



SILAS BRONSON LIBRARY

Something for Everyone

ANNUAL REPORT

2020 - 2021



bronsonlibrary@waterburyct.org

203-574-8200

bronsonlibrary.org

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MESSAGE FROM THE DIRECTOR

This was a difficult year for everyone at the library, employees and patrons alike. Library operations were dramatically changed, allowing us to continue to serve the public while also ensuring that we were in compliance with all of the necessary pandemic-related safety measures. We are very grateful to our patrons for their patience as we navigated the challenges of the pandemic.

First and foremost, I applaud the effort made by the library employees to develop entirely new ways of working at a library while simultaneously implementing those new procedures. There was no template to follow. No library had ever changed their operations in this fashion until every library suddenly had to do it all at once. The Silas Bronson Library, through our employees' hard work and dedication, was able to offer more for our patrons than many other libraries in Connecticut without sacrificing safety.

For most of the year, the downtown library was open by appointment for use of the public computers and picking up material requested in advance. Following requests from local students, appointments were available for quiet study in the Main Reading Room. Use of the copy machines was available without an appointment, and appointments to use the computers or the Main Reading Room could be made by walk-ins so long as there was a seat available. The TeenZone and the second floor KidZone were closed to the public. The Bunker Hill Branch Library was open by appointment to pick up material requested in advance.

Switching to an appointment-based system required a complete overhaul of the library's staffing structure. Instead of the traditional divisions of Adult Services, Youth Services, and Circulation Services, the library was



Raechel Guest
Director, Silas Bronson Library

divided into Circulation Processes and Patron Assistance & General Librarianship. Gary Bach, Librarian IV, was placed in charge of Circulation Processes, supervising a staff of eight Admins, Pages, and Librarians. Clivel Charlton, Librarian IV, was placed in charge of Patrons Assistance & General Librarianship, supervising seven Librarians. Bach and Charlton were also responsible for daily temperature checks of all employees and ensuring that the correct safety protocols were followed if an employee was unwell. The Technical Services Division staff assisted both groups as needed. The Bunker Hill Branch worked closely with the downtown library to coordinate requests by their patrons.

Working as a team, the library employees established an assembly-line style of production to retrieve material from the shelves requested by patrons, process the material in the system, call patrons to schedule their appointments to pick up the material, place the material in groups by patron name for easy retrieval, gather and process the material shortly before the patron appointment, and assist the patron at the front

desk during the appointment. If a patron was late or missed their appointment, their material was returned to the holding area and a new appointment was scheduled. The system was also used for issuing physical library cards; patrons were able to sign up for digital cards online, then schedule an appointment to pick up the physical card at the library.

Patrons who used the library's "take out" system praised the simplicity and efficiency of their experience: they requested the items they wanted using our catalog, waited for their appointment, and needed to be inside the library for only a few minutes to pick up their items. Many expressed gratitude for being able to borrow library material in a safe and efficient environment.

On May 11, thanks to the arrival of supplies funded by a grant from Connecticut's Everybody Learns Initiative, the library resumed normal operations with patrons once again able to browse the shelves and visit the second floor. On May 19, following a change in state and municipal guidelines, masks became optional for vaccinated employees and patrons.

After the library resumed normal operations, we saw a steady increase in circulation of physical material as patrons who preferred to browse the shelves returned to the library.

While the library was restricted to an appointment-based system, many of our patrons gravitated to ebooks and downloadable audiobooks which could be borrowed from the library without leaving home. We were able to issue digital library cards, increasing the number of Waterbury with access to our online resources. Circulation of ebooks and downloadable audiobooks increased dramatically over the course of the year.

Operating Budget

Due to employee retirements and positions being held vacant for budgetary reasons, we saw a surplus of just over \$113,000 in our payroll. One of our Librarian 2 positions was held open by the City for budgetary reasons since 2017, and another was vacant while the Librarian 2 filled in for a Librarian 3 who retired in FY20. A Librarian 4 retired halfway through the year, and one of our Pages did not return after the shut down in the spring of 2020.

Following state guidelines for COVID safety, all late fees were forgiven and we suspended the collection of cash payments for printing and other services. Patrons were allowed to charge printing fees to their library accounts for future payment. As a result, the revenue for fines, print outs, etc. is significantly lower than normal. Additionally, until we resumed normal operations in May, we saw significantly less use of the photocopy machines.

Grant Funding

Thanks to a federal CARES Act grant, the Connecticut State Library provided us with ten Chrome books and Wi-Fi hotspots for our patrons to borrow. Configuration of the Chrome books for patron use proved challenging, which caused a delay in making them available.

We received a \$5,000 grant from the State Library's Urban Initiative Task Force at the end of the previous fiscal year, which we used this year for the purchase of new chairs for our patrons in the Main Reading Room. The old chairs were in great disrepair. The new chairs glide smoothly on the tile floor and are easy to clean.

In November, the library received \$74,190 from the Connecticut Everybody Learns Initiative to assist with the purchase of pandemic-related supplies. The funds were used to purchase additional plexiglas barriers,

thousands of surgical masks for employees and patrons, HEPA air purifiers, hand sanitizer and touchless hand sanitizer dispensers, and automatic soap dispensers and faucets for the restrooms. The grant was also used to purchase easy-to-disinfect tables with built-in USB power supplies for the Main Reading Room, book carts for patrons to place library material after handling, and a number of Wi-Fi hotspots and Android tablets for patrons to borrow.

The Everybody Learns Initiative also equipped us with the supplies needed to take the library to our patrons. The new Mobile Branch Library is still in development as we work on acquiring a cargo van to transport the mobile library supplies. In the meantime, we have begun offering home delivery for seniors and others who are unable to come to the library. Michael Tierney, Librarian 3 in charge of the new mobile service, assisted the Senior Center with meal deliveries throughout the year.

The Everybody Learns Initiative grant was awarded with a very short turnaround time. We are grateful to everyone in the City's Finance and Purchasing Departments who helped us meet the grant deadlines.

In May, we received \$3,000 in ARPA funding from the State Library, which we will use in the coming fiscal year to purchase additional Wi-Fi hotspots and hotspot subscriptions for our patrons to borrow.

Although we received \$4,500 in grant funding from the Connecticut Community Foundation for the BRASS program, due to the pandemic, we were unable to spend those funds and the remaining funds from the previous year until the end of this fiscal year.

Donations

Several funds managed by the Connecticut Community Foundation continue to benefit the library with annual donations: the Helen C. and Edwin H. Angevine Fund; the Ingrid J. Martland fund for books for children in first grade and younger; the Eleanor J. McLarney Fund for the purchase of children's books; and the Veillette Family Fund for books.

In September, the library received a bequest of \$25,000 from the Isidor I. Sprecker Trust, originally established in 1988. The bequest was added to the Bronson Fund.

George Noujaim held a fundraiser in memory of his son, Jack Paul Noujaim, in January. A total of \$1,000 for the purchase of children's books was donated through the Friends of the Library, which was used to purchase 136 books. An additional 30 books were donated by the Noujaim family. Another \$100 for the purchase of books in memory of Jack Paul Noujaim was donated by Elizabeth Wesson. Each book was given a bookplate in memory of Jack Paul Noujaim.

Raechel Guest
 Director, Silas Bronson Library

BOARD OF AGENTS

President

Timothy De Carlo - R

Vice-President

Holly Wrenn - D

Secretary

Anne Marie Cullinan - D (resigned December 2020)

Treasurer

Joseph Stango

Susan Beatty - R

Beverly Buccari - D (died December 2020)

Stephanie Cummings - R

Audrey Harrell - D

Lana Ogrodnik - R (resigned July 2020)

Daniel J. Ryan - D

Dawn Stephenson - R

Raymond Van Stone - R

Vacant - D

Aldermanic Liaison

(non-voting member)

Vacant

The Board of Agents was established in 1868 to oversee the Silas Bronson Fund and Library. The Board consists of twelve people appointed to six year terms. Terms are staggered, with four terms beginning every even-numbered year on July 4. Nominations to the Board are made by the two major party Town Committees, and Agents are appointed by the Mayor. All Agents must be enrolled electors in the City of Waterbury. In addition to the twelve Agents, there is a Treasurer who is not required to live in Waterbury. The Treasurer is appointed to a five year term.

LIBRARY STAFF

ADMINISTRATIVE STAFF

Raechel Guest
Director

Lisa Bartkus
Administrative Associate III

Chantal Johnson
Administrative Associate III

Mary Jane Boucher
Accountant III

ADULT INFORMATION SERVICES

Tanya Jackson-Smith
Librarian IV

Susan Barks
Librarian II

Rebecca Bridges
Librarian II

Dana Lucisano
Librarian II

Mary-Beth Mason
Librarian II

Linda Senkus-Benedict
Librarian II

CHILDREN'S SERVICES

Clivel Charlton
Librarian IV

Juleigh Paradise
Librarian II

Anne Zadora
Librarian II

CIRCULATION

Gary Bach
Librarian IV

Michael Tierney
Librarian III

Rosemarie Fearnley
Administrative Associate I

Lance Gaston
Administrative Associate I

Loretta Hayes
Administrative Associate I

Lindsay LeVasseur
Administrative Associate I

BUNKER HILL BRANCH LIBRARY

Margaret Keating
Librarian III

TECHNICAL SERVICES

Christine Rinaldi
Librarian III

Kyle Garcia
Administrative Associate I

Anita Lemoine
Administrative Associate I

Mary Jo Shepard
Administrative Associate I

BUILDING MAINTENANCE

Elias Dogramatzis
Maintainer II

Domenic Daddona
Maintainer I

Robert Ortiz
Maintainer I

Eric Rodriguez
Maintainer I

GREETERS

Mandie Dreher
Thomas Strachan

PAGES

Zaidre Petruskevicius
Manuel Velez
Gregory Wilson

DIVISION REPORTS

ADULT INFORMATION SERVICES

The Adult Information Services (AIS) librarians serve patrons at Silas Bronson library's main library, its Bunker Hill branch, and at BRASS (Bringing Resources to Action to Serve Seniors) Program Sites. The AIS services have recently expanded to include a homebound delivery service for patrons who are otherwise unable to come to the library to browse. Librarians assist patrons in the use of the library's public computers, provide programming, answer questions asked, teach computer classes, check out museum passes, inventory and develop the library's collection, and strive to maintain a pleasant atmosphere in the library for all who enter its doors.

