



REPORT FROM INTERIM LIBRARY DIRECTOR

AUGUST 5, 2025

Personnel / Administration: Two staff members celebrate their work anniversary this month. Our Youth Librarian is back! Another staff member has moved to another Library leaving us with a bigger staffing gap. Staff members suggested working overtime in order to cover for staffing shortages. This will help provide consistent service but overtime will be authorized on a limited basis to avoid burnout. Currently reviewing resumes for both the Temporary and Substitute positions. Due to our issues with some patrons' behavior in the past couple of months, I believe a staff training day would be helpful. This would require booking someone to give training and closing the library for a day or half day. Perhaps it will be better to do it once we are back to full staff and have a permanent Director, but I wanted you to have it on your radar.

Finance: July and August are mainly about paying our renewals. At this moment I am trying to not make any extra purchases in order to make sure the Permanent Director is able to have the budget they need. That being said I would like to focus on purchasing decoration items for our Children's room and for educational toys for story time.

Also, items such as book carts, and shelf end caps for more displays would be really useful. Our bulletin board near the Children's area upstairs is made out of material that is very difficult to pin to and it would be nice to replace it.

The ARIS report is ready to go and about to be submitted. In doing our ARIS report I noticed an issue with our budget. Since the Town gave us an extra person once the budget had been submitted, they did not take into account that this would affect our Municipal Appropriation Requirement. Per the MBLC:

The MAR is calculated using the prior 3 years' municipal appropriations for operating expenses or the MAR figure, whichever is higher. The average of the 3 years' figures is increased by 2.5% to determine the MAR figure for the current fiscal year.

$$[(FYaa + FYbb + FYcc) / 3] \times 1.025 = \text{MAR for FYdd}$$

Minimum Standards - Materials Expenditure Requirement

Use the initial beginning fiscal year municipal appropriation to the library. Multiply the appropriation by the population-based percentage listed in the chart below. (16% for Medway)

10,000 - 14,999 16%

FY25: $.16 \times 512,986 = 82,078$

FY26: $.16 \times 587,583 = 94,013.28$

The Town only allotted us 88,000.00 for materials and we need an additional **6,013.28** in order to stay accredited.

Library Services: Annual reports are out and the MLN Director let me know that along with other libraries we “jumped to the top of the list as [one of] the only ten public libraries with overall increases in Sierra based circ.” Our numbers went from 99,536 in FY24 to 100,925 in FY25. A new museum pass for the Patriot’s Hall of Fame has been added.

Youth Services: We made a shift from stories followed by a single craft, to making use of exploration centers, which include a creative component. These sensory centers were inspired by similar activities found through Walpole Coordinated Family & Community Engagement Program. This format has been very well-received by the children, with parents/caregivers expressing how impressed they are by it. We also began developing a collection (both purchased and repurposed) of quality learning and development toys to enrich the centers used during both the toddler and preschool story times. Attendance has been steady, and consistent with last year’s numbers for the summer. Our Monday & Tuesday children’s programmer will not continue with us after the end of August. The Youth Librarian and I are looking into what to add in those slots.

Technical Services: Catalogued 218 Adult items, 118 Children’s items, 37 Young Adult items and 14 Media items. We have placed our June, July, and August orders so we should have a ton of new books coming. I am hoping to start buying from our LoT wishlist this month.

Makerspace: Patrons used the laminator, large format printer, DVD duplicator, Epson scanner to convert slides, DVD buffer, 8mm converter, and VHS to digital & DVD converters. The computers and 3D printers were also heavily used. On the craft side, the knitting machine, the paper crafting and other cutting supplies were used throughout the month. Several patrons, including elementary and middle school age children, used the sewing machines to work on projects. Patrons have also been using the knitting needles, fabric, and yarn supplies. The Pom Pom makers have been very popular this summer as well as drawing on the white board.

Programs: Free Summer Lunches continue until the end of August. Family Yoga is on Thursdays this month. A free Narcan Training & Drop-in Counseling with SAFE, Librarian led Book Group, and our Photography group on the 7th. We will have The Joys of Nature: Live Animal rainforest program for all ages on August 12th and Sound Bath for Adults on August 14th. Adult Game Night is on the 28th.

Building: Mouse droppings were found in the Story Room ceiling. DPW was alerted and they cleaned and moved the traps to better locations. HVAC has trouble keeping the building cool on high temperature record breaking days, but is doing well for the most part!

Policy: There are quite a few policies that would be helpful to have, such as:

- Museum pass usage policy (Guide to Library Use and Services should include something about museum passes, but doesn't.)

