



**THE JONES LIBRARY, INC.**  
**43 AMITY STREET**  
**AMHERST, MA 01002**  
t: 413.259.3090  
f: 413.256.4096  
[www.JonesLibrary.org](http://www.JonesLibrary.org)

# Proposed Fiscal Year 2015 Town Library Budget

December 3, 2013

Prepared by:

Sharon A. Sharry, Library Director  
Austin Sarat, President, Board of Trustees  
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Tamson Ely, Secretary  
Robert Pam, Treasurer  
Jon McCabe, Vice Treasurer  
Michael Wolff

# The Jones Library, Inc.

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December 5, 2013

TO: Town of Amherst Finance Committee  
Town of Amherst Selectboard  
John Musante, Town Manager  
Sandy Pooler, Finance Director

FROM: Sharon A. Sharry, Library Director  
[SharryS@JonesLibrary.org](mailto:SharryS@JonesLibrary.org)

RE: Proposed FY2015 Town Library Budget



North Amherst Library  
8 Montague Road  
Amherst, MA 01002  
t: 413.259.3099  
f: 413.253.2573

On behalf of the Trustees of The Jones Library, Inc., I submit to you the proposed FY2015 Town Library Budget.

Enclosed, please find the following:

- Vision Statement/Mission Statement/Long Range Goals/Key Objectives
- Accomplishments/Challenges
- Value of The Jones Library, Inc.
- Comparison Graphs of Circulated Materials
- Jones Library FY15 Budget Summary
- Organizational Chart
- Impacts of a 2.7% Increase
- FY2015 Budget Concerns
- Relationships With Other Town Departments

I look forward to meeting with you and answering any questions you may have.

Thank you for your time and consideration.



Munson Memorial Library  
1046 South East Street  
Amherst, MA 01002  
t: 413.259.3095  
f: 413.253.2574

## **VISION STATEMENT**

We believe in the freedom to read, learn, discover, and change lives.

## **MISSION STATEMENT**

We serve and inspire people of all ages by providing multi-cultural resources for lifelong learning. We welcome everyone to our historic buildings. We celebrate Amherst history and literary heritage, including local poets Emily Dickinson and Robert Frost.

## **LONG RANGE GOALS**

- Goal I. Create a welcoming and safe environment where all members of the community connect.
- Goal II. Provide public access to the widest possible array of materials and learning opportunities.
- Goal III. Promote innovative, community-tailored technological resources.
- Goal IV. Develop a friendly, skilled staff committed to serving the regions' diverse population.
- Goal V. Enhance communication, dialogue, and partnerships within the community.
- Goal VI. Expand funding sources and reduce operating costs without affecting services.

## **ONGOING KEY OBJECTIVES**

- Develop a plan to use Library space to accommodate present and future needs; implement as funding permits.
- Increase and restore the Library's open hours schedule for service to the public.
- Increase the amount of money coming from Library resources for circulating materials.
- Provide opportunities for technological assistance and training for the public.
- Expand public access to electronic and digital materials.
- Enhance customer service at all Library locations.
- Design a feedback mechanism to monitor changing community needs.
- Seek new public and private partnerships that will expand the Library's budget.
- Evaluate new technologies and software to enable reduced operating costs, greater efficiency, new revenue streams, and more efficient fundraising and sales.
- Propose to the Town additional staff positions including Assistant Director, Volunteer Coordinator and a Technology Specialist.

## RECENT ACCOMPLISHMENTS

- The Buildings.
  - Building Maintenance staff worked hard to complete two very important capital projects, funded using Joint Capital Planning Committee (JCPC) and Community Preservation Act (CPA) funds, during FY13 including the restoration of six chimneys and the replacement of a cooling tower.
- Funding.
  - The Jones Library is fortunate to have many generous donors led by the Friends of the Jones Library System (volunteers) who donated over \$14,283 for programs free to the public and an additional \$14,000 for books and other circulating materials through their Beds for Books program and their Valentine Basket Auction.
  - Other donors include: the UMass Community Health Fund which has been most helpful by enabling workers to use payroll deduction to send contributions directly to The Jones; Amherst Club and Yankee Candle which support the ESL program; Amherst Garden Club which donates money to be used for the purchase of gardening materials; Amherst Historical Society which helps us with our gardens; Community Foundation of Western Massachusetts which raises money for us annually through their online Valley Gives program; Amherst Cultural Council which supports Library programming; Emily Dickinson Society which donates money to the Special Collections Department; and the Thursday Club which donates to the Munson Memorial Library.
- Personnel.
  - After 33 years of service to the Town of Amherst and The Jones Library, Sylvia “Sully” Brinkerhoff retired from her position as Youth Services Assistant.
  - Roxanne Boyd was hired to serve as a Technical Services Assistant.
  - Linda Wentworth was hired to serve as the Library’s Head of Collections.
  - Tomi Eve was hired to serve as the Library’s first Young Adult Services Coordinator.
  - Janet Ryan was promoted from Reference Librarian to Head of Programming and Outreach.
  - Lisa Slocum was hired to serve as the Library’s Receptionist.
- Programming.
  - One of the highlights of the year was our “On the Same Page” program where the entire community was encouraged to read the book *The Brief Wondrous Life of Oscar Wao* by Junot Diaz.
  - Other examples of adult Library programs from the past year include the “Books Into Films” series where The Jones Library held book discussions, and the Amherst Cinema showed the film; our first ever Adult Summer Reading Program; Artist in Residence, Chris Demarest, brought his World War II Portrait Art to The Jones; “Food for Fines” allowed patrons to donate food to the Amherst Survival Center in lieu of fines; and our Homebound Delivery