Impact of COVID-19

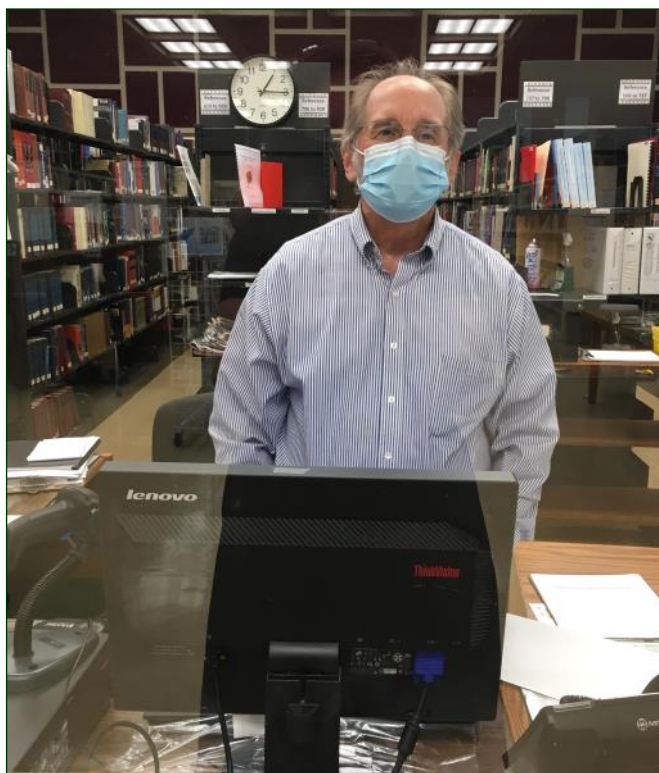
Until May 11, the library was open by appointment only for computer use, quiet study, and to pick up holds. The AIS librarians scheduled computer appointments for our

patrons, several of whom were here daily. Computer sessions were limited to a single two-hour session and only a third of the computers were available for use due to social distancing.

While we were open by appointment only, patrons were not able to browse the shelves; they had to request what they wanted in advance. The librarians assisted with gathering and processing items requested by patrons, then calling the patrons to schedule a time for them to come in and pick up their items.

The Main Reading Room was used by students and other adults for socially distanced quiet study, monitored by the AIS librarians.

The Reference Desk is surrounded by a plexi barrier which reduces the spread of COVID but makes it more difficult for the librarians and patrons to communicate.



Main Reading Room Reference Desk



Browsing new arrivals in the Main Reading Room

All AIS programs were held online using the Zoom platform. Several repeating programs developed dedicated followings, including the Seat of the Pants Cooking program and the Genealogy program.

We were unable to offer BRASS computer classes at the Senior Center, as it was closed for nearly the entire year. The VITA Tax Prep program returned to the library using an appointment system. The VITA volunteers were able to use the library's computer classroom, while the tax filers dropped off and picked up their paperwork in the library's front lobby.

Public Computers and Wi-Fi

Librarians assist patrons in using our public computers. Patrons are taught the basics of how to log onto and print from the computers, navigate websites, and use the available software programs. The computers are primarily used by patrons who do not have access to a computer or printer at home (U.S. Census data indicates that as much as a third of Waterbury residents do not have access to the internet at home). Patrons with a library card are able to log on directly to the computer and continue using the computer for multiple 2-hour sessions so long as no one is waiting to use a computer; guest passes are issued to patrons without library cards and are limited to a single session per day.

Free Wi-Fi access is available throughout the building and is regularly used by patrons who bring their own laptops, tablets, and phones to the library.

Reference Assistance

AIS librarians answer reference, directional, general, local history, genealogy, and reader's advisory questions. Inquiries are presented via telephone, email, postal mail, and in person. Questions, while asked primarily by Waterbury and other Connecticut residents, are also posed by people throughout the United States and other countries.



Seat of the Pants Cooking with Chef Bill

Public Programs

A diverse roster of AIS programs were held using the Zoom platform. During the summer of 2020, some of our programming focused on helping the public learn how to use Zoom, which had suddenly become ubiquitous in daily life.

We were able to continue a number of our popular programs on Zoom, including book clubs and Genealogy Tips. Seat of the Pants Cooking, which we started during the shutdown, continued through the year.

One of the most popular programs was held in partnership with the Waterbury Health Department, presenting an update on the opioid crisis in Waterbury.

The Benevento Program series returned online with a holiday music program in December featuring the Waterbury Symphony Orchestra's Principal Trumpet, John Charles Thomas.

The AIS librarians, seeing that our patrons were in need of in-depth computer assistance, began offering in-person one-on-one appointments, using a plexiglas barrier and masks to help keep both parties safe.

Staff Updates

Tanya Jackson-Smith, Librarian IV in charge of Adult Information Services, retired in December. Clivel Charlton, Librarian IV in charge of Youth Services, stepped in to lead the division until a new Librarian IV is hired. Additionally, the division has one Librarian II position which has been vacant for more than a year.

YOUTH SERVICES

The mission of Silas Bronson Library Youth Services Division, aka CaTs (Children's and Teen's), is to ensure that all youth in Waterbury receive support, resources, and information to prepare them for success and to

make them productive citizens. The mission includes making the Silas Bronson Library an influential literacy partner for the success of the entire family. This mission will be accomplished by guiding and playing an active role with our youth from the cradle to college.

The major function of CaTs this fiscal year was to continue focusing on the distribution of materials and dissemination of information both physical and digital despite the pandemic and to educate and familiarize patrons with our online material and virtual programs. CaTs played a central role in helping our patrons cope with the chaos of the pandemic.

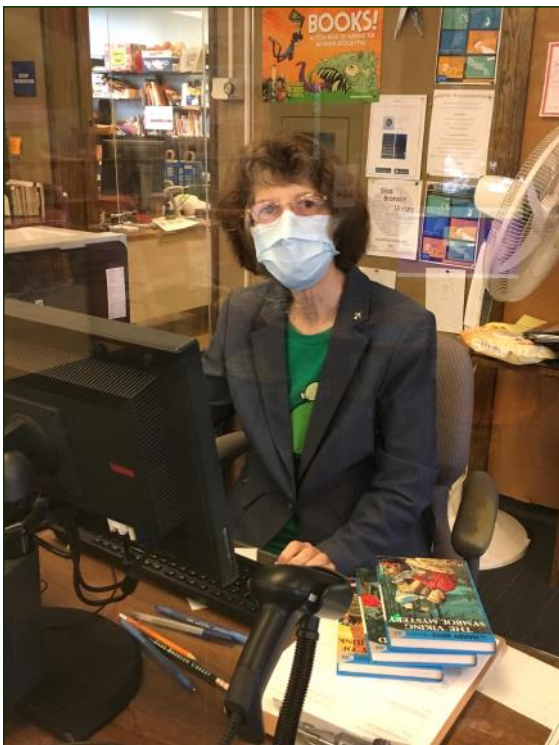
Impact of COVID-19

The spaces in the library that would normally be filled with children and teens were sadly empty for much of the year, as the library was open by appointment only until May 11 and no in-person programs were held. Due to the operational changes necessitated by the pandemic and due to staffing shortages, the second floor of the library was closed to the public until May.

The Teen Zone was unavailable for public use until May, but high school and college students were able to use the Main Reading Room to study while the Teen Zone was closed.

While we were open by appointment only, patrons were not able to browse the shelves; they had to request what they wanted in advance. The Youth Services librarians assisted with gathering and processing items requested by patrons, then calling the patrons to schedule a time for them to come in and pick up their items.

Despite the lack of physical contacts, the Youth Services Division was able to collaborate with the Waterbury Board of Education, private and parochial schools, and



KidZone Reference Desk



LEGO Creations Video Title Screen

homeschoolers to support their curriculum by offering electronic library cards and ebooks.

After the second floor reopened in May, safety protocols meant that the shared toys used by children in the KidZone had to be kept in storage. The public computer stations are divided by clear plexi barriers and the librarians' desk is behind plexi to reduce the spread of COVID.

Children's Reference Assistance

Youth Services librarians assist children, their caregivers, and adults studying to become teachers with questions relating to homework assignments, literacy, and other topics. Staff also provided directional and general assistance.

Children's Public Computers

After reopening in May, Youth Services returned to provide access to the internet for children and parents who otherwise would not have access to the web. Librarians assist children with the public computers and the AWE Early Learning Station computers located in the Children's Room on the second floor. Caregivers also make use of the public computers in the Children's Room, as it would be difficult for them to use the computers in the East Wing, where there is nothing to engage their children.



Local authors London Carter Williams, Shelby Davis, and Chase Taylor

The Early Learning Station computers aid in bridging the gap for children who lag behind in literacy and technology. The Early Learning Stations (ELS) are loaded with more than forty-five educational software programs for children ages 2-10. The ELS are standalone computers; they are not connected to the internet. All information on ELS computers is safe, age-appropriate, and academically relevant for children and is also available in English and Spanish.

Children's Public Programs & Community Outreach

We offered a number of online programs for children. Although this is a difficult format for children, we found several types of programs that were well received. The Waterbury Symphony Orchestra presented a Musical Readers series, pairing musical instruments with a related story time.

