



TO: Library Board of Directors

DATE: November 22, 2024

RE: **LIBRARY BOARD OF DIRECTORS MEETING**

**LIBRARY BOARD OF DIRECTORS:**

Tuesday, November 26, 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  
Tuesday, November 26, 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 October 23 meeting minutes
3. President's Report
4. Executive Director's report
  - Foundation request
  - 2025-2026 Action Plan
  - Q&A
5. Finance Committee report
6. Administration Committee report
7. Friends report
8. Foundation report
9. Adjournment

Call in # 1-646-558-8656  
Meeting ID: 859 9251 8901  
Passcode: 162202

**Worcester Public Library  
Library Board of Directors  
Wednesday, October 23, 2024  
5:00 PM**

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

**In Person:** Stephanie Pasha, Sen. Harriet Chandler, Roseann Fitzgerald, Laura Nicole Miller, 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), Myron Malixi (Manager of Circulation), Azajuah Johnston-Fils (Social Services Specialist), Peggy Lelievre (Human Resources and Development Manager), Cara Stone (Executive Assistant to the Executive Director)

**Others:** Christine Murray (WPL Foundation) and Amy LaChapelle (WPL Foundation)

**Virtual:** David Dominguez, Katherine Bagdis, Matthew Noe, Jessica Walsh

**Not in Attendance:** Christina Andrianopoulos, Mose Laguerre

1. Call to order at 5:05 PM
2. Approval of September 25 Minutes

President Pasha asked for a motion to approve the minutes. MOTION TO APPROVE by Sheila Trapasso which was SECONDED by Sen. Harriet Chandler. Pasha asked if there was any discussion of the minutes. Since there was none, she asked the board in person and on zoom to approve the minutes. The Minutes were approved by Ayes in the room and hands raised by Zoom virtual participants.

3. President's Report (Pasha)

Stephanie Pasha opened her report noting that October celebrates many things. One celebration includes National Talk Show Host Month and recited a quotation in honor of the upcoming Citizenship event to be held at the Worcester Public Library:

*"Getting my library card was like citizenship; it was like American citizenship."*

- Oprah Winfrey

Stephanie asked the WPL Board to mark their calendars for the upcoming Citizenship Ceremony to be held on **November 19<sup>th</sup> from 11-12 PM**. Thanks to Cara Stone and Christina Connolly for organizing this event.

Stephanie noted that she and Matthew Noe attended the 2024 Mass Library Trustees Association Conference at the Shrewsbury Public Library on Saturday, 10/19/2024. Jason Homer delivered the keynote address on communication between library boards and their directors. He did a great job illustrating best practices to encourage strong communication practices. Bravo, Jason!

Stephanie reported on the quarterly meeting with the WPL Foundation and the new Board President of the Foundation, Sue Hunt. WPL Foundation Director Christine Murray gave a rundown of the Foundation events and Pasha says that the WPL Board is looking forward to working with the Board and thanked WPL Foundation's Development Director Amy LaChapelle for her great work.

Reminder that the November meeting has been moved to **Tuesday, November 26<sup>th</sup>** because of the Thanksgiving holiday.

She also noted that there are two board vacancies which include Sheila Trapasso's seat and Stephanie Pasha's term. Sheila completes her fill-in term at the end of December. Stephanie encouraged Sheila to submit an application to the City Council for a full term. Stephanie asked WPL board members to share with friends and colleagues that there would be openings on the WPL Board beginning in January 2025. The vacancies will be posted on the City of Worcester website.

Stephanie noted that the WPL plans to join the Mass Library Association as an Institutional Group member for \$100/year. Matthew Noe will follow up on this membership.

Pasha asked if there were any questions. Since there were none, she asked Jason Homer to begin his report.

#### 4. Executive Director's Report (Homer)

Jason Homer began his report with the announcement that Myron Malixi was promoted to the manager of circulation and was a former bookmobile driver. Myron introduced himself and is excited to begin this new position. Stephanie Pasha thanked Myron for his service.

Jason then introduced Azajuah Johnston-Fils who is the WPL's Social Services Specialist and works with Christina Connolly in Community Services. Azajuah thanked Jason Homer for his kind remarks and said she has enjoyed her 10 months working at the WPL. Azajuah reviewed some of the patrons' requests to connect them with services and gave various examples. Pasha asked if the role was what she expected? Azajuah responded that she has a background in sales and in therapy. Roseann Fitzgerald asked how clients get to Azajuah's attention from the librarians. Azajuah responded that she has set office days and frontline staff refer them during her office hours (W 1-4 PM and Thursday, 10-12 PM) and that patrons can make appointments at other times. Gail Schuyler asked about the housing needs for a friend from her church and Azajuah responded that housing requests are the most

complicated requests because of the need for housing in the City of Worcester but she actively refers patrons to resources to help them find housing that meet their needs.

