



TO: Library Board of Directors

DATE: October 18, 2024

RE: **LIBRARY BOARD OF DIRECTORS MEETING**

**LIBRARY BOARD OF DIRECTORS:**

Wednesday, October 23, 2024  
5:00pm – Green Room  
Worcester Public Library  
3 Salem Square  
Worcester, MA 01608

cc: City Clerk's Office

**AGENDA**  
**WORCESTER PUBLIC LIBRARY**

Library Board of Directors  
Wednesday, October 23, 2024  
5:00pm – Green Room  
Worcester Public Library  
3 Salem Square  
Worcester, MA 01608

**Mission Statement:**

The Worcester Public Library serves as a gathering place that actively promotes the free exchange of ideas in our democratic society. The Library makes information and services available to all people while fostering intellectual freedom, protecting privacy, encouraging personal growth and enrichment, and celebrating our diverse community heritage.

1. Call to Order
2. Approval of September 25 minutes
3. President's Report
4. Executive Director's report
  - Introduction of Social Worker
  - Updates not included in report
  - Q&A
5. Friends report
6. Foundation report
7. Adjournment

**Worcester Public Library  
Library Board of Directors  
Wednesday, September 25, 2024  
5:00 PM**

**Worcester Public Library  
3 Salem Square  
Worcester, MA 01608**

**In Person:** Stephanie Pasha, Christina Andrianopoulos, Katherine Bagdis, Sen. Harriet Chandler, David Dominguez, Roseann Fitzgerald, Moses Laguerre, Laura Nicole Miller, Matthew Noe, Gail Schuyler, Sheila Trapasso

**Library Staff:** Jason Homer (Executive Director), Sulma Rubert-Silva (Associate Director), Doug Lord (Director for Library Services), Jennifer Marien (Deputy Director for Adult Services), Angela Bennett (Deputy Director for Youth Services), Garrett Morin (Interim Deputy Director for Borrower Services), Cara Stone (Executive Assistant to the Executive Director)

**Others:** Dorie Rourke (WPL Foundation Liaison)

**Virtual:** Christine Murray (WPL Foundation)

**Not in Attendance:** Jessica Walsh

1. Call to order at 5:03 PM
2. President's Report

Stephanie Pasha began her report with the following quotations in honor of National Literacy Month which is celebrated in September.

*"Literacy is a bridge from misery to hope. It is a tool for daily life in modern society. It is a bulwark against poverty, and a building block of development, an essential complement to investments in roads, dams, clinics and factories. Literacy is a platform for democratization, and a vehicle for the promotion of cultural and national identity. Especially for girls and women, it is an agent of family health and nutrition. For everyone, everywhere, literacy is, along with education in general, a basic human right... Literacy is, finally, the road to human progress and the means through which every man, woman and child can realize his or her full potential." — Kofi Annan*

*"Comics are a gateway drug to literacy." — Art Spiegelman*

Pasha reminded the board that the retreat will take place on the evening of October 8<sup>th</sup> at Peppercorns on Park Avenue in Worcester.

Bravo to Chrissy Murray and her team for a successful annual meeting of the Worcester Public Library Foundation. Thank you to the WPL directors who were able to attend. Sue Hunt is the incoming WPLF president.

Also, thanks to Doug and Jason on the excellent redesign of the board report!

Next full Board meeting is Wednesday, October 23

Don't forget to register for the "Celebrate our Library" event on November 14!

Stephanie announced that she has decided to step down from her position at WPI to pursue a new opportunity. Her last day at WPI will be 10/11 and her new email address is: [stephaniepashawriter@gmail.com](mailto:stephaniepashawriter@gmail.com)

3. Approval of the June 26, 2024 Minutes

Pasha asked if there were comments on the minutes. Since there were none, she asked for a motion to approve the minutes. MOTION TO APPROVE by Sen. Harriet Chandler. SECONDED by Matthew Noe. Approved unanimously.

4. Executive Director Report (Homer)

Jason Homer began his report crediting Doug Lord's work in reformatting the Director Report in line with goals. He noted that all the departments at the WPL regularly contribute to this report.

ED also thanked Cara Stone for filling in as "facilities manager" for the 2<sup>nd</sup> and 3<sup>rd</sup> floor updates. ED noted that the Study pods and new computer tables are installed. ED noted that City Manager Eric Batista granted \$220,000 for updates. Thank you, Jen, Doug and Adult Services, for the immense weeding of the collection to install the new pods and furniture.

Took Senate President Karen Spilka and Sen. Robyn Kennedy on tour. In the coming days, more comfortable furniture will be installed on the third floor.

ED asked for questions on his report.

Christina asked if the money granted by the City Manager was from the City of Worcester's ARPA Funds? ED replied, "Yes."

David Dominguez asked for more information about the \$100,000 received by the WPL. ED explained that every gateway city received funding from the Mass. Broadband Institute. ED plans to use this funding to increase computer and hotspots. The City Manager allocated all the MBI money to the Worcester Public Library. The City of Boston received \$5 million. ED noted that the WPL is requesting \$5 million from the federal government. Worcester is ED plans to request \$5 million from the federal

government. ED noted that Worcester is unique in that it is the only Gateway City that allocated all its MBI funding to its public library.

David Dominguez asked what happened to the books weeded from the 2<sup>nd</sup> and 3<sup>rd</sup> floors. ED responded that Adult Services worked over the summer and got rid of 12% of the nonfiction collection that had never circulated. The WPL added shelving and back shifted multiple sections of book. It was a huge job completed in a tight timeline. The weeded books are given to the Friends or to Baystate Books where they are recycled.

