

## FINANCE COMMITTEE QUESTIONS: J. V. FLETCHER LIBRARY, 12.8.16, 7:00 pm

- 1. 511470-Library Assistants: Please remind us why the \$25,993 increase in FY17 vs FY16 Actuals? Why the decrease of \$9,518 from FY18 Request to FY18 TMR?**

The Finance Director and I have compared spreadsheets and determined that the increase intended for the *Senior Librarians* line item was incorrectly posted to *Library Assistants* object number; this has now been corrected. The 511470 Library Assistants line item remains essentially level funded until the CWA Bargaining Unit settlement.

- 2. 530400-MVLC Network Maintenance: Did the final network vote change the amount to be charged to Westford? FY18 TMR = \$35,500. ↑ [FY18 Network Formula Spreadsheet Attached]**

The final network membership assessment for WESTFORD in FY18 is \$60,204. This cost is annually split between the Operating Budget (\$35,500) and the anticipated State Aid to Public Libraries funds (\$24,704). The amount which the Town receives in State Aid to Public Libraries is population-based and determined during each Commonwealth Budget cycle under the Massachusetts Board of Library Commissioners (MBLC) budget. State Aid receipt is predicated on WESTFORD being certified annually by the MBLC (see answers to **Questions 3 & 7** below).

- 3. 555015-Books & Subscriptions: Please give us year-to-date Actuals. Would like to see how Actuals are compared to \$15,273 increase in FY17 Budget vs FY16 Actuals. ↑ [FY17 Actuals Attached]**

It is important to note that the total expenditure on Books & Subscriptions each fiscal year must equal 15% of the total library operating budget (the State Aid regulatory percentage pertaining to WESTFORD's population group of 15,000-24,999). While the total operating budget is used as the figure on which to calculate this percentage, other sources can additionally be used to purchase books and subscriptions. As of 7/1/2016, with no changes to the FY17 Library line items, 15% equaled **\$237,585**; this figure may need to increase with any subsequent increases to the FY17 Library budget. The Library Director and Trustees assess the Books & subscriptions line item every January in case an adjustment is needed at Annual Town Meeting [this may be a necessity in the year of a Bargaining Unit settlement]. To date, the library has spent over \$109,000 on books and subscriptions, and has the capacity to spend up to \$245,889. See BOOK BUDGET FY17 spreadsheet attached.

- 4. Utility Projections: Please elaborate on your statement on p. 140 of Budget Book "Utility projections reflect both town-wide bidding and FY16 Actuals and deserve more collaborative discussions given the new LED lighting, replaced ballasts and application of solar credits."**

This was a politic way of stating that with solar credits, net metering, solar days, and green energy initiatives — all great boons to the budget — the ability to predict and project future usage has become more fluid. It may take an additional year to get a true read on the cost savings netted through our green energy grant improvements.

## FINANCE COMMITTEE QUESTIONS: J. V. FLETCHER LIBRARY, 12.8.16, 7:00 pm

**5. 511500-Office Manager: I'm not looking for a justification of the position, but what is the role of the Office Manager and how does s/he interact with the professional librarian staff? ↑ [OPEIU Office Manager Job Description Attached]**

The Office Manager position is a critical, unique position within the library which might better be termed "Business Manager." All payments, payrolls, orders, inventories, and multiple administrative, personnel, board governance and financial functions fall to this position. Please see the full (daunting) Job Description attached.

**6. Ellen Doucette questions: What trends are you seeing in e-book and audiobook circulation? In bookstores, including online bookstores like Amazon, the growth of e-book sales have leveled off or even declined. Print book sales have either increased or at least stopped their decline, while audiobooks are the hottest category in publishing. I wonder if you're seeing the same in libraries. ↑ [FY17 Year-to-Date Circulation Statistics Attached]**

Westford was one of the few Merrimack Valley Library Consortium libraries to see an increase in circulation this past year, and we are anomalous in that we are seeing a 10.6% increase in circulation for FY17 over FY16 (with 1,535 items per diem circulated this past month.) The bulk of this circulation remains print, analog and hard copy. Of our total circulation, we've just crested 10% as downloadable, streaming or virtual. While we have not seen a decline, we have definitely seen a leveling off of virtual borrowing, and the majority of our usage remains the "old-fashioned" formats.

**7. 555015-Books & Subscriptions: I know I ask this every year, but please explain the library materials funding formula. Also, what does "15% for BOOKS" mean? ↑ [MBLC State Certification Regulations Attached]**

Please see the answer to Question 3 above, as well as the attached MBLC State Certification explanation of those regulatory standards which each municipal library must meet in order to qualify for:

-  State Aid to Public Libraries funds
-  Reciprocal borrowing state-wide, and
-  Eligibility for state and federal grants

