

**ANNUAL REPORT**

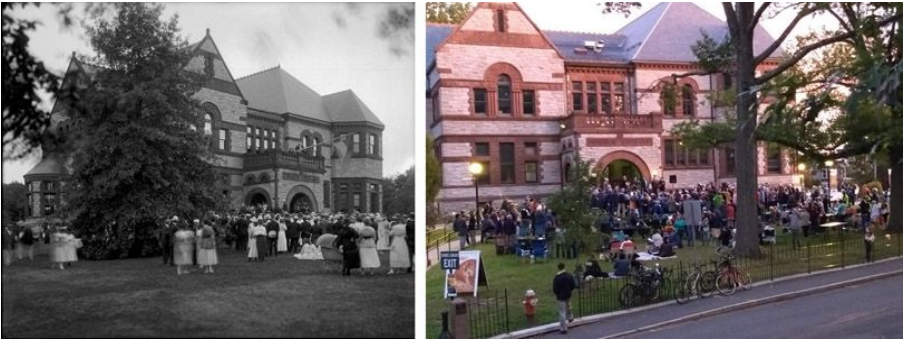
**OF THE**

**FORBES LIBRARY**

**NORTHAMPTON, MASSACHUSETTS**

**FOR THE**

**YEAR ENDING DECEMBER 31, 2018**



**We kicked off our 125th year with Our Community Sing on September 23, 2018. This year is the 100th anniversary of the community sings in the summer of 1918 when, as WWI was drawing to a close, thousands gathered on the Forbes Library lawn to sing and socialize. To honor the anniversary, the community was invited to gather on the lawn to raise spirits, support peaceful resolutions of conflicts, and confirm our sense of community by singing together.**

**FORBES LIBRARY**  
**2018 Annual Report**  
**Year Ending December 31, 2018**

**Introduction: “Forbes for All”**

Almost every computer on the first and second floor of the building is in use. At the reference desk a librarian is helping a student find an assigned reading while another staff member comes out from behind the desk and trots off to the stacks with a patron to find a book. The area around the circulation desk is buzzing, but not far away a young woman quietly works on a puzzle. In the Community Room staff from the Franklin Hampshire Career Center are offering their weekly workshop. Upstairs library staff are arranging chairs for a reading by local authors chosen by the Writer In Residence. Out on the sidewalk an impatient four-year-old tugs on her father’s hand, eager to get to a program in the Children’s Department. It’s business as usual at Forbes Library.

In its Strategic Plan 2019-2023, approved in 2017, the library articulated its goal to become a “community hub,” what is known in many circles as a “third place” — not home, not workplace — an alternative to both. A safe place where all are welcome, where opinions can be voiced and shared without fear, where members of different social networks can encounter and learn from one another. A place where education and entertainment can mingle. A public library can be the quintessential third place for its surrounding community. Forbes Library is just such a place.

In 2018 Forbes Library increased its summer hours to include Saturdays. Surveys had shown broad public support for weekend service during July and August. The library expanded its cooperation with neighboring Smith College, which is building a new library and depends more than ever on Forbes services and space. Smith’s support of work-study students helped Forbes reallocate staff and extend summer hours.

Forbes now advertises its collections and services at Smith College. And, in 2018, circulation to Smith students doubled. In turn, Smith has offered Forbes staff orientation to its online resources and access to staff development programs.

Outreach Delivery Service to homebound residents continues to grow through coordinated efforts with partner community organizations including the Senior Center, Visiting Nurses Association at Cooley Dickinson and the VA hospital in Leeds. At the end of 2017 29 volunteers delivered materials to 86 patrons, with a

waiting list of homebound residents who have requested the service. In 2018 Outreach Delivery celebrated adding its 100th patron.

In 2019 Forbes Library will mark its 125th anniversary. Planning for the observance began in 2018. A 125th Anniversary Committee, chaired by trustee Katy Wight, was convened in early April 2018 and themed our anniversary year “Working for the Common Good” inspired by the book, “The Common Good,” by Robert Reich, Secretary of Labor in the Clinton administration. The Common Good refers to what is shared by a given community for the benefit of all members, as well as what is achieved through active participation in a society through public service or collective action. Public libraries are an embodiment of this principle and a cornerstone in our democracy.

FORBES library



Forbes kicked off its 125th anniversary celebration with “Our Community Sing” on September 23rd. Over 250 people picnicked on the grounds and, led by local musicians, all joined in singing 4 songs under the full moon.

### Budget

WORKING for the COMMON GOOD

Since 1894

The FY19 budget reflected a 3% increase which was the same the city offered to Lilly Library and the schools. The total appropriation for FY19 from the city is

\$1,311,381, an increase of \$38,196 from FY18.

- Operating Budget FY19 -- \$1,371,831
- Book & Media Budget FY19 -- \$170,480
- City Appropriation FY19-- \$1,311,381
- City Contribution to Forbes employee & retiree health insurance \$231,629
- City Contribution for Forbes retiree pension \$27,314
- State Aid FY19-- \$41,845
- Clarke & Earle Income FY19-- \$16,000

The library’s operating budget for fiscal year 2019 consisted of personnel costs of \$1,190,014, ordinary maintenance of \$191,282, and a materials budget of \$170,480 for a total of \$1,480,339. The library’s budget included: 3.5% step raises for eligible employees; 1.6% COLA for all employees and a \$.50 raise per hour for our intermittent part-time employees. The endowment portfolio was valued at about \$5.1 million in June 2018.

