

Library Name: Morrill Memorial Library, Norwood, MA	FY18 ACTION PLAN
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Goal #1 – All ages of the Norwood community will have enrichment and cultural experiences at the library through library events and programs.

Objectives	Actions	Timeframe for Activity	By Whom
<i>Provide targeted programs to all age groups including young readers and seniors.</i>	<ul style="list-style-type: none"> • Provide more daytime and hands-on programming, such as workshops. • Provide programming designed for specific groups, such as seniors and Millennials and other groups identified (e.g. diverse cultures). • Continue to offer popular programs based on theatre, art, hobbies, practical skills and specific interest. • Continue to explore unconventional programming venues such as off-site or on Friday evenings (e.g. breweries, restaurants, etc). 	July 2017 - June 2018	Adult and Information Services and Children's Services
	<ul style="list-style-type: none"> • Expand story times and programming for under 5 years of age. Provide intergenerational programming. 	July 2017 - June 2018	Children's Services
	<ul style="list-style-type: none"> • Investigate opportunities for sensory and intellectual disabilities programming. 	July 2017 - June 2018	Children's Services
	<ul style="list-style-type: none"> • Continue to offer book discussions, journaling, poetry workshops, crafts, field trips, etc. for seniors in our community. • Continue to partner with Norwood Senior Center Computer Club to provide monthly lectures to seniors. 	July 2017 - June 2018	Outreach and Technology Staff
	<ul style="list-style-type: none"> • Schedule social gathering(s) for Literacy tutors and students together. 	July 2017 - June 2018	Literacy Staff
	<ul style="list-style-type: none"> • Continue to collaborate with other library departments to deliver technology programming to patrons of all ages. 	July 2017 - June 2018	Technology librarian and Library staff
	<ul style="list-style-type: none"> • Provide programming that supports the collection. 	July 2017 - June 2018	Technology librarian and Library staff
	<ul style="list-style-type: none"> • Continue to provide effective trainings and programs for volunteer tutors and their students. 	July 2017 - June 2018	Literacy Staff
<i>Provide opportunities for people from the community to display and share elements of their culture and creative ability.</i>	<ul style="list-style-type: none"> • Continue to schedule use of 1st floor display cases for cultural and creative use. To increase awareness, publicize that the display cases are available in flyers and newspaper. 	July 2017 - June 2018	Adult and Information Services
	<ul style="list-style-type: none"> • Explore opportunities to incorporate cultural diversity into children's programming. (through possible LSTA FY18 grant) and collaboration with adult services. 	July 2017 - June 2018	Children's Staff
	<ul style="list-style-type: none"> • Explore opportunities to incorporate cultural diversity into adult programming (through possible LSTA FY18 grant). 	July 2017 - June 2018	Adult and Information Services Library Director
	<ul style="list-style-type: none"> • The Literacy Harvest Dinner will be held for volunteers, students, and Friends of the Literacy Program to showcase the cultures, cuisines and languages of the students. • Explore the possibilities of a guest speaker for the event. 	Fall 2017	Literacy Staff
<i>Provide and continually support the Literacy Program.</i>	<ul style="list-style-type: none"> • Collaborate between Children's and Literacy to develop a collection of Hi/Low books to provide continuous support tutors in the selection of materials. • Explore possibilities of Introduction to the Library with Literacy families. 	July 2017 - June 2018	Children's Staff
	<ul style="list-style-type: none"> • Continue to work with literacy to provide patrons with innovative literacy software. • Promote Career Ready 101 and Rosetta Stone with Literacy students. • Provide individual instruction to tutors and Literacy students as needed to support their literacy objectives. 	July 2017 - June 2018	Technology Librarian, Literacy Staff

