

## 2003 MORRILL MEMORIAL LIBRARY ANNUAL REPORT

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### **Once again the library was busy. In all statistical categories demand for library service is up**

- 260,621 items were borrowed
- 2,391 new library cards were issued
- 1,998 reference questions were answered
- 49,105 children participated in library programs
- 6,898 items were delivered to shut-ins or senior citizens
- 2396 meetings or programs were held
- 196,721 people came to the library to find a book, browse the internet, attend a meeting or find information

It is evident that there is an overall increased demand for a variety of library services including audio visual material, large print material, public computers, meeting room space and library programs. Demand for library services comes from people of all ages from toddlers' story times to senior citizens requesting home delivery.

**Library Planning** - In November of 2002 the library began a new planning process to examine existing library programs and design new strategies for the years ahead. A community committee, consisting of a cross section of Norwood residents along with representatives of general government and the public schools, met twice to share their vision for Norwood and make suggestions for library service objectives to help the town meet that vision.

As a result of the committee's work, library staff and trustees have agreed on a new mission statement for the library and five service goals. The service goals are:

1. Library users will have access to the information each needs for lifelong education, to fulfill career goals and to make informed decisions in all aspects of life.
2. In a world where opinions and data are plentiful, library users will find information, evaluate its accuracy and relevance and apply it to their needs.
3. Residents of Norwood will have resources to understand and explore their personal cultural heritage and the diverse traditions and history of the surrounding community.
4. Lives of library users will be enriched and life long-learning encouraged through access to current popular materials and programs.
5. People in the Norwood area will be aware of the resources available at the library

During 2004 the plan will be completed with measurable objectives and activities to help the library meet these goals.

**Two grants** that the library has received are particularly relevant to the goals of the planning process.

**A Documentary Heritage Grant** from the Massachusetts Records Advisory Board and the Secretary of the Commonwealth is funding the "Norwood Heritage Collaborative." Directed and administrated by the library, this collaborative consists of other town departments, The Norwood Historical Society, Caritas Norwood Hospital, Norwood Public Schools, and many Norwood churches. An archivist has been hired to survey historical records held by collaborative participants. The library will compile the results of the archivist's research and create a printed and electronic guide to sources of Norwood's history. Funds for this project from the state were supplemented by a grant from the **Andrew Boch Betterment Fund**.

**An LSTA grant for Customer Service** administered by the Massachusetts Board of Library Commissioners will enable the library to update various aspects of customer service including brochures, interior library signs and the library's webpage. These tasks will be addressed in 2004.

**The Minuteman Library Network celebrated its 20<sup>th</sup> anniversary in December.** Minuteman is composed of 41 public and academic libraries in eastern Massachusetts that work together to help their members provide library service. Norwood has been a member of Minuteman since 1990. A single library card enables Norwood residents to use any library in the network or borrow materials from any library. Collectively Minuteman libraries own 1,171,000 items, have 622,000 registered borrowers and loaned 13, 670,000 items in 2003.

An important, but time consuming and complicated, change occurred throughout Minuteman in 2003. A new software and hardware operating system was installed and implemented throughout the network, the first such major modification since 1991. The new system was brought on line July 1 and it has meant many positive changes for library users. The most important change is in how requests are processed. Material circulates among member libraries much more quickly than it did in the past. A book requested by a Norwood resident may come from any one of the Minuteman libraries if a copy is not available locally. Daily deliveries to the library are provided through Metrowest Massachusetts Regional Library System.

To make the most of this new system librarians recommend all library users become familiar with the request system. The library webpage is accessible from Norwood's homepage: <http://www.ci.norwood.ma.us/library/>. Minuteman's homepage is [www.mln.lib.ma.us](http://www.mln.lib.ma.us). If you need help come to the library, email us ([Norwood@minlib.net](mailto:Norwood@minlib.net)) or call 781-769-0200.

### **The Literacy Volunteers of America at Morrill Memorial Library also celebrated 20 years of service in 2003.**

The local affiliate was begun in 1983 at the suggestion of a Library Trustee, the late Eleanor H. Monahan. The Literacy Volunteers provide free, confidential tutoring in Basic English and English as a Second Language. This program continues to grow both in number of volunteer tutors and in people seeking tutoring services. Several groups of new tutors were trained during the year and are now working with students. Conversation groups for ESL students met several times a week throughout the year.