The Friends of Forbes provided \$30,000 in funding to supplement the library's budget.

## **Trustees**

At their January meeting the Trustees re-elected Mr. Carrier President and Ms. Hess Vice-President. Ms. Sheirer was re-appointed Secretary and Ms. Buckhout Treasurer.

The Trustees awarded the 2018 Gertrude P. Smith Trustees award to Tim Umbach, who has been a dedicated member of the board of the Friends of Forbes Library and served as that organization's treasurer for many years. Mr. Umbach received the award, along with heartfelt thanks for his service, at the Friends annual meeting on April 4.

After careful consideration and discussion with the managers of the library's endowment, in April the Trustees made a commitment to divest the endowment of fossil fuel companies.

## **Staff and Volunteers**

Ewan Hill was hired as an assistant in the Children's & Young Adult Department replacing Ralph Holley.

The library's annual staff, volunteer and retiree barbecue took place on Thursday, September 6. Despite the oppressive heat everyone enjoyed the good company and delicious food. We announced that 6,000 hours of volunteer service were given at Forbes Library last year with a total value of \$150,000. Mayor Narkewicz presented Elise Bernier-Feeley with a Certificate of Recognition in honor of her 50th year as a professional librarian which has included 36 years at Forbes Library.



In 2018 the officers of Forbes Library Employee Association (FLEA) were Jason Petcen, President; Dylan Gaffney, Vice President; Susan Schaeffer, Treasurer; and Kat Janeczek, Secretary. The trustees and administration concluded a new contract with the Association. A new one year contract was signed in September.

## Programs

Naila Moreira finished her third and final year as Writer in Residence. She has had a successful tenure, bringing programs such as the “Modern Real & Surreal” literary series, National Novel Writing Month and the weekly Monday evening poetry discussions.

Forbes chose a new writer in residence — Art Middleton, a writer, educator, and parent interested in the experience of work, time, care, and community, themes which have consistently shown up in his zines, prose and performance. He hopes to involve new audiences in readings and other programs at Forbes, especially students from surrounding colleges and universities. Read about the new writer in residence in the Daily Hampshire Gazette at:

<https://www.gazettenet.com/Forbes-Writer-in-Residence-18466617>

The library welcomed new Musicians in Residence, members of Rub Wrongways Records, a collective, independent record label from Northampton. The label’s Jason Mazzotta, former Forbes staffer, and Henning Ohlenbusch curated their performances and workshops.

The 2018 summer reading theme was “Libraries Rock.” Staff from all departments worked together to present a program that engaged and inspired reading for people of all ages. The kick-off event took place on Saturday, June 2 and included the third annual book sale to benefit the book budget. This sale, spearheaded by Steven Stover in Circulation, has become an important revenue stream for the Book & Media Budget.

In addition to the Community Sing, the library had several other 125th Anniversary programs, most notably the monthly Cookies with a Curator series which included learning more about Charles Ammi Cutter, the first librarian of Forbes, and an art tour.

The library participated in *All Hamptons Reads*. This year the series of programming focused on Erica Armstrong Dunbar’s book *Never Caught: The Washingtons’ Relentless Pursuit of Their Runaway Slave, Ona Judge*. Forbes Library co-hosted three walking tours with the David Ruggles Center, hosted the Lewis Hayden and the Underground Railroad travelling exhibit from the Commonwealth Museum, partnered with the Northampton Film Festival for a screening of *Josiah: the Story that Sparked the Civil War*, was a co-host for *Escaping Slavery, Envisioning Freedom: Historians Erica Armstrong Dunbar and Barbara Krauthamer* (Dean of the Graduate School, Professor of History at UMass, Amherst) in conversation.

## **Operations**

The library acquired 2 desktop Bibliotheca self-checkout kiosks. Self-checkout has proved easy to use and popular. This new convenience will not occasion a reduction in library staff. Instead the staff will be able to offer more reading suggestions and personal assistance in finding materials. They will be able to offer more support to existing programs and develop new ones.

As noted, the library managed to institute Saturday hours during July and August. The Children's and Young Adult Department particularly benefited from the longer hours, as did all summer reading programs. There were 12 Saturday library programs in July and 11 in August.

After a frustrating struggle with spotty wifi in the building, the library resolved the problems with a city Internet connection for staff and wifi service for the public through Smith Associates, an outside vendor.

The library reached an easement agreement for the new electric assist bike station near the Children's and Young Adult entrance. Valley Bike Share went live in August. We are excited to have this opportunity to partner with an organization that will help to increase access to the library.

The library started jigsaw puzzle and circulating board game collections. You can also contribute to the community jigsaw puzzle in the reading room.

A committee of staff developed a draft emergency response plan with assistance from the Northampton Police Department. Forbes is seeking additional guidance from the Northampton Fire Department.

## **Building and Capital Expenditures**

HVAC installation in Hampshire Room and Special Collections was completed although lingering programming and performance issues continued.

Conversion of lighting in the library to LED fixtures is ongoing. When the project is complete the library anticipates saving approximately \$10,000 on energy bills.