Jason Homer noted that Azajuah's work has been highlighted in two major news stories including NPR and the local FOX station. Homer noted that he is looking to create a second room for Community Services because of the success of Azajuah's program. He also took the Senate President Karen Spilka (a former social worker) through the WPL and highlighted Azajuah's important work. Her role is connected to the role of a librarian—connecting people with the information they need. Azajuah and Christina Connolly are working on a presentation to the Mass Library Association in May 2025. There are only 4 social workers in libraries in the Commonwealth of Massachusetts.

Homer also highlighted the achievements of other WPL staff members including Linnea Sheldon who received Honorable Mention in the Library Journal's prestigious Marketer of the Year Award for 2024 for the March Meowness fee forgiveness campaign.

He noted that Christina Connolly, Community Resources Manager received the YWCA Central Massachusetts Katherine E. Erskine Award.

You Belong Here Unveiling: Jason Homer said that event was very successful and noted that Sheila Trapasso and Roseann Fitzgerald helped with the set-up work.

October 24<sup>th</sup> is Staff Development Day which is staff-directed. The staff are planning sessions on self-care, mental health and he has been asked to host a session on trivia. Jason thanked Peggy Lelievre and Cara Stone for their work in planning the half-day of activities.

Jason noted that the WPL Executive Director printed report connects to the Goals in the Strategic Roadmap. Under Goal 2, Homer mentioned the Digital Equity Form was the subject of the City Manager's newest [Buzz with City Manager Batista](#) on Substack.

In Goal 4, Homer noted that the WPL invested in professional development activities of Katelyn Duncan who began the Catholic Legal Immigration Network's Comprehensive Overview of Immigration Law Course, which is the first step in pursuing a Dept. of Justice accreditation. He also noted that Lee Ann Holley (Talking Book Library) attended the KLAS conference of the Library of Congress.

When completing his self-evaluation, Homer looked at the number of staff changes in the last 22 months. Two of the three librarian-level hires were internal promotions.

His final highlight is the upcoming **Stand with Libraries event on Thursday, 12/5/2024 at 5:30 PM**. Stand with Libraries is a reception for legislative leaders to learn about the opportunities for libraries in 2025 and beyond.

Jason then asked if there were questions.

Stephanie Pasha asked for an update on the logo/website development. Jason noted that Lydia and Sulma met to discuss the first transfer of pages into the new software. Once the pages are migrated, then the data will populate the app. The goal is to finish the project by the end of December 2024.

He also mentioned that the Friends of the WPL will sell a new “Read with PRIDE” T-shirt and create a larger online webstore to sell items for the Friends for the Holiday Season. WPL is working with Worcester Wares and some other local vendors. [The Friends have created an online presence on Bonfire.](#)

Jason noted that the Festival of Lights will be on December 6<sup>th</sup> and the WPL Holiday Party is December 19<sup>th</sup> from 12 to 2 PM.

#### 5. Friends Report (Schuyler)

In honor of National Friends of Library Week (October 20-26), the Friends gave out Beanbags. The Friends of the Worcester Public Library is one of the oldest Friends groups in MA and was established in 1956.

Sales in August were \$3,507.55

September sales: \$1,426.90

Next Meeting is November 19<sup>th</sup> at 5:30 PM

Sen. Harriet Chandler asked if there was a way to increase the business or traffic in the Friends Bookstore. Jason responded that the president of the Friends Rosemary McCarthy is working to get more schoolteachers involved and the volunteer staff has increased. The Friends plans to work with the Schools to market the books to students and faculty. They are handing books out to children for free.

Pasha added that it is important for the WPL to promote the Bookstore in our social media feeds.

Sen. Harriet Chandler asked if the bookstore could provide lunch and beverages so that people can meet at the WPL. Jason Homer responded that it is worth having a conversation since many downtown spaces near the WPL have closed. He noted that space and keeping the WPL clean are major issues for the WPL.

#### 6. Foundation Report (Fitzgerald)

The WPL Foundation just held their annual meeting on September 19, 2024

Christine Murray noted that the WPL Foundation annual fundraiser will take place on November 14<sup>th</sup>. Please attend and spread the word about the upcoming event.

Stephanie Pasha noted that she was a guest on Sen. Harriet Chandler's show on WCCA-TV "Chandler Chat" and appreciated the opportunity to highlight the event.

Sen. Chandler would like to call a meeting with the Legislative Committee after the 11/26 Board meeting to discuss the preparations and strategy for the 12/5 Stand with Libraries event.

7. Adjournment

Since there was no new business, a motion was requested to adjourn by Stephanie Pasha. MOTION TO ADJOURN by Sen. Harriet Chandler and SECONDED by Laura Nicole Miller. The motion was approved unanimously.

The meeting was adjourned at 6:50 PM.