David asked about the App used for reading. ED noted that the Beanstack app is not user-friendly, and that Angela Bennett is looking to create a better app for winter reading.

Matthew asked about the Human Resources Report. ED noted that the searches have been affected by timing and extenuating circumstances.

##### 5. Administration Committee Report (Bagdis)

Katie Bagdis reported that the Committee met twice in September.

In the first meeting on 9/3/2024, the committee discussed staffing issues on weekends and resolved this issue. Also, the committee discussed the Strategic Road Map and the process for the review of the Executive Director which will be completed by year-end.

In the second meeting on 9/11, they continued discussion on the Strategic Road Map and implemented changes and the document can be shared. They also discussed the process on the executive director's review (with input from WPL staff). The WPL Board will be asked for their feedback and will receive an online survey in the following weeks. Please complete the survey within a week.

David Dominguez noted that the dates for the administration committee minutes were not included in the minutes distributed in the September Board Report. Bagdis clarified that the first meeting took place on 9/3/2024 and the second meeting took place on 9/11/2024 and requested that the minutes reflect the dates. Pasha explained that 8/16/2024 was a special meeting of the administration committee where the full board was invited.

David Dominguez also asked about the cell phone policy. ED explained that the policy was created because staff needed clarification on use of cell phones, and all were aware of liability and privacy issues. ED noted that this has nothing to do with patrons' use of cell phones.

David inquired about the \$100,000 funding of the WPL Foundation from WPL Trust Funds. Pasha explained that the WPL Foundation receives philanthropic gifts which do not cover the operating costs of the WPL Foundation. Matthew Noe explained that the Finance Committee approved the use of the funds from the WPL Trust Funds.

David then commented and congratulated the WPL staff on the number of patrons visiting the WPL in the summer 2024: more than 22,000 patrons. ED noted that summer 2024 was a busy summer and it is a testament to how hard the WPL staff are working to welcome people to the WPL.

Pasha if we have a motion to accept the Administration Committee Minutes. MOTION TO APPROVE by Christina Andrianopoulos. SECONDED by Sen. Harriet Chandler. Approved unanimously.

6. Friends Report (Schuyler)

The Friends met on Tuesday at 5:30 PM.

The administration money approved for three months (until end of November)

Youth Services: \$4,196.19

Adult Services \$3,365

Finance Report on second quarter store receipts was \$6,072.

Outside sales were good – including \$260 from Amazon.

Next meeting is 10/15 at 5:30 PM. The Friends may discuss meeting at 5 PM at a later meeting.

7. WPL Foundation Report (Fitzgerald)

Roseann Fitzgerald reported attending the WPL Foundation Annual Meeting where Rep. Jim McGovern was honored with the Dr. Richard E. Greene Founders Award and former WPL President Tim Lowe received the Dr. William F. and Betty O'Neil Service Award. Congressman McGovern was not able to attend but did accept the award virtually in a pre-taped acceptance speech.

Also, Roseann reported that the Celebrate Our Library event will take place on November 14<sup>th</sup>. Pasha encouraged all WPL board members to attend and bring their family and friends.

Also at the meeting, the Downtown Worcester Improvement District shared details for the community inspired "You Belong Here" Mural which will be unveiled on October 5<sup>th</sup> on the Franklin Street façade. Pasha added that the mural will be interactive with 3D components. ED Jason Homer noted that the artist is Sharinna Travieso and that there will be Ferris wheel and multiple food trucks and entertainment. The event will take place from 4:00 PM to 9 PM on October 5<sup>th</sup> and Stephanie encouraged all to attend.

Chrissy Murray thanked the board for the WPL support from the trust fund. Chrissy Murray added that the new president of the WPL Foundation is Sue Hunt, the Vice President is Dr. Viviana Abreau-Hernandez, and the Treasurer is William Tarzia. We are excited and will miss the previous WPL Foundation officer who served with distinction.

Invitations to the WPL Foundation's Celebrate Our Library Event on 11/14 will be sent next week. Chrissy encouraged the board to attend the "You Belong Here" celebration on 10/5 and hopes that the board can attend the speaking program and unveiling.

Stephanie Pasha invited the WPL board to a surprise party for WPL staff member Joel from 12- 2 PM. Pasha noted that ED Jason Homer had to leave to attend the Digital Equity Workshop.

