



2018 MORRILL MEMORIAL LIBRARY
ANNUAL REPORT
LIBRARY TRUSTEES

Sarah Begg, Chair
John Hall, Vice Chair
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Charlotte L. Canelli, Director

The Library's goal is to provide residents with access to information, education and entertainment. We help you find and evaluate sources of information from print to online. We supplement all educational endeavors, whether patrons are students or 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 120 years old. The original Library, completed in 1898, has undergone two additions (1928 and 1965) and reopened after a complete renovation in 2001. New libraries were built in the nearby 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 the building's grace and beauty as well as our comprehensive collection and welcoming staff.

The Morrill Memorial Library once again applied for certification from the Massachusetts Board of Library Commissioners in October 2018. Our budget, staffing, hours open, and materials purchases met all the requirements, and we were certified for the **2019 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 2019. 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.

Did you know ... that the Library is a **U.S. Passport Application Acceptance Facility**? Since 2016, over ten staff have been trained to accept passport applications by appointment on weekday evenings, Fridays, and some Saturdays. The Library processed 481 passport applications in 2018.

Did you know ... that staff members perform **notary public services** at the Library? In 2018, 732 documents were notarized by Library staff free of charge. Appointments are generally required.

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.

Did you know ... that Summer 2018 will mark the first time patrons can access our summer reading program on their phones with an app?

The **Morrill Memorial Library Staff** consists of 21 full-time and part-time permanent employees, including additional part-time staff who provide excellent service to our patrons. Library staff attended an all-day **Staff**

Development Day in June 2018 at two wonderful Massachusetts institutions - the **Concord Public Library** and the **Thoreau Institute Library** in Lincoln.

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 state, regional, network and professional Library organizations.

Did you know ... that 20 full-time and part-time Library staff have master's degrees in Library science, and several part-time staff are pursuing that professional degree?

Many staffing changes took place at the Library in 2018, beginning with **Joanne Rabbitt** who was promoted to **Circulation Assistant/Paging Supervisor** in January 2018. **Carla Howard** was promoted in May 2018 to **Marketing/Media and Circulation Assistant**.

Bonnie Wyler, Literacy/Outreach Librarian from 2010-2018, retired in May 2018. In July 2018, **Kirstie David** joined the staff from the Attleboro Public Library as **Literacy/Outreach Librarian**.

Jean Todesca, head of Children's Services from 2014-2018, retired from the Library in late June 2018. **Kate Tigue** was promoted into the department head position. **Nicole Guerra-Coon**, a part-time Reference and Children's substitute librarian, was promoted to **Assistant Children's Librarian**.

Linda McCusker, Administrative Assistant from 2002-2018, retired from the Library in September 2018. **Casey Argyrou**, a Norwood resident, took over the position in October 2018.

Allison Palmgren, Technology Librarian from 2013-2018, accepted a job as Assistant Director at the Weston Public Library. **Brian DeFelice**, from the Thomas Crane Library in Quincy, filled that position in October.

The Library could not operate without its many **volunteers**. On April 28, 2018 the **7th Annual Volunteer Appreciation Tea** was held in the Library's Simoni Room from 11 am to 1:30 pm. Our dedicated volunteers generously gave over 5,000 hours of their time in the Literacy, Outreach, Technical Services, Circulation, and Children's departments in 2018.

Keep up to date with the Library on **Norwood Community Media**. Librarians appear as guests on several **NCM** shows and will be videotaping their own segments in 2019.

Did you know ... that the Library lends tablets for kids? Launchpad tablets are devices with a curated app collection based on age and subject. These tablets allow kids to access quality education apps and games without the worry of unsupervised time on the Internet.

Did you know ... that the Library lends soil testing kits, wedding planning kits, Roku streaming devices, Wi-Fi hotspots, Go Pros, portable power banks, and external drives? These are just some of the non-traditional items we loan.

Did you know ... that the Library lends character cake pans, board games and puzzles? The Reference Room has a puzzle table that is used by many patrons who sometimes complete 1000-piece puzzles in just a few days!

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 500 columns 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, TV shows, music, eBooks, and eAudiobooks?

Did you know ... that patrons can use Flipster to borrow digital magazines?

Did you know ... that the Library subscribes to Kanopy, a video streaming service for classics, indie films, and documentaries?

Did you know ... that Norwood residents downloaded or streamed digital items (books, music, movies, magazines, etc.) over 33,750 times in 2018?