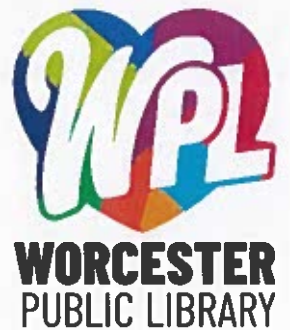
Respectfully submitted,

Roseann Fitzgerald



# NOVEMBER 2024 REPORT

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





# Report of the executive director



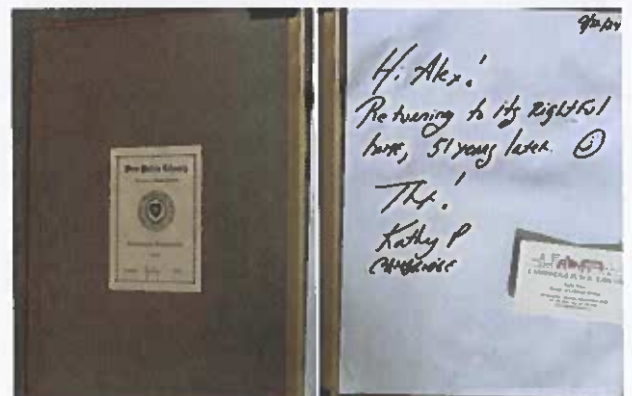
Thanks to the Business Improvement District, and WPL Foundation, the WPL has a stunning new 15 foot x 90 foot mural on the Salem Street side unveiled on October 5. The unveiling of the public art & lighting installation was marked by a special, community-wide celebration which ran through the evening. Created by local artist Sharinna Travieso on the theme of 'belonging,' the mural captures the essence of WPL in 2024. Attendees enjoyed a family-friendly and free afternoon and an evening of activities including a DJ, street performers, a paint-by-numbers mural, and a Ferris wheel.



On Tuesday, October 22nd, the five study pods on the third floor were made available to patrons. Patrons report using the pods for meetings, taking phone calls and attending telemedicine sessions, and enjoying the quiet space. Pods are available same-day for patrons and can be easily reserved from the website or at the kiosks on the third floor. In the first 4 days these were used 100 times!



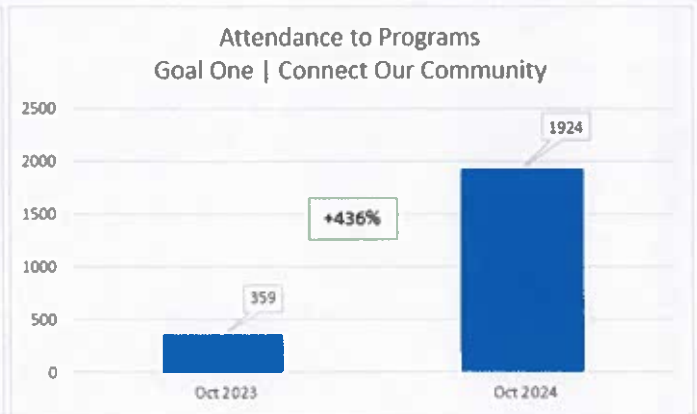
The Cambridge Public Library returned a WPL book lent via interlibrary loan in 1973. This 1899 title is called *The Early Work of Audrey Beardsley* and deals with aesthetics. "His black ink drawings were influenced by Japanese woodcuts, and depicted the grotesque, the decadent, and the erotic," writes Genealogy & Local History Librarian Alex London. "He was a leading figure in the aesthetic movement which also included Oscar Wilde and James McNeill Whistler.



# Goal 1 Connect our Community | October 2024



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



## Highlights

**Partnerships** | Many of WPL's De-Stress with Dogs programs partner with **Tufts Paws for People**, a nonprofit that provides education and mentorship leading to safe and effective animal visitation.



**Tufts** *paws for people*

**Community Needs** | 90 people came to a 10/26 adoptable kitten shower in partnership with **Hope Haven Pet Rescue** of Worcester. Patrons learned how to properly hold kittens, about their various growth stages, about the importance of adoption, and the risks of overpopulation. As Hope Haven lacks the space to hold adoption events, this helps show the animals to potential adopters and provides them an opportunity to socialize. This litter of four kittens with special needs was adopted together and will soon go to their forever home.



**Diverse Community Engagement** | The massive *You Belong Here* event cemented the library's reputation as committed to diversity. One influencer created a wonderful video [here](https://bit.ly/WPL-Belong): (bit.ly/WPL-Belong). Also, the Talking Book Library presented a talk with the Optical Heritage Museum focusing on Dr. Estelle Glancy, the first female scientist in the field of eyewear lens design.





## Goal 2 Promote Learning & Literacy | October 2024



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



Engage community in learning. Over 70 programs held ranging from Sewing Machine Instructions for Adults to Toddler Time for young families and included an After Dinner Craft Club with Clay Time Pottery with Teen Librarian Erin O’Neill, a program that answered the question ‘Are there Ghosts in Massachusetts?’ for 7-11 year-olds, and arts and crafts at the Great Brook Valley Branch Library with Victoria DiMassa.

Children’s Librarian Alicia Rogers introduced 16 tween-aged patrons to coding at an Hour of Code event, part of a global initiative by Computer Science Education Week and Code.org. The program proved great at combining social time with coding.