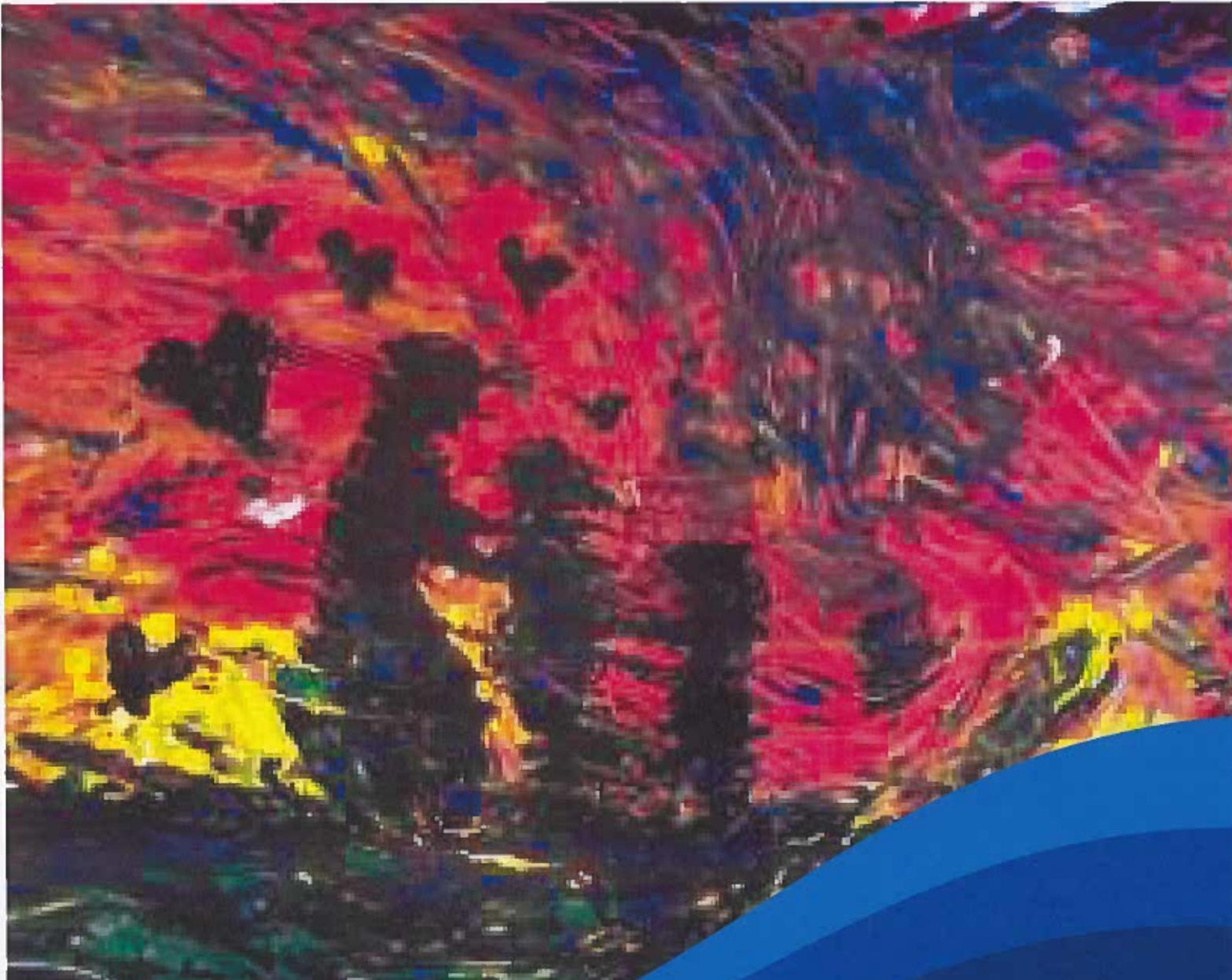
8. Adjournment

There was no new business. A MOTION was requested to adjourn by Stephanie Pasha. MOTION TO ADJOURN by Gail Schuyler. SECONDED by Laura Nicole Miller. Approved unanimously.

The meeting was adjourned at 5:40 PM

Respectfully submitted,

Roseann Fitzgerald



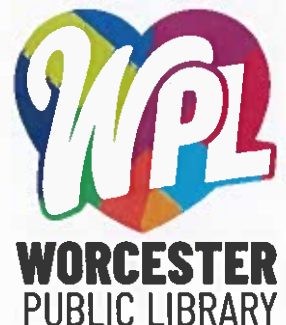
In the style of Vincent van Gogh

Emily S., age 4

Also see Goal 2 page 3

# SEPTEMBER 2024 REPORT

[www.mywpl.org](http://www.mywpl.org)





# Report of the executive director



## Awardees

Congratulations to Linnea Sheldon, Community Relations & Communications Manager, for receiving an Honorable Mention in Library Journal's prestigious "Marketer of the Year Award" for 2024. This recognition highlights Sheldon's exceptional contributions to WPL's marketing and communications strategies, including the internationally viral "March Meowness" fee forgiveness campaign.



And congratulations to Christina Connolly, Community Resources Manager, for receiving the YWCA Central Massachusetts Katharine F. Erskine Award. Connolly's extensive record of trauma-informed service led to the establishment of the Community Resources Department at WPL and has been pivotal in addressing the critical needs of underserved populations in Worcester.



**You Belong Here Mural** Thanks to the Business Improvement District, WPL has a stunning new 15' x 90' mural on the Salem Street side.

**Shifting and impacts** Shifting of the collections on level 2 brings Biographies to the 2nd floor and clears needed space for Community Services to be able to engage more deeply with patrons. On all levels oversized collections have been right-sized and weeded. Staff are undertaking the enormous job of back-shifting almost every book in the library as well as fixing spacing issues that have awaited focused attention. See also Goal 5.

# Goal 1 Connect our Community | September 2024



- Grow and strengthen our partnerships throughout the community
- Respond and act on community needs
- Commit to diverse community engagement



## Highlights

**Partnerships** The library’s relationship with nonprofit dynamo Friendly House furthers the roots of both agencies’ missions: Aiding the educational, social, individual & family development of residents, especially those who are under-served and under-resourced.



**Respond to Needs** This month’s civic engagement program, organized by librarian Amy Klein, featured six panelists including WPL Board of Directors President Stephanie Pasha and WPL Foundation board member Domenica Perrone who discussed how folks may run for political office, become board or commission members, vote in elections, and best attend public meetings.



Klein also hosted a successful volunteer fair where 15 local organizations attended and spoke with prospective volunteers.

**Diverse audiences engaged** 11 Pride programs attracted 188 attendees across all ages and library locations. These ranged from making Shrinky Dink key chains to Rainbow parties for littles.