Program, staffed by Library volunteers, delivered books to patrons who could not get to the Library.

- Technology.
  - Technology upgrades included acquiring the latest presentation technology for the Woodbury Room and the replacement of all public Internet computers in The Jones Library's Reference Room.
  - Our popular E-Reader Lending Program, which began in 2012, reached a milestone of 250 unique checkouts in FY2013. Through this program, many of our patrons have experienced reading on an e-reader or tablet for the first time.
  - After instituting online courses from Ed2Go (now Learn4Life) in November 2012, our patrons had enrolled in over 120 courses in just eight months.
- Borrower Services.
  - As a member of C/W MARS, The Jones Library and branches switched to Evergreen. This software change was designed to save money and facilitate custom software. The circulation function has improved and staff can quickly access patron information enabling quick retrieval of requested materials. Patrons are pleased to have more control over their own account and their requests for items.
- Young Adult Services.
  - A space for young adults has been established in the Library's lower level.
  - Library staff continue to work with other teen organizations in Town including the Amherst School System and the Boys and Girls Club of Amherst in order to provide teen programming.
  - A Teen Advisory Board (TAB) has been created, which is in charge of developing/hosting teen events. Their first Friday Fun Night was a dance party. Other teen programs include henna art, craft workshops, and teen socials.
- Youth Services.
  - Examples of FY13 youth events include the formation of a "Lego Club," local author visits, and a "Read to a Dog" program.
  - The Library participated in the Jurassic Road Show, which was held on the Town Common, and the Business Improvement District's first annual Block Party.
  - The Friends continue to fund the "Every Child a Reader" program where every Amherst second grade class gets their own private Library tour, a new Library card, and a book to keep.
- English as a Second Language.
  - Library ESL tutoring sessions enabled immigrants to attain citizenship. For example, Ngeth "Annette" Ouch, a Cambodian homemaker, became a U.S. citizen and got her driver's permit after eight months, thanks to a dedicated volunteer tutor. As a driver, she will no longer need to wait for her husband to come home from work in order to shop or take her children to a doctor.
  - Tina Gurung, a Tibetan refugee and ESL Center student since 2009, won a \$1,500 Educational Opportunity Grant from the Western Massachusetts Community Foundation. This grant enabled her to become a full time

community college pre-nursing student after having worked as a part time restaurant worker.

- North Amherst and Munson Memorial Branch Libraries.
  - The branch libraries continue to thrive by adapting their services to meet the ever-changing needs of their communities. To do this, they have provided materials from distant libraries and they continue to explain the use of new electronic technologies such as e-readers, tablets and cell phones.
  - Branch staff visit the Amherst schools and host very well attended Summer Reading Clubs which continue to be an active part of Library services for our young students and very young readers.
- The Burnett Gallery.
  - The Burnett Gallery provides a place where community artists and crafts people can show their work, particularly those without the reputation or resources which would enable them to exhibit at museums or commercial galleries. The Gallery's monthly exhibits are juried by a volunteer committee.
- Special Collections.
  - Highlights from FY13 include Karen Sanchez-Eppler, Professor of American Studies and English at Amherst College, bringing her Dickinson class to The Jones and Jim Wald, Associate Professor of History of Hampshire College, bringing his Historic Preservation class to Special Collections so his students could be introduced to the resources at The Jones which are used in historic preservation.
  - Other groups which visited included a class of fifteen ninth graders from the Hartsbrook School in Hadley for an overview of Frost and Dickinson and students from South Korea for an introduction to Dickinson, Francis and Frost.

