



2016 MORRILL MEMORIAL LIBRARY ANNUAL REPORT LIBRARY TRUSTEES

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The Library's goal is to provide residents with access to information, education and entertainment. We help you find and evaluate sources of information ranging from in-print to online. We supplement all educational endeavors whether patrons are enrolled in school or they are life-long learners. We provide a comprehensive selection of popular material (books, audiobooks, music, movies) in a variety of formats, including digital downloads and streaming.

The trustees, the director and the custodial staff of the Library continue to take excellent care of our facility which is now over 119 years old. The original Library, completed in 1898, has received two additions (1928 and 1965) and opened after a complete renovation in 2001. New libraries were built around us in the towns of Walpole, Millis, Canton, and Westwood but many patrons from Norwood and surrounding communities tell us that they come to our Library to enjoy our building's grace and beauty, and our comprehensive collection and welcoming staff.

The Morrill Memorial Library once again applied for certification from the Massachusetts Board of Library Commissioners in October 2016. Our budget, staffing, hours open, and materials purchases met all the requirements and we were certified for the **2017 State Aid Award**. The Morrill Memorial Library has never been decertified. The Library expects to receive over \$35,000 in State Aid funding through the Massachusetts Board of Library Commissioners in 2017. Without the additional funding from State Aid, gifts, public grants, Friends of the Library, and private foundations, the Library would not be able to provide the Norwood community with the excellent services, materials, and programs that it does.

The **2018 Action Plan** to the **Morrill Memorial Library Long-Range Plan 2016-2021** was submitted and approved in the fall of 2016 and was accepted and approved. The Library is looking forward and will adapt to the changes that Norwood residents expect.

Did you know ... that the Library became a **U.S. Passport Application Acceptance Facility** in 2016? Six staff have been trained to accept passport applications by appointment on weekday evenings and Friday.

Did you know ... that two librarians perform **notarial services** at the library at no charge? Appointments are required for the daytime appointments.

Did you know ... that librarians will **proctor examinations** for students enrolled in college who need to take exams remotely? These are also by appointment only.

The **Morrill Memorial Library Staff** consists of 21 full-time and part-time permanent employees. There are additional part-time staff working short shifts to provide excellent Library service to all who use the Library in Norwood. Twenty-eight Library staff attended an all-day **Staff Development Day** in June 2016 in Boston. It included a tour of the **State House**, lunch in the Representatives Lounge with Representative John Rogers, and a tour of **The Boston Athenæum**. Many members of the staff attend a monthly book discussion group during professional time on Friday mornings. Library staff members also attend many workshops and conferences provided by professional Library organizations.

Did you know ... that 20 full-time and part-time members of the Library staff have master's degrees in Library Science? Several part-time staff are pursuing degrees in Library Science. Library science interns at Simmons College Graduate School of Library Science complete a capstone project at the Library each year.

Part-Time Circulation and Technical Services Assistant Gail Wright retired from Library service in July 2016. Norwood resident **Nicole Dana** was hired to replace her.

The Library could not operate without its many **volunteers**. On May 20, 2016 the **5th Annual Volunteer Appreciation Tea** was held in the Library's Simoni Room from 11 am to 2 pm. Over 160 dedicated volunteers work at the Library, generously giving thousands of hours of time in the Literacy, Outreach, Technical Services, Circulation, and Children's departments.

Keep up to date with **The Library Show** on **NPA-TV**. Our monthly show features news and information from the Library – new books for adults and children, upcoming programs, tips on how to use the computer, and behind the scenes interviews with Library staff. Library Director Charlotte Canelli appeared twice on NPA-TV on Jack McCarthy's **Norwood Digest** and on Tom Cummings' **Inside Norwood**.

Did you know ... that the Library lends crochet hooks and straight, circular and double-pointed knitting needles?

Did you know ... that the Library lends coloring books and pencils, Roku streaming devices, Wi-Fi hotspots, Go Pros and selfie sticks? These are just some of the non-traditional items we loan.

Did you know ... that the Library lends character cake pans, games and puzzles (in the Children's collection)?

