



TO: Library Board of Directors DATE: September 1, 2015

RE: **LIBRARY BOARD OF DIRECTORS MEETING**

LIBRARY BOARD OF DIRECTORS:

Tuesday, September 8, 2015
5:00 p.m.
Worcester Public Library
3 Salem Square
Worcester, MA 01608

cc: City Clerk's Office

AGENDA
WORCESTER PUBLIC LIBRARY

Library Board of Directors
Tuesday, September 8, 2015
5:00 p.m.
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. Presentation given by our Reference Staff
3. Approval of June 9, 2015 minutes
4. Approval of June 22, 2015 minutes
5. President's Report
6. Head Librarian's Report
7. Finance Committee Report, Harrington
8. Committee on Administration Report, Finkel
9. Community Services Report
10. Friends Liaison, Bruce
11. WPL Foundation Liaison, Finkel
12. Items not Reasonably Anticipated
13. Adjournment

September 8, 2015

The meeting of the Board of Directors of the Worcester Public Library was called to order at 5:05pm at the Worcester Public Library, 3 Salem Square, Worcester, MA.

Directors Present:

Deborah Packard
Judy Finkel
William Belcher
Joshua Perro
Carolyn Noah
Matthew Bejune
Phyllis Harrington
Dianne Bruce

Directors Absent:

Collins Nuamah

Staff Present:

Geoffrey Dickinson
Cara Stone
Sulma Rubert-Silva
Cynthia Bermudez
Ben Izaurralde
Pingsheng Chen
Paula Korstvedt

Guests Present:

John O'Dell, EAM (Energy and Asset Mgmt)

1. Call to Order.
Packard called the meeting to order at 5:09pm.
2. John O'Dell reported on the new carpeting that will extend from the entrance of the parking to the entrance of the children's room, but will not extend under the stacks. He described the flooring as Flowtex which has the texture of carpet, but the clean-up capacity of linoleum; tiles are easily replaced if necessary. Flowtex can be placed in front of the restrooms but a more durable alternative is being considered. Lamoureux-Pagano will be back by the end of the week with the design and with bids within 2 to 3 weeks. The Library will remain open during the renovations and with completion anticipated by Thanksgiving. The lighting project, provided through incentives from National Grid is at no cost to the city and represents a \$96,000 value; by moving from fluorescent to LED lighting; it is more efficient and brighter while using less energy. Currently the lighting on the first floor and outside perimeter is being changed and will be 50-60% completed by the end of next week; second and third floor lighting will be changed on a yearly basis. Belcher asked if solar panels had been considered. O'Dell explained why it is not possible for them to be used here.
3. Reference Staff Presentation: Izarraualde demonstrated Kilo Watt donated by National Grid for patron borrowing in order to measure the amount of kilowatt used in appliances. He also demonstrated a telescope, donated by the Aldrich Astronomical Society available for patron borrowing; the library received three telescopes.
- 4.1 Minutes of June 9, 2015. Packard asked if there were any corrections to the minutes. Finkel indicated in #8 to change Durgin to Durgin in lines 1 and 3. Bruce indicated changing sharp to sharps in the last paragraph of #5. #8 change Commissions to Committee. Change