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	<ul style="list-style-type: none"> Partner with Literacy to offer a family literacy event and publicize the event to students with children. 	Spring 2018	Children's and Literacy Staff
	<ul style="list-style-type: none"> Use BookLetters/BookSite to showcase Literacy titles in conjunction with tutor training. 	July 2017 - June 2018	Literacy Staff/Technical Services
	<ul style="list-style-type: none"> Continue to apply for the Massachusetts Literacy Volunteers funding. Provide the LVM Executive Director with information requested for grant application. 	July 2017 - June 2018	Literacy Staff
	<ul style="list-style-type: none"> Provide patrons with current information for Literacy programs. 	July 2017 - June 2018	Circulation
Communicate with school personnel and encourage cooperation and collaboration.	<ul style="list-style-type: none"> Continue yearly meetings with school librarians to revamp both Summer Reading and NYRA. Reach out to preschools in the area for outreach visits. Utilize virtual backpack through school system and push mail lists to local preschools. 	July 2017 - June 2018	Children's Staff
	<ul style="list-style-type: none"> Ask school librarians and kids to suggest books for leisure reading to display on a BookLetters/BookSite page. 	Sep 2017- May 2018	Children's Librarians
	<ul style="list-style-type: none"> Continue to plan the Literary Lunch for Middle School students and senior citizens, and pursue other intergenerational opportunities. Continue to apply for Boch grant and implement the annual essay contest for the Norwood community. 	FY18 Ongoing	Outreach Staff
	<ul style="list-style-type: none"> Circulation chief and HS librarian will work together to provide information and services MML has for HS students, specifically summer reading materials, Hoopla! and OverDrive services. 	July 2017 - June 2018	Circulation Staff
Work with the Friends organization to promote the library's mission, vision and goals.	<ul style="list-style-type: none"> Market the Friends' organization through Children's Department e-News and informational emails. 	July 2017 - June 2018	Children's Staff
	<ul style="list-style-type: none"> Support the Friends by offering suggestions about popular presenters for them to book. Suggest to the Friends of the Library the idea of a Little Free Library to be maintained by their organization. 	July 2017 - June 2018	Adult and Information Services
	<ul style="list-style-type: none"> Ask for the Friends' support to celebrate the Library's 120th anniversary in 2018. 	July 2017	Library Director/Trustees
Market library services within the library and through local newspapers, cable television, and personal visits in the community as well as library and community websites and library emails.	<ul style="list-style-type: none"> Continue to use professional design software and train more staff in its use. Continually update the website. Market "tours of library" to community organizations. 	July 2017 - June 2018	All departments
	<ul style="list-style-type: none"> Explore make-over of informational/welcome handouts for new patrons. Create quarterly 11x17 newsletters about library (perhaps in conjunction with the Friends of the Library.) 	July 2017 - June 2018	Graphics Staff
	<ul style="list-style-type: none"> Librarians from all departments will continue to write weekly columns that provide both readers' advisory, market our collection, and advertise our services. 	July 2017 - June 2018	All departments
	<ul style="list-style-type: none"> Post events to web site, social media (FB, Twitter, etc.) and BookLetters/BookSite etc. 	July 2017 - June 2018	Reference, Technical Services, Technology
	<ul style="list-style-type: none"> Update book groups on the Library's website 	July 2017 - June 2018	Outreach Staff
	<ul style="list-style-type: none"> Continue to market services through personal visits, bookmarks and flyers, cable television, and library website. Will pursue other options, such as the Senior Center Newsletter, Norwood Hospital, and Guild Medical Center. 	July 2017 - June 2018	Outreach Staff
	<ul style="list-style-type: none"> The Literacy Department will continue to publish newsletters. Continue to participate in Norwood Day to promote Literacy services. Continue to participate in the Barnes and Noble fundraiser each December. 	July 2017 - June 2018 Fall 2017 December 2017	Literacy Staff and Graphic Artist Literacy Staff and Director

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	<ul style="list-style-type: none"> • Continue to take part in monthly NPATV library show. Tape one book discussion group with staff. • Tape four author visits during the year. • Interview children's authors or poets on NPA-TV 	July 2017 - June 2018 July 2017 - June 2018	Library Staff Library Director Outreach Librarian
	<ul style="list-style-type: none"> • Continue to use Canva to design visual marketing for use for engaging audiences on the library's social media platforms. • Explore a Meetup.com subscription for the library to reach patrons not currently attending our programs. 	July 2017 - June 2018	Adult and Information Services
	<ul style="list-style-type: none"> • Use the library's BookLetters/BookSite subscription to promote library programs, services, and materials in creative ways to a digital audience. 	July 2017 - June 2018	Adult and Information Services
	<ul style="list-style-type: none"> • Pursue opportunities for Word of Mouth Marketing (WOMM). 	July 2017 - June 2018	Adult and Information Services, Graphics Staff, Children's Staff

Goal #2 – The Norwood community and library staff will enjoy a well-maintained facility and welcoming community space.