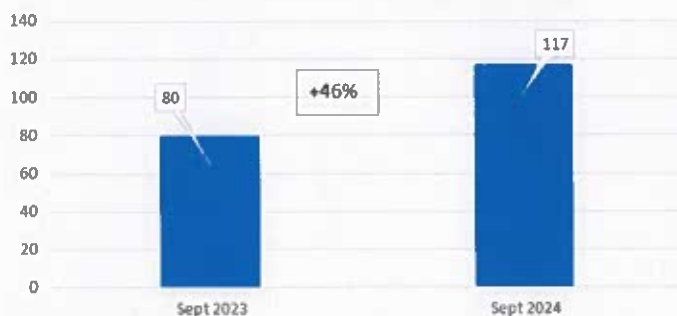
**Partnerships** The library developed new relationships at the refresh of the Coalition for a Healthy Greater Worcester’s Community Health Plan (CHiP).

## Goal 2 Promote Learning & Literacy | September 2024

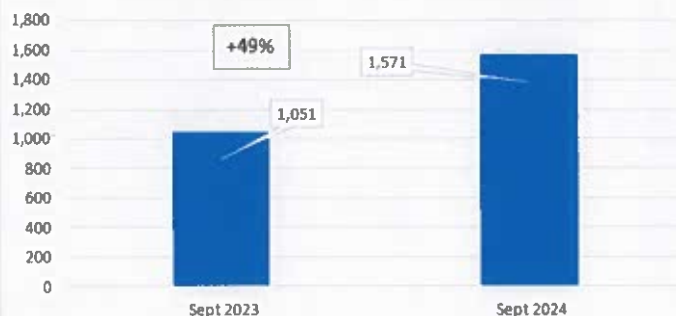


- Engage community in learning
- Promote digital literacy with a commitment to eliminating the digital divide
- Encourage curiosity and exploration

Number of Programs  
Goal Two | Promote Learning and Literacy



Attendance to Programs  
Goal Two | Promote Learning and Literacy



Engage community in learning. 59 programs held. Children's Services Librarian Rebecca Raineri celebrated fall with falling eggs at the Great Brook Valley Branch. Kids used common household objects to protect their eggs and test their STEM skills in these physics' experiments. The kids were so successful that they began making more and more minimal creations until their eggs finally broke. Students took the creations outside to see how far they could travel and survive a throw – further than expected! A fellow staffer called this program 'an overwhelming success.'

Children's Librarian Rachel Archeron introduced 15 littles to Vincent van Gogh in *Art Adventures*. Children learn about the style of a famous artist and then create a piece of art using the concepts they learned. One such piece is the front page of this report.

### Digital Divide

Efforts included librarian Missy Cutler's session of *Computer Basics* taught to 5 adult patrons, the Worcester Digital Equity Forum which became the subject of City Manager's newest Buzz, and 33 attendees to librarian Xuhong Wang's class *WPL Download: Library Apps for Your Phone*.



### Curiosity & Exploration

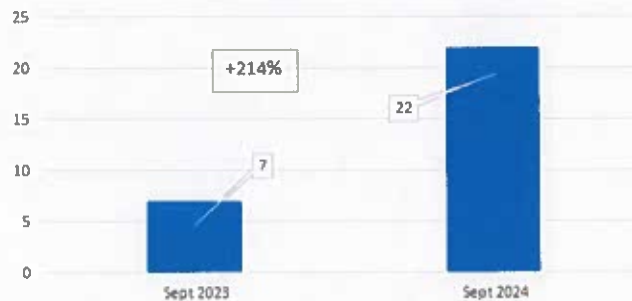
54 programs held, including One City One Library librarian Megan McCraw's 4 very well attended (255 total attendees) fluffy slime programs that created outrageous, oozing science experiments for kids aged 6-11. Children's Librarian Cara Young presented *Superstar Chefs: Kids Make a Cookbook* where kids aged 8-11 choose ingredients for recipes and design them to taste. At the end of the series, a cookbook was produced for each patron.

# Goal 3 Nurture Inclusion and Ideas | September 2024

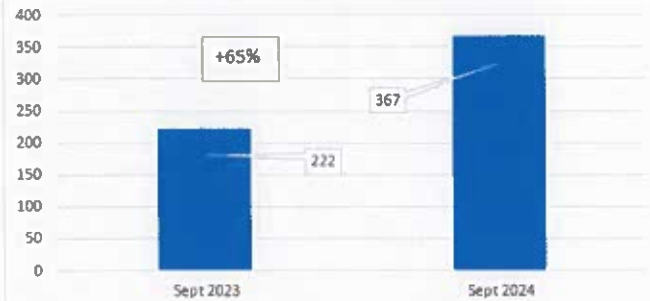


- Make improvements in accessibility to all library resources
- Create culturally responsive programs & events that reflect community
- Shape inclusive and diverse library collections

Number of Programs  
Goal Three | Nurture Inclusion & Ideas



Attendance to Programs  
Goal Three | Nurture Inclusion & Ideas



## Create culturally responsive programs and events that reflect our community

22 total programs. Two of particular note: Manager of Adult Services Tara Jankowski's *Banned Book Read-In* on Let Freedom Read Day in solidarity with the fight against book censorship and supporting library staff, educators, writers, publishers, and booksellers who make banned books available. The event featured a photo station, buttons, bookmarks, refreshments and the hashtags #BannedBooksWeek and #LetFreedomRead.

Manager of Adult Branch Services Ben Izaurralde's *Club del Libro en Espanol* donde nos reunimos para compartir nuestro amor por la lectura y hablar de libros en español.

The youth department let their Pride flags fly during Worcester Pride this month with 14 "Rainbow" and "Pride" events throughout the system. Families loved the various parties and crafts that the Librarians provided this year, and they especially loved seeing Susan Elbag and Megan McCraw tabling at the big Worcester Pride event on the Common early in the month.