A new plan for renovation of windows in the library calls for taking the old windows out, restoring them, removing weights, adding insulation and weather stripping and reusing the interior storm windows and existing window glass instead of new double pane glass. Depending on how the costs come in, some sections of the building may get double pane glass. The project received a grant

of \$100,000 from the Community Preservation Committee towards the total cost of the project which is scheduled to go back out to bid in early 2019.

There has been a thorough assessment of air movement and quality in the basement of the library. Some adjustments have been made to insure fresh air flow in the space.

The City funded replacement of the library's 14 year old lawn and snow removal tractor.

### **Children's & Young Adult**

The Children's & Young Adult Department reorganized collections, created new programming, and made the spaces more user friendly and inviting, and added new technology and furniture. The Craft Room of the Children's & Young Adult Department was renovated with new carpeting, painting, computer stations and wall art. This project was funded by the Friends of Forbes Library, Northampton Lions Club, and the proceeds of Mo Willems' poster sales. Study tables and computers were added for school age patrons.

Updated marketing materials, including a new brochure for the department and a redesign of the webpages was completed. This in combination with extensive outreach to schools and other community organizations resulted in large increases in visitors and program attendance.

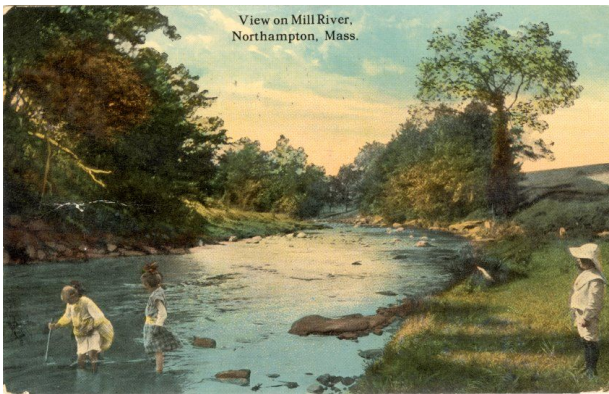




## Coolidge Presidential Library and Museum & Special Collections

The Hampshire Room and Special Collections are now not only adequately climate controlled but also rearranged. The reorganization allows for two large research tables, purchased in memory of Dr. George Snook, a long-time supporter of Special Collections and local history and retired orthopedic surgeon, in the center of the room.

The Gregory Wilson postcard collection, which was purchased and donated to the library by the Gutterman-Pohlman family features 1500 vintage Northampton area postcards and trade cards.



The Coolidge Advisory Committee reviewed its mission and bylaws and became the Coolidge Standing Committee beginning in September. The new committee is larger and includes subcommittees to focus on programming, marketing and development.

A bronze casting of the Sojourner Truth maquette sculpture by Gregory Stone was made for the library's permanent art collection, and unveiled to a crowd, including several of his family members as part of the *All Hamptons Read* programming.

## Gifts And Fundraising

The library had its most successful Valley Gives Day campaign ever in terms of number of donors and dollars raised. Forbes raised \$15,757 (including a \$6,500 Friends of Forbes match) from 159 donors and exceeded the library's \$14,000 goal. These funds will be used to provide more than a year's worth of free programming for the community.

The local history collection received a gift of a photograph of Leeds reservoir dam by notable local photographer A.J. Schillare.

The trustees held a fall annual fund appeal for the first time in several years and received \$20,000 by year's end including a lead gift from Dr. Melvin Hershkowitz. The funds were used largely to supplement the Book & Media budget.

## Grants and Awards

The Children's and Young Adult Department completed — and exceeded — all requirements for the Word of Mouth Marketing Project administered by the Massachusetts Library System. The focus of the project was to: increase marketing through friends and family recommendations; build new partnerships with local organizations that serve 0-5 year-old children; and encourage new parents to sign up their young children for library cards.

The library received a one-year \$7,500 federal grant provided by the Institute of Museum and Library Services and administered by the Massachusetts Board of Library Commissioners for "Community Conversations: Resilience and Reflections." Forbes Library provides a neutral location in its role as Community Hub to have sometimes difficult conversations that address topics such as racial inequity, climate change, deepening divides (socio-economic disparities), and safety and justice. Taking the work around resiliency led by the Aspen Institute and the Colorado Resiliency & Recovery Office as a model, we will be responsive to the needs of our community, working to build multi-faceted resilience in terms of "quality of life, healthy growth, durable systems, and conservation of resources for present and future generations" (2013). Through this project, we offer our community a space and opportunity to build connections and grapple with challenging issues, centering the library as an adaptive place for grassroots democracy.

Dylan Gaffney was awarded the 2018 Paralibrarian of the Year by the Massachusetts Library Association for his work at both the local and state level.

Heather Diaz, Information Services Librarian, won a scholarship to attend a series of classes, "Legal Research Instruction Program," offered by Law Librarians of New England.



## Community Engagement

Forbes Library hosted the local state senate district Library Legislative Breakfast on February 2. The breakfast was attended by more than 80 people from the library and local communities who came out to support adequate state funding for libraries.

Writer in Residence Art Middleton cooperated with the lead poet/coordinator of the 30 Poems in November fundraising effort of the Center for New Americans to stage two workshops for local poets who had committed to writing 30 poems in 30 days. Local contributors support their chosen poets in this poetry marathon.