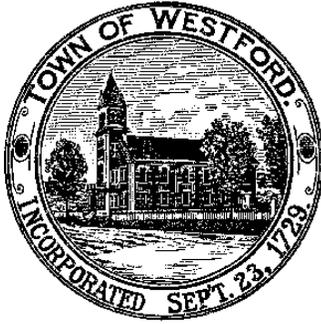
Fiscal Year 2018 Formula Proposed

	FY18	FY16	Circ. %	FY 16 Total	Title%	FY16	Budget%	Total %	Total Usage	Telecomm	FY 18	FY 17	Adjustment	FY 18	FY 18	% Change
	Base Fee	CIRC.		Titles		Mat. budget		C%+T%+B%	Fee	Charge	Total	Assessment		Assessment	SLIN Credit	
Amesbury	\$7,167	131,070	2.37%	53,360	1.86%	\$127,217	2.90%	2.37%	\$24,674	\$1,006	\$ 32,847	\$32,176	\$ -	\$ 32,847		2.08%
Andover	\$7,167	503,953	9.10%	145,820	5.08%	\$360,016	8.21%	7.46%	\$77,514	\$1,006	\$ 85,687	\$82,218	\$ -	\$ 85,687		4.22%
Billerica	\$7,167	249,461	4.50%	127,450	4.44%	\$206,255	4.70%	4.55%	\$47,253	\$1,006	\$ 55,426	\$52,939	\$ -	\$ 55,426		4.70%
Boxford	\$7,167	44,850	0.81%	14,908	0.52%	\$88,105	2.01%	1.11%	\$11,557	\$1,006	\$ 19,730	\$23,934	\$ 4,204	\$ 23,934	\$ (2,150)	0.00%
Burlington	\$7,167	266,378	4.81%	95,702	3.33%	\$165,497	3.77%	3.97%	\$41,262	\$1,006	\$ 49,435	\$49,925	\$ 490	\$ 49,925		0.00%
Carlisle	\$7,167	91,297	1.65%	52,492	1.83%	\$100,779	2.30%	1.92%	\$19,996	\$1,006	\$ 28,169	\$28,047	\$ -	\$ 28,169	\$ (1,400)	0.43%
Chelmsford	\$7,167	443,294	8.00%	131,813	4.59%	\$238,083	5.43%	6.01%	\$62,407	\$1,006	\$ 70,580	\$68,373	\$ -	\$ 70,580		3.23%
Dracut	\$7,167	194,155	3.50%	92,673	3.23%	\$106,355	2.42%	3.05%	\$31,714	\$1,006	\$ 39,887	\$37,417	\$ (619)	\$ 39,268		4.95%
Dunstable	\$7,167	17,848	0.32%	35,989	1.25%	\$31,060	0.71%	0.76%	\$7,910	\$1,006	\$ 16,083	\$15,954	\$ -	\$ 16,083	\$ (2,200)	0.81%
Essex	\$7,167	28,084	0.51%	16,827	0.59%	\$24,098	0.55%	0.55%	\$5,688	\$1,006	\$ 13,861	\$13,850	\$ -	\$ 13,861	\$ (1,900)	0.08%
Georgetown	\$7,167	61,995	1.12%	59,698	2.08%	\$62,513	1.42%	1.54%	\$16,013	\$1,006	\$ 24,186	\$24,033	\$ -	\$ 24,186	\$ (2,200)	0.64%
Groton	\$7,167	195,654	3.53%	75,829	2.64%	\$136,719	3.12%	3.10%	\$32,172	\$1,006	\$ 40,345	\$38,716	\$ -	\$ 40,345		4.21%
Groveland	\$7,167	44,701	0.81%	38,246	1.33%	\$48,676	1.11%	1.08%	\$11,252	\$1,006	\$ 19,425	\$19,128	\$ -	\$ 19,425	\$ (2,200)	1.55%
Hamilton/Wenham	\$7,167	233,678	4.22%	121,517	4.23%	\$147,866	3.37%	3.94%	\$40,941	\$1,006	\$ 49,115	\$46,404	\$ (415)	\$ 48,700	\$ (2,150)	4.95%
Haverhill	\$7,167	337,181	6.09%	167,558	5.84%	\$229,833	5.24%	5.72%	\$59,437	\$1,006	\$ 67,610	\$64,506	\$ -	\$ 67,610		4.81%
Ipswich	\$7,167	151,389	2.73%	90,854	3.17%	\$105,910	2.41%	2.77%	\$28,786	\$1,006	\$ 36,959	\$37,993	\$ 1,034	\$ 37,993		0.00%
Lawrence	\$7,167	67,124	1.21%	165,350	5.76%	\$116,852	2.66%	3.21%	\$33,373	\$1,006	\$ 41,546	\$41,226	\$ -	\$ 41,546		0.78%
Littleton	\$7,167	151,072	2.73%	84,341	2.94%	\$105,949	2.42%	2.69%	\$27,983	\$1,006	\$ 36,157	\$34,551	\$ -	\$ 36,157	\$ (2,150)	4.65%
