Rooms	1,031	2,192	112% ↑
2	Library visits	n/a	182,144	
3	Computer/website	n/a	71,828	
4	Wi-Fi daily use	n/a	650	



Library Services- Collections & programs


- Shared Resources

- Physical collection
- Digital collections
- Minuteman Library Network

- Encouraging life-long learning & building Community

- Adult programs
- Teens Programs
- Children Programs
- Collaboration with local Organizations

Library Collections - Circulation

	FY 2018	FY 2019	% Change
Collection use	225,520	331,621	47% 

Library Programs

- Children's Programs

- *Designed for children between 0 and 5 years*
- *Encourage social skills, promote early literacy and support school readiness*

- Tween & Teen Programs

- *Designed for Middle and High School Students*
- *Engage, involve and empower young adults*
- *Help build confidence & leadership skills*

- Adult Programs

- *Provide opportunities for information, entertainment and lifelong learning.*

Library Programs - Examples

- Children's Programs
 - *Babies (Tummy Time, Cool Cruisers, Baby Sensory)*
 - *Little's - ages 0-5 (Terrific Toddlers, Get Ready for Kindergarten, Story Xplorers, Happy Feet, Bookworm Bounce)*
 - *School age 5+ (code it, Tales for Tales, Book Bites, Construction Junction, Crafternoons)*
- Tween & Teen Programs (Middle & High School)
 - *STEAM – Girls who code, Artist Amigos*
 - *Games – Chess club, Dungeons & Dragons club,*
 - *Volunteens, Teen Advisory Board, Chapter chew*
- Adult Programs
 - *Self care series -Health & wellness*
 - *Employment workshops*
 - *Music performances*
 - *Art classes*

Library Programs

Program Statistics – Number of Programs

	Program Types	FY 2018	FY 2019	% Change
1	Children	395	551	39% ↑
2	Adult	58	106	83% ↑
3	Teens	35	166	374% ↑
	Total	488	823	68% ↑

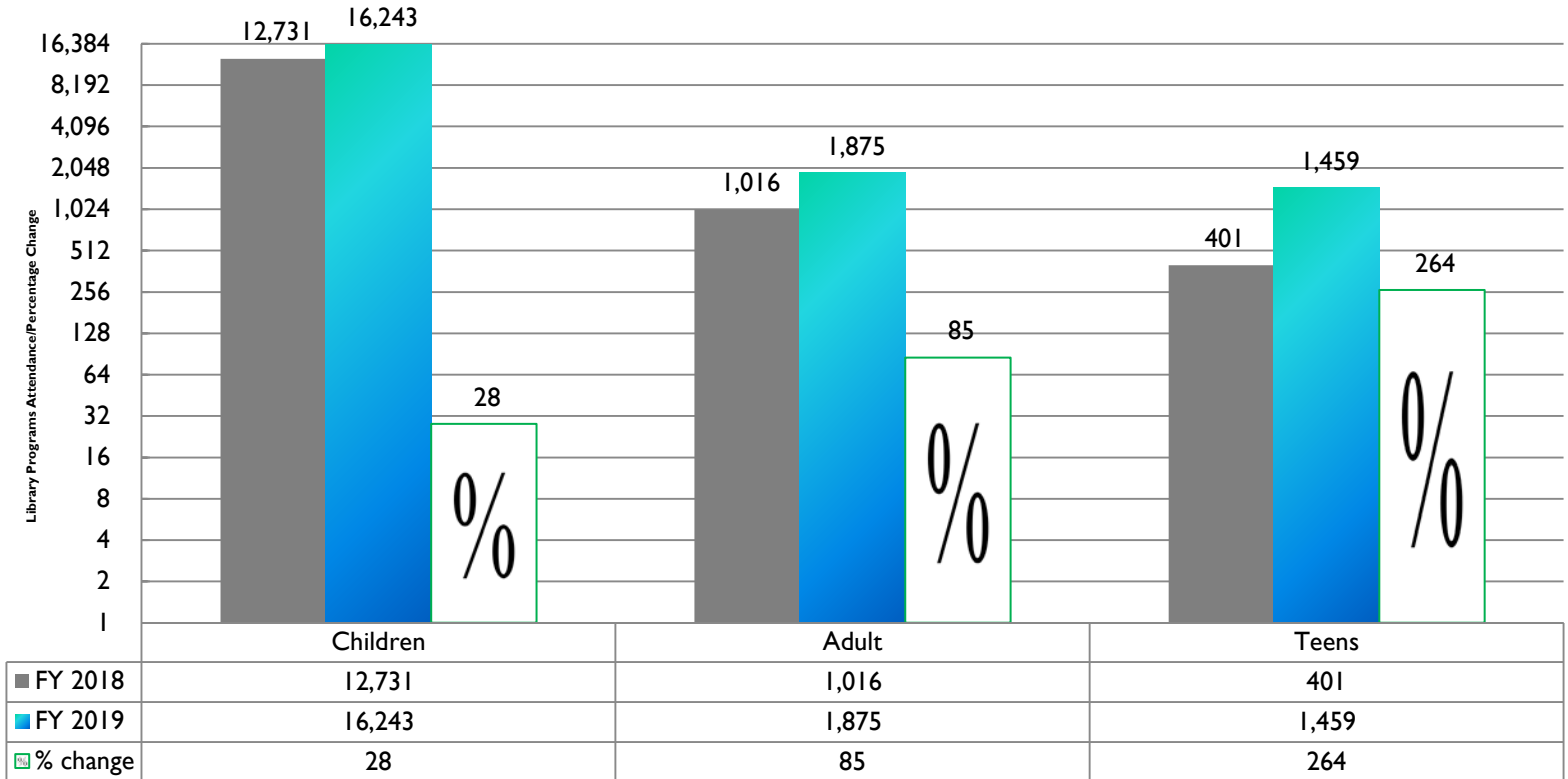
Library Programs

Program Statistics – Attendance

Program Types		FY 2018	FY 2019	% Change	
1	Children	12,731	16,243	28 %	↑
2	Adult	1,016	1,875	85 %	↑
3	Teens	401	1,459	264%	↑
	Total	14,148	19,577	38 %	↑