Shape inclusive and diverse library collections After much effort, a vendor for Albanian materials has been established. The first order of about 30 brand-new adult books include popular Albanian and American fiction and non-fiction.

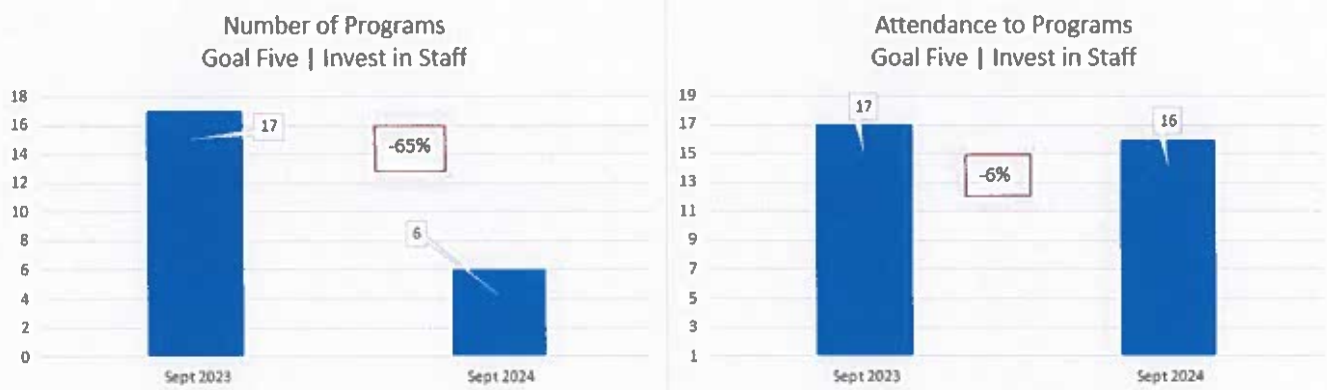
## Improve Accessibility.

Community Resources Manager Christina Connolly and New American Librarian Katelyn Duncan salvaged hundreds of discarded ESOL textbooks from Worcester State's now-closed Intensive English Language Institute for in-house distribution and donation to partner sites like WPS' Adult Learning Center, African Community Education, and several others.

## Goal 4 Invest in Staff | September 2024



- Foster professional development
- Enhance leadership development and produce career pathways
- Shape mentorship and feedback initiatives



Six different training sessions were held for 16 adult reference staff. Topics included Government Documents, responding to prejudicial comments, and a group training on FamilySearch.

### Enhance leadership development and produce career pathways

Two of the three librarian-level hires were internal promotions. Three library pages were hired. Additionally, librarian Melody Friedenthal presented at a Massachusetts Library System Chat on the topic of technology in libraries.

### Foster professional development

Katelyn Duncan, New Americans Librarian, began the Catholic Legal Immigration Network's Comprehensive Overview of Immigration Law course, the first step in pursuing eventual Department of Justice accreditation that allows for more extensive assistance to patrons in filling out immigration forms

Head of Talking Books Library Lee Anne Hooley attended the KLAS conference at the Library of Congress. The conference covered news and developments from the National Library Service for the Blind and Print Disabled.

### Shape mentorship and feedback initiatives

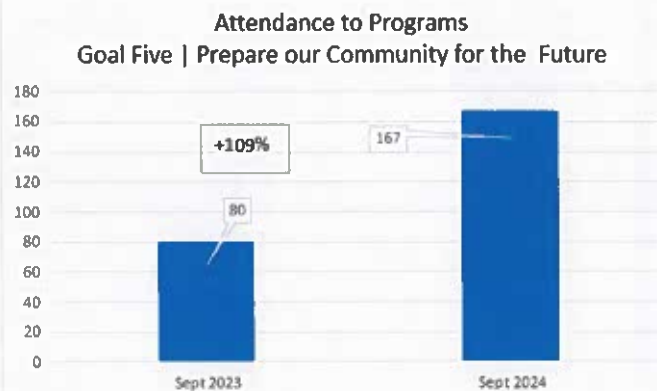
As shown by the agenda of October's Staff Development Day, with topical coverage of self-healing, enjoyment, and interaction with others, WPL's feedback initiative is emerging as a staff-driven program containing buy-in and ownership. There is also a new oasis area in the basement for staff to relax indoors.



# Goal 5 Prepare our Community for the Future | Sept 2024



- Enhance digital resources and invest in technology infrastructure
- Update spaces for creativity and innovation
- Build sustainable practices



## Enhance digital resources and invest in technology infrastructure

15 WiFi hotspots were ordered for deployment to the community and, as print testing books become obsolete, the library is considering additions to existing subscriptions like EBSCO's LearningExpress Library and Peterson's for patrons. A Digital Navigators program is under development.

## Update spaces for creativity and innovation

'De-escalation Buttons' are in progress. Also, a reconfiguration of the first floor was studied that will free up much-needed space for individuals and small collaborative study groups; the plan is part of the right-sizing of spaces and shelving that will relocate service desks on level 1 and shifts collections and furnishings on all three levels. Biographies move to the 2nd floor, new space for Social Services appointments is created, and vacant shelving is back shifted.

Build sustainable practices | What We're Listening to: The podcast Sold a Story: How Teaching Kids to Read Went So Wrong (American Public Media) investigates 50 years of plummeting American reading scores. In an attempt to guide parents who don't know where to turn, Youth staff is rolling out "Decoding Decodables," a 'new' phonics-based literacy initiative. Look for more programs like librarian Alyssa Ebaugh's *Early Readers Class for Ages 0-4* and created resources and materials for parents in the coming months.