## CURRENT CHALLENGES

- The Buildings.
  - Too many unsupervised nooks and crannies provide a high level of safety (for patrons and staff) and security (for materials) issues.
  - The children's room of The Jones is not large enough to house its collection (the collection is located on three different floors of the Library), nor technology (there is not enough room to house the number of computers necessary to meet the demand of the youth). Patrons and staff have to vie for space because the Children's Librarian's desk is located in "prime real estate."
  - The entrance to the children's Room of The Jones is almost hidden.
  - The Jones needs a separate teen/young adult space.
  - The Jones' adult circulation desk is confusing because there are three service points and it is hard to recognize as the service desk.
  - Due to poor architectural design, patrons are not greeted upon entering The Jones Library. Consequently, patrons are unsure of which staircase/elevator to take to get to the upper floors.

- The Audio Visual Office needs to be located next to the circulation desk.
- Inadequate signage at The Jones often frustrates patrons.
- The Jones is in need of new HVAC software because there are environmental issues, such as too hot or too cold, throughout the building.
- We need more space at The Jones to receive our daily Massachusetts Library System InterLibrary Loan deliveries.
- The InterLibrary Loan Office is not climate controlled and there is not enough space for the delivery bins to be stored at waist-level height.
- Insufficient space at The Jones for group ESL tutoring sessions.
- The Amherst Room of The Jones needs renovation and installation of up-to-date technology.
- Patrons have trouble locating the public restrooms, which are located on the lower level.
- Patrons have trouble locating Special Collections.
- Special Collections lacks sufficient storage space at The Jones for new manuscripts and other additions.
- Patrons have trouble finding their way out of the building once they are at Special Collections/the Burnett Gallery.
- There is no place set aside for consumption of food and drink at The Jones.
- Most of the carpeting at The Jones needs to be replaced.
- The top floor office spaces are used inefficiently.
- Insufficient parking at The Jones.
- The North Amherst Library Branch is not handicapped accessible.
- The North Amherst Library Branch does not have a public bathroom.
- Funding.
  - The Jones Library remains closed on Monday mornings due to budget cuts. (This also affects the number of evening programs the Library can offer.)
  - The North Branch remains closed on Thursdays due to budget cuts.
  - The Munson Memorial Branch remains closed on Fridays due to budget cuts.
  - The shrinking Endowment provides fewer operational funds.
  - Shrinking State Aid funds require that the Town pay more towards salaries.
- Personnel.
  - Insufficient funds for staff development.
  - Lack of funds for an Assistant Library Director.
  - Lack of funds for a Volunteer Coordinator.
  - Lack of funds for another Information Technology person.
  - Lack of funds for additional building maintenance hours.
- Programming.
  - Insufficient funds for youth, teen, adult and senior programming.
- Technology.
  - The website needs to be professionally updated.
  - Staff continue to work with Evergreen, including the need to keep staff and patrons informed of updates and search tips as well as documenting bugs and proposing solutions.
  - Lack of technical support for the Special Collections' Digital Amherst website.



**The Value of The Jones Library, Inc.  
Services, Programs and Materials  
Provided in Fiscal Year 2013:**

**More Than \$8 Million**

Quantity of Use	Library Service	Value of Service Per Item	Based On	Total Saved
173,689	Adult Books Borrowed	\$17.00	Amazon.com average price	\$2,952,713
135,864	Youth/Teen Books Borrowed	\$12.00	Amazon.com average price	\$1,630,368
14,164	Magazines Borrowed	\$5.00	Estimated purchase price	\$70,820
114,959	DVD's Borrowed	\$4.00	Average rental	\$459,836
65,802	Audio's Borrowed	\$9.95	Audible.com average download	\$654,730
56,133	InterLibrary Loan Requests Filled	\$25.00	Estimated price	\$1,403,325
52,000	Computer Usage	\$12.00	FedEx/Kinko's price per hour	\$624,000
3,044	Meeting Room Usage	\$25.00	Estimated price	\$76,100
4,863	Adult/Teen Programs Attended	\$15.00	Museum program admission	\$72,945
4,929	Youth Programs Attended	\$7.00	Museum program admission	\$34,503
33,521	Reference Questions Answered	\$7.00	Average library cost	\$234,647
<b>TOTAL VALUE OF SERVICES:</b>				<b>\$8,213,987</b>