Lowell	\$7,167	177,724	3.21%	183,526	6.40%	\$166,844	3.80%	4.47%	\$46,425	\$1,006	\$ 54,598	\$53,860	\$ -	\$ 54,598		1.37%
Manchester	\$7,167	60,082	1.08%	50,132	1.75%	\$88,153	2.01%	1.61%	\$16,764	\$1,006	\$ 24,937	\$24,791	\$ -	\$ 24,937	\$ (1,400)	0.59%
Merrimac	\$7,167	52,630	0.95%	48,137	1.68%	\$54,924	1.25%	1.29%	\$13,434	\$1,006	\$ 21,607	\$21,046	\$ -	\$ 21,607	\$ (2,150)	2.66%
Methuen	\$7,167	205,794	3.71%	109,686	3.82%	\$158,949	3.62%	3.72%	\$38,646	\$1,006	\$ 46,819	\$45,888	\$ -	\$ 46,819		2.03%
Middleton	\$7,167	68,239	1.23%	64,526	2.25%	\$77,224	1.76%	1.75%	\$18,148	\$1,006	\$ 26,321	\$25,282	\$ -	\$ 26,321	\$ (2,200)	4.11%
Newbury	\$7,167	40,807	0.74%	56,116	1.96%	\$49,017	1.12%	1.27%	\$13,191	\$1,006	\$ 21,365	\$20,940	\$ -	\$ 21,365	\$ (2,150)	2.03%
Newburyport	\$7,167	271,348	4.90%	112,890	3.93%	\$180,255	4.11%	4.31%	\$44,812	\$1,006	\$ 52,985	\$51,788	\$ -	\$ 52,985		2.31%
No. Andover	\$7,167	175,143	3.16%	88,829	3.10%	\$159,931	3.65%	3.30%	\$34,291	\$1,006	\$ 42,464	\$41,768	\$ -	\$ 42,464		1.67%
No. Reading	\$7,167	96,486	1.74%	66,435	2.31%	\$80,659	1.84%	1.97%	\$20,415	\$1,006	\$ 28,588	\$28,357	\$ -	\$ 28,588		0.81%
Rockport	\$7,167	74,142	1.34%	46,475	1.62%	\$117,137	2.67%	1.88%	\$19,489	\$1,006	\$ 27,662	\$27,374	\$ -	\$ 27,662	\$ (1,900)	1.05%
Rowley	\$7,167	48,570	0.88%	47,128	1.64%	\$49,536	1.13%	1.22%	\$12,633	\$1,006	\$ 20,806	\$19,988	\$ -	\$ 20,806	\$ (2,150)	4.09%
Salisbury	\$7,167	39,831	0.72%	36,690	1.28%	\$57,589	1.31%	1.10%	\$11,463	\$1,006	\$ 19,636	\$16,857	\$ (1,945)	\$ 17,691	\$ (2,150)	4.95%
Tewksbury	\$7,167	210,598	3.80%	78,004	2.72%	\$117,157	2.67%	3.06%	\$31,824	\$1,006	\$ 39,997	\$39,634	\$ -	\$ 39,997		0.92%
Topsfield	\$7,167	110,513	1.99%	51,274	1.79%	\$108,190	2.47%	2.08%	\$21,635	\$1,006	\$ 29,808	\$29,199	\$ -	\$ 29,808	\$ (2,150)	2.09%
Tyngsborough	\$7,167	74,144	1.34%	59,819	2.08%	\$63,450	1.45%	1.62%	\$16,861	\$1,006	\$ 25,034	\$25,376	\$ 341	\$ 25,376	\$ (1,000)	0.00%
Westford	\$7,167	335,191	6.05%	104,735	3.65%	\$233,626	5.33%	5.01%	\$52,031	\$1,006	\$ 60,204	\$57,987	\$ -	\$ 60,204		3.82%
Wilmington	\$7,167	197,626	3.57%	47,986	1.67%	\$149,678	3.41%	2.88%	\$29,958	\$1,006	\$ 38,131	\$37,135	\$ -	\$ 38,131		2.68%
West Newbury	\$7,167	88,595	1.60%	47,001	1.64%	\$72,808	1.66%	1.63%	\$16,956	\$1,006	\$ 25,130	\$24,755	\$ -	\$ 25,130	\$ (2,150)	1.51%
Adjustment to Capital													\$3,090.08			2.24%
		5,540,647	100.00%	2,869,816	100.00%	\$ 4,386,910	100.00%	100.00%				\$1,303,415		\$ 1,336,229		
TOTAL	\$258,021								\$1,038,908	\$36,210	\$ 1,333,139				\$ (35,750)	