### Curiosity & Exploration

80+ programs held, including including Children’s Librarian Rezarta Rezo’s *Saturday Fun: Drop-In STEM for Kids* which drew 27 attendees aged 8-11 and Children’s Librarian Stacy Servideo’s *Family Fun: Bad Art Night* which unlocked the creativity of participants to use up old craft supplies by making original art on bookmarks, notebooks & craft boxes, & which drew 31 attendees with children aged 4-11.



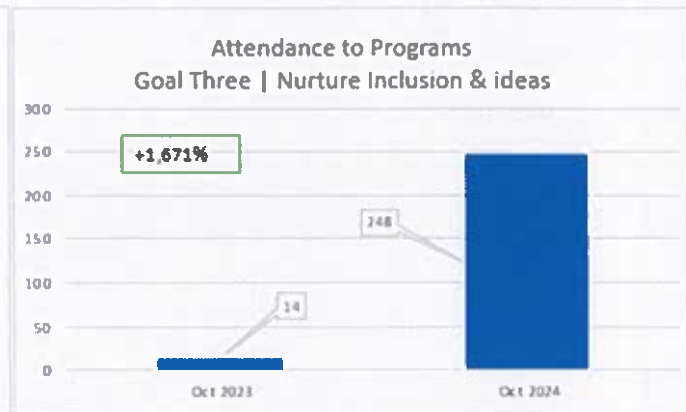
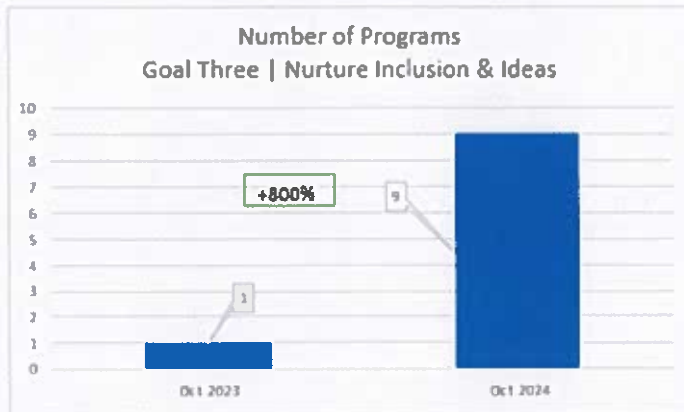
### Digital Divide

Classes focusing on Technology & Digital Literacy and titled along a variety of names such as ‘*Computer Basics*,’ ‘*Device Advice*,’ and ‘*WPL Download: Library Apps for Your Phone*’ instruct patrons about the basics of using computers and/or smart devices, saving documents, safely searching the Internet, and accessing library digital resources are routinely held in the library’s Computer Lab.

# Goal 3 Nurture Inclusion and Ideas | October 2024



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



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

Among the 9 culturally responsive programs was 10/22's *Brain Equity Awareness Resource Fair* in partnership with UMass Chan Medical School. 80+ attendees enjoyed yoga, meditation, raffles, and presentations from neuroscientists. 10 local agencies participated with information tables.

On 10/30, WPL hosted the India Society of Worcester's Diwali Celebration with 75 attendees. Craft tables run by ISW School parents, Indian sweet and savory snacks, and a traditional henna artist. Along with a presentation on the history of Diwali, several students performed traditional songs and dances. The event concluded with a fashion show and sari wrapping technique demonstration with a WPL patron volunteer.



## Improve Accessibility

The Popular Reads collection has moved nearer to Newspapers & Magazines to encourage movement through the library. New shelving and seating are scheduled for shipping to WPL on 12/4. Plans to retrofit the Ellipse to add a program room progress.

Shifting and space corrections on the 2nd floor have begun in order to bring up the Biographies collection. This clears space for a new, 6-person Study Pod to engage with those who need social services, more tables for individuals to study.

## Goal 4 Invest in Staff | October 2024



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



Foster Professional Development | 29 staff participated in two different offerings. One was the MBLC's Helping Patrons Find Civil Legal Aid Information and Referral Resources, and the other certified the management team in the Crisis Prevention Institute's Verbal Intervention Training. The latter was led by the library's social worker Azajuah Johnston-Fils. More staff will be certified in the upcoming year.

### Enhance leadership development and produce career pathways

Two of the three librarian-level hires were internal promotions. Three library pages were hired. Newly appointed Deputy Director for Borrower's Services Myron Malixi completed a 'Quiet Leadership' course intended to cultivate the introverted, quiet, and reserved qualities leader to motivate and inspire.

New Americans Librarian Katelyn Duncan presented to 250+ virtual attendees as part of a nationwide panel on Supporting English Language Learners hosted by Transparent Language - one of WPL's main language resources alongside Mango Languages.

Community Relations & Communications Manager Linnea Sheldon's presentation at the New England Library Association conference invited participants to explore the strategies behind WPL's successful "March Meowness" initiative through engaging activities, collaborative discussions, and real-life examples.

### Shape mentorship and feedback initiatives

The 95 attendees to the Staff Development Day reported overall satisfaction with demonstrations of self-care and enjoyed interacting with each other.