In February 2021, we celebrated local authors on Zoom, giving kids a chance to meet Shelby Davis, Chase Taylor, London Carter Williams, and Chemay Morales-James.

Coding Club was able to migrate successfully to an online platform, as did our weekly story time.

The 45th Annual Poetry Contest, which would normally have been held in the spring of 2020, was rescheduled

for the fall of 2020. The awards ceremony was held via Zoom, allowing the children to read their poems to the group. Twenty-nine schools were invited to participate for grades K-8. There were 101 entries and 11 winners (some grade levels had no participation). Three community members volunteered as judges for the contest.

The 46th Annual Poetry Contest was held as usual in the spring of 2021. Thirty schools were invited to participate for grades K-8. There were 158 entries and 18 winners, two for each grade level. Three community members volunteered as judges for the contest.

The 2020 Summer Learning Program, "Imagine Your Story," was conducted entirely online using the READSquared program. Only 31 children participated. The library was open by appointment only at this time.

In June 2021, we began offering some in-person programming outdoors. The newly renovated Library Park features a lovely shaded seating area which we use for our weekly story times, renamed Stories at the Stones for the large stone seats. An educational program with live animals was held on the back patio of the library.



Animal Embassy live animal program on the patio, June 2021

Teen Zone

The Teen Zone is a refuge for teenagers, giving them a place to socialize and study without intrusion from adult patrons. Teens have used the space for working on group projects and for doing their homework on our computers. The Teen Zone reopened on May 11.

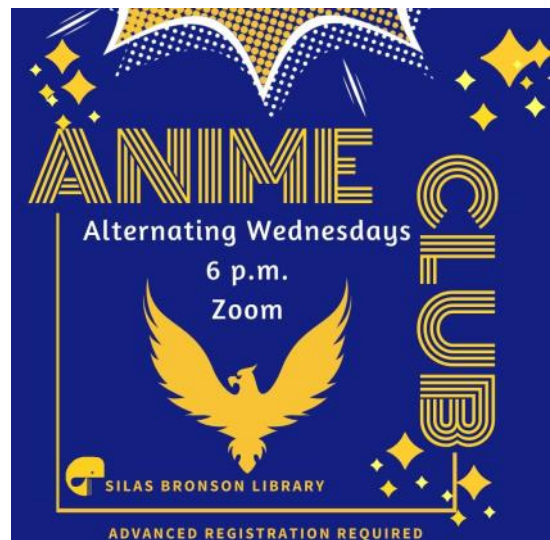
Teen Programs

The library's Geekdom programs, which are popular with teens and young adults, migrated relatively easily to an online format and had the largest participation of all of our online programs. The programs included Chess, World of VR, Choose Your Own Adventure, Anime, and World of Gaming, all of which allowed participants to engage with one another in the online platforms.

The annual Summer Reading Program was done entirely online in 2020 using the READSquared platform. A total of 30 teens participated, with 12 grand prize winners. Over \$3,000 in prizes was donated.

Staff Updates

Christine Rinaldi was promoted to Librarian III in charge of Tech Services, leaving the Youth Services division short one Librarian II.



CIRCULATION DIVISION

The Circulation Division oversees all operations related to patrons borrowing items from the collection. All cash register transactions are also handled by the Circulation Division, including the printing & copying fees, sale of ear buds and flash drives, sales transactions for the Friends' Bookstore, and donations to the library. Due to the prominent location of the Circulation Desk in the front lobby, it is often the first stop for patrons seeking reference assistance, directions within the building or to other buildings, or to report a problem.

Impact of COVID-19

Circulation procedures were dramatically modified to ensure the safety of the public and library employees. The circulation desk now has a clear plexi barrier to reduce the transmission of COVID, but it also makes it more difficult for patrons and employees to hear one another.

Following state and national guidelines, all library material was placed in a three-day quarantine after being returned to the library. This was a labor-intensive process which complicated normal circulation procedures.

Until May 11, all material being borrowed from the library had to be requested in advance by the patron and placed on hold for the patron to pick up at a scheduled time. In order to streamline the process, particularly for patrons borrowing a large number of items, the material would be checked out to the patron prior to their arrival, which then created more work if the patron did not show for their appointment. The holds procedure required extensive assistance from other library divisions, as it was far too much work for just the circulation staff to handle.

For most of the year, following state guidelines, the library did not collect money from our patrons, so all computer users were able to charge their printing fees to their library accounts for later payment.

Interlibrary Loan Services

We use the free DeliverIT delivery service run by the Connecticut State Library to shuttle items between our library and other libraries throughout Connecticut. The service has been greatly reduced in recent years. We also use a fee-based delivery service, Yankee Courier, to supplement and to increase the number of bins we can send out and receive each week.



Requested items organized on the "holds table," to be picked up by patrons at their appointments



Returned items in quarantine

When patrons wish to borrow items from libraries that don't participate in either delivery service, we use the USPS to send and receive those items.

BorrowIT

The Connecticut State Library coordinates the BorrowIT program, allowing Connecticut residents to borrow from any library in the state and to return items to any library in the state. The other libraries most used by Waterbury residents are the Southbury Public Library, Middlebury Public Library, Wolcott Public Library, Woodbury Public Library, and Cheshire Public Library.

Acorn App

Patrons are encouraged to use Bibliomation's Acorn Catalog app on their smart phones. Once they log into their account, the app can be used in place of their physical library card as well as for requesting items to borrow.

Staff Updates

Michael Tierney was promoted to Librarian III in charge of the new mobile branch library and home delivery service. He continues to assist the Circulation Division as needed.

Home Delivery is now an option!

1. Call 203-574-8225 or go online to bronsonlibrary.org and complete an application for home delivery.

2. Use the ACORN app or access your account online

3. Place whatever you are craving on hold. We have books, CDs, DVDs, video games, audiobooks, WiFi Hotspots and more!

4. Once your items are ready, we'll call you to schedule an appointment for home delivery.

5. Wait at home for delivery!*

*You must be at home for delivery. You can wave from your window if you'd like!

Home Delivery subject to application approval

Silas Bronson Library
Something for Everyone

Acorn Catalog
apps by kenstir Productivity
Everyone

You don't have any devices.

Add to Wishlist

Acorn Catalog 159733000012

Search

Items Checked Out

Holds

Fines

My Lists

Show Card

Search 159733000012

Harry Potter

Keyword

Bethel Public Library

100 most relevant results (of 157 total)

Harry Potter: the character vault
Reynisson, Jody
2015

Harry Potter Power
SyMry, J.A.
2012 (IP Opposable Publications)

Harry Potter: the complete quiz book : unofficial & unauthorised
Goldstein, Jack
2015 Andrews UK

Harry Potter: the ultimate book of facts : unofficial & unauthorised
Goldstein, Jack
2015 Andrews UK

Harry Potter: the unofficial guide to the collectibles of our favorite wizard
Bradley, Eric
2017

TECHNICAL SERVICES

The Technical Services Division oversees the library's collections, ordering new and replacement material, repairing damaged material, tracking inventory, and conducting weeding. Technical Services is also responsible for cataloguing the collections and caring for the library's archives.

Technical Services worked heavily on improving the quality of the library's collections over the past year. With the help of librarians in the other divisions, we were able to make a large dent in our inventory project. This project includes manually scanning every single barcode into our consortium database, to compare what items are on the shelf versus what items should be on the shelf. Doing this gives us a more accurate count of how many items we have in the building.

Handling each and every book has helped us to better organize the collection, moving books to more appropriate locations. For example, a science fiction book shelved in general fiction would be moved to the science fiction section. The process also helps us see which call numbers or barcodes need to be updated.

We have completed all of the Young Adult collection, all Adult Media, Adult Large Print, and about half of the Adult Nonfiction and Fiction collections, including their storage counterparts.

We have been working on a very large list of items that were marked as missing from the collection. With the help of the library's Pages, we have been able to locate quite a few of the missing books and determine which books have actually gone missing, so that a replacement copy can be ordered.

We cataloged every magazine in the building so that we can now lend them to patrons, something that was

not previously done. This added more than 2,500 items to our collection.

The library added Wowbrary to its patron offerings. The program highlights new arrivals to the collection each week and allows patrons to subscribe to a newsletter customized for their personal interests.

Impact of COVID-19

Patron use of the library's ebook and downloadable audiobook collections increased dramatically during the pandemic. As a result, a portion of the library's physical book budget was reallocated to the digital book budget, allowing us to purchase more copies of ebooks for our patrons.

Staff Updates

Christine Rinaldi was promoted to Librarian III in charge of Technical Services. She joined the ILS Steering Committee for Bibliomation, our consortium, giving her direct involvement in updates and improvements to the database system we use.



Ebooks and audiobooks are available for smartphones and tablets

INTERNET TECHNOLOGY SERVICES

The library's staff and public computers and internet technology based services are managed by the City's I.T. Department, with Systems Administrator John Ditoto serving as the on-site staff member, with assistance provided by other members of the I.T. Department as needed.

Impact of COVID-19

Due to social distancing requirements, only a third of the public computers were available. Additionally, the computers were available by appointment only, which meant that the computers had to be reconfigured for appointment-based use and the librarians needed to be trained in setting up the appointments. Two types of computer appointments were available: a full two-hour appointment and an express 20-minute appointment.

While the library was open by appointment only, multiple scheduling calendars were created for shared use by all library staff, allowing them to schedule and view appointments for the public to use the computers, pick up library material both downtown and at Bunker Hill, study in the Main Reading Room, or visit Literacy Volunteers in the library's basement.

Due to state guidelines, the library suspended all cash transactions until May. In order to allow patrons to continue to print from the public computers, the patron system was reconfigured to allow the printing fees to be charged to the patron's library card. Because there was no way to do this with guest passes, no guest passes were issued during this period.