J. V. Fletcher Library  
BOOK BUDGET FY17

J. V. FLETCHER LIBRARY MATERIALS BUDGET FOR FY17						
	Date:	12/6/2016	15% =	\$237,585	OB =	\$ 214,648.00
<i>Town of Westford Operating Budget</i>	Exp. FY16	Budget FY17	Expended	Sub-Total	On Order	True Balance
Adult Non-Fiction	\$ 28,304.35	\$ 25,000.00	\$ 12,619.05	\$ 12,380.95	\$ 783.79	\$ 11,597.16
Adult Fiction	\$ 18,973.91	\$ 20,000.00	\$ 8,834.23	\$ 11,165.77	\$ 2,404.26	\$ 8,761.51
Adult Audiobooks/Playaways	\$ 16,721.40	\$ 17,500.00	\$ 2,856.89	\$ 14,643.11	\$ 146.26	\$ 14,496.85
eAudiobooks	\$ 5,462.20	\$ 5,000.00	\$ -	\$ 5,000.00	\$ -	\$ 5,000.00
Adult Large Print	\$ 2,875.65	\$ 3,000.00	\$ 1,544.47	\$ 1,455.53	\$ 83.72	\$ 1,371.81
Homebound Collection	\$ 1,407.95	\$ 2,000.00	\$ 408.26	\$ 1,591.74	\$ -	\$ 1,591.74
Foreign Language	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Overdrive Advantage	\$ 4,945.24	\$ 5,000.00	\$ 4,804.00	\$ 196.00	\$ -	\$ 196.00
<b>ADULT MATERIALS SUBTOTAL:</b>	<b>\$ 78,690.70</b>	<b>\$ 77,500.00</b>	<b>\$ 31,066.90</b>	<b>\$ 46,433.10</b>	<b>\$ 3,418.03</b>	<b>\$ 43,015.07</b>
J Fiction & Easy	\$ 17,384.24	\$ 18,500.00	\$ 10,276.91	\$ 8,223.09	\$ 1,389.15	\$ 6,833.94
J Non-Fiction	\$ 11,303.64	\$ 12,000.00	\$ 3,588.66	\$ 8,411.34	\$ 277.10	\$ 8,134.24
J Reference & Databases	\$ 445.00	\$ 500.00	\$ 245.00	\$ 255.00	\$ -	\$ 255.00
J Audiobooks, Playaways,CDs	\$ 3,158.90	\$ 4,000.00	\$ 13.74	\$ 3,986.26	\$ -	\$ 3,986.26
J Kits, Games & Other	\$ -	\$ 250.00	\$ -	\$ 250.00	\$ -	\$ 250.00
YA - Fiction	\$ 7,002.19	\$ 7,000.00	\$ 5,771.27	\$ 1,228.73	\$ 536.88	\$ 691.85
YA - Non-Fiction	\$ 1,806.51	\$ 2,500.00	\$ 1,693.97	\$ 806.03	\$ 156.22	\$ 649.81
YA - Audio & Playaways	\$ 1,939.22	\$ 2,000.00	\$ 793.35	\$ 1,206.65	\$ 35.72	\$ 1,170.93
YA - CDs	\$ 207.45	\$ -	\$ -	\$ -	\$ -	\$ -
<b>JUVENILE MATERIALS SUBTOTAL:</b>	<b>\$ 43,247.15</b>	<b>\$ 46,750.00</b>	<b>\$ 22,382.90</b>	<b>\$ 24,367.10</b>	<b>\$ 2,395.07</b>	<b>\$ 21,972.03</b>
Adult Reference	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Standing Orders - Renewals	\$ 4,957.26	\$ 6,000.00	\$ 2,235.77	\$ 3,764.23	\$ 3,011.35	\$ 752.88
Historical Collection	\$ 162.21	\$ 250.00	\$ 84.95	\$ 165.05	\$ -	\$ 165.05
Databases	\$ 30,106.65	\$ 35,000.00	\$ 22,431.00	\$ 12,569.00	\$ 7,721.00	\$ 4,848.00
<b>REFERENCE MATERIALS SUBTOTAL:</b>	<b>\$ 35,226.12</b>	<b>\$ 41,250.00</b>	<b>\$ 24,751.72</b>	<b>\$ 16,498.28</b>	<b>\$ 10,732.35</b>	<b>\$ 5,765.93</b>
Periodicals - Adult	\$ 7,411.88	\$ 7,500.00	\$ 7,934.13	\$ (434.13)	\$ -	\$ (434.13)
Periodicals - Children	\$ 784.16	\$ 1,000.00	\$ 751.33	\$ 248.67	\$ -	\$ 248.67
Periodicals - YA	\$ 198.83	\$ 350.00	\$ 145.82	\$ 204.18	\$ -	\$ 204.18
Professional Journals	\$ 958.41	\$ 1,000.00	\$ 925.52	\$ 74.48	\$ -	\$ 74.48
Newspapers	\$ 5,759.50	\$ 6,000.00	\$ 4,522.83	\$ 1,477.17	\$ 1,352.55	\$ 124.62
Microproducts	\$ 245.50	\$ 250.00	\$ -	\$ 250.00	\$ -	\$ 250.00
<b>SERIALS SUBTOTAL:</b>	<b>\$ 15,358.28</b>	<b>\$ 16,100.00</b>	<b>\$ 14,279.63</b>	<b>\$ 1,820.37</b>	<b>\$ 1,352.55</b>	<b>\$ 467.82</b>
Music CDs (incl. YA CDs)	\$ 7,180.76	\$ 8,500.00	\$ 2,193.79	\$ 6,306.21	\$ 1,037.81	\$ 5,268.40
Freegal	\$ 4,500.98	\$ 4,548.00	\$ 4,475.00	\$ 73.00	\$ -	\$ 73.00
Videos	\$ 14,734.43	\$ 20,000.00	\$ 10,399.15	\$ 9,600.85	\$ 1,374.42	\$ 8,226.43
<b>FINE ARTS MATERIALS SUBTOTAL:</b>	<b>\$ 26,416.17</b>	<b>\$ 33,048.00</b>	<b>\$ 17,067.94</b>	<b>\$ 15,980.06</b>	<b>\$ 2,412.23</b>	<b>\$ 13,567.83</b>
<b>TOWN OF WESTFORD SUBTOTAL:</b>	<b>\$ 198,938.42</b>	<b>\$ 214,648.00</b>	<b>\$ 109,549.09</b>	<b>\$ 105,098.91</b>	<b>\$ 20,310.23</b>	<b>\$ 84,788.68</b>
<i>Memorial Book Account Budget</i>	Exp. FY16	Budget FY17	Expended	Sub-Total	On Order	True Balance
FOL/MBA - FBC (IN)	\$ 6,149.48	\$ 4,892.93	\$ 3,559.31	\$ 1,333.62	\$ 326.70	\$ 1,006.92
GIFT/MBA - GIFT (IN)	\$ 704.32	\$ 5,268.61	\$ 45.37	\$ 5,223.24	\$ -	\$ 5,223.24
FOL/MBA Future is Now 2014	\$ -	\$ 21,079.30	\$ 4,592.77	\$ 16,486.53	\$ -	\$ 16,486.53
<b>MBA ACCOUNT SUBTOTAL:</b>	<b>\$ 19,502.51</b>	<b>\$ 31,240.84</b>	<b>\$ 3,604.68</b>	<b>\$ 23,043.39</b>	<b>\$ 326.70</b>	<b>\$ 22,716.69</b>
<i>Lib. Restitution Account Budget</i>	Exp. FY16	Budget FY17	Expended	Sub-Total	On Order	True Balance
LRA -	\$ 2,300.36	\$ -	\$ -	\$ -	\$ -	\$ -
<b>LRA ACCOUNT SUBTOTAL:</b>	<b>\$ 2,300.36</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<i>Trust Fund Budget</i>	Exp. FY16	Budget FY17	Expended	Sub-Total	On Order	True Balance
BOT -	\$ 2,149.00	\$ -	\$ -	\$ -	\$ -	\$ -
<b>BOT ACCOUNT SUBTOTAL:</b>	<b>\$ 2,149.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>
<b>MATERIALS BUDGET TOTAL:</b>	<b>\$ 222,890.29</b>	<b>\$ 245,888.84</b>	<b>\$ 113,153.77</b>	<b>\$ 128,142.30</b>	<b>\$ 20,636.93</b>	<b>\$ 107,505.37</b>





