

## 2018 Annual Report for the Norfolk Public Library

After almost thirty years of service at the Norfolk Public Library in a variety of roles, Sarina Bluhm retired in November of 2018. She touched many lives, first as the Children's Librarian, instilling a love of reading to children and families. She then became Assistant Director, followed by Acting Director and remains a valuable spokesperson, promoting the library as a place where people gather and connect. She will continue to participate as both patron and volunteer in the future and we welcome her continued dedication and input for years to come.

In addition to Sarina leaving the NPL, there were several other staffing changes in 2018: Marissa Antosh left to become Children's Librarian at the Duxbury Free Library; Courtney Allen was hired in her place as the Senior Youth Services Librarian, and Meghan Malone as Children's Librarian. Together, they bring energy and enthusiasm to children's services, as well as new and exciting programs to the families of Norfolk. Sarah Ward was appointed Associate Director and has exceeded expectations with her organizational skills and knowledge of library policies. Finally, Libby O'Neill, formerly Library Director at the Elizabeth Taber Library in Marion, was hired as the new Director and started on November 1, 2018. Libby strongly believes that a library should be the focal point of the community, providing enriching programs and free services to patrons of all ages.

The Norfolk Public Library offers a wide variety of services, including access to over 100,000 locally held books, audiobooks, DVDs, magazines, and museum passes, as well as access to over four million items available through our affiliation with the SAILS Library Network. In addition, a new collection of electronic video games was added to the library this year. Circulation of physical items decreased by 8.8% in 2018 due to the use of downloadable materials such as eBooks, audiobooks, magazines, and streaming videos which continue to reflect the digital trend of borrowers. Use of these items increased by more than 33% over 2017. Hoopla Digital has been a great addition to our collection, allowing patrons to check out videos, music, audiobooks, eBooks, and comics. The library has also continued to expand its services with our Stuffbrary collection, including unique items to check out and try, like an Instant Pot, a Nintendo Switch, a Sous Vide, and a Ukulele.

We hosted a variety of amazing programs for patrons of all ages in 2018, including: a stuffed animal sleepover, book discussion groups, a Fashion in Fiction lecture, an author visit with Jannie Ho, a 4H workshop, half day hangouts, Touch a Truck, NanoWriMo, Toto the Tornado Kitten, Zentangle, an online safety workshop for teens, and technology assistance by appointment. We partnered with NCTV on technology tutorials and the Norfolk Historical Commission for a talk on the history of the Schoolhouse. We also organized a special program in which the library collected items and sent care packages to local resident John Kent's unit while he was stationed in Kuwait. The Norfolk Community League generously paid to ship each of these packages.

A SAILS Mobile app was introduced this year to all library card holders. Through this app, SAILS patrons can now search the library catalog, place holds for physical items, scan barcodes on books to check the availability at SAILS libraries, manage your account, pay any fines via credit card, and digitally store your library barcode to present at checkout.

In early December, the library experienced a sprinkler malfunction that caused flooding and damage to the building, furniture and a good deal of children's material. As a result, we were forced to restrict access to that part of the building for a brief period of time. We want to thank both the Facilities and Fire departments for their prompt responses.

Here is the NPL Fact Sheet for 2018:

Collection size	110,557
New items added	6,842
Circulation	93,288 Physical items 13,754 E-Books, Downloadable Audio & Video
Staff	4 Full-time / 10 Part-time
Patrons with library cards	7,607

Interlibrary Loans	22,824 Sent 12,460 Received
Hours open per week	50 hrs. 54 hrs. October - April
Library visits	84,632
Library Sponsored Programs/ Attendance	613 programs / 7,643 in attendance
Volunteers	93 volunteers / 1,529 volunteer hours
Meeting Room Reservations by Community Groups	588
Passport applications accepted	723
16 Public computers	Averaging 62 logins weekly

We would like to extend a sincere thank you to our Friends group 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 team of enthusiastic, devoted volunteers. In 2018, as in years past, the Friends sponsored the majority of the programs 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, a Cooking with Chocolate demo, material supplies for our giant candy land, Aromatherapy, ballet classes, Mr. Vinny and his Shadow Puppets, Jungle Jim, Crop Circles with John Root, baby sign language classes, and an author talk with Ted Reinstein. The Friends also fund thirty-six Zinio Digital Magazine subscriptions, the Marquee Movie Collection, and Hoopla, our digital streaming service. Of the nineteen museum passes available at NPL, the Friends sponsor thirteen. Norfolk Community League generously sponsors the library pass for the Museum of Science. The Norfolk Lions continue to fund the Boston Children's Museum and the Harvard Museums of Science and Culture.

NPL is especially appreciative of our wonderful volunteers who dedicate their time and talent throughout the year. Our volunteers of all ages perform a wide variety of tasks that are a vital part of the daily operations of the library. In 2018, 93 volunteers donated 1,529 hours of their time. We don't know what we would do without their commitment and assistance!

The Norfolk Public Library remains a valuable resource for the town and our dedicated library staff continues to strive to meet the educational, informational, and recreational needs of the community. The Board of Library Trustees and the staff would like to thank all of the community for their continued support. We hope that you'll visit us soon to enjoy all that the library has to offer.

Respectfully submitted,

Board of Library Trustees  
Kenneth W. Nelson, Chair  
Glenn Hill, Clerk  
Patti McCarty, Member

Libby O'Neill, Library Director