Equipment & Software Upgrades

USAC/ e-Rate funding was obtained to install a high-speed fiber link between the downtown library and the Bunker Hill Branch Library, which will allow us to add public Wi-Fi at the branch and a direct connection between the branch computers and the library's

servers. The funding will cover 100% of the installation cost (\$79,900) and 85% of the ISP Service Charges and Fiber Operations. Additional funding is being provided by a grant from the Connecticut State Library. Construction is anticipated to begin in FY 22. The downtown library's ISP high speed fiber service is already funded at 85% by the USAC/e-Rate program.

USAC/e-Rate funding was also obtained to replace/ upgrade the library's CORE managed switch and 20% of our satellite managed switches. This funding allows us to replace/upgrade the Uninterruptable Power Supplies (UPS) for these switches. The switches allow the various devices and servers on the library's network to communicate with one another.

Thanks to the state's Everybody Learns Initiative grant, we were able to purchase 57 Ubiquiti access points and managed switches to replace the downtown library's existing open-mesh Wi-Fi network. This will greatly enhance coverage and bandwidth available to our patrons, who are increasingly using our Wi-Fi.

The Everybody Learns Initiative grant was also used to purchase a debit/credit card reader that interfaces with the library's POS register, allowing patrons to pay with VISA, Mastercard, and Discover for the first time. A second reader was purchased for the new mobile library, along with a laptop and Wi-Fi hotspot.

We coordinated with the Connecticut Education Network (CEN) to deploy two external Wi-Fi hotspots outside the downtown library, providing free public internet access to the front, side, and rear of the library, supplementing the Wi-Fi inside the building.

Thanks to a combination of the CARES Act grant and the Everybody Learns Initiative grant, the library now has 15 Chrome Books, 25 Wi-Fi hotspots, and 16 Android tablets available for patrons to borrow.

BUILDING MAINTENANCE & SECURITY

Our staff of four Maintainers works to ensure that both of the library's buildings and grounds are kept clean and well maintained. They may work extra hours as need for snow removal and other emergency events.

The library hires extra-duty police officers to provide security during the evenings, Monday through Thursday. The officers are available to escort library staff to their cars at the end of the night. The downtown patrol officers make routine visits to the library during the day as part of their patrol.

Impact of COVID-19

The pandemic created extra work for our maintainers, who disinfected all shared surfaces repeatedly throughout the day as well conducting more comprehensive daily disinfecting before the building opened each morning.

Automatic faucets and hand-dryers were installed in all the public bathrooms and staff bathrooms. Touchless hand sanitizer dispensers and disinfecting wipes were positioned throughout the building for patron and employee use.

A new position, that of Greeter, was added this year. The greeter is responsible for ensuring that all patrons are wearing a mask (and providing a mask if the patron doesn't have one). When the library was open by appointment only, the greeter verified that each visitor to the library had an appointment and directed them to the correct area of the building.

Staff Updates

Richard Pelletier, Maintainer I, left his position at the library. He was replaced by Robert Ortiz, who transferred here from the Police Department.



Touchless hand sanitizer dispenser in the Main Reading Room



Greeter station in the front lobby

BUNKER HILL BRANCH

The Bunker Hill Branch, opened in 1962, continues to serve Waterbury residents living in the Bunker Hill and Town Plot neighborhoods. Free off-street parking is available. Delivery service to and from the main library gives branch patrons access to the full Silas Bronson Library collections.

The branch also participates in the summer reading programs, provides reference help, and interlibrary loan service. Its collection includes many temporary items borrowed from the downtown library so that patrons are given a much wider selection of books, audiobooks and DVDs.

Margaret Keating, Librarian III, is the supervisor of the Bunker Hill Branch, dividing her time between the main library and the branch. A book club at the branch for seniors is run by Mary-Beth Mason, Librarian II, who also offers computer tutoring at the branch for seniors through the BRASS program.

Impact of COVID-19

For eleven months, the branch library was “nopen” – open by appointment only. New library cards were issued at the downtown library only. We are grateful to the patrons of the Bunker Hill Branch for their support during the “nopen” time. Since June 2021, the Open flag has been proudly flying in front of the branch to greet all patrons, old and new, to the Bunker Hill branch of the Silas Bronson Library. One patron claimed having the Silas Bronson Library “nopen” kept her happy and sane!

Hand sanitizer and disinfecting wipes are available for all patrons to use, and a plexi barrier is positioned in front of the service desk. Due to social distancing constraints and other COVID-related restrictions, public computer use was limited and printing was not available.



Interior of the Bunker Hill Branch Library



The Bunker Hill Branch service desk

FRIENDS OF THE SILAS BRONSON LIBRARY

The Friends of the Silas Bronson Library is a volunteer-run, 501(c)3 organization dedicated to supporting the library's operation and mission through fundraising, outreach, and other volunteer activities. The Friends provide vital funding for library programs, especially those for children.

The Friends collaborated with Literacy Volunteers of Greater Waterbury to host a highly successful Designer Handbag Bingo at Hawk Ridge Winery in September. In November, the Friends sold handcrafted items and new library tote bags at the Artisan's Market at City Hall.

Funds raised by the Friends go directly to the library to support their public programs and services.



The Friends of the Library at the Artisans' Market in front of City Hall, November 2020

LITERACY VOLUNTEERS OF GREATER WATERBURY



The annual Literacy Volunteers of Greater Waterbury Scholarship presentation, 2021

For more than 40 years, the Silas Bronson Library has partnered with Literacy Volunteers, providing them with space in our building and access to fundamental office resources such as telephones, copy machines and computers. The partnership has proven endlessly beneficial to English Language Learners, adults who speak English but struggle to read or write and those adults seeking citizenship assistance. Literacy Volunteers also offers workforce readiness classes, family literacy programs, and free book giveaways through Waterbury Reads.

The services offered by Literacy Volunteers are integral to the mission of any public library and are services we would need to offer ourselves if they weren't here.

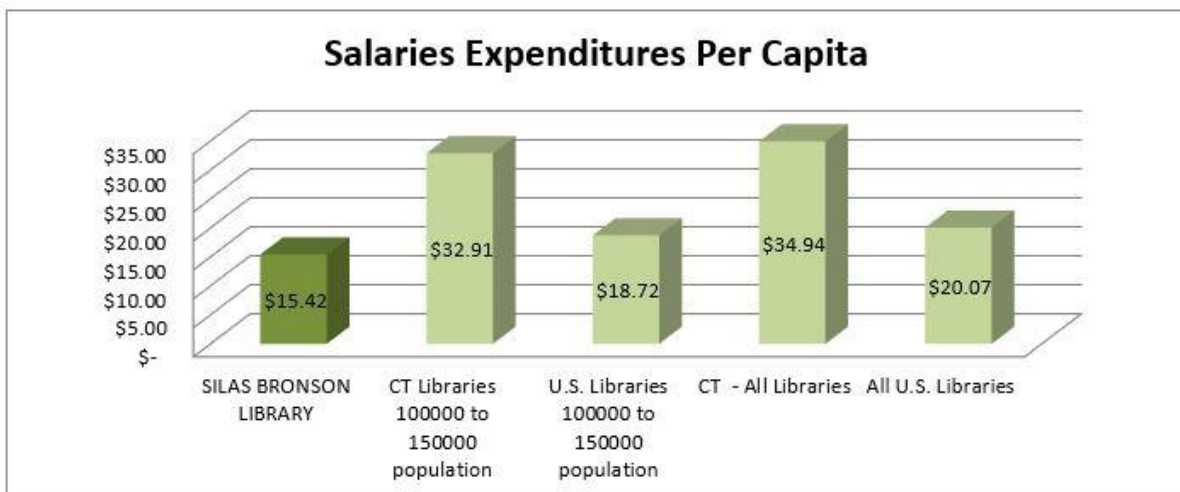
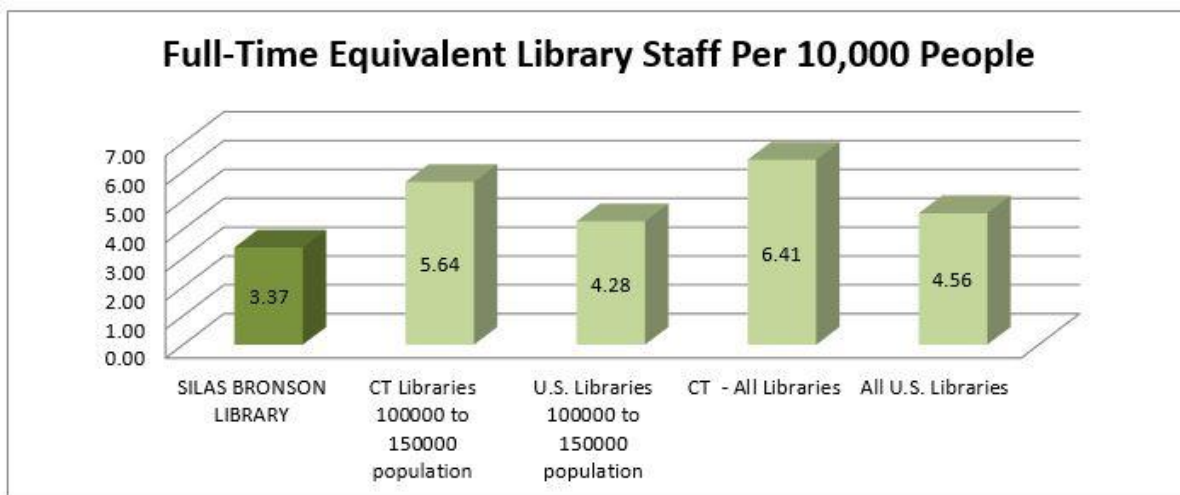
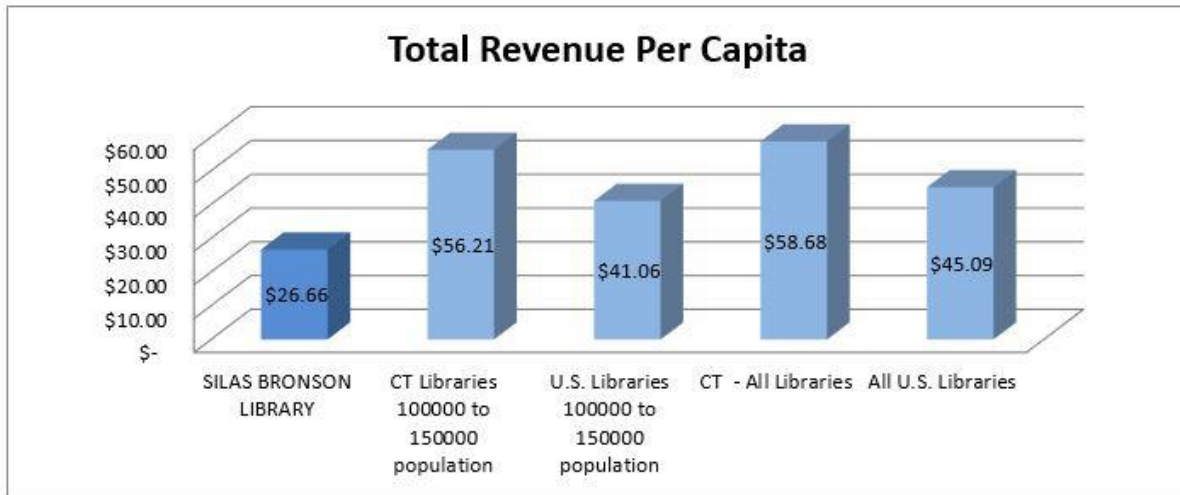
LIBRARY USAGE BY THE NUMBERS