Objectives	Actions	Timeframe for Activity	By Whom
Maintain the building interior through scheduled maintenance, updates and prompt repair.	<ul style="list-style-type: none"> • Inform the Board of Library Trustees as to building interior needs. • Attend regular Town of Norwood Capital Outlay meetings. 	Monthly July 2017 - June 2018	Director
	<ul style="list-style-type: none"> • Paint areas of the Children's Department as necessary. Update furniture and shelving as necessary. Work with a design team to better utilize the current space. Update the Children's Department computer table for greater visibility and work area. 	July 2017 - June 2018	Children's and Custodial Staff
	<ul style="list-style-type: none"> • Continue in-depth monthly reports to director and Board including current conditions. • Continue to update the director and Board on future repairs and upgrades. 	Monthly	Custodial Staff
	<ul style="list-style-type: none"> • Report issues or problems with the building promptly for a safer environment. 	July 2017 - June 2018	All staff
	<ul style="list-style-type: none"> • Move towards more ecofriendly cleaning products where possible. 	July 2017 - June 2018	Custodial Staff and Director
Maintain the building exterior through scheduled maintenance, updates and prompt repair.	<ul style="list-style-type: none"> • Inform the Board of Library Trustees as to building exterior needs. 	Monthly	Director and Custodial Staff
	<ul style="list-style-type: none"> • Continue a proactive approach to building maintenance through regular schedules on an annual basis (e.g. interior and exterior painting, annual boiler inspection, etc.) 	July 2017 - June 2018	Custodial Staff and Director
	<ul style="list-style-type: none"> • Continue to address issues of low and high heat and lack of circulating air throughout the building as necessary. 	July 2017 - June 2018	Custodial Staff and Director
Maintain and improve the library's operating systems and equipment.	<ul style="list-style-type: none"> • Inform the Board of Library Trustees as to building equipment needs. 	Monthly	Director
	<ul style="list-style-type: none"> • Continue actions towards a more ecofriendly building, utilizing LED lighting to lower energy costs. 	July 2017 - June 2018	Custodial Staff and Director
	<ul style="list-style-type: none"> • Monitor the security system for upgrades if needed, including additional cameras. 	July 2017 - June 2018	Custodial Staff and Director
	<ul style="list-style-type: none"> • Continue to apply necessary updates to staff and public computers • Replace aging public workstations • Assist children's staff in adding Self-Checkout to Children's Room. 	July 2017 - June 2018	Technology Librarian

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	<ul style="list-style-type: none"> Establish a priority system for product replacement, updates and repairs. Evaluate repairs vs replacement. 	July 2017 - June 2018	Director and Custodian
	<ul style="list-style-type: none"> Report issues or problems with technology promptly. Fix or replace outdated technology for both staff and patrons. 	July 2017 - June 2018	All staff
Annually evaluate and plan for future space and use needs, and explore the possibilities of a Planning and Design Grant for future renovation/expansion or reallocation of space.	<ul style="list-style-type: none"> Inform the Board of Library Trustees as to space needs/complaints for staff and patrons. 	Monthly	Director
	<ul style="list-style-type: none"> Explore possibilities to work with an MBLC Building Consultant, to be considered for design team program to utilize the Children's space. 	July 2017 - June 2018	Children's Staff and Director
	<ul style="list-style-type: none"> Evaluate collection needs re: space and alter plan according to growth and/or reduction in print resources. 	July 2017 - June 2018	All Department Heads
	<ul style="list-style-type: none"> Continue to weed non-print resources and seek creative solutions for shelving. Continue to weed obsolete reference materials. Add more puzzles and games (and additional non-traditional items). 	July 2017 - June 2018	Adult and Information Services Children's Services Technical Services
	<ul style="list-style-type: none"> Monitor how and to what extent physical space in the Adult Services/Reference area is being used. Monitor space use trends in other libraries. 	July 2017 - June 2018	Adult and Information Services
	<ul style="list-style-type: none"> Continue to investigate future space for circulation office. 	July 2017 - June 2018	Circulation/Director and Trustees
	<ul style="list-style-type: none"> Investigate relocation of Foreign Language collection. 	July 2017 - June 2018	Technology Librarian
	<ul style="list-style-type: none"> Continue to use Friday morning hours to meet with vendors and perform maintenance that cannot be accomplished when patrons are in the building. 	July 2017 - June 2018	Custodial Staff and Director
Continue to provide the community with quiet study and reading space within the library.	<ul style="list-style-type: none"> Continue to investigate noise reduction from Children's and Circulation Departments while continuing the aesthetic design of the interior. Investigate possible sound barriers. 	July 2017 - June 2018	Children's Staff and Director and Custodian
	<ul style="list-style-type: none"> Uphold library policies about space and quiet areas, especially the Cushing Reading Room. 	July 2017 - June 2018	Library Staff