Library Programs

Library Programs Attendance: 2018 vs. 2019



Program pictures ... *Children's program – animal affair*



Program pictures ... children program - bubble mania



Program pictures ... *children program - bubblemania*



Program pictures ... Children's programs - Toe Jam puppet show



Program pictures ... Children's programs - Stacey Peasley music band



Program pictures ... Children's programs - A Royal Affair



Program pictures ... – Children programs - Cars



Program pictures ...Children's programs – Local Hero Storytime



Program pictures ...Children's programs – Reading with Wally the Green Monster



Program pictures ...Children's programs – Pumpernickel Puppets



Program pictures ... - Halloween Party



Program pictures ... – Harry Potter Party



Program pictures ... Tweens – Chess Club



Program pictures ... Tweens - Dungeons & Dragons



Program pictures ... - Teens- Hamilton throwdown - Trivia



Program pictures ... - Hamilton throwdown - trivia



Program pictures ... - Hamilton throwdown - Trivia



Program pictures ... - Teen volunteers at work



Program pictures ... - Teen masquerade murder mystery



Program pictures ... - Teensgiving



Program pictures ... – Teen Advisory Board





Community Engagement

- Taking the community's pulse
 - *Continuous improvement*
 - *Elevate services*
 - *Responsive*
 - *Relevancy*
- Survey Questions
 - For what reasons do you use the library?
 - What are your most favorite things about the library?
 - What are your least favorite things about the library?
 - What could we improve? What services could we add?

Community Response

For what reasons do you use the Library?

Books

Programs

DVDs

Audio Books

Museum Passes

**Study
Computer
Wi-Fi**

Music

**Meet &
Socialize**

Book Sale

Community Response

Most Favorite Things about the Library

History

Staff

Programs

Architecture

**Interlibrary Loans
And
Minuteman**

Technology

DVDS

Books

Book sale

Music

Facilities

Community Response

What are your Least favorite things. What could we improve?

**More
Parking**

**Entrance ramp
railings**

Nothing!

**Be Open Sundays
all year round**

**Stairs in
new
entrance**

FRANKLIN PUBLIC LIBRARY

Follow-up survey

This time, it's personal...tell us what you think!

Answers can be long or short. You can be as general or as specific as you'd like. Feel free to use the back of the page if you need more space.

For what reasons do you use the library?

Museum passes
to get books, audio, CD's, & DVD's
book sales

What are your most favorite things about the library?

new light and cozy area in the computer area
selection of materials
ILL
being able to return items via the outside drop boxes
5 min. parking/drop off area
all the programs for kids, especially
new patio area where Ben "sits"

What are your least favorite things about the library?

What could we improve? What services could we add?

Have a "maker space" like Medway has
do you have portable wi-fi's to check out?
continue to add items that can be checked out, such as games etc

FRANKLIN PUBLIC LIBRARY

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For what reasons do you use the library?

Besides books, for socialization!

What are your most favorite things about the library?

always something happening!

What are your least favorite things about the library?

Shortened summer hours

What could we improve? What services could we add?

more classes about creativity

FRANKLIN PUBLIC LIBRARY

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For what reasons do you use the library?

to read
to do my homework
to save money on books, dvds and tickets

What are your most favorite things about the library?

the comfortable chairs
and work spaces

What are your least favorite things about the library?

n/a

What could we improve? What services could we add?

more trash cans

FRANKLIN PUBLIC LIBRARY

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For what reasons do you use the library?

Borrowing Books, DVDs and references

What are your most favorite things about the library?

The staff!
Always helpful!

What are your least favorite things about the library?

Lack of parking

What could we improve? What services could we add?

Don't change a thing!
maybe just add some extra
parking!

FRANKLIN PUBLIC LIBRARY

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For what reasons do you use the library?

for all my needs

What are your most favorite things about the library?

The people

What are your least favorite things about the library?

they close!
@

What could we improve? What services could we add?

nothing

FRANKLIN PUBLIC LIBRARY

Follow-up survey

This time, it's personal...tell us what you think!

Answers can be long or short. You can be as general or as specific as you'd like. Feel free to use the back of the page if you need more space.

For what reasons do you use the library?

check out books & DVD'S. Make requests for new DVD'S for Library to purchase.

What are your most favorite things about the library?

- 1 The wonderful & friendly employees who are always ready to help in many different ways.
- 2 The vast variety of books & dvd's.
- 3 2 week take out "policy" for dvd's.

What are your least favorite things about the library?

I have "no" complaints.

What could we improve? What services could we add?

Continue the same services as provided. My wants and needs are being fulfilled.

The Way Forward

- Strategic Plan
- Sustainable funding will enable us to:
 - Maintain certification and allow patrons unlimited access to Minuteman Library Network
 - Increase staff levels that enable us adequately meet our mission and the needs of our community
 - Recruit, retain, and develop highly qualified staff for all key functions
 - Maintain attractive, inviting, accessible, and well -equipped facilities.
 - Support quality programming
 - Maintain high-quality print, electronic, digital collections
 - Effectively and demonstrably meet the needs of our diverse community of individuals, families, businesses, and organizations



Summary

- Our Library and Library Services have grown
- Our mission is being successfully met
- Our patrons like our services
- We need your support to continue to meet and exceed the community's expectations.



? Questions ?



Thank you