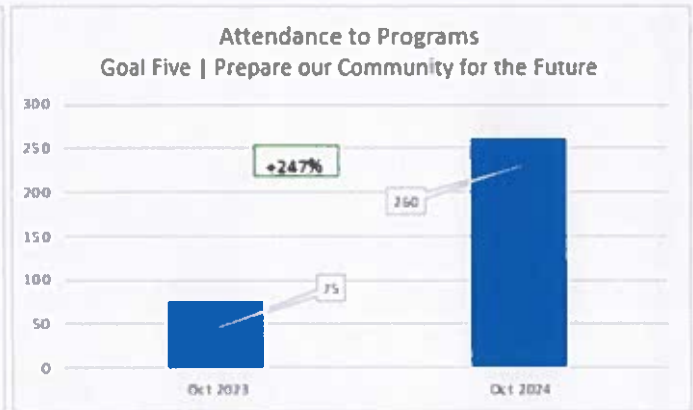




# Goal 5 Prepare our Community for the Future | Oct 2024



- 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

The Library of Things collection continued to grow with the addition of night vision goggles, a Playstation classic with preloaded games, a ghost hunting kit, an air quality monitor, bicycle locks, and more board games.

Update Spaces for Creativity and Innovation | The Worcester Housing Authority is actively working with developer Trinity Financial on a much-expanded Great Brook Valley complex that includes a completely new branch library. Opening is scheduled for early 2027. Study Pods were made active at the main library with 157 reservations during the month. At the same time, meeting room usage remained steady at 167 - equaling the 5-month high. -



Build sustainable practices | 40 patrons attended librarian Amy Klein's *Craft Swap* to declutter and find new treasures. Some early voters from the Saxe Room decided to visit the Craft Swap after voting, which definitely boosted attendance on what might normally be a more quiet Monday afternoon at the library.

Sustainability programming at WPL addresses a wide range of individual concerns, community health, and aspects of small business development. Offerings like exercise classes or kitten yoga inspire health while programs like puzzle swaps encourage green living and sessions on 'Finding Grants for Nonprofits' spur growth.

# Report of the Human Resources Director

Staff Development and Engagement HRO coordinated the library's Staff Development Day on October 24th. The day focused on a Day of Caring for staff as well as staff getting to know and interact with colleagues they may not see/work with, as well as getting to know all of our new hires – of which there are many.



Jason Homer's trivia contest was the most popular event with approx. 50 staff. There were also chair massages, sound bath meditation, Hospital Art painting for charity, giant Jenga, knitting, crochet, kittens, and silent reading.

## Recruitment and Employment

Three positions were filled by new hires (1) or promotions (2)

- (1) GL2 TBL – Internal promotion – Filled 10/21/24
- (1) L5 Borrower Services – Internal promotion - Filled 10/7/2024
- (1) L2 OCOL – External hire – Filled 10/28/24

At the end of October there were 7 open positions.

Two are scheduled for interviews:

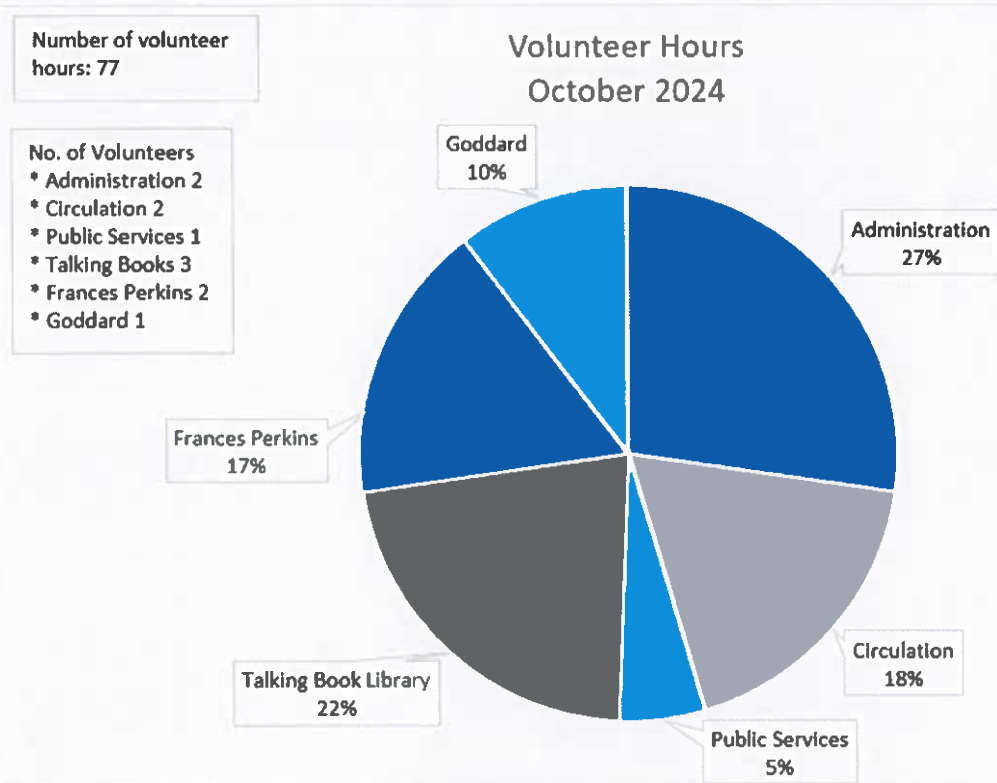
- (1) L2 GBV – Posting closed 10/11/24 – Three candidates to interview
- (1) L2 N&M – Retirement – Posting closed 10/28/24 – Two candidates to interview