Morrill Musings, the Library's monthly newsletter, is complete with a monthly Library calendar. It is available in print at the Library or online in PDF format. The Library publishes monthly **e-News** delivered through e-mail; subscriptions are available through a sign-up box on the Library's website. Librarians at the Library write a weekly column, **From the Library**, published in print in the *Norwood Transcript & Bulletin* and online at *Wicked Local Norwood*. Librarians have written over 400 columns (over 375,000 words) since 2009. Text of the articles is archived on the Library's website and subjects can be searched on fromtheLibrarycolumn.blogspot.com. The articles are also bound by year and can be read in the Library.

Did you know ... that the Library subscribes to Hoopla!, a streaming service for movies and music?

Did you know ... that Norwood residents downloaded digital items (books, etc.) over 15,000 times in 2016?

The Norwood Cultural Council, as funded by the Massachusetts Cultural Council, provided partial funding for two Library programs and one Friends of the Library program each year.

The Simoni Foundation and the **Department of Education, Literacy Volunteers of Massachusetts** partially fund the Literacy Program.

The **Dedham Institution for Savings Foundation** helps to fund **Norwood First Steps** – the Outreach Department of the Library distributes a special bag with books and Library information delivered to parents of Norwood and Dedham babies born at Norwood Hospital. This is the third grant we have received from Dedham Institution for Savings.

Did you know ... that the public is welcome to sit and work at our puzzle table on the 2nd floor of the Library and our puzzling patrons sometimes complete several 1000-piece puzzles per week?

Did you know ... that the Library staff created a holiday tree again this year that was made from books and over 10' tall?

The Morrill Memorial Library is a Wi-Fi Hotspot – It is easy to access the Internet at the Library on one of the Library's 16 public computers or on a personal laptop or device. Wireless Internet is provided by **Norwood Light Broadband**. Many visitors per day access the Library's free Wi-Fi.

Did you know ... that over 50 people per day access the Library's Wi-Fi with personal devices?

Did you know ... that the Library provides iPads for in-Library use to adults and children?

Did you know ... that our public computers have all Microsoft Office applications installed?

Technology highlights in 2016 included another digital display to highlight events – this one in the children's room.

Did you know ... that the Library posts and tweets 457 times on social media every day? Find us on Facebook (Morrill Memorial Library) and Twitter @norwood_Library.

Did you know ... that you can schedule a one-on-one session with our Technology Librarians? Call the Library or visit our website. Alli Palmgren and Sam Simas conducted a total of 312 hour-long individual technology classes with patrons in 2016 on topics ranging from downloading eBooks to creating a resume using templates.

Whether you are visiting the Library website or visiting the Library in person, we encourage you to learn to use the online catalog and request system. You may ask for help with using the online catalog when you are in the Library or when calling by phone. Brochures are available to help Library card holders make requests online or to log in to databases from home or work.

Did you know ... that the Library replaces all cards for free, including wallet and key cards? Or upload your Library card to a Smartphone app.

Did you know ... that the Library participates in The Boston Bruins – Cradles to Crayons Pajama Drive in February? Children's pajamas are collected at the Library and sent to Cradles to Crayons for distribution.

In September of each year the Library holds a **Library card promotion** inviting all Norwood residents to get a Library card. Patrons can apply for a Library card online to immediately gain access to digital materials.

Did you know ... that the Library presented about 216 children's programs in 2016 with nearly 6,000 participants?

Children's Services – The Children's Department has expanded its focus on **Early Literacy**.

- **Babes n Books, Toddler Time, and On My Own Storytime** are just some of the early literacy programs.
- **The Summer Reading Program, "Exercise Your Mind"** kicked off their program in June 2016. The Summer Reading Program is sponsored by the Massachusetts Board of Library Commissioners. 350 children reached their reading goal and read thousands of books.
- **Dozens of special events were held during the year including STEAM (Science, Technology, Engineering, Arts and Mathematics)**. The Children's Department was awarded a federally-funded **STEAM grant, 2015-2016**. The grant provided preschool children with learning experiences in science, technology, engineering, art, and mathematics. This federal IMLS (Institute for Museum and Library Services) grant is administered by the MBLC (Massachusetts Board of Library Commissioners).
- **The 18th Annual Literary Luncheon** was held at the Coakley Middle School. Intergenerational participants included Norwood Seniors and 6th grade English classes.