Forbes Library had a 20-member contingent in the Northampton Pride Parade on May 5. It was a gorgeous day and the reception from the crowd was as warm as always.

The library also fielded a team in Northampton's annual "Hot Chocolate Run" which raises money for Safe Passage.

The library again had a table at the Health & Safety Fair held at the Senior Center. This annual outreach event allows the library to connect with existing and potential patrons, promote library services and connect with the other exhibitors.

The library also participated in the Ice Festival, the Northampton Education Foundation Spelling Bee, Smith College Museum of Art Community Day, Pioneer Valley Zine Fest, Make Music Day, Smith Libraries Student Orientation, Chalk Art Festival and the Holiday Stroll, as well as attending events at all of the Northampton schools.

## Friends of Forbes Library

The Friends of Forbes officers for 2018 were Martha McCormick, President; Serena Smith, Vice-President; Scott Monroe, Treasurer; and Chris Hannon, Secretary.

The Friends donated over \$30,000 to Forbes Library this year. They support the Book & Media budget, staff development, building enhancements, programming, Outreach Delivery Service, community engagement and so much

more. The library could not provide the present level of service and impact without their support.

These funds have come from many sources. Some of the fundraising efforts this year included: Their annual wine tasting on Friday, September 28, featuring a wide range of wines and delicious food and music, broke their record with a total net income of over \$8,000. The Friends raffled off a gorgeous quilt as part of their 25th Annual Garden Tour. The Friends also held three special events related to gardening in advance of the tour on June 9. The Florence Bank Community Grant Award provided them with a check for \$4,894. The membership dues this year of \$16,453 were the largest portion of the Friends' income.

### **Gifts**

We are very grateful to the following donors for their contributions to Forbes Library this year. Forbes Library has an important educational and life enriching role in the lives of our community members and it is only with your support that we are able to fulfill our mission.

### **Baystate Music History Project**

Kelly Farrell

### **Book & Media Fund**

Aetna Foundation, matching grant  
funds to gift provided by Lee

Ouellette

Mark Aldrich

Ruth Banta

Henry Barton

Allan Baustin and Barbara

Thompson

Charles Bobala

John & Francesca Bowman

Bob & Ann Burger

Booker & Janet Bush

Russ Carrier & Andrew Dausch

Gordon & Nancy Coates

Adam Cohen & Jennifer Reiter

Dr. Lewis Cohen & Dr. Joan Berzoff

Andrew Crystal

John & Connie Degnan

Edmund DeLaCour

Joseph Donohue

Lisa Downing & Kelley Hopkins

Madeline Etkin & Jeff Hayward

Bettie Farber

Teresa Ferri, in memory of Guy Ferri

Ian Fraser

Garden Club of Amherst

Elizabeth Garvey, in memory of

Mary Chetham and in appreciation  
for her three marvelous daughters.

Alexander George

Alex Ghiselin & Diane Welter

Norbert Goldfield

Michael Gorra & Brigitte Buettner

Edna Greene

Margaret Adams Groesbeck &

Arthur Apostolou

Dann Hall

Christine Hannon

Harris and Eliza Kempner Fund  
 matched to the gift by Elisa Mason  
 & Todd Thompson  
 Raphael Hartzog & Marilyn  
 Woodman  
 Heartfelt Knits  
 Melvin Hershkowitz Trust  
 Marjorie Hess & Rudolph Talaber  
 Barry & Eileen Hirsch  
 Jonathan J. Hogan  
 Lawrence Hunt  
 James Kaplan & Brooks Robards  
 Mark Karpel  
 Robert & Janice Keefe  
 Martin Konowitch & Barbara Jones  
 Ellen Koteen and Diane Palladino  
 Marianne LaBarge, in memory of  
 Gay Fortin  
 Monica Jakuc Leverett  
 Margaret Lucey  
 Henry Lyman  
 Elisa Mason & Todd Thompson  
 Pamela Maurer  
 Thomas & Patricia McCarthy  
 Martha & Mark McCormick  
 Amy Mitrani  
 Gillian Morbey  
 Ellen Nigrosh  
 Debra Orgera & George Kohout  
 Lee Ouellette  
 Kim Ovrutsky  
 Marie Panik, in honor of Dylan  
 Gaffney, Molly Moss and the  
 Community Read

### **Cutter Book Fund**

Melvin Hershkowitz

### **Morin Fund**

Susan Bourque, in memory of Helen  
 Jeanette Bourque  
 Peter & Deborah Christakos

Robert E. Parent  
 Judith Perera  
 David & Claire Premo  
 Barbara Quinn  
 Sarah and Bart Rankin, in honor of  
 Richard Malawista  
 Denise Rochat & Charles L.  
 Robertson  
 Hedwig and Peter Rose  
 Anne & Joel Rosen  
 Peter Rowe  
 W. Michael & Judith Ryan  
 Neal & Dana Salisbury  
 Lise and Eric Sanders  
 Mary and Jean Savarese, in honor of  
 Lisa Downing  
 Ann B & Edwin Scagel  
 Reina Schratte & Rufus Zogbaum  
 Elizabeth Sheirer  
 Mary & Alfred Siano, in memory of  
 Kathleen Coughlin  
 Nicole Sibley  
 Stephanie Silverman & Adam  
 Garretson  
 Lesley Slay  
 S. Wylie Smith  
 Bob Solosko & Jean Krogh  
 Claudia Spaulding  
 Teresa Utt  
 Write of Passage Coaching

