

## 2020 Annual Report for the Norfolk Public Library

The Norfolk Public Library serves everyone in the community by offering a wide variety of free services and programs to patrons of all ages. Despite the library building closed to the public for many months in 2020 due to the COVID-19 pandemic, we never officially shut down. The NPL staff did an amazing job shifting gears to provide a multitude of virtual programs, and worked hard to bring people together in such an uncertain, isolating time. Since our physical collection could not be accessed for part of the year, we focused on expanding our electronic resources. Some examples of these were: creating webpages to include free resources to educate and enrich residents through quarantine, increasing Hoopla monthly checkouts from 6 to 10 per patron, introducing Kanopy (a streaming media resource), and purchasing additional e-content such as eBooks and audiobooks for patrons to access from home. In 2020, 4,939 e-books were purchase for the collection.

Although checkouts of physical items decreased in 2020 primarily due to the library being closed, digital media use significantly increased. The number of Overdrive materials (eBooks, audiobooks, streaming media, digital magazines) checked out was 19,649 – a 17% increase over 2019. Hoopla Digital (videos, music, audiobooks, eBooks and comics), which is supported by our Friends group, increased by 40% compared to last year with 5,133 checkouts.

We reopened the library for lobby holds pick up at the end of May, and it was very well received by the community. We processed 4,315 pick-up bags for patrons in 2020. We also provided home delivery services and Lunch Hour Browsing Outside for the community. In August, we welcomed the public back into the library for browsing and computer use. Although the library may have looked a bit different with no furniture to lounge in and plexiglass around the Circulation Desk, we were thrilled to be serving the community again in person! At this time, some new services were also introduced:

- Stuffbrary online reservations making it easier for patrons to place date specific holds for items
- Contactless free mobile checkout for patrons by simply downloading the cloudLibrary app and scanning item barcodes

We organized an assortment of in person programs, as well as virtual, for patrons of all ages in 2020. Some of these included: family movie afternoons, Superheroes and Ballerina Dance and Story Times, video game tournaments, book discussion groups with new ones added such as Killer Reads: A True Crime Book Group and Watch.Read.Listen.Engage: How to Become an Antiracist Discussion Group, talks from authors like Maureen Boyle, Jennifer Shaw Cronin, Ian Kahanowitz, Rob Smales, Paul Tremblay, and Matthew Van Meter, technology workshops and one on one assistance, family trivia night, Monday Mindfulness, Coffee Talks to connect with residents, virtual story times, formal week for teens, and the always popular Noon Year's Eve party (virtual edition). We hosted a virtual Community Read in the spring using the title selection "The Mountains Sing" by Phan Que Mai Nguyen (available digitally on Hoopla) Vietnamese themed programs were woven into this Community Read month of celebrations with crafts, music, book discussions, and a talk led by Tabor Academy faculty that visited Vietnam. Kits for patrons to take home became extremely popular during 2020 and helped boost our programming. The NPL staff did an amazing job creating Take and Make craft kits for all ages, STEM kits for children, Interactive Movie Kits, Lit Loot Boxes for teens. The Read It & Eat It program shifted from meeting in person with a cooked dish to Spice Edition. Kids Cooking Club – Ingredient. We partnered again with the Garden Club of Norfolk to enhance our Seed Lending Library, and 257 seed packets were checked out last year. Ms. Courtney partnered with NCTV to provide "Crafts with Courtney."

Norfolk County Register of Deeds William P. O'Donnell

The Norfolk Public Library was awarded two grants in 2020 through federal funds provided by the Institute of Museum and Library Services and administered by the Board of Library Commissioners:

- \$2,400 for Virtual Programming for Distance Learning. In partnership with Stony Brook Wildlife Sanctuary, these funds are being used for Story Walk materials to be displayed around Norfolk. Virtual and outside programming will also be a component to this grant.
- \$15,000 to create the NPL Exploration Station Maker Lab and provide more STEAM programming for patrons of all ages. Ten maker packs will also be available for checkout. Some of the themes include: Robotics, Coding, Engineering, STEM, and Arts & Crafts.

Here is the NPL Fact Sheet for 2020:

Collection size	131,126
New items added	5,905
Circulation	56,407 Physical items 22,682 E-Books, Downloadable Audio & Video
Staff	4 Full-time / 10 Part-time
Patrons with library cards	7,748
Interlibrary Loans	18,731 Sent 9,521 Received
Curbside Hold Pick ups	4, 315
Library visits	26,980
Library Sponsored Programs/ Attendance	592 programs / 5,449 in attendance
Volunteers	56 volunteers / 1,121 volunteer hours
Meeting Room Reservations by Community Groups	192
Passport applications accepted	391
Wi-Fi sessions	860

We would like to sincerely thank our Friends group for all that they do to enrich 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. Although the Friends were not able to hold their Annual Book and Bake Sale in 2020, they remained steadfast and devoted to raising funds for the library with smaller book sales outside the library in the summer and fall.

Despite

Dr. Junglestein's Spooktacular Balloon Madness Show with Jungle Jim, Princess Dance and Stories with Miss Jen from Exhale, Henna Alchemy with Mandy from Wicked Good Henna, New England Legends with Jeff Belanger

Feasting on 15 minute meals with Liz Barbour, fitness classes

In 2020, the Friends were not able to host the Annual 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 – Spice Edition, 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.

The NPL is profoundly grateful for our remarkable 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 2020, 56 volunteers donated 1,121 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 for residents. 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 discover and enjoy all that the library has to offer.

Respectfully submitted,

Board of Library Trustees

Jennifer Oliver, Chair  
Patti McCarty, Clerk  
Ken Nelson, Member

Libby O'Neill, Library Director