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 Library staff created a holiday tree for the fourth year this December and held a contest to see which patron could guess how many books were used to build the 10 foot tall tree (266 books!).

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

Did you know ... that about 50 people per day access the Library's free 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 2018 the Library offered a new online calendar and museum pass reservation system which can be accessed from our website. You can now instantly register yourself for museum passes, and any of the great programs offered here at the Library, from the convenience of your home.

Did you know ... that the Library posts and tweets on social media every day? Find us on Facebook, (Morrill Memorial Library), Instagram @norwood_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. Brian DeFelice and Allison Smith can help you on topics ranging from downloading eBooks,

navigating your new phone, creating resumes using templates, and many more topics.

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 using the online catalog either in the Library or when calling from home. Brochures are available to help Library card holders make requests online or access databases from home or work.

Did you know ... that the Library replaces all cards for free, including wallet and key cards? Or store your Library card on the Minuteman Library app. A Library card redesign with custom branding took place in 2018 and three Library card designs were made available in 2018. An additional new design will be offered each year!

Did you know ... that children under 5 can receive a Library card? The Children's Department has increased its outreach to families and daycares with young children.

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. Our Library was awarded second place in March 2018.

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

Did you know ... that the Library presented 183 children's programs in 2018 with nearly 5,000 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, "Bead n' Read"** kicked off after school let out. Children could trade reading time in for beads. 657 children registered in 2018, nearly double the number of 2017 participants. A total of 372,363 of reading minutes were recorded.
- **The 20th Annual Literary Luncheon** was held at the Coakley Middle School. Intergenerational participants included Norwood Seniors and 6th grade English classes.

Adult Services - educational, recreational and cultural programs for adults are offered nearly every weekday.

Did you know ... that the Library offered more than four times as many adult programs in 2018 than it did in 2008?

Did you know ... that there are an average of four to five adult programs a week throughout the year?

Did you know ... that the Library presented 230 educational, recreational, and cultural adult programs in 2018, with 4,493 participants?

- **Spring Musical Sundays** and **Fall Musical Sundays**: Funding for musical performances is made possible by the **Library Endowment Fund**.
- Adult Services Librarian Liz Reed hosts the **Titles on Tap book club at Napper Tandy's** each month.

- The Library completed a \$10,000 **Library Services and Technology Act** grant to expand the Library's Indian language offerings and cultural programming.
- After 20 years leading the **First Thursday Book Discussion Group**, Margot Sullivan retired from her part-time role at the Library. The **Turn the Page Book Discussion Group** has replaced the First Thursday Book Discussion Group.
- **Turn the Page** book club completed its first full year of monthly meetings. Patty Bailey, along with one other staff member, leads the group each month in engaging and educational discussions.
- Liz Reed applied for and was awarded a \$3000 grant through the **Massachusetts Humanities Foundation. A Century Later - Norwood's Experience in the 1918 Flu Epidemic** included over eight programs in October 2019 that were attended by hundreds of patrons. The Library collaborated with the Cemetery Department, the Department of Health, the Senior Center and the Norwood Historical Society. A major focus of the project was local historian Patricia Fanning's book, **Influenza and Inequality**.
- **Film Series:** Themed film fests for adults are held throughout the year in our comfortable Simoni Room. The Library funds two movie licenses with rights to show films to the public, and one of our digital streaming services, **Kanopy**, includes public screening rights for its entire collection.
- **Together Yes:** the Library collaborates with the organization **Together Yes** of Norwood to present a wide variety of programs and film series, focusing on environmental concerns such as damage to plants, soil, water, air, and wildlife.

Did you know ... that Morrill Memorial Library is known throughout the Metro-West region for its knitting and crocheting collections, supplies, and programming?

Did you know ... that the Library has a Stitch Therapy group--a monthly meeting of needlecrafters--and monthly Learn to Knit or Learn to Crochet classes?

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

Online databases: Our website, norwoodLibrary.org, is your portal to over 40 valuable databases including journal articles, e-books, and more available to patrons on a variety of devices and platforms. Databases include: *Britannica Online, NoveList, Massachusetts History Online, Ancestry Library, Heritage Quest Online, Historical and Current Boston Globe, Chilton Library, Morningstar, and Consumer Reports Online.*

Morrill Memorial Library joined the **Digital Commonwealth** collaborative organization that provides resources and services to support the creation, management, and dissemination of cultural heritage materials held by Massachusetts libraries, museums, historical societies, and archives. Through this partnership with the **Boston Public Library**, the Library had the **Town of Norwood's Annual Reports** from 1873-2016 digitized.