Goal #3 – The Norwood community will have a well-trained and educated library staff.

Objectives	Actions	Timeframe for Activity	By Whom
Provide varied professional development opportunities to all professional and para-professional staff.	<ul style="list-style-type: none"> Utilize Friday morning time to provide staff training programs. Promote cross-training between departments; explore bite-sized learning opportunities for all staff. 	July 2017 - June 2018	Director and Department Heads
	<ul style="list-style-type: none"> Further promote ComCat to library patrons and train staff to use/promote it. 	July 2017 - June 2018	Adult and Information Services
	<ul style="list-style-type: none"> Attend annual spring NETSL conference in Worcester. Incorporate ideas in staff trainings. 	April 2018	Technical Services Librarian

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	<ul style="list-style-type: none"> Encourage staff to attend MLN, MLS and other continuing education classes and training. 	July 2017 - June 2018	Director and Department Heads
	<ul style="list-style-type: none"> Continue to attend conferences, workshops, and Coordinators' meetings. 	July 2017 - June 2018	Literacy Staff
	<ul style="list-style-type: none"> Encourage custodial staff to attend facilities and maintenance seminars and trade shows. 	July 2017 - June 2018	Custodial Staff and Director
	<ul style="list-style-type: none"> Continue to attend professional conferences as budgeting permits. 	July 2017 - June 2018	Library Director and Department Heads
Encourage staff to learn skills and acquire knowledge using new tools and technology for continuous development.	<ul style="list-style-type: none"> Continue to host training for staff on new tools and technologies as they become available Provide individual instruction to staff members looking to improve technical aptitude as requested. Inform all staff to technology and programming changes that are pertinent to their jobs. 	July 2017 - June 2018	Technology Librarian
	<ul style="list-style-type: none"> To improve literacy services, the Literacy Staff will acquire proficiency in using the Kurzweil 3000 educational software that will be available at the Assistive Technology Workstation. Find assistance, if necessary, to improve proficiency on Kurzweil 3000 software. 	July 2017 - June 2018	Literacy Staff
	<ul style="list-style-type: none"> Train the staff on these technology materials so that they can promote them. Offer trainings to staff to assist them with staff software and subscription services. 	July 2017 - June 2018	Technology Librarian
	<ul style="list-style-type: none"> Develop competency with the most current assistive technology, including what we are offering at the Accessible Workstation. Pursue relationships with other organizations specializing in assistive technology and attend the regional center technology and technical trainings. Continue the excellent working relationship with the Perkins School for the Blind. 	July 2017 - June 2018	Outreach Staff
	<ul style="list-style-type: none"> Continually train Technical Services support staff and Adult Services full- and part-time staff to assist in the website content management. 	July 2017 - June 2018	Technology and Technical Services Librarians
	<ul style="list-style-type: none"> Encourage circulation staff to attend meetings, trainings, and workshops which will aid them in providing information to patrons. 	July 2017 - June 2018	Circulation
	<ul style="list-style-type: none"> Continue to grow professional, attend workshops and conferences, and implement a "bite-sized" learning program. 	July 2017 - June 2018	Library Staff and Library Director
Research and apply for grant funding for staff enrichment.	<ul style="list-style-type: none"> Pursue grant opportunities to fund participation in professional development, such as attendance at professional conferences. 	July 2017 - June 2018	Library Director
Encourage continuing and effective readers' advisory and customer service skills for staff.	<ul style="list-style-type: none"> Provide opportunity for staff to attend educational programs and meetings. 	July 2017 - June 2018	Library Director and Department Heads
	<ul style="list-style-type: none"> Encourage staff to attend Library programming (e.g., Titles on Tap, Stitch Therapy, and Learn to Knit) as additional community outreach. 	July 2017 - June 2018	Library Director and Department Heads
	<ul style="list-style-type: none"> Encourage participation in the Metrowest Readers' Advisory Round Table (MWRART). Continue to take an active leadership role. 	July 2017 - June 2018	Adult and Information Services
	<ul style="list-style-type: none"> Plan workshops/trainings for staff development day to address both readers' advisory and customer service skills. 	Preparation for June 2018	Staff Development Day Committee and Director
	<ul style="list-style-type: none"> Encourage circulation staff to become familiar with readers' advisory skills and resources. 	July 2017 - June 2018	Circulation