Total Collection Size	271,695	Total Geekdom Online Programs	172
Total Items Purchased	12,692	Total Geekdom Online Attendance	4,948
Total Items Donated	131		
Total Items Withdrawn	13,018	Total Children's Programs Offered	140
		Total Children's Program Attendance	31
Total Magazine Subscriptions	129	Total Children's Online Programs	134
Total Newspaper Subscriptions	4	Total Children's Online Attendance	300
Total Number Museum Passes	20		
Total Museum Pass Usage	15	Total AIS Reference Transactions	6,050
		Total Children's Reference Transactions	479
Total Number Library Card Holders	43,179	Total Children's Non-Reference Questions Answered	37
Total New Library Cards Issued	1,154	Total Bunker Hill Reference Transactions	866
New Digital Library Cards Issued	722		
		<i>Physical Circulation (Bibliomation)</i>	
Total Main Library Visits	42,212	Total Circulation of Adult Material	17,165
Total Bunker Hill Branch Visits	1,144	Total Circulation of Teen/YA Material	1,936
		Total Circulation of Children's Material	19,387
Total Meeting Room/Classroom Use	467	Total Combined Physical Circulation	38,488
In-House Meeting/Classroom Use	427		
		<i>Digital Circulation (OverDrive)</i>	
Total Adult Programs Offered	85	Total Circulation of Adult Material	10,234
Total Adult Program Attendance	16	Total Circulation of Teen/YA Material	1,229
Total Adult Online Programs	83	Total Circulation of Children's Material	2,240
Total Adult Online Attendance	934	Total Combined Digital Circulation	13,703
Total BRASS Computer Classes	0		
Total BRASS Class Attendance	0		
Total Teen/YA Programs Offered	73		
Total Teen/YA Program Attendance	975		

LIBRARY USAGE BY THE NUMBERS, CONT.

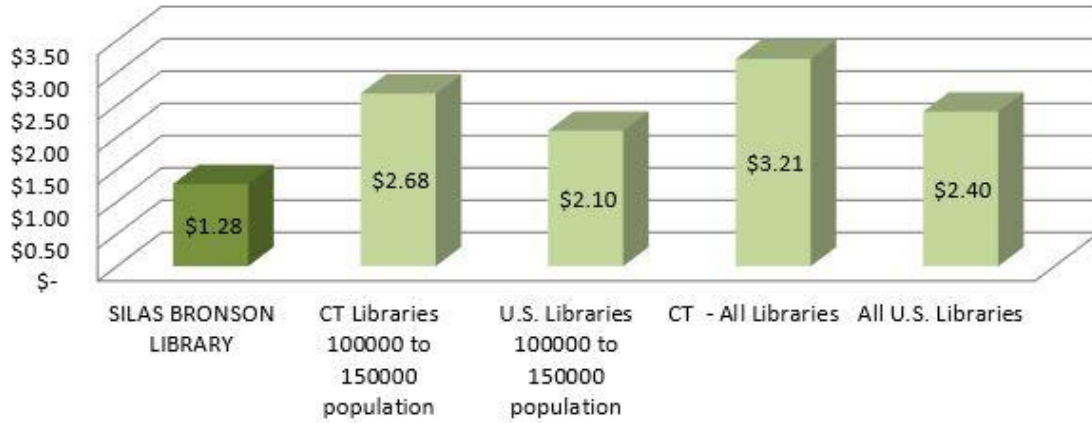
Total Website Visits	33,197	Total Number of Public Computers	70
Total Website Page Views	74,498	Total Public Computer Use (sessions)	3,688
Total Website Users	17,240	Total Public Computer Use (hours)	2,920
Total Facebook Followers	2,547	Total Number of Chromebooks	15
Total Twitter Followers	453	Total Number of Tablets	16
Total Instagram Followers	947	Total Number of Hotspots	25
Total Bronson Teens Instagram Followers	273	Total Circulation of Chromebooks, Tablets, & Hotspots	24
Number of items loaned to cardholders from other libraries (BorrowIT)	1,656	Total Wi-Fi Use (sessions)	2,427
Number of items borrowed by Silas Bronson cardholders at other libraries (BorrowIT)	22,818	Total Number Guest Passes Issued	126
Number of items sent to other libraries via DeliverIT	6,917	Total Number of Public Printers at Main Library	4
Number of items received from other libraries via DeliverIT	2,385	Total Number of Public Printers at Bunker Hill	1
Number of items sent to other libraries via YankeeCourier	8,981	Total Number of Pages Printed	16,681
Number of items received from other libraries via YankeeCourier	2,360	Total Number of Public Copiers	2
Number of items borrowed using RequestIT	18	Total Number of Pages Copied	3,788
Number of items loaned using RequestIT	163	Total AWE Early Learning Stations	4
		Total AWE Use (sessions)	144
		Total World Book Online Use (hits)	69,320
		Total World Book Online Use (sessions)	438