**In Fiscal Year 2013, the Town of Amherst  
appropriated \$1,690,789 for The Jones Library, Inc.**

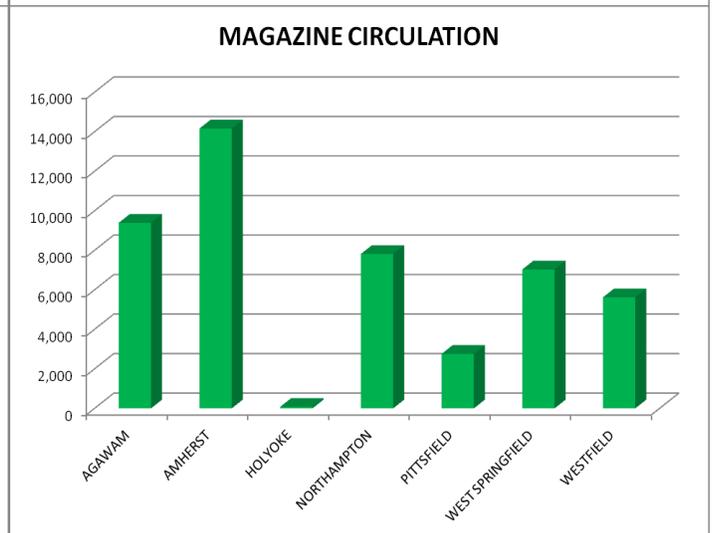
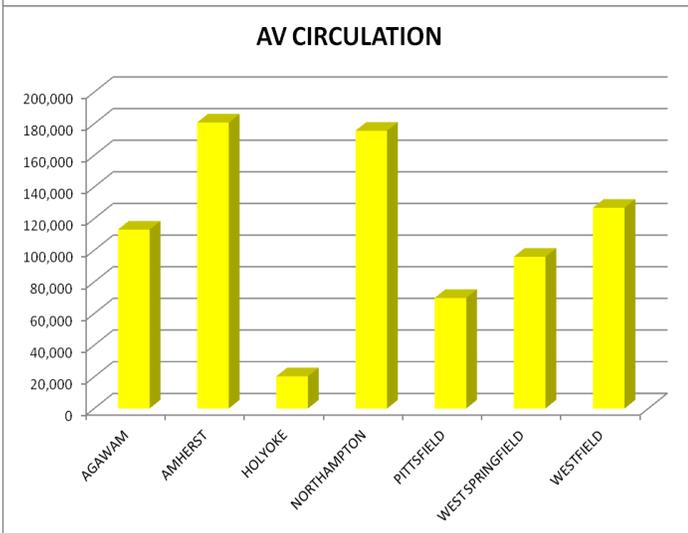
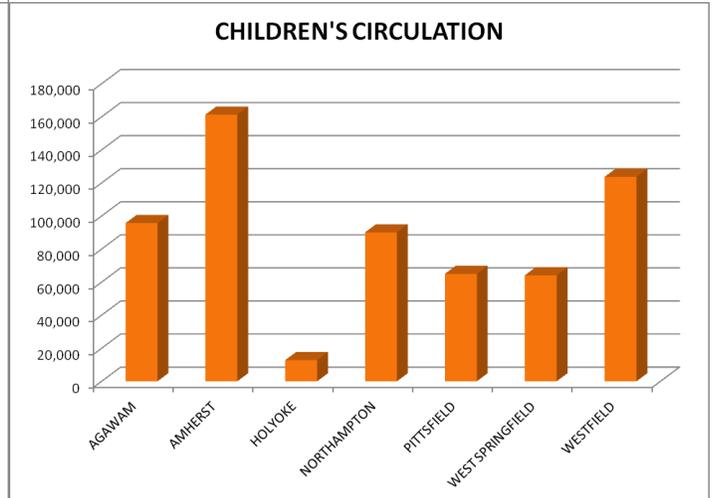
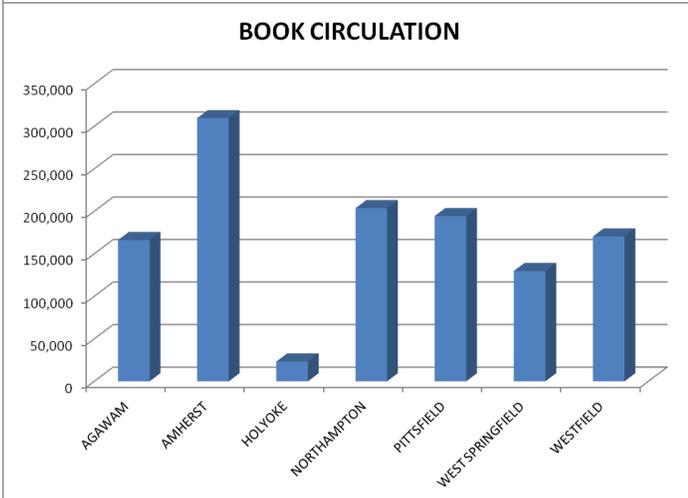
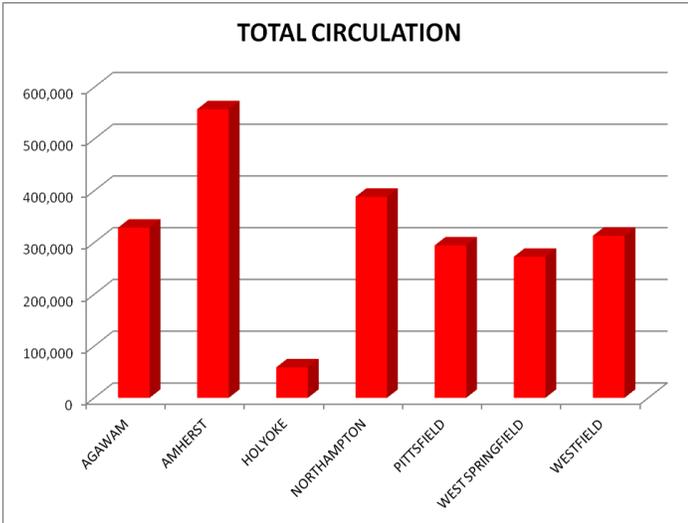
**In return, The Jones Library, Inc. delivered  
more than \$8 million worth of services to the  
residents of Amherst and the surrounding towns.**