Ms. Ebaugh also introduced some of the library's youngest learners to how money works in the very popular *Piggy Banks 101*. The program covers why saving for fun things or emergencies is important and winds up by painting piggy banks to bring home. Kids are now saving for things close to their hearts - video games, bikes, and Lamborghinis.

# Report of the Human Resources Director

Staff Development and Engagement The Human Resources Office (HRO) is leading the planning for the library's Staff Development Day scheduled for October 24th.

## Recruitment and Employment

Six positions were filled by new hires or promotions

- (1) L2 OCOL – External hire – Effective 9/3/24
- (1) PT L2 Circulation – Internal Promotion – Eff. 9/3/24
- (1) L4 GBV – Internal Promotion – Eff. 9/16/24
- (3) Pages Circulation – External hires – Eff. 9/16/24

At the end of September there were 7 open positions.

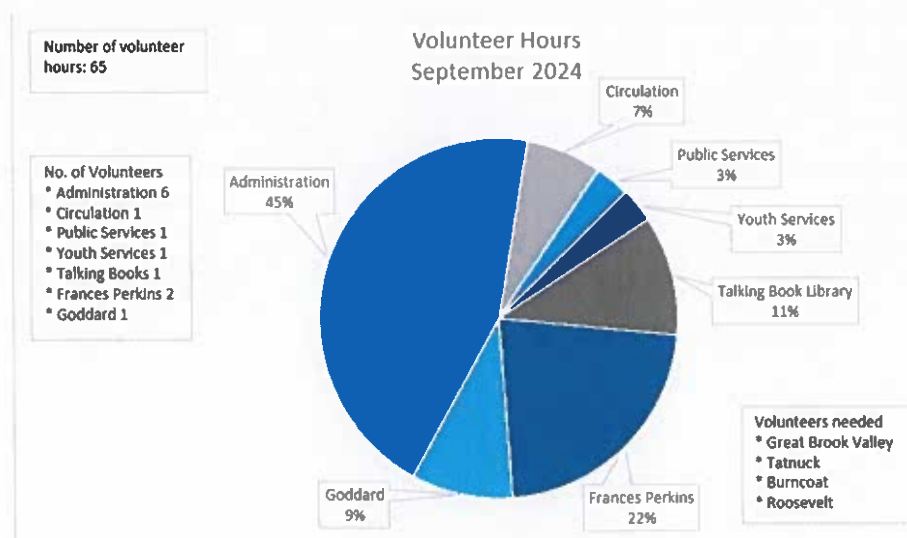
One is scheduled for interviews:

- (1) GL2 TBL – Posting closed 9/6/24 – Three candidates will be interviewed

And six are in process:

- (1) L2 GBV – Posting closing 10/11/24
- (1) PT GL2 Adult Services – Candidate withdrew – Will need to repost
- (1) L2 N&M – Retirement – Working with City HR to post this position
- (1) GL4 Adult Services – Reposted – Open Until Filled
- (1) L2 OCOL – Reposted – Posting closed 9/16/24
- (1) L5 Circulation – Posting closed 9/16/24

Also partially covered in Goal 4, a new high school intern from University Park Campus School at the Goddard branch was onboarded, staff met with a prospective MLIS student to provide information about careers in the library field, and WPL hosted volunteers through the United Way's Annual Day of Caring at two outreach sites for Library Card Sign-Up Month. The department also tabled at the annual WPL volunteer fair in an effort to recruit volunteers for our current influx of openings.



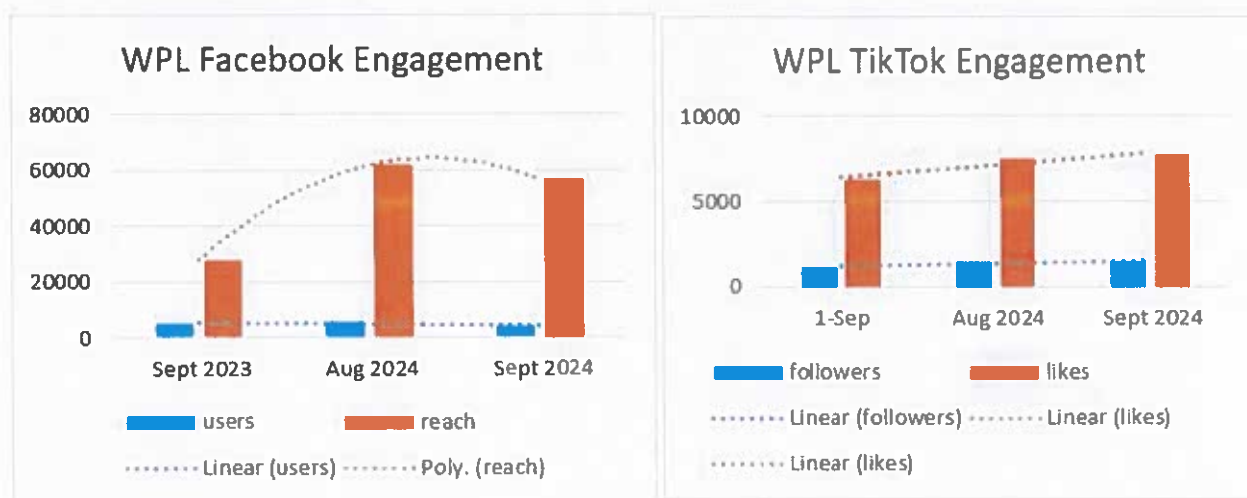
# Report of the Administrative and Operations Division

## HIGHLIGHTS, September 2024

Administration Division includes Communications, Information Technology Services, Talking Book Library, Borrower Services, Community Resources, Security, and Financial Services.