Goal #4 – Our users will have access to informative, educational, entertaining or enlightening materials in all formats through visits to the library or from remote locations.

Objectives	Actions	Timeframe for Activity	By Whom
Utilize and participate in automated resource sharing networks for access to all types of materials and information sources. Access and analyze reports generated and distributed by automated resource sharing networks and determine from those reports the most popular and desirable materials.	<ul style="list-style-type: none"> Continue membership in the Minuteman Library Network and request appropriate funding from the Town of Norwood. Promote this participation by displaying brochures and marketing materials. Staff will take and pursue active roles in MLN and advocate for patron-focused improvements. 	July 2017 - June 2018 Budget Cycle	Trustees and Library Director Director and Department Heads
	<ul style="list-style-type: none"> Use various tools to choose materials, re-evaluate formats, and determine demand for these materials and formats. 	July 2017 - June 2018	Adult and Information Services; Selectors
	<ul style="list-style-type: none"> Explore ways to track circulation of special collections (e.g., Staff Picks). 	July 2017 - June 2018	Circulation Staff
	<ul style="list-style-type: none"> Participate in network digital selection and opportunities to evaluate new digital services, such as the Digital Content Working Group and the Digital Magazine Task Force. 	July 2017 - June 2018	Adult and Information Services
	<ul style="list-style-type: none"> Use Central Site Generated reports to help make purchasing decisions. Use Create Lists function to weed 000's, foreign language, and CD collection. 	July 2017 - June 2018	Technical Services Librarian and Library Staff
	<ul style="list-style-type: none"> Review the purchase alerts provided by MLN on a bi-weekly basis. Order copies of titles with four or more requests. 	July 2017 - June 2018	All selectors and Technical Services staff.
	<ul style="list-style-type: none"> Review number of holds on items upon receipt and order more copies accordingly (one copy per four NOR reserves). 	July 2017 - June 2018	Technical Services Staff
Provide excellent readers' services to all library patrons.	<ul style="list-style-type: none"> Provide in-house and digital readers' advisory using the library's current subscription to BookLetters/Booksite to promote new titles, genre read-alikes, and MML Staff Picks. 	July 2017 - June 2018	Adult and Information Services
	<ul style="list-style-type: none"> Investigate and implement statistics tracking software at all service desks. 	July 2017 - June 2018	Technology Librarian
	<ul style="list-style-type: none"> Work with Reference Department staff to find readers advisory resources. Spend time working at each service desk to familiarize myself with our collection and reading trends. Work with Head of Reference to provide scheduling tools so that Reference and Information Desks are staffed to provide assistance to patrons for all open hours. 	July 2017 - June 2018	Technology Librarian, Library Staff
	<ul style="list-style-type: none"> Utilize Novelist, Goodreads and other tools to assist patrons in finding materials. 	July 2017 - June 2018	All public service staff
Increase awareness of all library material formats through displays, instruction, bibliographies, and signage.	<ul style="list-style-type: none"> Continue to use electronic pathways to inform patrons. Create displays and flyers for this purpose. 		
	<ul style="list-style-type: none"> Use BookLetters/BookSite current subscription to effectively to advertise new materials and disseminate via email and web. 	July 2017 - June 2018	Adult Services, Children's Services, Technical Services staff