## OFFICE MANAGER - LIBRARY

### Town of Westford Job Description

<b><u>Position Title:</u></b> Office Manager-Library	<b><u>Band/ Step/ Hourly Wage:</u></b> Non-Exempt Grade A, Step 4	<b><u>Previous Rev Date:</u></b> <del>July 2011</del> August 2014
<b><u>Reports To:</u></b> Library Director	<b><u>Department:</u></b> Library	<b><u>Current Rev Date:</u></b> <del>August 2014</del> May 2015

Union Position: Yes / OPEIU  
37.5 hrs/week

#### **Position Summary:**

Responsible for providing financial, purchasing, and administrative services to the Library Department, Director, Board of Library Trustees and liaison support to the "Friends of the J. V. Fletcher Library, Inc." non-profit corporation. Organizes and oversees all business office functions, warrant production, purchase orders, supply orders, accounts payable, depositing and posting of Gift, Memorial, Restitution, Grant, Petty Cash and Trust Funds. Executes weekly payroll and maintains leave accrual documentation for 20+ FTE's. Coordinates and oversees Volunteer and Senior Tax Volunteer programs. Oversees confidential CORI documentation, and accesses confidential personnel files and patron documentation. Personal executive-level administrative support to the Director, the Board of Library Trustees, and the Library Foundation. Related work as required.

#### **Principal Responsibilities:**

1. Organizes and oversees all administrative and business office functions in the Library, including administrative files, reports, warrants, accounts payable, accounts receivable, payroll, purchase orders, supplies and office equipment.
2. Produces Library and Library Board correspondence providing executive-level administrative support to both Boards and Director; transcribes from the dictaphone for Director and Board. Produces file copies of all correspondence, minutes and departmental documents and maintains 30-plus drawers of indexed, accessible hard copy files, plus Board and departmental archives. Maintains invoice, administrative office, personnel, Board and Association and back files in organized and accessible manner through daily filing, annual transfer and maintenance of alphabetical index.
3. Processes, records, posts and proofs weekly budget warrants and deposits for \$1,500,000.00-plus department (MUNIS and EXCEL software). Oversees collection and handling of Memorials, Gifts, Restitution and Grant deposits, Membership donations, procurement and disbursement of Petty Cash. Using MUNIS, produces and inputs bi-weekly Operating Budget expenditure warrants, Restitution Account and Memorial Book and Gift Account warrants, monthly Trust Funds expenditure warrants, deposits, summary sheets and Trustee Authorizations.
4. Generates monthly reconciliation reports on MUNIS for the Operating, Personal Services, Memorial Book and Gift Account, Library Restitution Account, LIG/MEG Account and all Trust Fund Accounts. Performs internal reconciliation of expenditures and warrant production with the Director, Assistant Director, and Acquisitions. Reconciles accounts monthly with the Director and the Finance Department or Town Accountant. Reconciles all yearend reports.

5. Monitors access to and contents of administrative safe. Responsible for distribution and collection of departmental keys and maintains Master copies and index to 70-plus departmental keys as well as an up-to-date employee key list.
6. Performs, under supervision of Library Director, annual supply inventory for seven divisions, coordinating division supply requests and purchase orders. Produces Common Supply order template for divisions. Assists divisions in the preparation of their supply orders (\$35,000). Reviews supply orders to ensure the most cost-efficient vendors are utilized while maintaining product quality. Oversees all orders for Library Department from initial ordering through warrant submission. Checks all supply shipments for accuracy and completeness. Oversees final unpacking and storage of all supply shipments in the proper division storage area. Responsible for Friends' of the J. V. Fletcher Library supply orders and paperwork from initial submission to timely submittal to Friends' Treasurer for payment of Friends' invoices. Reviews monthly vendor statements for accuracy. Directly oversees ordering of all first aid, emergency and kitchen supplies annually.
7. Oversees submittal, approval and execution of all departmental purchase orders via MUNIS, purchase and bid documents. Maintains comprehensive records of all departmental bids, personnel advertisements, vendor correspondence and notices. Disseminates bid specifications; receives and records sealed bids and deposit monies. Acts as departmental liaison with the State Collective Purchasing System and the MLS and MHEC Cooperative Purchasing System.
8. Handles confidential correspondence and files of the Director and the elected Board of Library Trustees. Processes CORI records of all departmental staff and volunteers. Attends state-agency CORI training bi-annually. Functions as the "Administrator" for the Library agency and ensures that the departmental CORI certification is renewed bi-annually. Handles and deposits patron payments, having access to confidential patron personal and financial data.
9. Oversees Sex Offender Registry information for the Library department, securing quarterly updates from the Police Department and distributing same to public divisions for mandated display. Updates Sex Offender photographs and notices on bulletin boards as required.
10. Responsible for departmental supply, vendor and equipment contract management. Maintains records for annual, as well as multi-year contracts, alerting administration to termination date on all leases, options, warranties and contracts.
11. Organizes, assembles and maintains Trustee and Friends' Manuals for all elected Trustees Board members and Friends Executive Board Members. Updates and retains Board directories, election history and signatory and fund information as required. Forwards Orientation Packets to candidates for elected Board of Trustees.
12. Organizes, assembles and maintains Administrative Procedural Manual, reviewing and steadily updating as required.
13. Oversees electronic LAN updates to Policy and Emergency Manuals and distributes hard copy updates to Policy and Emergency Manuals at all workstations.
14. Creates and posts holiday notices on public entrance doors. Responsible for notifying the IT Department of the library service calendar and holiday dates to ensure that the automated telephone "outgoing message" reflects library hours, holidays and closures.