### Communications

WPL and the Foundation had 11 press mentions during the month; one press release was sent. Projects included promotional work for the 'You Belong Here' celebration. Impressive open rates continue for Linnea Sheldon's Constant Contact campaigns; 48% for the newsletter and 40% for Reading Round-up.



### Community Resources

Christina Connolly, Katelyn Duncan and Azajuah Johnston-Fils attended a Library Social Services networking meeting at the Shrewsbury Public Library on 9/27 where they met with like-minded library staff from around the state and heard about valuable new resources.

#### September Programming Highlights

- 56 attendees to ESL related sessions
- 34 to library tours
- 45 Road to Care van
- 57 to Citizenship classes
- 368 to Everyday English sessions

Outreach staff from SMOC, Everyday Miracles Peer Recovery Center, the Safe Exit Initiative, Tri-Valley Elder Services, MassHire, Worcester County Sheriff's Office, and QCC provided support to patrons on a drop-in basis in the Community Resources Office or in the lobby for a total of 34 hours.

92 patrons received focused, expert help, for an average of 20 minutes each, on resources including immigration, citizenship, language translation and ESOL learning, writing and resume help, mentoring, first aid, and social services of all kinds.



**HIGHLIGHTS** September 2024 | Administration & Operations Division, continued

Talking Book Library

On September 5th, Jason Homer, Director for Administration and Operations Sulma Rupert-Silva, and Head of Worcester Talking Book Library (TBL) Lee Anne Hooley attended the Massachusetts Board of Library Commissioners (MBLC) monthly meeting. Homer spoke about the importance of legislative action and involvement on behalf of the libraries, and Hooley presented on TBL’s recent work. Going forward, TBL will provide quarterly presentations to MBLC which has begun work on a 2-3% increase for FY26 budget.

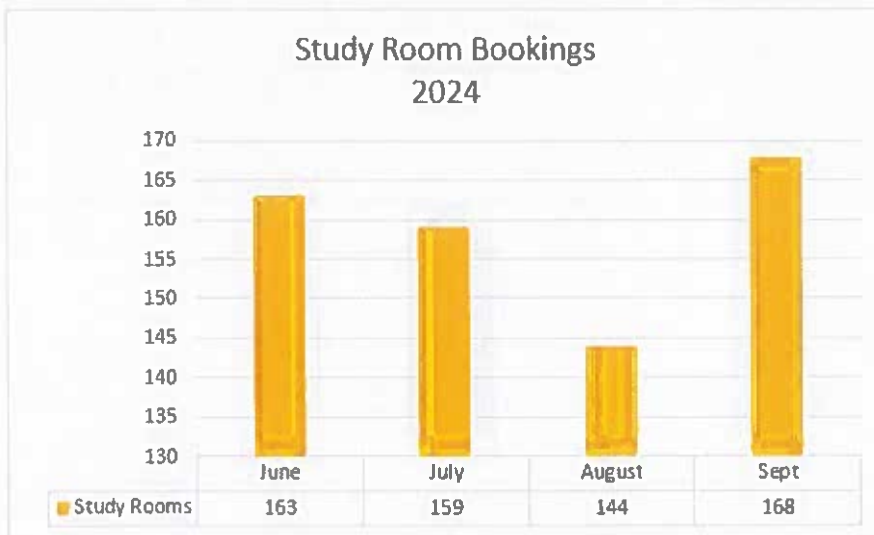
WPL and TBL teamed up to host a Senior Resource Fair on Friday, September 27th. Turnout was decent, and we had many agencies tabling that we hadn’t previously worked with in this capacity, and they seemed pleased with the connections they made.

TBL’s Consumer Advisory Council held its quarterly meeting on October 8th; White Cane Day was held October 18th at the Massachusetts State House with TBL staff present in support of disability rights.

## Report of the Library Services Division

**HIGHLIGHTS, September 2024**

The Library Services Division includes Collections, Youth Services including the four OCOL branches, and Adult Services including Newspapers & Magazines and the two branches.



There are many indicators of library ‘busy-ness.’ One tracked metric is the number of times the study rooms are used. N&M staff carefully track and monitor the usage of the study rooms and conversion lab

Outreach

The library had a very successful outreach at Worcester State University for Library Card Sign-up Day (9/19) coordinated by Madison Gaucher and Vicki Gruzynski from Circulation and Dot Sachs and Missy Cutler from Adult Services. Because this tabling session was promoted ahead of time, professors encouraged their students to sign up for a card. Students loved the new card designs and were enthusiastic about all the programs and resources on offer. Over 100 students stopped by and 53 new library accounts were made.

## HIGHLIGHTS September 2024 | Library Services Division, continued

Youth Services met with school staff on a number of occasions to reflect on the summer and look at the future of our partnerships. 2024 saw WPL providing students with unprecedented access to their summer reading materials through typical checkout means, e-access, and hard copy giveaways. The schools reported an increase in students completing reading requirements and there was discussion of ways to make it even more successful for 2025. Additionally, the Youth Team attended 13 'Know Your School Nights' and met over 1,500 students and families who were excited to learn more about the library's services.

Youth Services Librarian Cara Young continues to 'sell out' seats at Family Pizza Night, a monthly event that asks families to share thoughts and feedback over pizza. Forty people came to September's dinner. Tween Librarian Alicia Rogers and the Youth team regularly use these notes to inspire future program plans. Examples include Dungeons & Dragons, Chess Club, Babysitting Training, etiquette lessons, pajama storytime, Piggy Banks 101, and more.

WPL's digital literacy project continues to take shape. For the population being considered, the primary devices used to access the internet remain mobile phones. Not all services needed to participate fully in modern society can be accomplished via cell phone.