If you would like to see how much you personally save by using The Jones Library,  
please go to <http://www.joneslibrary.org/budget/libraryvalue.html>

**FY2013 COMPARISON GRAPHS OF  
CIRCULATED MATERIALS**

**POPULATION 25,000-49,999**

**WESTERN MASSACHUSETTS  
PUBLIC LIBRARIES**



These charts illustrate that The Jones is accomplishing a great deal of work, thus it is imperative to maintain staffing levels.

### Jones Library FY15 Budget Summary

12/3/2013	FY 10 Actual	FY 11 Budget	FY 11 Actual	FY 12 Budget	FY 12 Actual	FY 13 Budget	FY13 Actual	FY 14 Budget	FY15 Budget	Change FY 15-14	Percent Change
Personnel Services	1,367,861	1,431,896	1,425,896	1,465,230	1,397,519	1,419,493	1,464,274	1,510,012	1,556,393	46,381	3.27%
Employee Benefits	245,981	253,445	253,445	237,280	237,280	264,796	264,796	265,000	265,640	640	0.24%
Circulating Materials Operations	172,824 279,796	173,800 322,276	186,211 411,302	173,300 316,926	187,105 285,059	186,000 402,541	190,060 468,421	192,000 347,745	197,976 349,583	5,976 1,838	3.21% 0.46%
<b>TOTAL</b>	<b>2,066,462</b>	<b>2,181,417</b>	<b>2,276,854</b>	<b>2,192,736</b>	<b>2,106,963</b>	<b>2,272,830</b>	<b>2,387,551</b>	<b>2,314,757</b>	<b>2,369,592</b>	<b>54,835</b>	<b>2.41%</b>

#### SOURCE OF FUNDS

Town Appropriation	1,468,029	1,541,736	1,685,841	1,644,736	1,641,299	1,690,789	1,690,789	1,741,512	1,788,533	47,021	2.78%
Library State Aid	85,229	101,451	67,330	63,865		63,000	44,781	40,000	40,000	-	0.00%
Jones Library, Inc. Endowment	390,961	430,230	430,229	412,000	404,436	396,041	396,041	372,779	329,656	(43,123)	-10.89%
Woodbury Funds					3,495	5,000	174,257	23,000	23,000	-	0.00%
Building Expansion and Renovation					7,158	7,000	4,630	7,000	5,000	(2,000)	-28.57%
Special Collections					2,001	5,000	6,167	5,000	6,000	1,000	20.00%
Annual Fund Drive and Lost Books	58,075	60,000								-	
Jones Library Annual Fund Drive			45,000	40,000	8,619	38,000	16,369	57,500	70,000	12,500	32.89%
Replacements/Lost Books			509	5,000		5,000	8,055	5,000	7,000	2,000	40.00%
Jones Friends' Donation (Books)	22,002	20,000	12,000	20,000	22,076	15,000	14,000	15,000	16,500	1,500	10.00%
Jones Friends' Donation (Programs)					9,313	8,000	11,092	8,000	17,805	9,805	122.56%
Gift, Grants, Reserves, Etc.	41,240	28,000	35,945	6,000	8,566	40,000	21,369	39,966	66,098	26,132	65.33%
<b>TOTAL</b>	<b>2,065,536</b>	<b>2,181,417</b>	<b>2,276,854</b>	<b>2,191,601</b>	<b>2,106,963</b>	<b>2,272,830</b>	<b>2,387,551</b>	<b>2,314,757</b>	<b>2,369,592</b>	<b>54,835</b>	<b>2.41%</b>