Michael Cohen & Chia Collins  
 William Cutler  
 Jane & Thomas Dyer

Alexander George  
 Russ & Joyce Hansen  
 Katherine Hay  
 Virginia Hayssen  
 Dr. Melvin Herkowitz, in honor of  
 Lisa Downing and Molly Moss  
 Benjamin Kalish  
 Mr. & Mrs. Robert Keefe  
 Philip Korman & Nora Israeloff  
 Jonathan Lackman & Alex Hart  
 Gerard L'Heureux  
 Ann Morrissey & John Flanagan  
 Patricia & Ronald Murphy  
 Ellen Nigrosh  
 John O'Reilly

M. Rose Paul & George Springston  
 Liza Pierro-Pulsifer & Stephen  
 Pulsifer  
 Barbara & Tom Quinn  
 Elaine Reall & Fran Corriveau  
 Tucker & Lin Respass, in honor of  
 "The Wonderful Forbes Staff"  
 Henry Rosenberg & Katherine Kicks  
 Reina Schratte & Rufus Zogbaum  
 Nicole Sibley  
 Lee Tonet, in memory of Earl Tonet  
 Sam & Cathy Topal  
 David and Pamela Wicinas

### **Programming Fund**

Amber Abdella  
 Richard Abuza  
 Casey Accardi  
 Robert Adams  
 Lynne Arceneaux  
 Kristen and James Atwood  
 Katie Averill  
 Ellie Ballard  
 Lisa Baskin  
 Douglas G. Beattie  
 Liz Bedell  
 David Bliss  
 Liz & Patrick Boughan  
 Danielle Brown  
 Catherine Brown  
 Mark Brumberg  
 Bonnie Burke  
 Rebecca Busansky  
 Ellen Cain  
 Jody Callahan  
 Joanna Campe  
 Russ Carrier  
 Hilary & Jonathan Caws-Elwitt

Amy Wight Chapman  
 Robin Claremont  
 Larri Cochran  
 Amy and Len Cohen  
 Adam Cohen  
 Carla Cooke  
 William Cooley  
 Carolyn Cushing  
 Edie Daly  
 Jonathan Daube  
 Hilary Detmold  
 Janet Dibrindisi  
 Joseph Donohue  
 Robert & Linda Downing  
 Lisa Downing  
 Candace Drimmer  
 James Drisko  
 Bonnie Druschel  
 Tom Ehrgood  
 Paula Elliott  
 John and Gail Gaustad  
 Tamira Goodstein  
 Monica Green

Seth Gregory	Ellen Meeropol
Suzy Groden and Constance Emmett	Kate Moloney
Margaret Groesbeck and Arthur	Jim Montgomery
Apostolou	Robert Moore
Deborah Haas	Molly Moss
Cathi Hanauer	Katherine Mullen
Rachel Hannah	Ashley Muspratt
Portia Henle	Northampton Lions Club
Marjorie Hess	Ruth Ann Orlansky
Catherine Hilton	Lee Ouellette
Jake Hooker	Marie Panik
Kelley Hopkins	Laura Paul
Elizabeth Horn	Sally Popper
James Humphreys	Claire Potter
JoiBeauty	Roisin Quinn
Roberta Issler	Alicia Ralph
Becky Jones	Elaine Reall
Margo Jones	Tucker Respass
Benjamin Kalish	Christine Ridout
Emily Kalish	Susan Rogers
Gene, Anne, Erving and Pele Kalish	Joshua Roth
Faith Kaufmann	Peter Rowe
Deborah Koch & Charlie Dydek	Karen Saakvitne
Shelby Kreiger	Jean and Mary Savarese
Lehtinen-Chodorow family	Anisa Schardl and Matt Hine
Sara Lennox	Pamela Schwartz
Claudia Levin	Ted Selke
Joanne Levin	Mary Sheffield
Tracey Levy	Jasper Sheldon
The Lobdell-Loveless Family	Nicole Sibley
Karen Lombard	Serah Sibley
Lombard family--Lilly, John,	Stephanie Silverman
Madeleine & Luke	Margaret Slater
Ina Luadtke	Sarah Smith
Margaret Lucey	Ruth Solie
Henry Lyman	Susan Spencer
Jo Ellen Mackenzie	Karen Spindel
Maya MacLachlan	Susan Stinson
Flora Majumder Majumder	Bruton Strange VI
Martha McCormick	Monica Strauss
Nancy McEwen	D.A. Sullivan & Sons, Inc.

Joseph Twarog  
 Teresa Utt  
 Ann Vaughn  
 Molly Watkins  
 Doreen Weinberger  
 David Wicinas

Katy Wight  
 Traci Wolfe  
 Kim Wolfson  
 Virginia Wooster

### **Lyman Special Collections Fund**

Elise Bernier-Feeley, in memory of Dr. George Snook

David & Valerie Clark, in appreciation of expert genealogy assistance by Elise Bernier-Feeley

Mari Ada Crosbi, in honor of Elise Bernier-Feeley

Claudia & Steven Ewing, in appreciation of the genealogy assistance they received

Alexander George

Nicolas and Janet Gross

Melvin Hershkowitz

## **STATISTICS**

**July 1, 2017 through June 30, 2018**

### **FY18 ARIS SUMMARY**

In FY18 we had mostly level staffing and hours. We were able to add additional work study hours thanks to a change in our agreement with Smith College regarding the percentage of the earnings that we are responsible for (25%→10%). This was a great benefit in FY18 to help alleviate staffing strain.