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	<ul style="list-style-type: none"> • Continue to create digital displays to promote our materials; displays will be used in-house, on the library's website and social media platforms, and in monthly emails. • Promote ComCat through regular means as well as through how-to workshops. • Use physical signage promotions in the community; investigate and implement new and creative ways of marketing outside the library. 	July 2017 - June 2018	Adult and Information Services
	<ul style="list-style-type: none"> • Continue to provide design tools (Canva) and instruction for creation of marketing materials • Raise awareness of our digital collection and databases through individual technology instruction with patrons • Continue to support and improve digital signage throughout the library. 	July 2017 - June 2018	Technology Librarian
	<ul style="list-style-type: none"> • Periodically survey the community in May re: reading tastes and preferences for formats. 	May 2018	Library Director
	<ul style="list-style-type: none"> • Explore opportunities to incorporate cultural diversity into the collection (through possible LSTA FY18 grant). 	July 2017 - June 2018	Library Director and Library Staff
Maintain an active relationship with Town government, the Norwood Historical Society, and other community resources in order to assist in archiving and collecting Town of Norwood historical records.	<ul style="list-style-type: none"> • Seek an intern to archive local records including storage and classification. • Look into Digitization Project at the Boston Public Library or though other local organizations/institutions, e.g. Millis Public Library. 	July 2018	Technical Services Librarian and Director
Provide and support Outreach Services to patrons unable to visit the library in person.	<ul style="list-style-type: none"> • Continue to work with Outreach staff to provide training for patrons wishing to use digital resources but unable to visit the library. • Assist Outreach staff in providing the most up to date assistive technology. • Continue to train staff on assistive technology. 	July 2017 - June 2018	Technology Librarian
	<ul style="list-style-type: none"> • Continue to collaborate with the Norwood Senior Center, Norwood Hospital, and Norwood housing facilities and nursing homes to provide delivery and programs to suit their needs. Continue to meet with the Norwood Senior Service Providers Network (NSSPN). In addition, we will continue to foster our relationships with Perkins School and The Carroll Center for the Blind. • Continue the Norwood First Steps program with Norwood Hospital. 	July 2017 - June 2018	Outreach Staff
	<ul style="list-style-type: none"> • Continue to find and use volunteers for book delivery. 	July 2017 - June 2018	Outreach Staff
	<ul style="list-style-type: none"> • Circulation to provide current information to all patrons needing Outreach services and encourage people to use this service. Issue library cards for Outreach patrons. 	July 2017 - June 2018	Circulation

Goal #5 – Our library users will have guided and/or self-guided access to information in the library and from remote locations.

Objectives	Actions	Timeframe for Activity	By Whom
Provide a user-friendly, current and comprehensive website for access to all information services.	<ul style="list-style-type: none"> • Maintain the redesign of the library's website. 	July 2017 - June 2018	Technology Librarian, Technical Services staff

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	<ul style="list-style-type: none"> Continue to post to the website and use BookLetters/BookSite widgets to disseminate information about programs, books, and services. 	July 2017 - June 2018	Children's Librarians, Adult Services Librarians, Technology Librarian, Technical Services Librarian and Director
Provide high-speed broadband, Wi-Fi Internet access, and technological equipment to meet the demands of our users.	<ul style="list-style-type: none"> Update and increase number of iPads. 	July 2016	Children's Staff and Director
	<ul style="list-style-type: none"> Continue to provide up to date computers, Wi-Fi, printers, tablets, and peripherals for patrons Upgrade oldest computers to new systems. 	July 2017 - June 2018	Technology Librarian
	<ul style="list-style-type: none"> Expand the collection of circulating technology. 	July 2017 - June 2018	Technology Librarian
	<ul style="list-style-type: none"> Continue to offer printing services for patrons using their own devices (e.g. Wi-Fi) and using the Library's computers (e.g. Cassie). 	July 2017 - June 2018	Technology Librarian and Director
Promote the library card and its use to all age groups both in the library and in the community.	<ul style="list-style-type: none"> Promote library cards and services in conjunction with high school librarian. 	July 2017 - June 2018	Circulation Librarian
	<ul style="list-style-type: none"> Promote library cards and services to at least one large corporation in Norwood (such as Norwood Hospital, Siemens, Analog Devices, etc.) 	September 2017	Library Director
Promote the library's services at the Information, Children's and References desks, through library tours, and through online resources to both users and community organizations.	<ul style="list-style-type: none"> Provide tours for schools, scouts and youth groups and tours to new patrons. Promote a Norwood 101 event one evening a year at the Library, inviting community organizations and departments to participate. Celebrate the Library's 120th anniversary in 2018. Explore ways to promote Library services off-site (farmer's market, train station.) 	July 2017 - June 2018	Library Staff
	<ul style="list-style-type: none"> Create and maintain user guides and handouts for library services and resources; create and post how-to videos (e.g., ComCat, ILL, OverDrive) for patrons to access remotely. 	July 2017 - June 2018	Adult and Information Services
	<ul style="list-style-type: none"> Continue to add services that patrons find valuable (e.g. Passport and notary.) 	July 2017 - June 2018	Library Director
	<ul style="list-style-type: none"> Continue to be a library ambassador by engaging with patrons in and out of the library. 	July 2017 - June 2018	Technology Librarian, Adult Services Librarian, Outreach Librarians, Director
Provide information about town and community resources through library services.	<ul style="list-style-type: none"> Children's Department will maintain a close relationship with the Early Childhood Community Partnership, the Norwood Public Schools and local private schools to provide up to date community information. Explore scheduling possibilities with CFCE to increase attendance. 	July 2017 - June 2018	Children's Staff
	<ul style="list-style-type: none"> Offer websites and explore possibilities of compiling lists of community resources to patrons. 	July 2017 - June 2018	Adult and Information Services; Library Staff
Provide instruction for residents of all ages on safe and effective use of the Internet.	<ul style="list-style-type: none"> Provide seminars to teach parents and children on safe use of the internet. 	July 2017 - June 2018	Technology Librarian, Children's Librarian
	<ul style="list-style-type: none"> Continue to teach individual technology classes, programming, and walk-in assistant to patrons needing assistance using the internet safely and effectively. Speak about relevant topics concerning the internet and 	July 2017 - June 2018	Technology Librarian, Children's Librarian