15. Assists in production of all grant proposals seeking funding for enhanced library services, programs or facilities. Coordinates *Annual Report (ARIS)* and *State Aid to Public Libraries* data and materials prior to submittal to the Massachusetts Board of Library Commissioners annually.
16. Contacts professional agencies, individuals, vendors and service organizations as directed or needed to obtain or disseminate information.
17. Oversees functionality and condition of all Office equipment and supplies for same: fax machines; photocopier/scanner; typewriter; personal computer; printers; vend equipment; postal meter, and telephone units. Procures funds and maintains the postal meter. Responsible for metering and mailing daily outgoing mail of department. Performs minor troubleshooting on office equipment. Responsible for contacting vendors for machine repair and supplies when necessary. Maintains warranty documentation and instruction manuals for all equipment, insuring proper maintenance and function.
18. Attends monthly Staff Meetings. Records minutes and transcribes same for dissemination to staff. Utilizes software to post Staff Meeting Minutes on Staff Web Page.
19. Processes, assembles, and posts all agendas, enclosures, notices and reports for all posted Board and special meetings. Notifies Boards regarding the availability of meeting packets and updates minutes boilerplates for meetings. Secures RSVP from Board members to ensure a quorum. Posts approved Trustee Minutes on Town Web Site and files archival hard copy.
20. Assists with the coordination of bulk and town-wide mailings as required for the Library Department, Library Board of Trustees and Friends of the J. V. Fletcher Library, Inc. and Foundation.
21. Procures and maintains petty cash funds and oversees disbursements of same. Receives, records and prepares deposits for cash/check donations, gifts and memorials, and restitution payments on an ongoing basis. Initiates Gift, Memorial and Donation procedures upon receipt of check, cash or gift. Reconciles weekly and monthly with Director, Assistant Director, Acquisitions and Town Accountant.
22. Processes any incoming Friends of the Library memberships, matching gift contributions, donations and invoices received on site, retaining a file record of all documents passed to the Friends' Treasurer, Membership Chair, and President. Collects daily and records Friend's revenue and Library Restitution Funds at each public desk. Coordinates weekly collection and deposit of same. Maintains Excel spreadsheet with daily/monthly departmental revenue.
23. Responsible for the routine assignment and upkeep of staff mailboxes, weekly retrieval and filing of payroll checks in same, and dissemination of staff-wide correspondence as directed by Director.
24. Receives complaints or requests for assistance and refers patron to appropriate Division Head, Assistant Director or Director.
25. Attends meetings and workshops relating to administrative, business, personnel or departmental procedures.
26. Ensures distribution of Leave Use Statement semi-annually to the staff and ensures sign-off and reconciliation of same by library personnel. Per the Director, ensures monthly reconciliation of staff leave usage and earning records with the Town Payroll and MUNIS records.
27. Assists and instructs staff in software applications, i.e. Word, Excel, as well as office and business procedures (such as Voice Mail and Telephone instruction). Develops and conducts administrative instructional workshops.

28. With Director or Assistant Director, performs weekly payroll input, executes weekly payroll, and prepares pay sheets and leave accrual documentation updating leave calculations and use on a weekly basis. Applies all pertinent Town Personnel By-Laws, CWA Bargaining Unit contractual language, federal and state wage provisions and the Fair Labor Standard Act. Maintains payroll filing in keeping with Record Retention regulations.
29. Oversees and coordinates Volunteer and Senior Tax Rebate Volunteer Program for Library Department. Recruits, orients and monitors all volunteers. Assesses applications and distributes same to Division Heads for selection. Maintains all work logs, time sheets, correspondence and references for volunteer positions. Tabulates service hours of volunteers for Director. Oversees termination and resignation process. Sends "Thank-you" and acknowledgement of volunteer support upon termination. As Volunteer Coordinator, assists in the coordination and preparation of the annual staff/volunteer recognition event and annual recognition of Youth Services volunteers.
30. E-mails Board of Trustees, Friends of the Library, Inc., Library Staff and Town Employees when necessary. Maintains departmental email distribution lists and updates same.
31. Per the Director, issues a "First of the Month" prompt to appropriate staff, disseminating alerts, notices and reminders as indicated and required.
32. Performs research, conducts studies and maintains statistics relating to administrative effectiveness, costs, usage and growth: maintains statistical and usage data for pertinent equipment. Collects and prepares data collection results from all divisions on both monthly and quarterly basis. Compiles quarterly and annual statistical data for Director and Commonwealth of Massachusetts Board of Library Commissioners.
33. Receives, posts and files Library Latest and all marketing materials into administrative files.
34. Responsible for routine back-up and maintenance of divisional personal computer. Responsible for divisional supplies, equipment and peripherals budget-.
35. Performs other duties of a similar nature and complexity as requested by the Director or Board.
36. May assist with library programs, events, displays or special projects as indicated.
37. May have first-response responsibility for the staff, facility and public in the absence of a Building Supervisor. Maintains up-to-the minute LAN Personnel and Meeting Room calendars.
38. Based on need, is required to work flexible hours.