Our collection size (total holdings) has decreased slightly over the last year. We are continuing to purchase material, but are also continuing to manage the collections, particularly the adult nonfiction and children's. Reducing the collection size by removing unused and unattractive items not only increases browsing and circulation, it also reduces our C/W MARS assessment which is partly based on circulation and holdings (.10¢ and .11¢ per item). Overall our print holdings decreased by 3.5%.

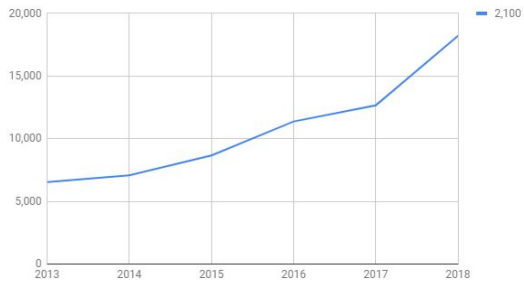
Our use of electronic collections (aka databases) has continued to decrease (8%), but we saw a large increase (1624%, from 216 →3724) in the use of downloadable video, with the addition of the Kanopy database in the spring of 2017. This corresponds with a decrease of 7.8% in DVD circulation.

Children's book circulation increased by 5.6% and adult books increased by 4.7% this year. This is a larger increase than the previous year.



E-book circulation continues to increase, this year up almost 44% to an all-time high of 18,203 (12,662 in FY17 and 11,374 in FY16).

Ebook Circulation



Audio circulation (CDs and audiobooks) continues to decrease, this year by approximately 6.5%, which reflects people's listening habits. Downloadable audio increased by 1.5% from last year.

Overall there was a 2% increase in circulation, with a 4.6% increase in print circulation (3% last year).

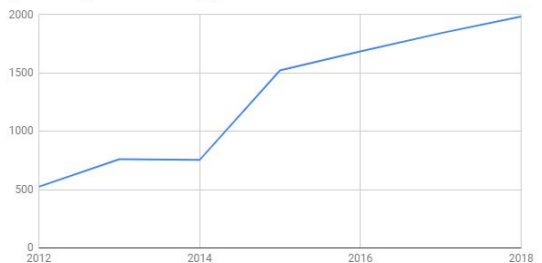
InterLibrary Loan still remains fairly level, but after a slight decrease last year, has increased slightly this year, and with a 6% increase in materials received and a 3% increase in materials loaned to other libraries.

Our on-site loans to people from other communities remained steady at 100,487 – representing 27% of our circulation, which was same as the last 2 years.

Attendance in the library was down 1% to 221,917. This number is a best estimate as one of our door counters was not recorded accurately. We also think that we lost patrons during our prolonged internet issues January-April 2018.

However, our meeting rooms were used 1984 times last year by various groups and organizations, an increase of 7.8%. The usage has increased 160% over the last 5 years. We are increasingly scheduling groups to meet in other library spaces, such as the gallery table and mezzanine tables since our rooms are so well used.

Number of times meeting rooms were used for all purposes (excluding staff meetings).



Reference transactions increased very slightly by 0.3%. We continue to have very busy reference services compared to area and comparable libraries.

Adult programming attendance was up 30% to 12,771 this year. We expect this number to grow with all of the 125th Anniversary and related activities in the upcoming year.

Our registered borrowers decreased by 10% to 15,376. This is partially due to an increased and more consistent purging of the database.

Wireless sessions decreased this year, also due to our unreliable internet for a portion of the year, and public computer usage decreased slightly by 1.3% with 518 people using our computers each week.

### **Holdings – 285,479**

Books – 137,512

Periodicals & Newspapers – 1,992

Audio media – 12,016

Videos – 14,705

E-books (through OPAC) – 76,260

Downloadable Audio (through OPAC) – 19,271

Downloadable Video (through OPAC) – 20,366

Microfilm – 2,577

Miscellaneous – 574

Materials in Electronic Format – 206

Number of Databases – 20

Print and Electronic Serials Subscriptions – 310

### **Circulation – 379,879**

Books – 211,047

Periodicals & Newspapers – 11,135

Audio media – 35,997

Downloadable Audio – 9,321

Videos – 88,321

Downloadable Video – 3,724

E-books (through OPAC) – 18,203

Materials in Electronic Format – 418

Miscellaneous – 1,708

### **Interlibrary Loan**

ILL received from other libraries – 41,007

ILL provided to other libraries – 30,166

**Services**

Hours library open – 2,237

Number of Sundays open – 0

Attendance in library – 221,917

Number of reference transactions – 55,913

Number of children's programs held – 260

Attendance at children's programs – 4,699

Number of YA programs held – 50

Attendance at YA programs – 244

Number of adult programs held -- 1,019

Attendance at adult programs – 12,771

Number of volunteers – 166

Number of registered borrowers – 15,376 (Does not include Florence residents with Forbes cards)