CT STATE LIBRARY NATIONAL EVALUATION CHARTS 2019

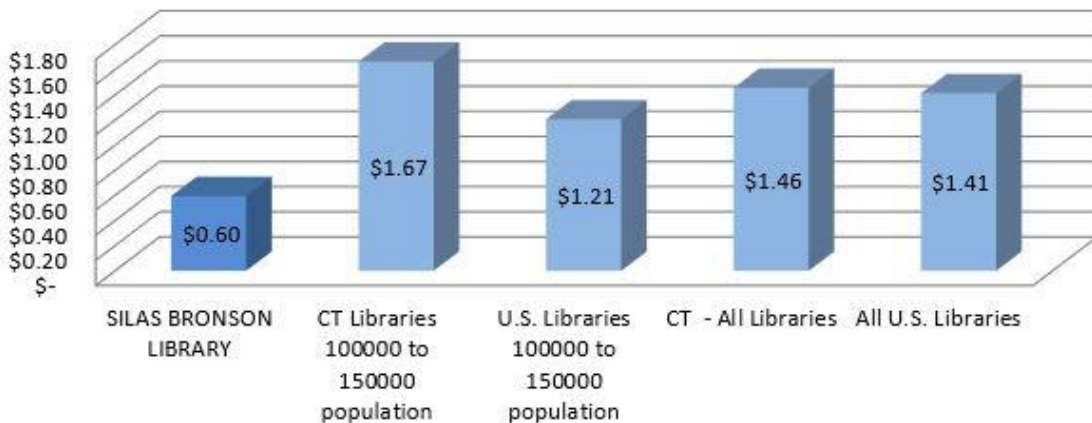


CT STATE LIBRARY NATIONAL EVALUATION CHARTS 2019

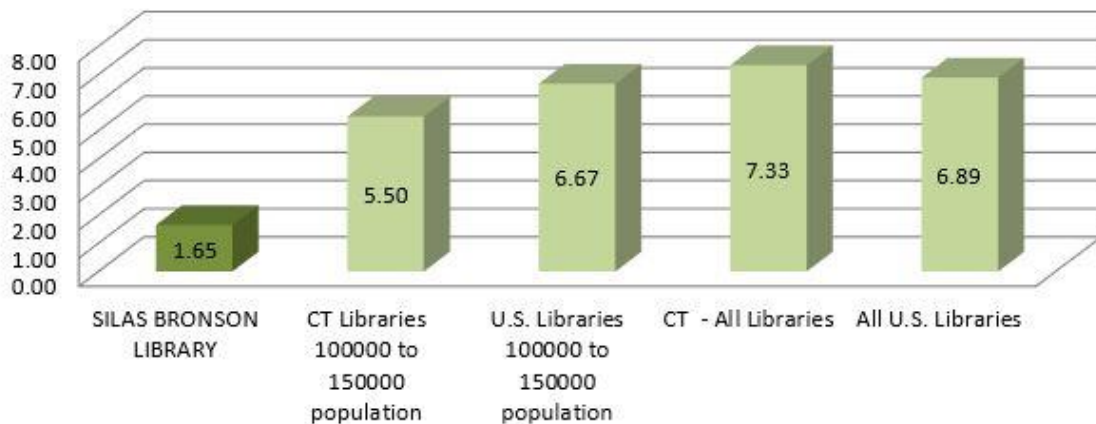
Print Materials Expenditures Per Capita



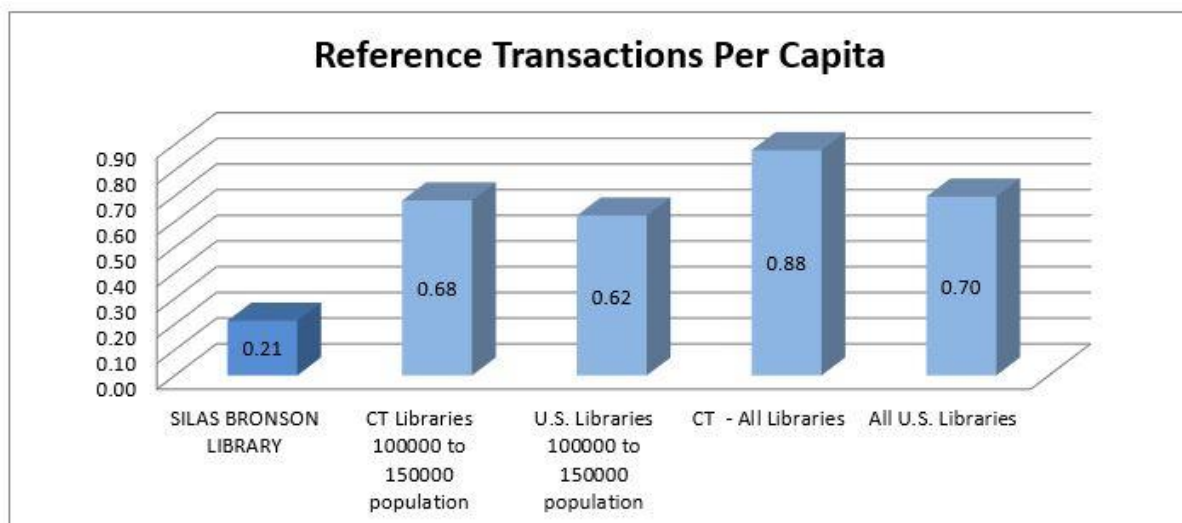
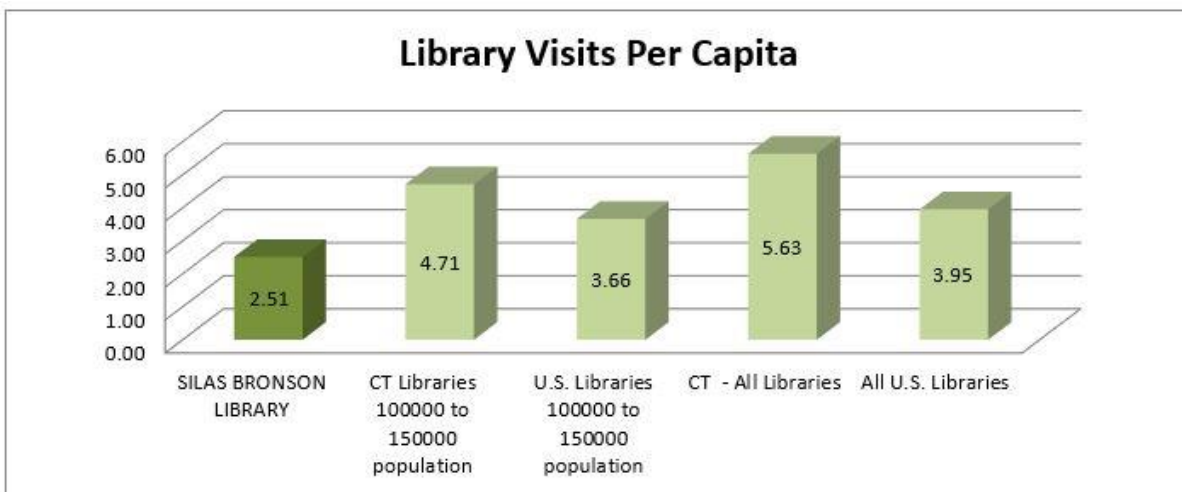
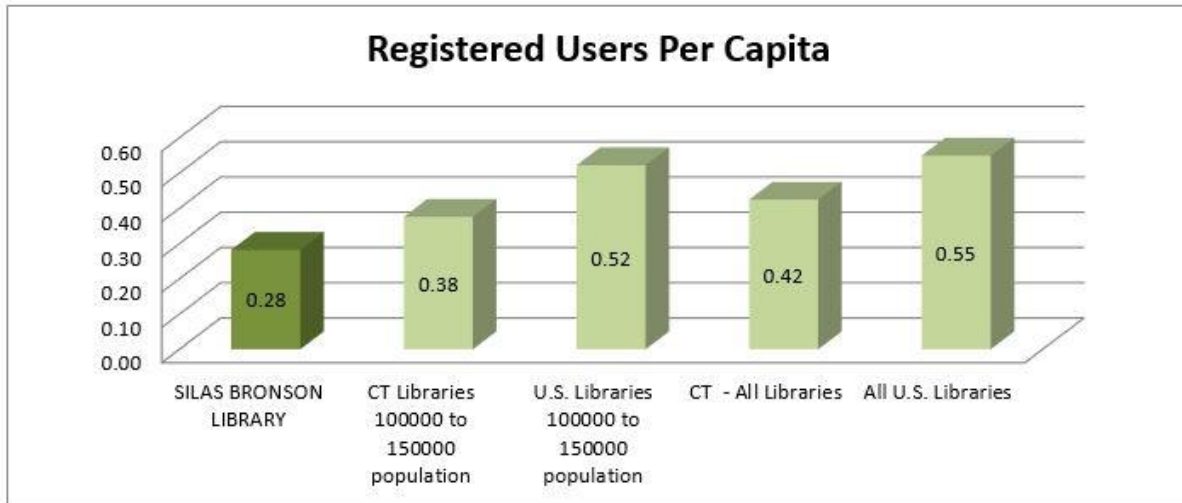
Electronic Materials Expenditures Per Capita