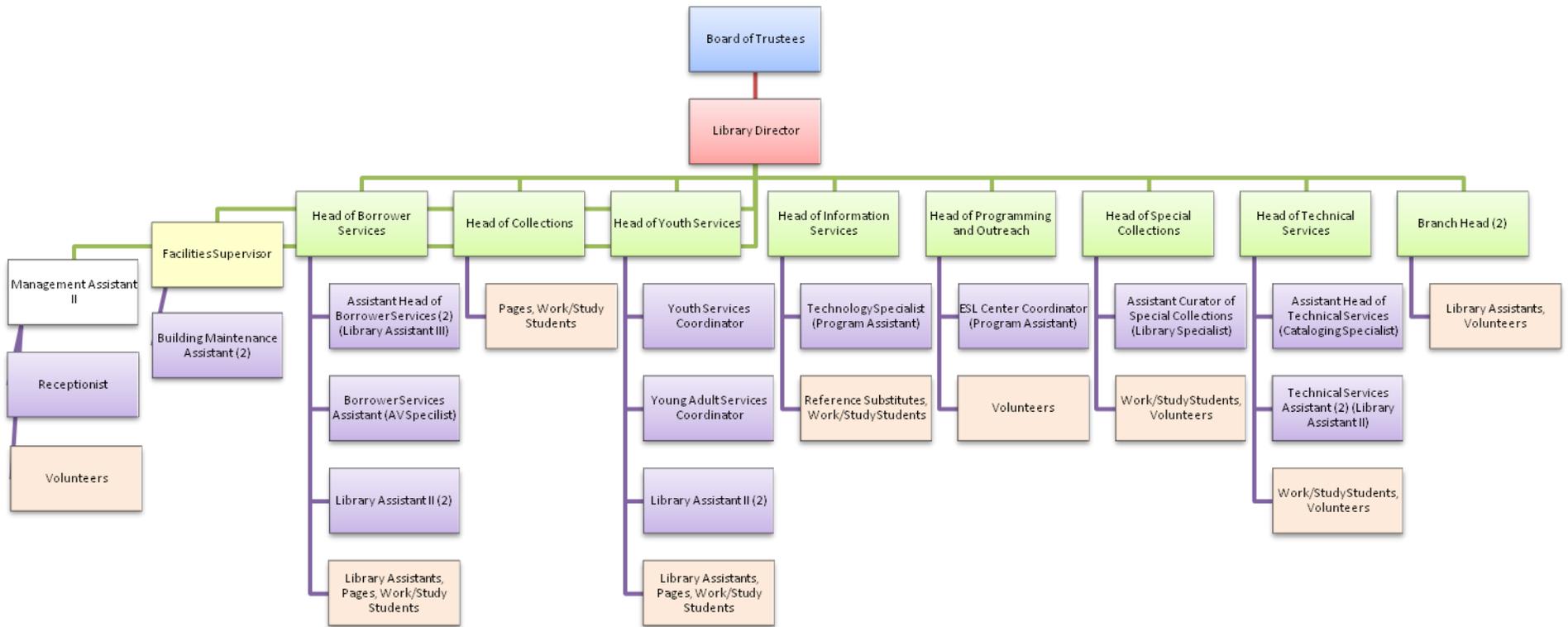
#### POSITIONS

Full Time				16	17	17	\$17	17	17	
Part Time with Benefits				13	12	12	\$12	12	12	
Full Time Equivalents				26.4	26.5	26.5	\$27	26.9	26.9	
Part Time with no Benefits				29	28	28	\$28	27	31	

