



2019 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 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 122 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 August 2019. Our budget, staffing, hours open, and materials purchases met all the requirements, and we were certified for the **2020 State Aid Award**. The Morrill Memorial Library has never been decertified. The Library expects to receive over \$36,000 in State Aid funding through the Massachusetts Board of Library Commissioners in 2020. 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 eleven staff have been trained to accept passport applications by appointment during the week. The Library processed 573 passport applications in 2019, an increase of nearly 100 more over those processed in 2018.

Did you know ... that four staff members perform notary public services at the Library? In 2019, 1102 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 over 540 children participated in the Library's 2019 Summer Reading Program?

Did you know ... that almost all of the books in the Children's Room get checked out every year? People claim children don't read but 80% of our picture book collection circulates annually and 92% of our easy reader

collection goes out each year. Our heavily used Children's Room shows that Norwood kids love to read!

The **Morrill Memorial Library Staff** consists of 21 full-time and part-time permanent employees, including over 35 additional part-time staff who provide excellent service to our patrons. Library staff attended an all-day **Staff Development Day** in June 2019 at two wonderful Massachusetts historical sites - The **Adams National Historical Park** in Quincy and the **Fairbanks House Historical Site** in Dedham.

Ten to eighteen members of the library staff regularly attend a monthly book discussion group during the professional hour on Friday mornings. Library staff members also attend many workshops and conferences provided by state, regional, network and professional Library organizations, in addition to webinars and trainings on Friday mornings at the library.

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

Unlike the previous ten years, there were few staff changes at the Library in 2019. The exception was the promotion of **Lydia Sampson to Assistant Director** on July 1, 2019. Lydia maintains her position as Technical Services Department Head in addition to taking on the role of second-in-command at the Library.

The Library could not operate without its many **volunteers**. On May 10, 2019 the **8th 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 2019.

Keep up to date with the Library on **Norwood Community Media**. Librarians appear as guests on several **NCM** shows and sometimes videotape their own segments.

Did you know ... that the Library lends a pressure washer, a steam cleaner, color blind glasses, musical instruments, light therapy lamps, a fish finder, a birdwatching kit, devices for converting film, VHS, cassettes, and slides to digital, a karaoke machine? 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 550 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 annual volumes available 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** and **OverDrive** 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 books, music, movies, magazines, etc.)over 43,000 times in 2019.)

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**.

Did you know ... that the Library staff created a holiday tree for the fifth year this past December and held a contest to see which patron could guess how many books were used to build the 10 foot tall tree (309 books!). in 2019, the Library held a book lighting ceremony with refreshments on December 13, 2019.

The Morrill Memorial Library is a Wi-Fi Hotspot - It is now even easier 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 over 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 2019 included better access to the Library's Wi-Fi, new digital signage, and an additional self-check station (in the Children's Department). Since 2018, the Library offers a calendar and museum pass reservation system which can be accessed from our website. You can 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. They also offer appointments at the Norwood Senior Center.

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.

Each September 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 replaces all cards for free, including wallet and key cards? Choose between four terrific library card designs. Library users can also store their Library card on a Minuteman Library app.

Did you know - the library gives back to the community? In 2019, the library led a town-wide effort to collect over 2,500 pairs of pajamas for children to donate to the annual **MBLC/Boston Bruins PJ Drive**. The library has participated ever since 2014 and achieved recognition as one of the top donation sites in the Commonwealth.

Children's Services - The Children's Department has expanded its focus on **Early Literacy by providing programming for kids under 5**.

- **Babes n Books, Toddler Time, and On My Own Storytime** are weekly story times where librarians can model literacy interactions with parents and kids. **Alphabits** is an activity-based program designed to help preschoolers learn their letters.
- **The Summer Reading Program, "Bead n' Read"** kicked off after school let out. Children could trade reading time for beads and create necklaces to show up off their reading skills. 545 children registered in 2019 and read a total of 211,875 minutes!
- **The 20th Annual Literary Luncheon** was held at the Coakley Middle School. Intergenerational participants included Norwood Seniors and 6th grade English classes.
- The Children's Department received an **LSTA/MLIS \$10,000 grant** (Library Services and Technology Act and Museum and Institute for Museum and Library Services) in October 2019. This **Mind in the Making** grant began in October 2019 and will end in September 2020.