Circulation Per Capita



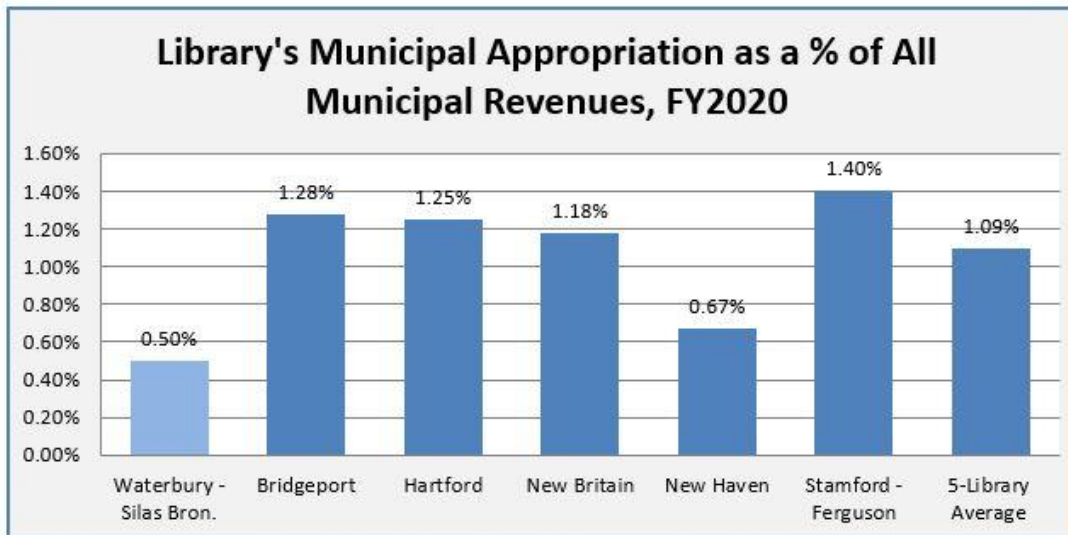
CT STATE LIBRARY NATIONAL EVALUATION CHARTS 2019



CT STATE LIBRARY COMPARISON CHARTS FY2020

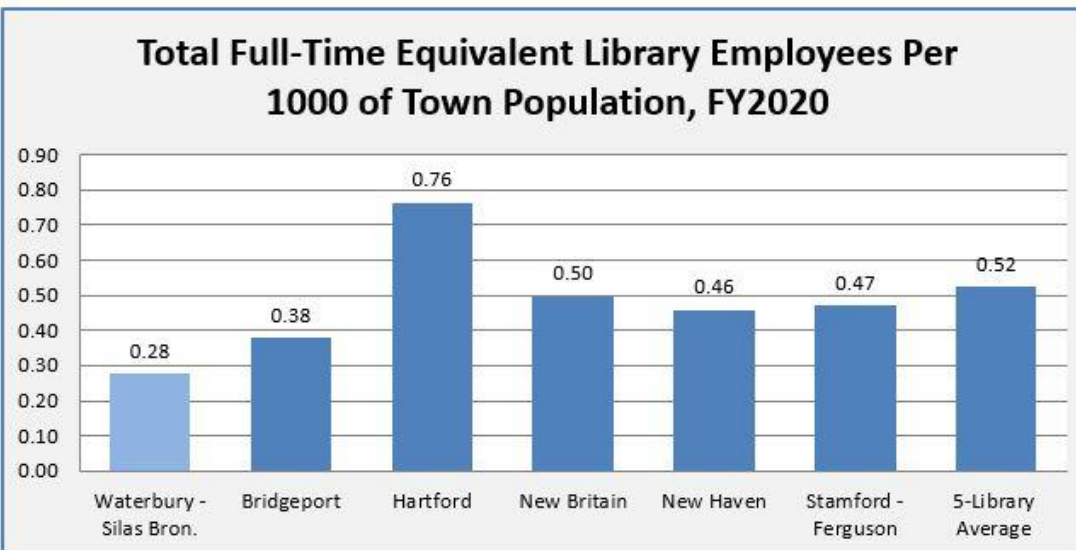
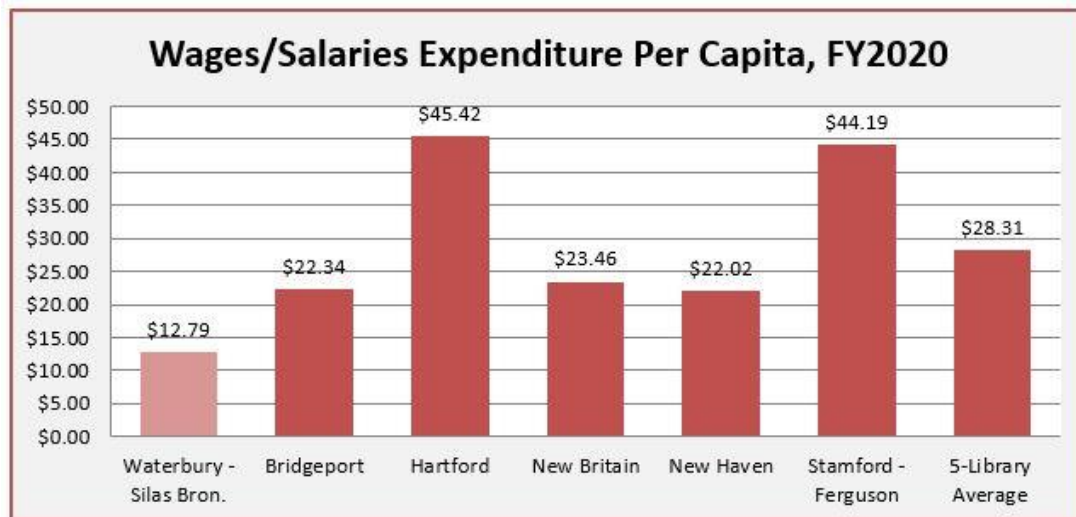
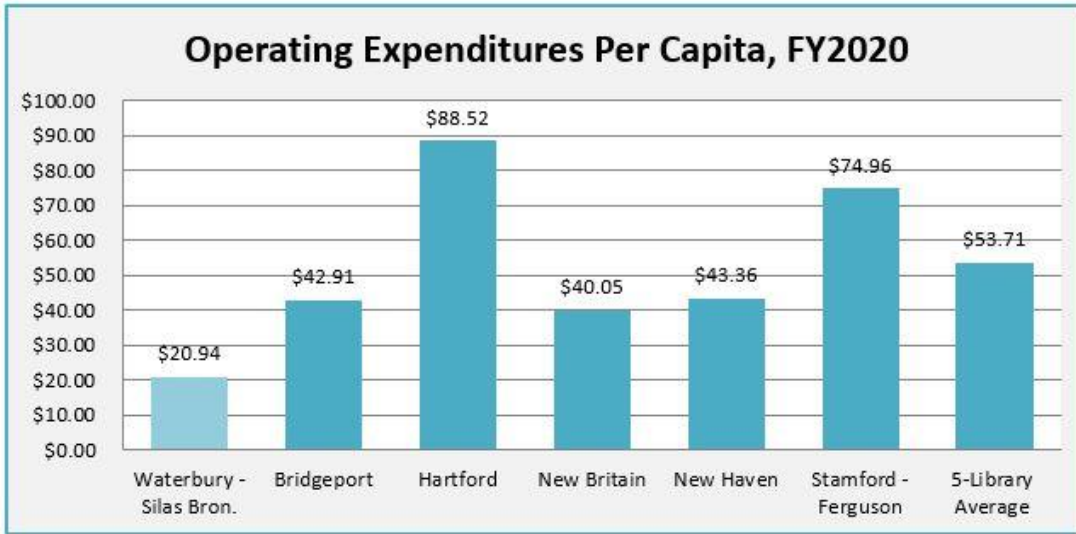


This index is an attempt to measure financial commitment to libraries, regardless of income source, and adjusting for a town's wealth. Even towns with scarce resources and a limited tax base should be able to devote a reasonable % of their town's resources to the library.

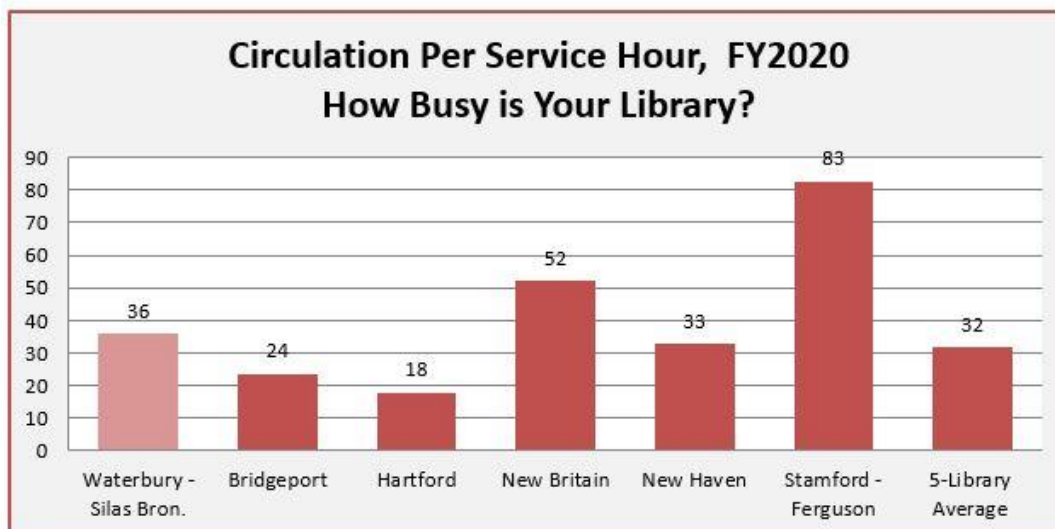
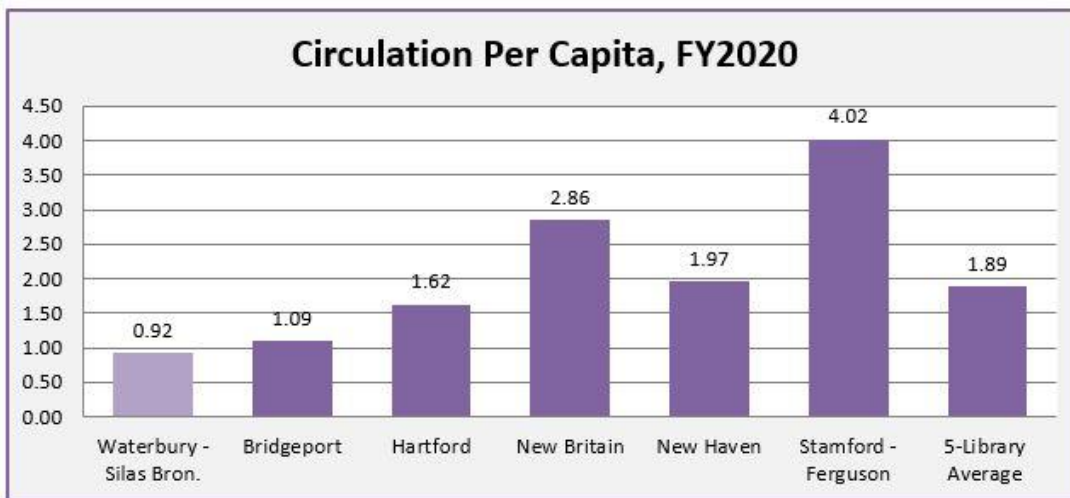
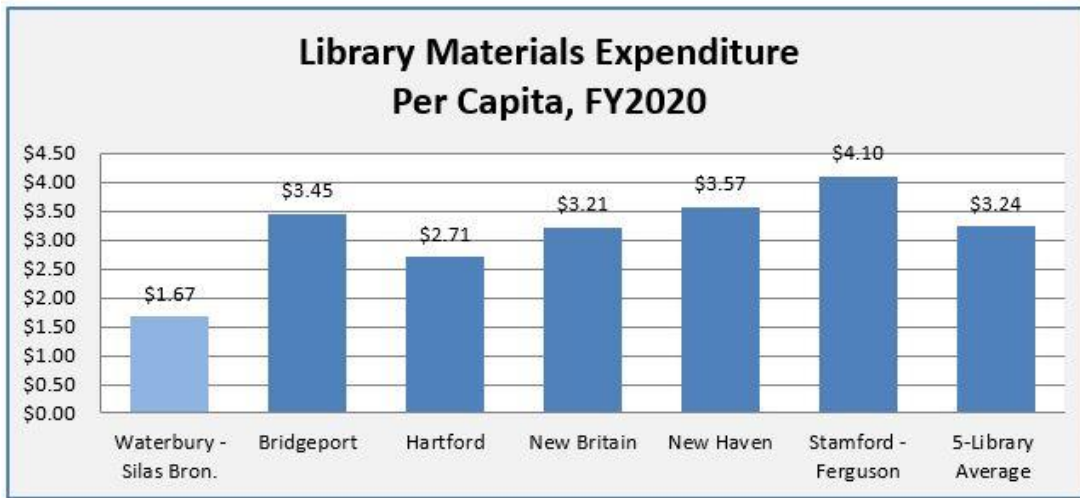


Based on Muncpal Fiscal Indicators provided by the Office of Policy and Management for FY2018.