#### Endowment Spend Rate

	5.40%	5.40%	5.40%	5.40%	5%	4.50%
	plus \$10,000	plus \$10,000				

Category	FY13 Expenses	FY13 Sources	FY14 Expenses	FY14 Sources	FY15 Expenses	FY15 Sources
Personnel Services	\$1,419,493.00	Appropriation	\$1,470,012.00	Appropriation	\$1,516,393.00	Appropriation
	\$44,781.45	State Aid	\$40,000.00	State Aid	\$40,000.00	State Aid
	<b>\$1,464,274.45</b>		<b>\$1,510,012.00</b>		<b>\$1,556,393.00</b>	
Employee Benefits	<b>\$264,796.00</b>	Appropriation	<b>\$265,000.00</b>	Appropriation	<b>\$265,640.00</b>	Appropriation
Circulating Materials	\$22,394.67	Endowment - Audio	\$26,000.00	Endowment - Audio	\$0.00	Endowment - Audio
	\$49,429.82	Endowment - Books	\$19,534.00	Endowment - Books	\$0.00	Endowment - Books
	\$50,915.95	Endowment - Electronic	\$35,000.00	Endowment - Electronic	\$28,378.00	Endowment - Electronic
	\$15,139.35	Endowment - Periodicals	\$17,000.00	Endowment - Periodicals	\$17,000.00	Endowment - Periodicals
	\$16,875.48	Endowment - DVD's	\$15,000.00	Endowment - DVD's	\$15,000.00	Endowment - DVD's
	\$5,500.00	Friends Beds for Books	\$8,000.00	Friends Beds for Books	\$8,000.00	Friends Beds for Books
	\$8,500.00	Friends Books	\$7,000.00	Friends Books	\$8,500.00	Friends Books
	\$8,054.62	Replacements	\$7,000.00	Replacements	\$7,000.00	Replacements
	\$3,661.04	Annual Fund	\$37,500.00	Annual Fund	\$70,000.00	Annual Fund
	\$9,588.92	Gifts	\$19,966.00	Gifts	\$44,098.00	Gifts
	<b>\$190,059.85</b>		<b>\$192,000.00</b>		<b>\$197,976.00</b>	
Operations	\$6,500.00	Appropriation	\$6,500.00	Appropriation	\$6,500.00	Appropriation
	\$241,285.73	Endowment	\$258,245.00	Endowment	\$269,278.00	Endowment
	\$11,091.77	Friends Programs	\$8,000.00	Friends Programs	\$17,805.00	Friends Programs
	\$12,708.31	Annual Fund	\$20,000.00	Annual Fund	\$0.00	Annual Fund
	\$11,780.52	Gifts	\$20,000.00	Gifts	\$22,000.00	Gifts
	\$6,167.00	Special Collections	\$5,000.00	Special Collections	\$6,000.00	Special Collections
	\$174,257.47	Woodbury	\$23,000.00	Woodbury	\$23,000.00	Woodbury
	\$4,630.21	BE&R	\$7,000.00	BE&R	\$5,000.00	BE&R
<b>\$468,421.01</b>		<b>\$347,745.00</b>		<b>\$349,583.00</b>		
<b>TOTALS</b>	<b>\$2,387,551.31</b>		<b>\$2,314,757.00</b>		<b>\$2,369,592.00</b>	



Blue – Elected Officials  
 Red – Professional Scale/Master’s Degree in Library Science (MLS)  
 Green – Professional Scale/MLS  
 Yellow – Professional Scale/Non-MLS  
 White – Non-Professional Scale/Union Member  
 Purple – Non-Professional Scale/Union Member  
 Peach – Non-Union Scale

8-13-13

### **LIMITATIONS OF A 2.7% INCREASE**

- Insufficient funds for temporary, fill-in staff who are used regularly to staff the circulation desks as well as when permanent staff use sick, vacation and personal time.
- Monday morning open hours at the Main Library will not be restored, despite increased open hours being the number one patron request.
- Meeting room space on Monday mornings will not be restored at The Jones.
- Thursday open hours will not be restored at the North Amherst Branch.
- Friday open hours will not be restored at the Munson Memorial Library.
- Insufficient maintenance staff coverage, whose responsibility for cleaning 67,600 square feet at the Main Library (including four public bathrooms, three staff bathrooms, and three public meeting rooms) and 1,500 square feet at the North Amherst Branch (including one staff bathroom). Maintenance Staff are also responsible for exterior maintenance as well as daily deliveries between the three Library buildings.
- Special Collections is only open half-time on Saturdays and not at all on Sundays (i.e., missing tourist traffic as well as families and working people).
- Retains a \$75,000 per year cut to books and materials budget (i.e., 5,000 fewer books, music CD's and DVD's will be purchased).
- The Municipal Appropriation Requirement (MAR), which applies only to the Town's appropriation to the Library, will be met, however tightening will have to continue.

### **IMPACT OF FUNDING ABOVE A 2.7% INCREASE**

- Ability to increase temporary, part-time staff to permanent full-time status in the form of a Volunteer Coordinator, an Assistant Library Director and an additional Technology Specialist.
- MORE OPEN HOURS.
- MORE PROGRAMS.
- MORE BOOKS, DVD'S, MAGAZINES, MUSIC CD'S, ETC.