The program will provide access to the internet through its Library of Things hotspot and device lending program and will also offer classes in English and other languages; classes lead to a certification that provides learners with a free Chromebook and a WiFi hotspot for one year.

Classes will cover digital literacy skills and highlight different areas that underserved groups struggle with. Budgetary items include training for staff, a mobile classroom, translation for materials as well as face-to-face translators for classes, and child care for working parents.

### BY THE NUMBERS WORCESTER

5,607

Households have no computer, phone, tablet or other device

9,633

Households have no broadband, dialup, or cellular subscription

8,738

Households exclusively use a smartphone as their device

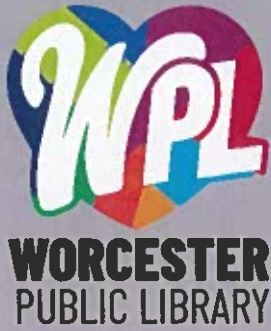
10,067

Households exclusively use cellular data to access the internet

30,500

Households enrolled in the FCC's Affordable Connectivity Program

An electronic, keyless door lock has been installed at Frances Perkins as part of the upgrade process. Work has begun on enlarging the opening to the attic and creating safer walkways, which is necessary for the eventual installation of the new HVAC system.



# LIBRARY USE

## SEPTEMBER 2024

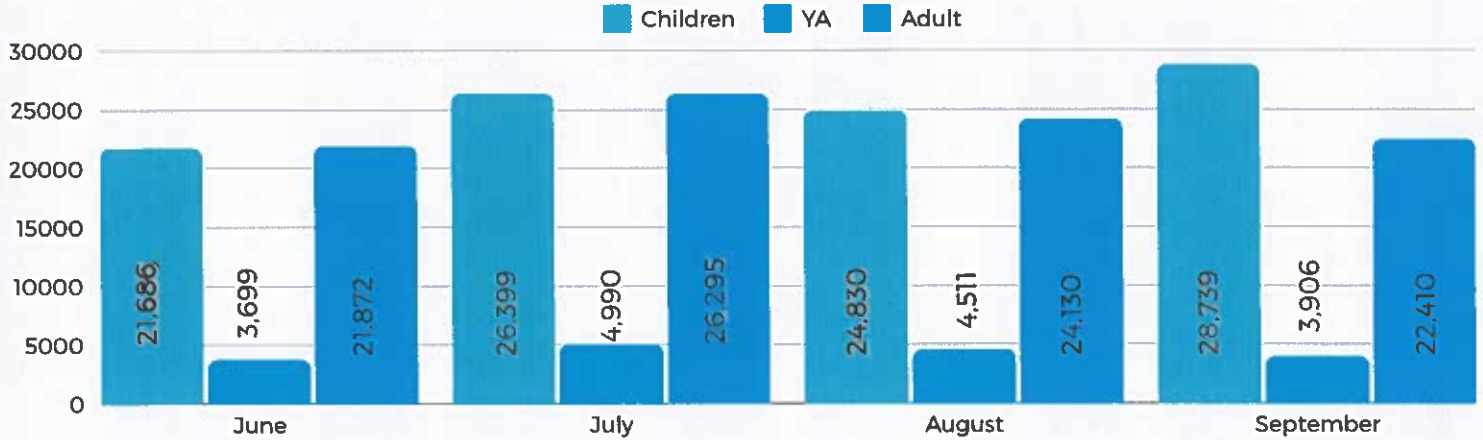
**11,532**

Patron Assists  
(all transactions)

**36,352**

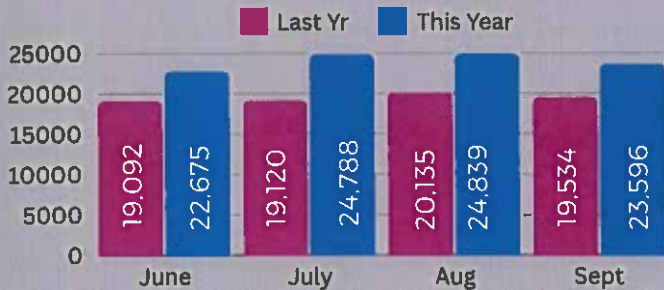
Patron Visits  
(all branches)

### CIRCULATION (PHYSICAL)



Circulation for the Youth Services department was strong. Fall generally signals a statistical dip as the key demographic of young families return to school, so this nearly 16% rise reflects the department's hard work and devotion to Worcester. Main and Francis Perkins Branch Library decreased while all other locations returned to 'normal,' (e.g., not summertime) levels. WiFi Hotspots remain the #1 requested item.

### EBOOK CIRC



The Library in Every Classroom project increased summertime figures as 2,900 students read 7,400 summer reading assignments



### SEPT

**Express Sessions**

1,099

**Computer Sessions**

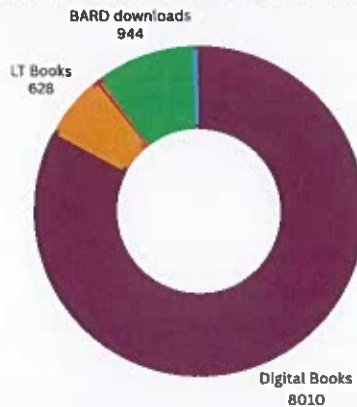
5,872

**Wireless Sessions** 11,682

**Website Visitors** 37,051

### TALKING BOOK LIBRARY

A 5.3% rise in the amount of digital books circulated and a 13.5% rise in the number of materials from Worcester residents compared to last month contributed to an overall 3% rise.



### ONE CITY, ONE LIBRARY

**98** Class Visits

**1773** Class attendance