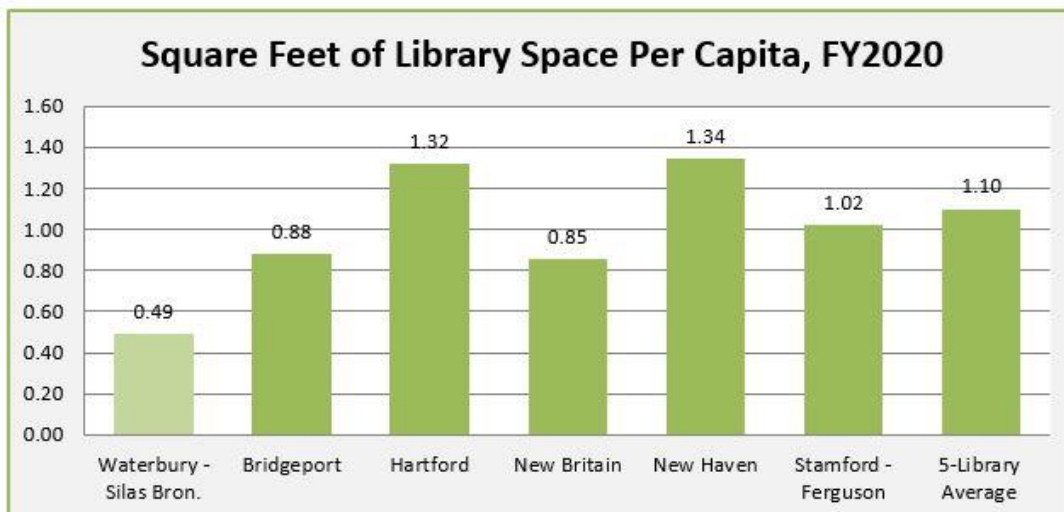
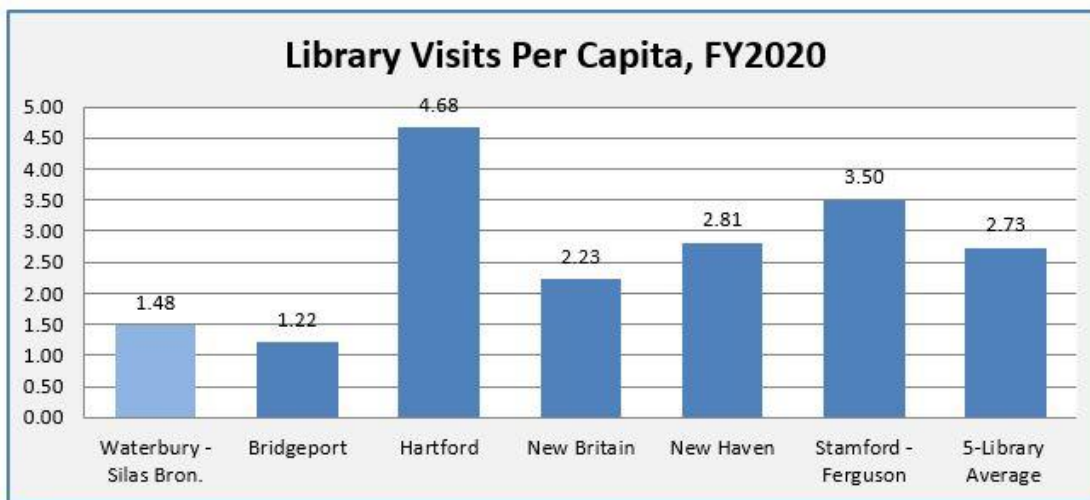
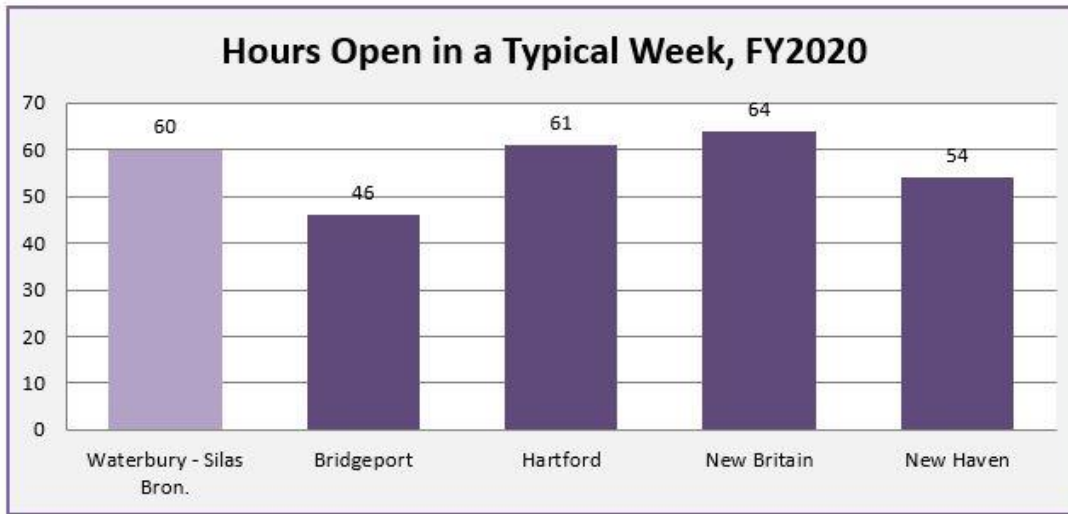
CT STATE LIBRARY COMPARISON CHARTS FY2020



CT STATE LIBRARY COMPARISON CHARTS FY2020



CT STATE LIBRARY COMPARISON CHARTS FY2020



**IN-KIND SERVICES TO DEPARTMENT OF EDUCATION
FISCAL YEAR 2020-21**

Services and materials provided by the Silas Bronson Library Children's Services Division to the City of Waterbury Department of Education.

SCHOOL READINESS COUNCIL AND OTHER COMMUNITY MEETINGS –	
37.5 Hours of Professional Staff Time	\$ 2,179.50*
VALUE OF NEW ITEMS AVAILABLE FOR BORROWING –	
Physical media: 3,054 items @ average cost of \$21.25 per item	\$ 64,897.50
Ebooks: 455 items @ average cost of \$26.77 per item	\$ 12,180.35
SPECIAL ACTIVITIES	
Summer Reading, Poetry Contest, and other programs	\$ 5,473.11*
128 hours of staff time	
VISITS - SCHOOL GROUPS –	\$ 668.38*
11.5 hours professional staff time	
BOOKLISTS & NEWSLETTERS TO TEACHERS	\$ 1,954.08*
Materials & equipment	
20 hours of staff time	
ADMINISTRATIVE OFFICE SUPPORT	\$ 2,040.60*
60 hours of staff time	
TOTAL VALUE OF IN-KIND SERVICES (*)	\$ 10,601.59*
TOTAL VALUE OF OTHER EXPENSES	\$ 78,791.93
TOTAL Expenses incurred by the Silas Bronson Library	\$ 89,393.52
for the Department of Education	

*Items include 54.65% full time and 12.37% for part time fringe benefits.

FINANCIAL REPORT FISCAL YEAR 2020-21

OPERATING FUNDS SUMMARY

REVENUE

City Appropriation	\$1,966,111
City Allocation of Benefits	\$516,108
Bronson Endowment Fund FY20	\$64,025
Fines	\$8
Collection Agency	\$68
Lost Book Fees	\$225
Print Outs	\$976
Photocopies	\$569
Video (Ear Buds)	\$6
Computer (Flash Drives)	\$10
Replacement Cards	\$172
Credit Card Fees	\$2
Bunker Hill Branch Fines & Fees	\$15
Unrestricted Donations	\$120
Friends of the Silas Bronson Library	\$0
Friends Bookstore Carryover FY20	\$6,694
Friends Bookstore Sales	\$332
State Library Aid Carryover FY20	\$3,598
BorrowIT/State Library Aid FY21	\$450
Total Operating Revenue	\$2,559,489

EXPENSES

Personal Services	\$1,392,485
Allocation of Benefits (presumed)	\$516,108
Building & Administrative Costs	\$225,697
Library Supplies & Services	\$14,802
Physical Media	\$121,253
eBooks & eAudiobooks	\$17,953
Databases	\$109,628
Public Programs	\$3,279
Total Operating Expenses	\$2,401,206

RESTRICTED FUNDS SUMMARY

REVENUE

McLarney Fund for Children's Books	\$409
Veillette Family Fund for Books	\$2,922
Ingrid Martland Fund	\$3,494
Noujaim Fund for Children's Books	\$1,000
Various Other Donations for Books	\$150
Donations for Programs	\$250
State Library Urban Initiative Grant	\$5,000
Everybody Learns Initiative Grant	\$74,190
State Library ARPA Grant	\$3,000
BRASS Grant FY20 Carryover	\$3,951
BRASS Grant FY21	\$4,500
Total Restricted Funds Revenue	\$98,866

EXPENSES

Books	\$7,975
Programs	\$250
State Library Urban Initiative Grant	\$5,000
Everybody Learns Initiative Grant	\$74,190
BRASS Grant	\$4,485
Total Restricted Funds Expenses	\$91,900

ENDOWMENT INVESTMENT SUMMARY

OPENING VALUE	\$1,891,863
CLOSING VALUE	\$2,811,416
Dividend Income	\$40,443
Gains	\$695,333
Losses	(\$82,690)
Fees	(\$24,429)
Deposits	\$290,896
Withdrawals	
Total Account Activity	\$919,553