Did you know ... that the Library has more than 3 times as much adult programming as it had in 2009?

Did you know ... that there are at least four adult programs a week throughout the year?

Did you know ... that over **4,400 people attended adult programs** at the Library in 2016?

Adult Services - 226 educational, recreational and cultural adult programs were held in 2016:

- **Spring Musical Sundays and Fall Musical Sundays:** Funding for musical performances is made possible by the **Library Endowment Fund**.
- Norwood librarians host the **Titles on Tap book club at Napper Tandy's** each month.
- The first **Books and Brews** events were held in the fall of 2016 at the Library and at Castle Island Brewery.
- **Film Series:** Themed film fests for adults are held throughout the year in our comfortable Simoni Room. Free popcorn is provided by the Bellingham Regal Cinemas and the Friends of the Library supplies a movie license with rights to show the films to the public.
- **The Friends of the Library supported many library programs.**
- **Together Yes:** the Library collaborates with **Together Yes** of Norwood to present monthly programs and film series, including environmental topics such as damage to plant, soil, and water and wild life.
- **First Thursday Book Discussion Group:** Morning and evening sessions October – May are led by Margot Sullivan.
- **Fireside and Beach Reads:** Each January and June, with librarians Margot Sullivan and Beth Goldman.

Did you know ... that the Library has a **Stitch Therapy** group – a monthly meeting of needlecrafters?

Did you know ... that the Library offers one-on-one appointments with a **Stitch Doctor** for knitting and crocheting help?

Did you know ... that the Library holds **Learn to Knit** classes each month?

Our website, norwoodLibrary.org, is your portal to amazing databases such as *Kids InfoBits, Junior and Student Edition, Britannica Online, Books and Authors, A to Zebra Language, NovelList, Massachusetts History Online, Ancestry Library and Heritage Quest Online, Mango Languages, Historical Boston Globe, Business, Insights, Consumer's Checkbook, Culinary Arts Collection and Consumer Reports Online.*

Did you know ... that the Library has subscriptions to over **225 newspapers and magazines including some** in other languages like Paris Match in French and Sarita in Hindi?

Did you know ... that your Library card can be used to borrow materials at all the Minuteman Network libraries AND that you can register for a Library card in any Massachusetts town?

Museum Passes can be reserved online via the Library webpage. These museum passes were used nearly **1000 times** in 2016, saving Norwood residents thousands of dollars.

The **Women's Community Committee** donates memberships to the Children's Museum, Easton Children's Museum, Isabella Stewart Gardner Museum, JFK Library, Museum of Fine Arts, Museum of Science, New England Aquarium and the Roger Williams Zoo.

The **Norwood MOMS Club** donates memberships to the Franklin Park and Stone Zoos and the Providence Children's Museum.

The **Norwood Woman's Club** and the **Friends of the Library** also contribute to the New England Aquarium and Museum of Fine Arts memberships. Altogether, the value of these memberships total over \$4,000.

Sastavickas Scholarship: In 2006 a donation from the family of Viola Sastavickas established a scholarship fund which awards \$500 each year to a Library employee or volunteer. The Sastavickas family and a private donation supplemented the scholarship fund once again in 2016. The 2016 award was given to Chloe Belanger.

Outreach Services

- Outreach librarians and volunteers deliver more than 6,000 items to people unable to visit the Library or use its resources without help, deliver material to people in their homes, in nursing homes, at the Senior Center and at housing facilities. They also ran various programs throughout the year, including workshops, an essay contest, monthly book clubs, and classes.

Did you know ... that the Library provides tools and technology to help patrons with low-vision to access books, the web, and other library resources? Items that are loaned are hand-held video magnifiers (Ruby and Zoomax Snow); a desktop video magnifier; portable desktop video magnifier (Topaz PHD), and Perkins digital talking book players and talking books. The Library installed an assistive technology station on the 2nd floor which boasts ZoomText Fusion magnification/reader software; Kurzweil 3000 text to speech reader software; Big Keys keyboard; and i-reader scanning and reading.