Number of public computers – 29

Number of users of public computers during typical week – 518

Number of times meeting rooms used by public – 1,984

<b>TREASURER'S REPORT FY18</b>	
<b>AID FUND</b>	
<b>RECEIPTS</b>	
CITY APPROPRIATION	1,222,628
CLARKE FUND	8380
EARLE FUND	7,489
FORBES AID FUND	3,600
STATE AID	40,584
CITY APPROPRIATION: CW MARS	50,557
MISCELLANEOUS	927
<b>TOTAL RECEIPTS</b>	<b>1,334,165</b>
<b>PAYMENTS</b>	
EMPLOYEES WAGES	1,094,428
FICA/MANDATORY MEDICARE	14,923 <sup>1</sup> *
WORKER'S COMP.	2,274*
UNEMPLOYMENT INS.	5,534
E.A.P.	800
ELECTRICITY	48,874
HEATING GAS	14,163
WATER/SEWER	6,148*
LABOR & REPAIRS	19,567
SERVICE CONTRACTS	6,219*
REFUSE COLLECTION	2,014
AUDITING SERV.	3,500
PAYROLL SERVICES	5,333
TELEPHONE	869
PRINTING	2,100
POSTAGE	1,605
CUSTODIAL SUPPLIES	9,657
LIBRARY SUPPLIES	11,976
MISC.	848
BUILDING INS.	6,549*
WORKSTUDY	9,926
CW MARS	50,557
EQUIPMENT	501
<b>TOTAL PAYMENTS</b>	<b>1,318,367</b>
Net Surplus	15,799

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<sup>1</sup> The library transitioned accounting systems from cash to accrual resulting in one time variances in expenses for all funds with an \*.

<b>BOOK &amp; MEDIA FUND</b>	
<b>RECEIPTS</b>	
LIBRARY FINES	24,777
FORBES INV. INCOME	32,000
C.A. CUTTER INV. INC.	33,000
NICHOLS FUND	24,800
BOOKS PAID FOR	6,043
BOOKS SOLD	3,145
GIFTS	6,386
GIFTS (FRIENDS)	19,477
FEES	707
NON -BOOK ITEMS SOLD	651
GARVEY INCOME	16,504
MISCELLANEOUS	80
DOLAND FUND	12,000
CARD REPLACEMENT	222
<b>TOTAL RECEIPTS</b>	<b>171,789</b>
<b>PAYMENTS</b>	
PURCHASE OF BOOKS	79,667
SUBS. AND MEMB.	16,916
SPOKEN WORD	9,038
MUSIC	5,355
VIDEOS	12,468
E-BOOKS	4,361
DATABASES	20,263
MICROFILM	694
MISCELLANEOUS	14
<b>TOTAL PAYMENTS</b>	<b>161,972</b>
Fund Balance	9,573

**APPENDIX A**  
**The Board of Trustees and Its Officers**  
**December 31, 2018**

Russell W. Carrier, <i>President</i>	Cheri Buckhout, <i>Treasurer</i>
Marjorie R. Hess, <i>Vice President</i>	Elizabeth Barone Scheirer, <i>Secretary</i>
Joseph A. Twarog	
Elaine M. Reall	
Katy E. Wight	

**FORBES LIBRARY**

**TRUSTEES BY APPOINTMENT OF THE PROBATE**

George W. Hubbard	Apr. 1881 - Apr. 1888
Oscar Edwards	Apr. 1881 - Oct. 1894
William M. Gaylord	Jun. 1881 - Oct. 1894

**TRUSTEES BY ELECTION**

George W. Hubbard	May 1884 - May 1887
Oscar Edwards	May 1884 - May 1886
William M. Gaylord	May 1888 - Oct. 1894
Christopher Clarke	May 1886 - May 1889
John L. Otis	May 1887 - May 1890
Oscar Edwards	May 1889 - May 1895
Arthur G. Hill	May 1890 - May 1893
George H. Ray	May 1893 - Nov. 1903
Arthur Watson	Dec. 1893 - Aug. 1922
James R. Trumbull	May 1895 - May 1898
Haynes H. Chilson	May 1898 - Dec. 1935
Samuel W. Lee	May 1905 - June 1924
Henry P. Field	Dec. 1922 - Sept. 1937
Anna Gertrude Brewster	Dec. 1924 - Dec. 1957
Homer C. Bliss	Jan. 1936 - Dec. 1939
Walter L. Stevens	Jan. 1938 - Dec. 1960
Frederick W. Plummer	Jan. 1940 - May 1945
John E. Boland	Jan. 1946 - Oct. 1950
Richard C. Garvey	Jan. 1952 - Dec. 1957
John M. Buteau	Jan. 1958 - Dec. 1971
John F. Murphy, Jr.	Jan. 1958 - Dec. 1977
Kenneth G. Olson	Jan. 1962 - Oct. 1963
Robert M. Moriarty	Jan. 1964 - Dec. 1981
Judith A. Hubley	Jan. 1972 - Dec. 1982
Katherine M. Finn	Jan. 1978 - Dec. 1984

