

2019 Annual Report for the Norfolk Public Library

The Norfolk Public Library strives to serve everyone in the community by offering a wide variety of free services and programs to patrons of all ages. We continue to explore and expand on services in order to reach the needs of all residents as evidenced in 2019 as we provided services at community events such as Norfolk Community Day and the Summer Farmers' Market. We also established an initial effort to offer home delivery services in partnership with the Council on Aging.

In terms of statistics, 2019 was a very busy year at the NPL. Checkouts of physical items increased by 13.2% from the previous year and the use of digital media items increased as well by more than 18% over 2018. Hoopla Digital (which consists of videos, music, audiobooks, eBooks, and comics) has consistently been popular with residents, and with the support of our Friends group, we were able to raise the monthly limit from four to six check out items per patron. New items were added to our Stuffbrary collection such as an air fryer, a camera, a drill, giant yard games, and a metal detector. Numerous other exciting collections were created last year for example the adult graphic novels, board game collection, and book club kits.

We organized an array of programs for patrons of all ages in 2019, including: a Baby Prom, Frozen party, Harry Potter Day (organized by the Junior Advisory Board), Touch a Truck, a Countdown to Noon Year's Eve celebration, book discussion groups with a new ones added such as YA for Adults that meet at local restaurants and Taste of Poetry which discusses one poet a month, Brew Night at the Library, a craft swap, talks from local authors like Marjorie Turner Hollman and Arlyn Halpern, a moon landing party to celebrate the 50th anniversary of landing on the moon, a Bad Art Night, technology workshops and one on one assistance, as well as craft workshops using our new online resource *Creative Bug*. The Children's Librarians also started some new and wonderful programs in the fall which have been very well received: a Code Club, Read It and Eat It Junior Edition, and Bookworms a book club for grades K-3. We had a great turnout for our first annual Library Open House in October with a reptile show and cake! We partnered with NCTV on technology tutorials, the Garden Club of Norfolk to start a Seed Lending Library, and the Council on Aging to start a monthly book group.

The Norfolk Public Library Youth Services Department was awarded \$1,805 for a STEAM grant by the Massachusetts Board of Library Commissioners to create activity backpacks. These backpacks are available to be checked out by local families. Some of the themes include: circuits, electricity, nature walks, anatomy, numbers, and letters.

In 2019, we were able to achieve one of our goals by repurposing a part of the library so that it would cater exclusively to Norfolk teens. This space is dedicated to making teenagers in the community feel both safe and welcome in places other than at school or at home. It is a special area that invites our young people to feel comfortable while affording them the opportunity to mingle with existing friends and allowing new ones to form.

Here is the NPL Fact Sheet for 2019:

Collection size	154,427
New items added	6,055
Circulation	107,584 Physical items 16,305 E-Books, Downloadable Audio & Video
Staff	4 Full-time / 10 Part-time
Patrons with library cards	7,854
Interlibrary Loans	23,483 Sent 13,372 Received
Hours open per week	50 hrs. 54 hrs. October - April
Library visits	73,951
Library Sponsored Programs/ Attendance	653 programs / 9,041 in attendance

Volunteers	92 volunteers / 1,988 volunteer hours
Meeting Room Reservations by Community Groups	541
Passport applications accepted	672
17 Public computers	Averaging 63 logins weekly

Thank you to the community and those that participated in the Strategic Planning Committee last year! With the feedback provided, the Norfolk Public Library was able to create a new five year Strategic Plan that reflects the needs of residents. It can be accessed on our website.

Last year, three esteemed employees retired: Kathy Astley, Anne Czarnowski, and Emily Ellen. We thank them for their expertise and years of dedication to the library. We will continue to solicit and value their input as patrons and volunteers of the NPL.

Joining the NPL team were three new hires: Heather Barr, Rachel Matthews, and Suzanne Reynolds-Alpert. Each of them brings a variety of useful knowledge, and all of them have made a seamless transition into our system. We look forward to their continued growth as well as significant contributions to the library that will enhance and service the entire community. Norfolk Public Library is fortunate to have these dedicated professionals as part of our organization.

Long time Trustee and library volunteer, Glenn Hill, resigned from the Board of Trustees after many years of dedicated service. Jennifer Oliver was appointed to serve the remainder of his term by the Board of Trustees and Select Board.

We would like to sincerely thank our Friends group for all that they do to enhance library services 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 and dedicated volunteers. In 2019, as in years past, the Friends sponsored the majority of 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, an Instant Pot cooking demo, a Peking & the Mystics concert, Creative Dance for children, talks with artists such as Michael Tougias, Eric Jay Dolin, and Anthony Sammarco, yoga and other fitness classes, a Cactus and Succulent potting workshop, and a painting workshop with Frances Feloni. The Friends also fund thirty-three digital magazine subscriptions, the Marquee Movie Collection, and Hoopla. 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 Institute for Contemporary Arts, Boston (ICA).

The NPL is profoundly grateful for our amazing volunteers of all ages who dedicate their time and talent throughout the year performing a wide variety of tasks that are a vital part of the daily operations of the library. In 2019, 92 volunteers donated 1,988 hours of their time. Their contribution is invaluable and we truly do not know what we would do without their commitment and hard work!

The Norfolk Public Library remains a valuable resource for the town and strives to be the community hub of information, programs and activities where residents' educational, informational, and recreational needs are met. The Board of Library Trustees and the staff would like to thank everyone in the community for their continued support. We hope that you will visit us soon to explore and enjoy all that the library has to offer.

Respectfully submitted,

Board of Library Trustees

Patti McCarty, Chair

Kenneth Nelson, Clerk

Jennifer Oliver, Member

Libby O'Neill, Library Director