Did you know ... that the Library's e-resources also include special collections focused on news, culinary arts, criminal justice, education, environmental studies, gardening and horticulture, health and wellness, small business resources, and vocation and career resources?

Did you know ... that patrons can use the **Mango Languages** database to learn 70

different languages, including ESL training for native speakers of 21 languages?

Did you know ... that the Town of Norwood's Annual Reports are now visible and searchable online at archive.org/details/morrillmemorialLibrary?

Museum Passes can be reserved online via the Library webpage. These 27 museum passes were used over **984 times** in 2018, saving Norwood residents thousands of dollars. In 2018 we added passes to Winter Skate at Patriot Place. 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.

Did you know ... that the total value of our donated museum memberships exceeds \$3,500?

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 2018. The 2018 award was given to Dina Delic. Dina continues her graduate studies in Library science and works part-time in the Children's Department of the Library.

Did you know ... that the Sastavickas Scholarship has been awarded for twelve consecutive years?

Outreach Services: Outreach librarians and volunteers deliver more than 6,500 items to people unable to visit the Library or use its resources without help. They deliver materials to people in their homes, in nursing homes, at the Senior Center and at housing facilities. They also introduce outreach patrons to online content. Outreach made nearly 852 visits to homes and other facilities and centers in 2018. They delivered over 6,400 materials.

Did you know ... that outreach programs include book clubs at both the **Senior Center** and **Maguire Housing** as well as a crafts program at **Benchmark Senior Living**? The Outreach Department also holds an annual essay contest.

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 include 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, x228 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 Massachusetts at Morrill Memorial Library

- Free, confidential tutoring in Basic Literacy and English as a Second Language and conversation groups.
- Over 130 adult learners, 76 active tutors, 171 programs, and 5,150 hours of instruction in 2018.
- Study rooms, primarily used by literacy volunteers, were used over 1,500 times in 2018. The Literacy program receives additional funding from the **Department of Education**, the **Simoni Foundation**, and other private donors.
- The Literacy Department hosts a **Harvest Dinner** for all volunteers and tutors each fall.
- 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 41 public and academic libraries. Through its memberships, MLN provides automated services, periodical and reference databases, and downloadable eBooks, audiobooks, and streaming 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 35,770 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 69,000 items were loaned to or from Norwood in 2018).
- Periodical and reference databases.
- Purchasing cooperative for supplies and material.
- Continuing education and consulting.

The Friends of the Library

- Have over 500 members. A membership application is included with Norwood Light bills each December. Please join! Affordable memberships are available to individuals and families.
- Raised over \$3,500 from ongoing books sales in the Library lobby as well as a fall and spring book sale.
- Support at least half of the adult and children's programming at the Library.
- Generously fund all of the Summer Reading programming for children.
- Support staff development and staff events.
- Promote the Library at **Norwood Day** and with membership notices in the residents' electric bills.
- Hold **General** and **Annual Meetings** each year.
- Meet monthly at the Board meetings in the Library.

Morrill Memorial Board of Library Trustees 2018



Standing left to right: Amy Chandler-Nelson, recording secretary; Deborah Henry; Susan Pipes; John Hall and Marguerite Cummings. Seated left to right: Charlotte Canelli, Library director; Sarah Begg, Chair; Cashman Kerr Prince.

**Linda McCusker,
Administrative Assistant**



After over 16 years of full-time service, Linda McCusker (left) retired from the Library. After five years as Technology Librarian, Allison (Alli) Palmgren left for a position at the Weston Public Library. The photo was taken at a combined going-away party in September 2018.

2018 Sastavickas Scholarship Presentation



Left to Right: Allison Palmgren (Technology Librarian), Dina Delic (Children's assistant and scholarship recipient), Sarah Begg (Trustee Board Chair), and Kate Tigue (Head of Children's Services).

Bonnie Wyler

Literacy/Outreach Librarian



After over 16 years of full- and part-time service, Bonnie Wyler retired from the Library in May 2018. Bonnie is pictured on the right with retired librarian Marie Lydon.

Jean Todesca, Children's Librarian



After over 8 years of full- and part-time service, Jean Todesca retired from the Library in June 2018. Jean is pictured at the Library with First Lady Lauren Baker and the Bruins mascot, Blades, in 2018.