Russell W. Carrier	Jan. 1982 –
Keirnan J. Murphy	Jan. 1984 – Dec. 1987
Janet M. Hemminger	Jan. 1984 – Dec. 1995
Patricia B. Keating	Jan. 1986 – Dec. 1995
David Shearer	Jan. 1986 – Dec. 1997
Stephen Callahan	Jan. 1988 – Dec. 2003
John Detmold	Jan. 1996 – Dec. 1999
Alison Lockwood	Jan. 1996 – Apr. 2004
Edward Shanahan	Jan. 1998 – Dec. 2001
Richard C. Garvey	Jan. 2000 – Apr. 2004
Mary J. Harding	Jan. 2002 – Dec. 2009
David Bloomberg	Jan. 2004 – Dec. 2006
Bonnie M. Burnham	Jan. 2005 – Dec. 2015
Peter N. Rowe	Jan. 2005 – Dec. 2015
Jesse M. Adams	Jan. 2008 – Dec 2011
Marjorie R. Hess	Jan. 2010 –
Joseph A. Twarog	Jan. 2012 –
Elaine M. Reall	Jan. 2016 –
Katy E. Wight	Jan. 2016 –

### SECRETARIES

Samuel W. Lee	1894-1905
Charles H. Chase	1905-1938
Walter E. Denny	1938-1939
Joseph Warner, Jr.	1939-1947
Dwight W. Lee	1947-1961
Lawrence E. Kelley	1962-1965
James K. McDonald	1966-1985
Norma Roche	1985-2004
Elizabeth Barone Sheirer	2005 -

### TREASURERS

Frederick A. Macomber	1894-1920
Ralph E. Boynton	1920-1922
Edwin K. Abbott	1922-1929
Robert J. Miller	1930-1965
Lawrence E. Kelley	1966-1984
Edward A. Morin	1980-2000
Scott Morin	2001-2016
Cheri Buckhout	2016-

**LIBRARY DIRECTORS**

Charles A. Cutter	1894-1903
William P. Cutter	1904-1911
Joseph L. Harrison	1912-1950
Lawrence E. Wikander	1950-1968
Oliver R. Hayes	1968-1973
James F. Hazel	1974-1977
Stanley Greenberg	1977-1978
Blaise Bisaillon	1979-2004
Janet Moulding	2004-2016
Lisa Downing	2017-

**LIBRARY ASSISTANT DIRECTORS**

Janet Moulding	2000-2004
Lisa Downing	2004-2016
Molly Moss	2017-

**STAFF****FULL TIME**

Lisa Downing	Director
Molly Moss	Assistant Director/Patron Services Librarian
Jennie Lamour	Administrative Assistant
Paula Elliott	Head of Technical Services
Jillian Emmons	Information Services & ILL Library Associate
Faith Kaufmann	Head of Arts & Music/Information Services Co-Coordinator
Sarah Johnson	Head of Children's & Young Adult Department
Alene Moroni	Head of Reference/Information Services Co-Coordinator
Elizabeth Maguire	InterLibrary Loan Associate
Brian Tabor	Circulation Supervisor
Christopher Teghtsoonian	Circulation Library Associate
Katharine Janeczek	Children's & Young Adult Library Associate
Kathryn Mizula	Technical Services Library Associate
Dylan Gaffney	Information Services Library Associate
Jason Petcen	Facilities Manager
Frank Gessing	Custodian

**PART TIME**

Julie Bartlett Nelson	Archivist/Information Services Co-Coordinator
Heather Diaz	Information Services Librarian
Ryan Duffy	ILL/Technical Services Library Associate



Ewan Hill	Children's & Young Adult Assistant
Ralph Holley	Children's & Young Adult Library Associate
Benjamin Kalish	Information Services Librarian
Brian Marchese	Technical Services/Circulation Library Associate
Susan Schaeffer	Circulation Library Associate
Steven Stover	Circulation Library Associate
Mark Toczydowski	Custodian

#### INTERMITTENT PART TIME

Elise Bernier Feeley	Local History Librarian
Anna Carlacci	Circulation Assistant
Alma Crisp	Circulation Assistant
Sara Deignan	Information Services Assistant
Keith Farrell	Custodian
Beth Girshman	Information Services Librarian
Liza Graybill	Circulation Assistant
Christine Hebert	Custodian
Sarah Hertel-Fernandez	Information Services/Children's Assistant
Ann Heston	Circulation Assistant
Dana Illaria	Information Services Assistant
Dan Jarvis	Circulation/Information Services Assistant
Stephanie Levine	Circulation Assistant
Erica Linderman	Information Services Assistant
Linda Matson	Information Services/Circulation Assistant
Lindsey Musielak	Information Services Assistant
Rachael Naismith	Children's & Young Adult/Circulation Assistant
Christine Nolan	Circulation Assistant
Hillary Nolan	Circulation Assistant
Jill Palmer	Circulation Assistant
Barbara Pelland	Circulation Assistant
Jo Ann Petcen	Business Office Assistant
Tanya Ritchie	Information Services Assistant
Lisa Shea	Circulation Assistant
Callie Sieh	Children's & Young Adult Assistant
Pearl Silverman	Children's & Young Adult Assistant
Jane Sommer	Circulation Assistant
Maria Sperduti	Outreach Delivery Service Coordinator
Mallory Strider	Information Services Assistant
Catherine Sweeney	Information Services Assistant
Preston Thompson	Circulation Assistant
Joshua Vrysen	Information Services Assistant
Audris Wayton	Circulation Assistant