And five are in process:

- (1) PT GL2 Adult Services – Candidate withdrew
- (1) GL4 Adult Services – Reposted – Open Until Filled
- (1) BKM Librarian – After Union contract ordained (11/12/24) will post with new salary
- (1) L2 TBL – After Union contract ordained (11/12/24) will post with new salary
- (1) GL TBL – Working with Budget to regrade from GL1 to GL2; will then post

## Report of the Human Resources Director, continued

In October, HRO onboarded three new volunteers, one each in Talking Books, Circulation, and Administration. The library also hosted a prospective MLIS student for job shadowing and informational interviews in Collections and Adult Services.



## Report of the Administrative and Operations Division

### HIGHLIGHTS, October 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 12 press mentions during the month; one press release was sent. Projects included concluding the promotion for the 'You Belong Here' celebration. Impressive open rates continued for Linnea Sheldon's Constant Contact campaigns; 48% for the newsletter and 40% for Reading Round-up.

Top museum pass usage for the end of summer was for the N.E. Aquarium, the New England Botanic Garden at Tower Hill, and the Worcester Art Museum.



## **HIGHLIGHTS** October 2024 | Administration & Operations Division, continued

Updates to branding included in-house signs, and the library submitted nomination for a staff member for Library Journal's Movers and Shakers designation. Lastly, Ms. Sheldon created invitations for the upcoming Naturalization Ceremony and Stand With Libraries.

Facebook engagement grew (+3.3%) even as number of engaged users (-7%) dipped slightly. TikTok followers increased by 1.7% with 'likes' increasing by 43.5% over one year ago. Also, Instagram has changed how it counts 'insights,' accounting for an inflated jump in views (+40%) and engaged accounts (+41%). This will complicate historical comparisons.

Talking Books Library | Head of Talking Book Services Lee Anne Hooley worked with Open Door Arts to bring accessible art to the community by making tactile images out of an exhibit currently at the Worcester Art Museum. Joel Keisling accepted an internal promotion to GL2 working in outreach and programming and continuing his role with the recording studio. A longtime GL1 has retired and TBL is working to evolve that position into another GL2 role. The National Library for the Blind and Print Disabled mandated acquiring consent forms for patrons under age 18; this change is retroactive and TBL is working with Perkins and the NLS on compliance.

Community Resources | Social Service Specialist Azajuah Johnston-Fils and Community Resources Manager Christina Connolly tabled at the Worcester County Sheriff's Office Open House Resource Fair; 10/12's Community Give Back Day organized with Power Health drew 317 attendees. Total department efforts reached 964 individuals.

### October Programming Highlights

- 72 attendees to ESL related sessions
- 76 to Citizenship & Immigration sessions
- 26 to library tours
- 48 Road to Care van
- 345 to Everyday English sessions

Outreach staff from partner agencies provided patron drop-in support for a total of 30 hours.

Acknowledging Domestic Violence Awareness month, the library hosted the annual "Empty Place at the Table" exhibit.

Starting this month, the freshly installed study pods on the 3rd floor of the Main Library served as the location for the monthly immigration clinic. Clinic volunteers and attendees alike agreed they provide greater privacy to discuss sensitive issue

76 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.

Circulation has settled into a new service desk location near the lobby close to where the former Popular Reads area was housed. Outreach in support of the mission of the library included successful events at the Greendale YMCA and at Great Brook Valley Halloween.

# Report of the Library Services Division

## HIGHLIGHTS, October 2024

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

The Teen librarians ran a wildly successful Monster Prom 10/22 for 55 teens and ~10 grownups who danced and made new friends. While many attendees were familiar faces, the program drew teens from the Frances Perkins Branch and many who were new-to-the-library. The food was a hit, the special effects makeup artist was incredible, and the DJ was very fun. Crowns were awarded to four teens who brought a lot of the energy with their costumes. Teen Librarian Erin O’Neill was assisted by colleagues Susan Elbag, Kira Higgins-Simmons, Winter Murray, and Megan McCraw.



Children's Services Librarian Rebecca Raineri coordinated a neighborhood Halloween Costume swap at the Frances Perkins Branch 10/17. 47 people came through and everyone left happy including two young boys (twins?) who both chose Minion costumes - then decided to stay in character throughout the remainder of their library trip.

Other Halloween events included Main Children’s with 250+ attendees and Great Brook Valley Branch Library handed out candy to 60 people.