**Required Experience, Skills, Knowledge and Abilities:**

All candidates are required to take a skills test upon application. Must possess a pleasant, positive and informed manner with the public. Must be knowledgeable in dealing with municipal departments, vendors, business representatives, local, regional and state officials. Ability to work independently and accurately in an organized and efficient system and in concert with organizational policies and goals. Requires excellent problem-solving skills and decision-making skills.

**Education, Training, Special Licensure/Certification Requirements:**

A Bachelor's degree supplemented by business or commercial training with five years prior experience in an automated office or library environment. Proficiency in accounting, payroll and warrant production, word processing, typing, and transcription. Working knowledge of business protocol and library procedures. Proficiency utilizing MUNIS, MS Office and other business and financial software applications. Ability to

learn and adapt to new business and Municipal software and hardware. A CORI check will be conducted for all employees prior to hiring and at subsequent intervals.

**Contacts (boards & committees, vendors, general public, etc.):**

Frequent contact with other town departments, boards and governmental agencies as required. Extensive contact with library patrons and staff, and frequent contact with vendors, network, regions and other town departments.

**Supervisory Responsibility (Include Positions Supervised):**

Works under the direction of the Library Director or his/her designee. Supervises the volunteer and senior tax volunteer program for entire library department, has access to CORI information on all library staff and volunteers. Unusual situations referred to supervisor. Work involves varied and routine duties requiring the exercise of significant independent judgment and initiative but within established procedures. Has access to department related confidential information. Frequent contact with other town departments, boards and governmental agencies as required. Has access to department related confidential information involving personnel and confidential patron information protected under MGL Ch. 78. Errors could result in loss of funds, confusion, delay, administrative problems, technological problems, adverse public relations.

**Responsibility for Operating Budget:**

Responsible for judicious expenditure of all departmental supply budgets, and all equipment, vehicular and facility maintenance budgets. Oversees all supply, maintenance and repair logs. Oversees all administrative equipment, bids, contracts and fiscal schedules. Oversees submittal, approval and execution of all purchase orders. Oversees successful Volunteer Program and cost value of donated personnel hours.

**Primary Physical Requirements:**

Ability to operate and view a computer screen for extended periods of time. Depth, color, peripheral, and distance vision routinely required. Regular lifting up to 25 pounds. Manual use of typewriter, telephone, postage meter; calculator, dictaphone, copying and facsimile machines. Ability to hear, talk, walk, sit, bend, reach, grasp. Occasional need to climb, balance, stoop, kneel, or crouch.

**\*Use F for Frequently, O for Occasionally, R for Rarely, N for Never**

Primary Physical Requirements

Other Physical Considerations

LIFT up to 10 lbs.: F  
LIFT 10 to 50 lbs.: O  
LIFT over 50 lbs.: N

Twisting: O  
Bending: O  
Squatting: O  
Kneeling: O

CARRY up to 10 lbs.: F  
CARRY 10 to 50 lbs.: R

Crouching: O  
Keyboarding F  
Repeated wrist rotations; repeated reaching, grasping, and clutching F

CARRY over 50 lbs.: N

PUSH/PULL: N

**DURING AN 8 HOUR DAY, EMPLOYEE IS REQUIRED TO:**

<u>Consecutive Hours</u>	<u>Total Hours</u>
<u>Sit:</u> 1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
<u>Stand:</u> 1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
<u>Walk:</u> 1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

**WORK SURFACE(S)**  
**Desktop/Computer Table**  
**Stationary & Rolling Office Chair**  
**Carpeted & Linoleum Floored Offices**  
**Stairs and Elevators**

**Summary of Occupational Exposures:**

Work is performed indoors under general office conditions. Noise fluctuates from low to loud depending upon the volume of patrons utilizing library collections and equipment, attendance at library programmatic offerings and age of patrons within the facility. In lieu of Building Supervisor, is responsible for overseeing and ensuring safety of self, employees and the general public.

**Environment:**

Inside: 99%                      Outside: 1%

Position Title: Office Manager-Library

**APPROVALS**

<u>Department Head</u>	<u>Date</u>
<u>Town Manager</u>	<u>Date</u>
<u>Employee Signature</u>	<u>Date</u>
<u>Department Head</u>	<u>Date</u>
<u>Union Steward, if applicable</u>	<u>Date</u>
<u>Human Resources Director</u>	<u>Date</u>

Note: The purpose of this job description is to provide an outline of the more significant work elements of the position and to organize and present the information in a standard manner. It is not intended to describe all the elements of the work that may be performed by every individual in this classification, nor should it serve as the sole basis for Human Resource decisions and actions.

The employee's signature below acknowledges receipt and understanding of the above Job Description as a basis of job responsibilities:

\_\_\_\_\_ Date \_\_\_\_\_  
Employee

FY17 CIRCULATION ACTIVITY STATISTICS

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Yr. To Date Total
Adult Books	6,490	7,285	5,606	5,849	6,245								31,475
Young Adult Books	2,745	2,886	1,706	1,646	1,811								10,794
Children's Books	16,640	16,278	11,573	12,800	13,829								71,120
Adult Magazines	321	548	396	523	663								2,451
Young Adult Magazines	8	29	4	4	19								64
Children's Magazines	123	87	80	94	67								451
Adult CD's	1,353	1,539	1,337	1,322	1,419								6,970
Young Adult CD's	113	112	61	66	86								438
Children's CD's	351	365	196	242	357								1,511
Adult Cassettes & Audio Books	2	2	6	3	5								18
Young Adult Audio Books	0	0	0	0	0								0
Children's Cassettes & Audio Books	1	0	0	0	0								1
Adult Videos	2,694	2,776	2,301	2,325	2,892								12,988
Young Adult Videos	6	20	10	15	4								55
Children's Videos	1,985	2,023	1,194	1,453	2,092								8,747
Adult Electronic Format	0	0	0	0	0								0
Young Adult Electronic Format	0	0	1	9	7								17
Children's Electronic Format	120	146	106	95	157								624
Adult Playaways (Scat 1267)	199	237	140	168	183								927
Children's Playaways (Scat 1270)	211	199	141	126	130								807
Adult Miscellaneous	36	15	6	10	21								88
Young Adult Miscellaneous	0	2	0	0	0								2
Children's Miscellaneous	28	33	25	24	32								142
Commonwealth Catalog Lending	70	38	40	50	30								228
Museum Passes	287	280	123	139	165								994
Downloadable Overdrive	1,294	1,271	1,166	1,394	1,371								6,496
Streaming Video Overdrive	13	10	4	2	1								30
Freegal Music	358	380	342	391	405								1,876
IndieFlix	9	20	6	5									40
Tumblebooks	215	68	5,519	7,755	3,010								16,567
Zinio	172	177	210	188	205								952
Homebound	85	96	86	52	101								420
Foreign Language Deposit	11	12	1	2	4								30
<b>TOTAL :</b>	<b>35,940</b>	<b>36,934</b>	<b>32,386</b>	<b>36,752</b>	<b>35,311</b>	<b>0</b>	<b>177,323</b>						
Previous Year FY16:	38,594	34,374	28,949	30,672	27,691	26,878	29,945	29,326	32,830	29,420	29,073	36,564	374,316
Percent Change:	-6.88%	7.45%	11.87%	19.82%	27.52%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	10.63%
OPAC Renewals	3,354	4,141	2,897	2,938	2,534								15,864
Renewals	3,783	6,513	3,187	5,511	9,677								28,671
Network transfers IN	4,121	4,465	3,993	4,284	3,989								20,852
Network transfers OUT	2,018	2,508	2,194	2,313	2,315								11,348
Inter-Library Loans IN	332	271	167	150	183								1,103
Inter-Library Loans OUT	33	38	53	59	30								213
Database Sessions, Fletcher													0
Database Sessions, MVLC/Region													0
Reciprocal (LOANED)	2,172	2,157	1,450	1,698	1,913								9,390
Reciprocal (BORROWED)	2,913	2,674	2,403	2,408	2,294								12,692
Hold Requests	4,213	4,537	4,171	4,041	3,166								20,128
New Registrations	81	87	63	66	45								342
Total Reciprocal	5,085	4,831	3,853	4,106	4,207	0	0	0	0	0	0	0	16,997
% of Circ to Reciprocal	13.44%	10.43%	12.68%	11.17%	11.91%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0
Meeting Room Reservations	102	125	147	193	189								756
Days Open	24	27	24	26	23								124
Hours Open	213	253	217	227	222								1,132
Library Website Sessions	8,009	7,594	7,432	7,147	6,770								36,952
Boopsie Hits	13,851	13,166	10,898	9,552	9,866								57,333
Internet Users	278	223	289	331	274								1,395
Adult Program Attendees	250	140	340	161	196								1,087
Adult Programs Offered	19	19	21	14	15								88
YA Program Attendees	123	88	31	59	93								394
YA Programs Offered	6	4	3	7	10								30
Childrens' Program Attendees	1,137	331	6	1,505	1,294								4,273
Childrens' Programs Offered	10	3	363	36	32								444
<b>Average Circ Per Day</b>	<b>1,498</b>	<b>1,368</b>	<b>1,349</b>	<b>1,414</b>	<b>1,535</b>	<b>0</b>	<b>1,430</b>						

# WHAT IS A “CERTIFIED” LIBRARY?

Massachusetts public libraries are governed by Commonwealth law and regulated by the Massachusetts Board of Library Commissioners, a state agency. This agency “certifies” that public libraries meet minimum standards – thus making them eligible for State and Federal grants and for State Aid to Public Libraries, an annual grant program. Public Libraries in the Commonwealth must be in compliance with the following regulatory language:

- “Be open to residents of the Commonwealth”
- “Make no charge for normal library services”
- “Employ trained library personnel” -- for Westford this standard mandates that the Director must have a Master’s Degree in Library Science
- “Be kept open a minimum number of hours per week” -- for Westford the minimum service week is 50 hours open offered over 5 days, including evenings and weekends
- “Expend a reasonable portion of the library’s total budget on library materials” -- the percentage for Westford is 15% of the overall budget
- “Lend books to other libraries in the Commonwealth...on a reciprocal basis” i.e. participate in the Inter-Library Loan system and honor other libraries’ patron cards on-site
- Annually, public library budgets must increase by 2.5% over the averaged total of the three prior years’ budgets (i.e. grow the 2 ½% allowable under the confines of Proposition 2 ½ -- the Municipal Appropriation Requirement)
- Library budgets may not sustain an unreasonable or inequitable cut, as, compared to other Town departments

# WHAT HAPPENS IF THE LIBRARY LOSES ITS CERTIFICATION?

If a Massachusetts Library loses its certification (as determined by the Board of Library Commissioners) that library is no longer eligible to receive state and federal grants, or to receive the annual dispersal of the State Aid to Public Libraries program. Even graver, is the potential loss of reciprocal status, as other Communities will bar residents in de-certified towns from borrowing materials from their libraries and from inter-library loan of materials. Residents of towns which have de-certified libraries are allowed walk-in use of the Boston Public Library – the statewide “library of the Commonwealth.”