<b>FY2015 BUDGET CONCERNS</b>
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Anticipated Outside Funding Sources

In order to receive a full State Aid award, The Jones Library, Inc. must spend 13% of its municipal appropriation (minus fringe benefits) on circulating materials. To meet this requirement, the Library must supplement the Town's appropriation with funds from several other sources. The breakdown for FY14 and FY15 is as follows:

<u>Account</u>	<u>FY14 Amount to Spend on Materials</u>	<u>FY15 Amount to Spend on Materials</u>
• Endowment	\$112,534	\$ 60,378
• Annual Fund Drive	\$ 37,500	\$ 70,000
• Friends	\$ 15,000	\$ 16,500
• Replacements	\$ 7,000	\$ 7,000
• Gifts, Grants, etc.	<u>\$ 19,966</u>	<u>\$ 44,098</u>
TOTAL:	\$192,000	\$197,976

Comments:

1. Endowment money available for expenditure varies from year to year. In the past six years, the Endowment has depreciated by almost \$2 million due to the vagaries of the market and the high endowment draw rates. Decreasing the Endowment principal limits the amount of money available for Library operations. In FY10, \$390,961 was withdrawn; in FY15, only \$329,656 will be available (a difference of \$61,305). The Trustees of The Jones Library, Inc. have worked to develop a sound management strategy for the Endowment because the Library's Investment Managers advise a spending rate of no more than 4% per year to assure the Endowment's viability in perpetuity. In FY15, the Library will, however, spend 4.5%, with 4% being the goal by FY16.
2. The Library is relying more heavily on the Annual Fund drive to fund materials expenses.
3. The Library relies heavily on funds from the Friends of the Library. On the whole, donations from the Friends provide programs requested by staff. However, restricted donations such as the "Beds for Books" funds, which total approximately \$8,500 annually, must be used for books.

Anticipated funds are based on historical amounts.  
Any or all funds may not meet anticipated levels.

## RELATIONSHIPS WITH OTHER TOWN DEPARTMENTS

### Services Provided by The Jones Library, Inc.

- The Library actively advertises and promotes LSSE Camp programs in the lobby and sells tickets to LSSE musicals.
- The Children’s Room co-sponsors the teen improve group, ACTSMART, which uses drama to address relevant teen issues such as bullying, peer pressure and social and emotional issues.
- Through the “Every Child a Reader” program, two hundred and fifty second graders from the Amherst and Pelham schools visit The Jones to receive a Library card, a free book donated by the Friends of the Library, a tour of The Jones, a story time, and an Emily Dickinson poem.
- The Library hosts information tables at community events including the Schools’ First Day Celebration and Latino Night Celebration.
- The Reference Department provides access to Town reports and other documents made available for public review.
- The Reference Department assists the schools in the selection of textbooks by making potential selections available for public review and comment.
- The Reference Department provides voter registration forms.
- The Reference Department is available to assist Town Departments and officials with research projects.
- The Library supports Town-wide surveys (e.g., Waste and Recycling Survey) by providing print copies to residents upon request and by assisting residents in completing online surveys.
- The Library’s ESL Department works with the Cambodian Social Services Coordinator in sharing naturalization information to ensure that elderly disabled refugees can become citizens.
- The Library’s ESL Department works with the ESL Department at the High School to make sure families have access to services.
- The Library helps to promote Health Department seasonal information such as encouraging residents to get flu shots.
- The Library collaborates with the Kanegasaki Sister City Committee in celebrating the Library’s and the Town’s relationship with Kanegasaki, Japan.
- The Special Collections staff provides support to Amherst High School students, as they conduct research on Amherst buildings, as part of a long standing cooperative effort.
- The Library provides meeting room space to other Town Departments.
- As the Munson Memorial Library building is the voting location for precinct 8, Library staff are able to help the Town Clerk’s office during elections.
- Munson Memorial staff provide security for the building and inform the Town’s Facilities Supervisor of maintenance issues.
- The Jones Library, Inc. also collaborates annually with Amherst College and the Frost Library, Amherst Community Connections, Business Improvement District, Chamber of Commerce, Cultural Council, Emily Dickinson Museum, Garden Club, Historical Society, League of Women Voters, Public Arts Council, Survival Center, Sustainability Committee, and the University of Massachusetts and the UMass Library.

#### Services Received by The Jones Library, Inc.

- The Town funds the majority of the Library's personnel costs.
- The DPW provides lawn and snow-removal service for the North Amherst branch. They also perform some general maintenance on the Library's van and assist with tree-trimming and removal.
- The DPW provides lawn and snow-removal service for the Munson Memorial Library branch.
- The Fire and Police Departments play an active role in helping to keep the Library safe. We interact regularly with the police for their help in dealing with problem patrons. The Fire Department has always been helpful in answering inquiries about various building and fire codes.
- The Town maintains the building and grounds for the Munson Memorial Library.
- The IT Department works very closely with the Library overseeing its technological needs, both current and future.
- The Accounting Department provides the Library with MUNIS accounting reports as well as generating payroll and other accounting support services.
- The Human Resources Department provides the Library with support services.
- The Community Preservation Act Committee provides financial support to the Library's Special Collections department.