The Collections Department continued database maintenance under the direction of Collections and Cataloging Department Manager James O’Malley; they have completed a long-term purging of all duplicate suffixes no longer in use, freeing up a searchable field.

Library of Things | WPL continues to expand this collection with night vision goggles, a Playstation classic with preloaded games, a ghost hunting kit, a synthesizer for creating music, an air quality monitor, more tote bags for patrons, and more bicycle locks and board games. Patrons will see a glass case filled with some of these new items next to the new Welcome Desk. See also Goal 5.

## HIGHLIGHTS October 2024 | Library Services Division, continued

Children's Librarian Alicia Rogers attended Framingham State University's annual Swiacki Children's Literature Festival where she networked and heard from children's literature experts and returned with a book list of 100 notable titles to share. Lecturers included middle grade and young adult author Ibi Zoboi and picture book author and illustrator Duncan Tonatiuh.

Elementary-school aged kids learned about architecture and physics with a Lego Marble Maze competition from Children's Librarian Rachel Archeron. Kids used provided Legos to test out how difficult a path they could create while still getting the marble through.

Staff from the Summer Reading Committee have begun testing alternative Summer Reading tracking apps/sites in hopes of finding a user-friendly option.

Teen Librarian Susan Elbag rejoined the *Mass Teen Choice Award Committee* which shortlists 20 fall and winter YA books for a statewide spring vote.

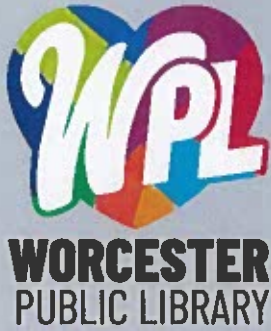
Branch Youth Services Librarian Megan McCraw is working to expand the world language collections at the OCOL branches by focusing on influx populations, especially Portuguese and Albanian.

October saw 1,885 patron interactions at the Children's desk, 486 at the Teen desk, and 1,737 at the OCOL branches during public hours.



A note on the statistical charts on pages 2 to 6; as the fiscal year progresses, these numbers will start to normalize. The more precise way of tracking programs in use current makes these increases look absurd. While the numbers are definitely rising, the charts reflect a false sense of drama due to the scarcity and accuracy of past data.





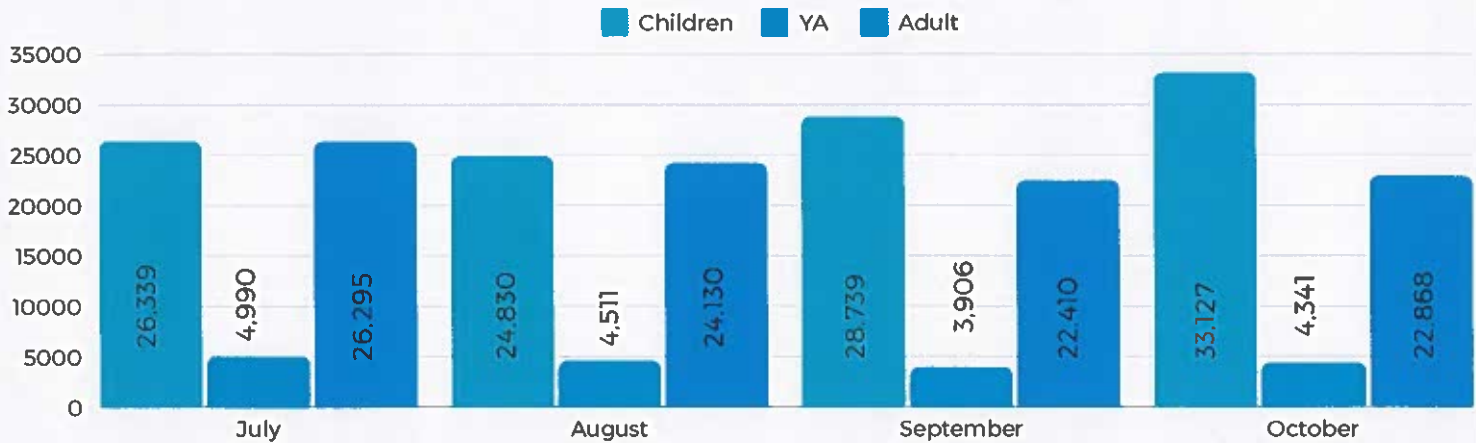
# LIBRARY USE

## OCTOBER 2024

**12,370**  
Patron Assists  
(all transactions)

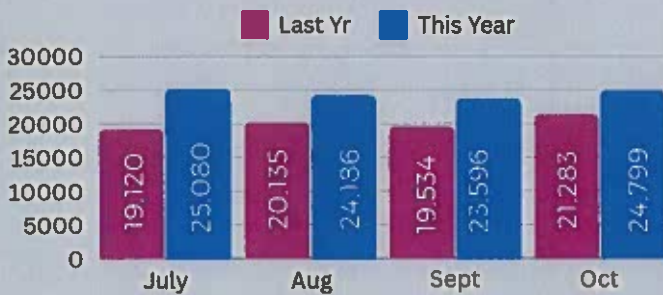
**35,751**  
Patron Visits  
(all branches)

### CIRCULATION (PHYSICAL)



Circulation for the Youth Services department again had a strong month, continuing a traditional September-to-October boost (+17% in 2024, +26% in 2023). +11% in Young Adult materials and +2% on adult materials circulated. This system-wide team effort was helped by the Collections Department which processed and deployed 9% more materials than last month and the Main Circulation Department which carries a large portion of the daily workload.