- Assistive Technology equipment and software are available for use by individuals with special needs. Call 781-769-0200, x 228 for Outreach Services, assistive technology or to volunteer.

Did you know ... that a program called First Steps Norwood began in 2012 to deliver book bags to newborns (whose parents are residents of Norwood) at Norwood Hospital?

Did you know ... that Outreach Services began in May 1939 by Edna Phillips, director of the Library from 1939-1962? The Library then sent books by messenger to homes or businesses for a 15 cent charge. That service is now free!

Literacy Volunteers of America at Morrill Memorial Library

- Free, confidential tutoring in Basic Literacy and English as a Second Language and conversation groups.
- Over 150 adult learners, 60 active tutors, and nearly 5,000 hours of instruction in 2016.
- The Literacy program receives additional funding from the **Department of Education**.
- Thanks to the **Simoni Foundation** for their generous support and other private donors.
- The annual **Harvest Dinner** is held for all volunteers and tutors each year in October.
- The Literacy Volunteers are always looking for new tutors and students. Call Literacy Volunteers at 781-769-4599.

Morrill Memorial Library Affiliations - Minuteman Library Network - A non-profit consortium of 45 public and academic libraries. Through its memberships, MLN provides automated services, periodical and reference databases, and downloadable eBooks, audiobooks, and videos to its member libraries.

What are some of the wonderful benefits of sharing resources throughout the Minuteman Library Network and the Commonwealth? Norwood patrons can access hundreds of thousands of dollars in database downloads and electronic books, audiobooks, music and videos. Norwood patrons borrowed over 35,000 items that were delivered to Norwood from other libraries in the Minuteman Library Network.

Morrill Memorial Library Affiliations - Massachusetts Library System – this agency, funded by the Commonwealth, provides:

- Daily interlibrary delivery (over 72,000 items were loaned to or from Norwood in 2016).
- Periodical and reference databases.
- Purchasing cooperative for supplies and material.
- Continuing education and consulting.

The Friends of the Library

- Raised nearly \$3,000 from two book sales in the spring and the fall.
- Provides generous donations to purchase equipment, DVDs and audio books and CD-cleaning equipment.
- Supports most adult and children's programming at the Library.
- Provides a film screening license necessary for showing films to audiences of all ages.
- Supports staff development and staff events.
- Promotes the Library at **Norwood Day** and with membership notices in the electric bills.
- Holds **General** and **Annual Meetings** each year.
- Sponsors of the **First Thursday Book Discussion Group, Beach Reads** and **Fireside Reads**.
- Meets monthly at the Board meetings in the Library.

Morrill Memorial Library Board of Trustees, 2016

Standing left to right: Deborah Henry, Sarah Begg, Amy Chandler-Nelson (Board Secretary), John Hall, and Patricia Hines.
Seated left to right: Susan Pipes, Cashman Kerr Prince, and Charlotte Canelli (Library Director).



**Cindy Rudolph, Senior Circulation Assistant
Retired January 2016**

Cindy is pictured with her husband Steve, a frequent musical presenter at the Library.



Morrill Memorial Library Staff, June 10, 2016 at the Boston State House with Representative John Rogers



Standing left to right back row: Jillian Goss, Joanne Rabbitt, Carla Howard, Tina Blood, Marg Corjay, Irene Gotovich, Representative John Rogers, Kate Sheehan, Jean O'Toole, Diane Phillips, April Cushing, Jean Todesca and Nicole Guerra-Coon.
Standing left to right front row: Mary Madadi, Linda McCusker, Kate Tigue, Joanne Warren, Gail Wright, Allison Palmgren, Jeff Hartman, Jane Bradley, Geraldine Harrold and Bonnie Wylar.
Seated left to right front row: Nancy Ling, Liz Reed, Patricia Bailey and Charlotte Canelli.

**Gail Wright, Circulation Assistant
Retired July 2016**

Gail is pictured at her retirement party