- Children in the library / unattended children policy (Library Use Policy should include something about children in the library but stops at this: "Parents are responsible for the behavior of their children while in the Library.")
- Decertification Policy (loaning items to Libraries that are decertified)
- ICE Policy (I'm aware we would need Town input. Worcester shared their policy so perhaps we could model ours to theirs? I've attached it to the email.)

Community Partnerships: The Tax Abatement Program was expanded to include duties other than shelving. We had an orientation with participants and all were open to the new program. We asked them to rate the duties in an effort to place the participants where they feel they can thrive. Handout is attached. The Senior Center reached out to see if a staff member could go and give a tutorial on Libby. I would love to do this once we have the staff available to do so. I am hoping to be able to do it in the Fall.

Professional Skills & Meetings:

- Held individual meetings with staff to build communication and set expectations.
- Had a meeting with Pam Holder in Town Hall for a MUNIS training.
- Reached out to MLN colleagues to ask about staff schedules and how I can move those around in a way that helps both the library and staff.
- Attending a Budgeting for Beginners course on the 7th. It is being offered by the North Country Library System in Northern New York and is "an intro-level look at the budget process and is a great fit for new trustees, first time directors, or anyone who wants to know more about library budgets and how they work."
<https://ncls.libcal.com/event/14793795>
- Monthly staff meeting on the 8th.

Incidents: A quiet month for the most part. Early July we had incidents with two disruptive patrons. Our usual disruptive patron was upset that she could not get food during our Summer Lunch program for caregivers and children, went upstairs and started yelling. I spoke to her and explained the program is for caregivers and children. She then went downstairs and stayed in the lounge. That evening while our Makerspace Coordinator was hosting Teen Summer Pizza in the Makerspace, another unhoused patron started giving Diane issues about not receiving food. He was repeatedly told to leave the room since it was a Teen program. After a while he left, and threw a plastic bottle at the closed Makerspace door. This is an escalation to their usual verbal abuse.

The next morning, we found that the refrigerator chain had been cut and food was stolen. This is an even bigger escalation since they now committed a crime. I called Chief Kingsbury and he had someone check the previous night's video footage. It was determined that the man was the one who stole the food. Chief Kingsbury and Officer Maggie came over to take statements and realized the male patron had also defaced Library property. The Trustee Chair was notified as well and on Monday the Chief, Susan, and I sat down to plan our next steps. We agreed to write the two patrons a letter detailing our policy and our expectations of behavior going forward. If

they do not respect our policy, they will be served Trespass Notices and have their access to the Library revoked.

On July 11th, the female patron was served her warning letter by the Constable. She refused to listen to him reading it out and ripped the letter. We have not seen her since. We have not been able to serve the male patron his warning letter. Staff has been informed that if they see him in the library, to please let me know immediately so that I can inform the Constable.

Respectfully submitted,
Ivana Aguilar, Interim Director

This month our most popular:

- **Library of Things:** Hotspots
- **DVD:** The Substance
- **Adult Fiction:** Wild dark shore by Charlotte McConaghy
- **Adult Mystery:** Heartwood by Amity Gaige
- **Adult SciFi/Fantasy:** Somewhere beyond the sea by T.J. Klune
- **Adult Romance:** Great big beautiful life by Emily Henry
- **Horror:** The September house by Carissa Orlando
- **Adult Graphic:** A business proposal v9 by NARAK
- **Speed Read:** We all live here by Jojo Moyes
- **Large Print:** The women by Kristin Hannah
- **Periodical:** Better Homes & Gardens, 2025
- **Biography:** Melania by Melania Trump
- **Adult Non Fiction:** Encyclopedia of women in American history.
- **Museum Pass:** Massachusetts State Parks.
- **Juvenile Fiction:** Diary of a wimpy kid by Jeff Kinney
- **Juvenile Graphic:** My little pony : friendship is magic by Katie Cook
- **Juvenile Easy Fiction:** Kittens, kittens all around! by Peggy Schaefer
- **Juvenile DVD:** Meet the orchestra, First instruments
- **Juvenile Easy Reader:** Ling & Ting : twice as silly by Grace Lin
- **Juvenile Beginner Chapter:** Eva's treetop festival by Rebecca Elliott
- **Juvenile Non Fiction:** What do we know about the loch ness monster? By Steve Korte
- **Board Book:** Yes, Chef! : it's snack time by Charlotte Love
- **Young Adult Fiction:** The Hunger Games by Suzanne Collins
- **Young Adult Non Fiction:** Everything you need to ace math in one big fat notebook : the complete middle school study guide by Altair Peterson
- **Young Adult Manga:** Blue Lock by Muneyuki Kaneshiro
- **Young Adult Graphic:** You and me on repeat by Mary Shyne
- **Young Adult Biography:** Undefeated : Jim Thorpe and the Carlisle Indian School football team