Librarian Tina Blood, who has been the director of the program since 1985, was honored by the Massachusetts Literacy Foundation (MLF) as one of ten Literacy Leaders and was honored by Governor Romney and Lt. Governor Healy for her achievement. Tina's efforts and those of her staff, the volunteer tutors and the students bring great credit to the library and to the town.

The Literacy program receives additional funding from the Department of Education. This year an additional donation was received from the Simoni Foundation. To join them as a tutor or a student call Literacy Volunteers at the library 781-769-4599

**The Children's Department** offered more programs than ever to meet the growing demands year round. A story time for young children with a parent was very popular, as were sessions for preschoolers and evening pajama story times. The summer reading program themed *Read! Think! Create!* offered children opportunities to do just that – be creative with new skills and ideas. Most of the programs were run by volunteers who taught children to knit, weave, build lego creations, fold paper into exciting and imaginative shapes, write their own fairy tales and use books as a jumping off place for great new adventures.

**Literary Lunch**, the fifth annual reading and discussion program for 6<sup>th</sup> graders and Senior Citizens was successful again. It was run by Outreach Librarian Beth Goldman, Junior High Librarian Mary Ann McGowan and classroom teacher, Cathy Barnicle. All participants, young and old, enjoyed the lunch, the conversation and the chance to connect with another generation.

**The Outreach Department** provides services to people unable to visit the library or unable to use its resources without assistance. In the last two years demand for this service has doubled. In 2003, 6898 items were delivered by the Outreach department staff or by a small but dedicated group of volunteers, to people in their homes, in nursing homes, at the Senior Center and at Senior housing facilities. In addition programs were presented at several locations around town. A flourishing book group meets on the second Friday of the month at the Senior Center. Please call the Outreach department at 781-769-0200, x 228 if you need the services of the Outreach Department or if you would like to become a volunteer.

### **Highlights of programs for adults:**

- The Curse of the Bambino – David Kruh told his audience what really went on in Boston in 1918
- Globe film critics Ty Burr and Wesley Morris fascinated a crowd of movie buffs by describing how they evaluate movies, what some of their favorite movies are and how they got their great jobs.
- Wonderful Wednesday during the summer included craft programs on cross-stitch and illuminated lettering, and a great book discussion session.
- Every Picture Tells a Story, a program featuring Maureen Taylor, an expert on old photographs was presented by the library and the Norwood Historical Society.
- Thomas J. P. Collins, who has compiled a complete list of Norwood's war veterans, presented a slide lecture on World War II.
- Robert Jackson, a local resident and retired history teacher, discussed the Civil War, its causes, ironies and many battles

**The Friends of the Library** had a very busy and productive year. They support the library and its services in countless important ways. Many programs listed above were sponsored by the Friends, but perhaps the most important was their annual author evening featuring **mystery novelist Jeremiah Healy**. The Friends helped purchase a laptop computer training center which is used by staff and the public. They held two successful book sales and hosted a table at Norwood Day. In times of budget cuts the financial and moral support provided by the Friends is invaluable.

**The Women's Community Committee** is the primary sponsor of the library museum pass program. They provided memberships for the Children's Museum, Museum of Science, Roger Williams Zoo, Isabella Stewart Gardner Museum, JFK Library, Museum of Fine Arts and Easton Children's Museum. These museum passes were used by 724 people in 2003 providing a cultural resource worth thousands of dollars. We are thankful for the continuous generosity.

**Library Senior Custodian Joseph Anzivino** retired after more than ten years on the job. He left the library with many good wishes for a happy retirement. Joe is greatly missed, but the library is happy to welcome Henry (Hank) Gallant who promises to be just as diligent in his care for the building and the safety and comfort of the people who use it.

**The Morrill Memorial Library continues to be a destination point for Norwood residents.** The library is a town department people visit because they want to, not because they have to. This continues to be true because of funding from the Town supplemented by the generosity of the Friends, the WCC, the Simoni Foundation and the Boch Betterment Fund. It is also true because of the dedication and enthusiasm of the Library Staff and the interest and commitment of the Board of Trustees. The town is fortunate to have such dedicated people working for our library.