

## 2017 Annual Report for the Norfolk Public Library

In May of 2017 the library launched its new webpage, [norfolkpl.org](http://norfolkpl.org). After months of careful deliberation, with input from staff and patrons alike, our new homepage, with a new logo and a more uncluttered, sleek design, was unveiled to the public. Our goal of providing our patrons with a site that was more intuitive and easier to navigate was accomplished. In 2017 we also introduced a new more attractive calendar interface that allows the public to check out what's happening at the library, as well as register for library events, reserve meeting room space and museum passes. The library's fresh new online presence is certainly one of the highlights for the library in 2017.

NPL continues to offer a wide variety of established services, including access to over 92,000 locally held books, audiobooks, DVDs, magazines, and museum passes; as well access to over four million items made available through our affiliation with the SAILS library network. Downloadable materials, electronic books, audiobooks and magazines, continue to be popular with borrowers. Use of these items increased by more than 17% over 2016: digital materials accounted for 8.2% of total library circulation in 2017, up from 6.2% in 2016. With the use of the Libby app, patrons now have quick and easy access to thousands of eBooks and audiobooks 24 hours a day, 7 days a week. The library continues to expand its collection of non-traditional materials as well. With a library card one can borrow a MiFi hotspot (portable internet), bakeware, baking utensils, and e-readers (Nooks & Kindles) pre-loaded with some of the current bestsellers. Soon we will be circulating a ukulele, generously donated by *The Unlikely Strummers*, a group of local musicians. Our dedicated library staff continues to strive to meet the educational, informational, and recreational needs of the community. Here at NPL, we are constantly exploring new ways of better serving our public. We invite you to explore all that is available to you at your library.

Here is the NPL Fact Sheet for 2017.

Collection size	92,791
New items added	7,312
Circulation	102,383 Physical items 9,155 E-Books, Downloadable Audio & Video
Staff	4 Full-time / 9 Part-time
Patrons with library cards	7,463
Interlibrary Loans	24,880 Sent 14,513 Received
Hours open per week	50 hrs. 54 hrs. October - April
Library visits	83,269
Library Sponsored Programs/ Attendance	451 programs / 6,307 in attendance
Volunteers	82 volunteers / 1,248 volunteer hours
Meeting Room Reservations by Community Groups	657
Passport applications accepted	656
16 Public computers	Averaging 79 logins weekly

We cannot thank our Friends group enough for all that they do to enhance library services here in Norfolk. The Friends of the Norfolk Public Library is a private, non-profit organization that supports the library by providing materials, programs, and services not funded by the library's normal operating budget. The Friends group, led by President Nanci Murphy, is

staffed entirely by a corps of enthusiastic, devoted volunteers. In 2017, as in years past, the Friends sponsored the majority of the programs and performances at NPL, including, but not limited to: the Summer Reading Program, preschool monthly sing-alongs with Ed Morgan, Read It & Eat It, our cookbook discussion group, "No Fail" Crafts, Teen Study Nights, and You and I Baby Yoga. The Friends also fund 44 Zinio Digital Magazine subscriptions, the Marquee Movie Collection, and Hoopla, our new streaming service. Of the 20 museum passes available at NPL, the Friends sponsor 14. Norfolk Community League generously sponsors the library pass for the Museum of Science. The Norfolk Lions continues to fund the Boston Children's Museum and this year added the Harvard Museums of Science and Culture. We are grateful for the all support the library receives from our community.

Last, but certainly not least, NPL is especially grateful to our volunteers who dedicate their time week in and week out. Our volunteers, who are of all ages, teens to seniors, perform a wide variety of tasks that are an integral part of the daily operations of the library. In 2017, 82 volunteers donated 1,248 hours of their time. We don't know what we would without our wonderful volunteers!

The Board of Library Trustees and the staff would like to thank all of the community for their continued support. We look forward to serving you in the coming year.

Respectfully submitted,

Sarina Z. Bluhm

Acting Library Director