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	<p>library services on the Library Show and when out in the community.</p> <ul style="list-style-type: none"> • Work with Children's Librarian to host another Share It Safely program for appropriate populations during Teen Tech Week in March of each year. 	Spring 2018	Technology Librarian, Children's Librarian
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Goal #6 – The Morrill Memorial Library will have adequate funding from both town appropriations and alternate sources to provide its residents and community members and partners with excellent library services, programs, and materials.

Objectives	Actions	Timeframe for Activity	By Whom
Seek adequate funding for increased programming, including early literacy.	<ul style="list-style-type: none"> • Apply for LSTA grant for 2017-2018 • Continue to investigate and apply for grant/organizational/corporate funding for programming. • Attend grant-writing workshops. 	Spring 2017 July 2017 - June 2018	Children's Staff Adult and Information Services
Seek adequate funding for the library's building and equipment including maintenance and improvements and library space needs.	<ul style="list-style-type: none"> • Advocate for adequate library funding with the Town of Norwood. Work regularly with Finance Committee, Town Treasurer and Accountant • Investigate foundation funding and community/corporate partnerships. 	July 2017 - June 2018	Library Director and Trustees
Seek adequate funding for library staffing needs, including staff education and development.	<ul style="list-style-type: none"> • Advocate for adequate library funding with the Town of Norwood. Work regularly with Finance Committee, Town Treasurer and Accountant • Investigate foundation funding and community/corporate partnerships. 	July 2017 - June 2018	Library Director and Trustees
Seek adequate funding for library print and digital materials.	<ul style="list-style-type: none"> • Advocate for adequate library funding with the Town of Norwood. Work regularly with Finance Committee, Town Treasurer and Accountant • Investigate foundation funding and community/corporate partnerships. 	July 2017 - June 2018	Library Director and Trustees
Seek adequate funding for incidental needs, including office and building supplies.	<ul style="list-style-type: none"> • Advocate for adequate library funding with the Town of Norwood. Work regularly with Finance Committee, Town Treasurer and Accountant • Investigate foundation funding and community/corporate partnerships. 	July 2017 - June 2018	Library Director and Trustees
Seek adequate funding for improved library technology.	<ul style="list-style-type: none"> • Provide Director and Board with adequate statistics and information regarding technology usage and needs for the library to justify continued funding of technology resources. • Advocate for adequate library funding with the Town of Norwood. Work regularly with Finance Committee, Town Treasurer and Accountant • Investigate foundation funding and community/corporate partnerships. 	Monthly, at request of Director/Trustees July 2017 - June 2018	Technology Librarian Library Director and Trustees