Did you know - the library lends out children's books that talk? **Vox books** are audio-enhanced titles that come with pre-loaded narrations in English and Spanish so kids can listen AND read along. These books require no set-up or screen and allow kids of all ages to read and listen to books independently.

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 2019 than it did in 2008?

Did you know ... that there are an average of four to five adult programs a week throughout 2019?

Did you know ... that the Library presented 229 educational, recreational, and cultural adult programs in 2019, with 5,030 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 **Turn the Page Book Discussion Group** continues its monthly meetings. Patty Bailey, leads the group each month in engaging and educational discussions with both morning and afternoon sessions. A different staff member joins Patty each month as guest-host.

- **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 offers 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.

The library has historical Norwood newspapers dating back to 1887 digitized and searchable online. Patrons may search, print, and download articles from the **Advertiser and Review**, the **Norwood Advertiser**, the **Norwood County Free Press**, and the **Norfolk County Press**. We are the only library in the country that has some of these newspaper issues. Our collection also includes historical newspapers of local interest on microfilm which can be accessed using the Library's microfilm reader. (Look for an upgraded ScanPro 3000 in 2020.)

The digital history section of the library's website provides access to these papers, along with online searchable **Town Annual Reports**, **Norwood High School Yearbooks**, and the **MACRIS (Massachusetts Cultural Resource Information System)** database of historic homes and areas. (<http://mhc-macris.net/>) Additionally, the library subscribes to databases for genealogy and history research including **Heritage Quest**, **American Ancestry**, **Ancestry Library**, and the **Boston Globe** dating back to 1872. Digital resources can be found on this link: <http://www.norwoodlibrary.org/home/about/digital-archive/>

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 searchable online at archive.org/details/morrillmemorialLibrary?

Museum Passes can be reserved online via the Library webpage. These 27 museum passes were used over **1139 times** in 2019, saving Norwood residents thousands of dollars. In 2019 we again 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 and the New England Aquarium. 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 2019. The award was given to Elizabeth Ling. Elizabeth continues her studies at Northeastern University.

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 librarians and volunteers made nearly 1000 visits to homes and other facilities and centers in 2019.

- 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 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.

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, 75 active tutors, 150 programs, and 5,000 hours of instruction in 2019.

- Study rooms, primarily used by literacy volunteers, were used over 1,500 times in 2019. 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 42 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 33,000 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 68,000 items were loaned to or from Norwood in 2019).
- 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.
- Had a wonderful cheese and wine fundraiser on October 17, 2019 at Little Bird Events at the Norwood Space Center.
- Raised over \$6500 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 local restaurants and cafes.

Sastavickas Scholarship Presentation 2019



Left to Right: Kate Tigue (Head of Children's Services), Elizabeth Ling (scholarship recipient), and Sarah Begg (Trustee Board Chair)

**Massachusetts Library Association
Public Relations Award 2019**



Liz Reed, Adult Services Librarian is shown receiving her award. Carla Howard and Charlotte Canelli also received awards in 2019.

**Morrill Memorial Library Staff with Town
of Norwood ICMA/YSEALI Fellows 2019**



Left to right front row: Shwe Mar (Myanmar), Charlotte Canelli, Kirstie David. Left to right back row: Liz Reed, Lydia Sampson, Shirin Pantoja (Philippines) Caldita April Cushing and Patty Bailey

Volunteer Appreciation Tea 2019



Kathi Taggert (library volunteer) and Lydia Sampson, Assistant Director Ms. Taggert volunteered for 25 years before moving permanently to Marshfield in 2019.

Lydia Sampson, Assistant
Director with Boston Bruins
Blades Mascot



Summer Reading 2019

MML Staff with Holiday Tree 2019



Board of Library Trustees 2019



Front lt to rt: Charlotte Canelli, Sarah
Begg, John Hall, Casey Argyrou (recording
secretary). Back left to right: Lydia Sampson,
Leah O'Leary, George Michelac, Donna
Montgomery, Marguerite Cummings

Library Legislative Day at the
State House 2019



Left to right: Brian DeFelice,
Lydia Sampson, Charlotte
Canelli, Carla Howard and Kate
Sheehan

Literacy Luncheon 2019



Kirstie David Kate Tighe and
Nancy Ling