### EBOOK CIRC



Circulation of electronic media (e-books, e-audio and e-video) remains strong.



### OCT

**Express Sessions**

1,149

**Computer Sessions**

5,302

**Wireless Sessions**

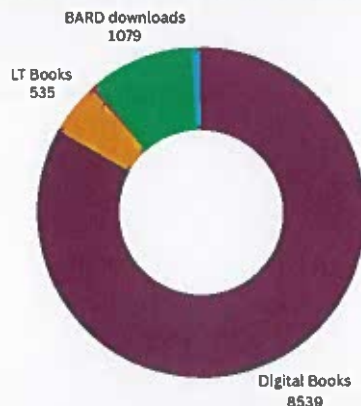
13,406

**Website Visitors**

40,430

### TALKING BOOK LIBRARY

A 14.3% rise in the amount of BARD digital downloads and a 6.6% increase in the number of digital books circulated contributed to a very large overall 6.1% rise compared to September 2024.



### ONE CITY, ONE LIBRARY

**287** Class Visits

**6,427** Class attendance



ITEM	PRICE
New Meeting Room - Ellipse* (Naming opportunity)	\$117,085.00
Furniture for new meeting room	\$11,877.52
Welcome Desk Retrofit and expansion (now 2 desks)	\$43,854.26
Demo Office for Teen Room expansion (adding windows)	\$7,116.00
New Office Pod for Social Work	\$24,495.00
Solar Guard window film for 1st floor meeting room	\$8,302.00
Flooring for 1st floor meeting room	\$6,854.00
New Pop Reads Seating & Shelving Area	\$14,574.00

**WORCESTER PUBLIC LIBRARY**  
FIRST FLOOR RENOVATION  
19-0204

**FURNITURE PLAN**



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**New Meeting Room**

Thanks to the 2021 Renovation, the WPL is getting busier each passing month. In order to keep functionality of this space for events, the room will be retrofitted with glass barn doors and will open wide for events and close off for use.

ITEM	PRICE
New Meeting Room - Ellipse*	\$117,083.00
Furniture for new meeting room	\$11,877.52



**DESK LOCATION AND STAFF SAFETY**

The 2001 renovation saw the merger of speciality-specific desks into a welcome desk, and 2021 saw the continuation of that process. However, the split purpose was confusing and in 2022 we created a circ-only Welcome Desk and saw a fairly significant positive response from patrons.

The money for this will take the current desk and separate it to serve as a Circulation/Welcome desk near the entrance and a new Information Desk to assist with finding materials and technology.

ITEM	PRICE
Welcome Desk Retrofit and expansion (now 2 desks)	\$43,854.26

### TEEN ROOM EXPANSION

With the Teen Services department now at 3 librarians plus a tween librarian, they cannot fit in the office. Removing this space will add needed space for gaming.



ITEM	PRICE
Demo Office for Teen Room expansion (adding windows)	\$7,116.00

### NEW OFFICE FOR SOCIAL WORK

Our New Americans and Social Work programs are taking off and bringing in historic highs to program attendance, but they are competing for the same office. Recent movement on 2nd and 3rd floor has freed up space to do this for



ITEM	PRICE
New Office Pod for Social Work	\$24,495.00

## 1ST FLOOR MEETING ROOM



### USAGE INCREASE

This room was originally designed to be a quiet reading room, but quickly became a problem. It is now a library and library-partner space only and is regularly full. However, due to sun and a light carpet, this room needs new flooring and solar covers for the windows to ensure it will last as long as the other areas in the renovation.

ITEM	PRICE
Solar Guard window film for 1st floor meeting room	\$8,302.00
Flooring for 1st floor meeting room	\$6,854.00



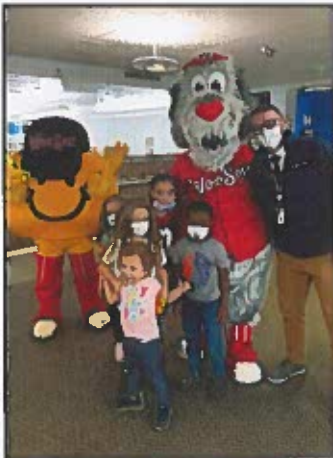


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## Popular Reads

With the Popular Reads without a real home, we will re-merchandise the Franklin Street Entrance to feel closer to a bookstore model, using flexible and moveable seating.

ITEM	PRICE
New Pop Reads Seating & Shelving Area	\$14,374.00



**TOTAL REQUEST:  
\$240,000**

