



**2017 MORRILL MEMORIAL LIBRARY
ANNUAL REPORT
LIBRARY TRUSTEES**

Sarah Begg, Chair
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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 2017. Our budget, staffing, hours open, and materials purchases met all the requirements and we were certified for the **2018 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.

Did you know ... that the Library is a **U.S. Passport Application Acceptance Facility**? Several staff have been trained to accept passport applications by appointment on weekday evenings, Fridays, and some Saturdays. The library accepted 443 passport applications in 2017.

Did you know ... that two librarians perform **notarial services** at the library at no charge? In 2017, 771 documents were notarized by library notaries. 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. Library staff attended an all-day **Staff Development Day** in June 2017 in Boston. It included a tour of the **John F. Kennedy Presidential Library** and **Massachusetts State Archives**.

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.

Technical Services Librarian, Diane Philips left the library to pursue a career in law librarianship. **Lydia Sampson**, former Assistant Director of the Brennan Library at Lasell College, was hired to replace her.

The Library could not operate without its many **volunteers**. On April 28, 2017 the **6th Annual Volunteer Appreciation Tea** was held in the Library's Simoni Room from 11 am to 1:30 pm. Our dedicated volunteers generously gave 5,262 hours of their time in the Literacy, Outreach, Technical Services, Circulation, and Children's departments in 2017.

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.

Did you know ... that the Library lends STEM kits and Code-a-Pillar coding toys to get kids excited about science, technology, and engineering?

Did you know ... that the Library lends coloring books and pencils, 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?

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 450 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 and music?

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, etc.) nearly 25,000 times in 2017?

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 and held a contest to see which patron could guess how many books were used to build the 10 foot tall tree (306 books!).

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**.

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 2017 included adding the option of storing value on a patron's library card to use for printing. The library also started a monthly series of technology programs called "Lunch and Learns" that cover a variety of tech topics.

Did you know ... that the Library posts and tweets on social media every day? In 2017, MML made 590 social media posts. 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. Alli Palmgren and Sam Simas conducted a total of 357 hour-long individual technology classes with patrons in 2017 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 store your Library card on the Minuteman Library app. A library card redesign with custom branding is underway and new card designs will be available in 2018.

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 209 children's programs in 2017 with nearly 5,000 participants?

Did you know ... that the library got brand new carpets in June 2017? The Children's Program Room even got a durable and easily washable floor in fun colors.

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 2017, nearly double the number of 2016 participants. A total of 372,363 of reading minutes were recorded.
- **The 19th 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 nearly **4,000 people attended adult programs** at the Library in 2017?

Adult Services - 221 educational, recreational and cultural adult programs were held in 2017:

- **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.
- Adult Services Librarian, Liz Reed, and Technology Librarian, Allison Palmgren, applied for and were awarded a \$10,000 **Library Services and Technology Act** Grant to expand the library's Indian language offerings.
- The first **Turn the Page** book club was held in November of 2017 and is led by several staff members working as a team.
- **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.
- **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.
- After many years of leading the **First Thursday Book Discussion Group**, Margot Sullivan retired. The Turn the Page Book Discussion Group has replaced the First Thursday Book Discussion Group.

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** 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 from anywhere on a spectrum of devices and platforms. Databases include: *Britannica Online, NoveList, Massachusetts History Online, Ancestry Library and 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** program 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 **950 times** in 2017, saving Norwood residents thousands of dollars. In 2017 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. 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 2017. The 2017 award was given to Jyotika Tandan.

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, deliver material to people in their homes, in nursing homes, at the Senior Center and at housing facilities. They also introduced outreach patrons to online content. Outreach made nearly 700 visits in 2017.

Did you know ... that outreach programs include book clubs at the **Senior Center**, and **Maguire Housing**, and started a crafts program at **Benchmark Senior Living**? It 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 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 130 adult learners, 76 active tutors, 171 programs, and 5,150 hours of instruction in 2017.
- Study rooms, primarily used by Literacy Volunteers, were used over 1,500 times in 2017, up over 200 bookings compared to last year.
- The Literacy program receives additional funding from the **Department of Education**, the **Simoni Foundation**, and other private donors.
- The Literacy Department hosts an annual **Harvest Dinner** 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 43 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 21,700 items that were delivered to Norwood from other libraries in the Minuteman Library Network. A decrease in the borrowing of tangible materials from other libraries indicates that Norwood patrons are finding more of what they want in-house, and via the electronic formats we offer.

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

- Daily interlibrary delivery (over 64,800 items were loaned to or from Norwood in 2017).
- Periodical and reference databases.
- Purchasing cooperative for supplies and material.
- Continuing education and consulting.

The Friends of the Library

- The Friends group boasts over 500 members.
- Raised about \$3,500 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,
2017**



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

**Diane Philips,
Technical Services
Librarian**



After over 6 years of service, Diane Philips, Technical Services Librarian left to continue her career in law librarianship.

Sastavickas Scholarship Presentation



Left to Right: Allison Palmgren (Technology Librarian), Jyotika Tandan (library page, and scholarship recipient), Jeff Hartman (Page Supervisor), and Susan Pipes (Library Trustee)