- 5:055pm to 5:05pm. Bruce moved, seconded by Bejune, to accept the minutes as corrected. The minutes of June 9, 2015 were approved as amended.
- 4.2 Minutes on the June 22, 2015. Packard asked if there were any corrections to the minutes. Finkel moved, seconded by Bruce, to approve the minutes. The minutes of the June 22, 2015 were approved.
- 5 President's Report.
Packard reported that the Board is currently down 3 members. Durgin took a position in New Hampshire; Sanders accepted a position at City Hall; Kersten resigned for personal reasons. Packard spoke to the City Clerk, Mayor and City manager to replace at least two people. She asked that the Board make recommendations for new directors. Noah suggested asking the Children's Librarian for a patron recommendation.
Bejune moved, seconded by Noah, to request the Mayor to encourage previous applicants to reapply. The vote had 7 yea's; Belcher voted no. The motion was approved.
Packard also asked about restructuring of the agenda to include something informational at each meeting.
- 6 Head Librarian's Report.
- 6.1 Dickinson reported on staff changes and progress on filling new positions.
- 6.2 He reported that the new website is primarily done and it will be www.mywpl.org; it will be finalized in the next few weeks with the basics and without complete Youth Services input pending the new hire.
- 6.3 He met with Randy Krele over the summer and is finalizing drawing of a plan to possibly move the entrance across from the Common. The Board will make a decision when ready.
- 6.4 He reported that all the work to be done at the new Burncoat Prep library will be completed by September 21st. He has a meeting with Steve Cadori from Cardinal Construction with the layout and design, permits to be issued by the week of September 21st with an estimated completion 3 weeks from the permit date.
- 7 Finance Committee, Harrington.
Harrington reported that the Committee approved the June 9, 2015 minutes and trust fund expenditures of \$16,940.00.
Bruce moved, seconded by Noah, to accept the Finance Committee Report. The Finance Committee report was accepted with 7 yea's; Belcher voted no.
- 8 Committee on Administration, Finkel.
Finkel reported that the Committee on July 7, 2015 approved the hiring of Danielle Mattei as the new Circulation Manager, who has since begun.
Belcher questioned how many upper level positions have changed from the postings and what grievances there have been from position changes. He questioned if individuals have library degrees. Noah reported that the Board of Library Commissioners only requires the Head Librarian to have a Library of Science degree.
Bruce moved to approve the Committee on Administration report. The motion to approve the Committee on Administration report was approved with 6 yea's; Belcher voted no.
- 9 Community Services, Bruce.
Bruce reported that the Community Services Committee has met a few times regarding working with patrons, social workers, Father Madden and Officer Powers to address both library and city concerns about social service needs for this population. Community Healthlink is seeking funding sources for possible programming.
Finkel moved to accept the Committee on Community Service report.
- 10 Friends Liaison, Bruce reported that the Friends have not met over the summer.

- 11 Worcester Public Library Foundation Liaison, Finkel reported that the Foundation expressed appreciation for the additional \$45,000 funding for the Library Board. The Foundation annual meeting is September 9, 2015 during which the OCOL principals will receive the Green award and Jen Gordon from UMass will report on the OCOL study. The annual Author's Event is November 12, 2015 at the Crompton Collective. They discussed their annual appeal and cultivation opportunities.
- 12 Other Items Not Reasonably Anticipated.
Belcher requested information in the last 5 years of any Human Resource union grievances or pending law suits. Packard stated that the Head Librarian oversees personnel.
- 13 Adjournment. There being no further business, Belcher moved, seconded by Noah, to adjourn the meeting.
The meeting adjourned at 6:28pm

Respectfully Submitted by Judy Finkel, Secretary

(Recorded by Cara Stone)

June 9, 2015

The Meeting of the Board of Directors of the Worcester Public Library was called to order at 5:05 p.m. at the Worcester Public Library, 3 Salem Square, Worcester, MA.

Directors Present:

Deborah Packard
William Belcher
Brittany Durgin
Carolyn Noah
Matthew Bejune
Phyllis Harrington
Collins Nuamah

Director's Absent:

Judy Finkel
Joshua Perro
James Kersten

Staff Present:

Geoffrey Dickinson
Denise McGinley
Cynthia Bermudez
Sulma Rubert-Silva

Guest's present:

Terry Dorsey-Potts, President Friends
of the Worcester Public Library
Sean Maher, President Local 495
Chrissy Murray, Executive Director
Worcester Public Library Foundation

1. Call to Order.
Packard called the meeting to order at 5:05p.m.
Packard also announced that Jim and Lindsey Kersten had a baby boy.
2. Terry Dorsey-Potts the President of the Friends spoke to the Board and asked them to consider joining the Friends and if they or anyone they knew were interested in volunteering it would be appreciated. Dorsey-Potts let the Board know that all of the money they raise comes back to the Library for children and adult programming.
3. Minutes of May 12, 2015. Packard asked if there were any corrections to the minutes.
Bruce moved, seconded by Noah to approve the minutes.
The minutes of May 12, 2015 were approved.
4. President's Report. Packard reported that the Board would not be meeting over the summer.
The Committee on Administration requested approval by the Board to give them authority to meet and approve new hires over the summer.
Harrington moved, seconded by Bruce to give the Committee on Administration authority to approve new hires.
Packard also asked the Board if they considered restructuring of the Board as to operation based on the speaker at the Board Retreat.
5. Head Librarian's Report. Dickinson reported he met with the architect again and has reached out to staff to form a space committee and he would like some Board members to join in with that committee. Harrington suggested that a Buildings & Ground Committee be scheduled. Harrington suggested a combination family

- restroom and gender sensitive restroom. Dickinson reported that the new website is coming along and it will be www.mywpl.org; that the new security cameras are being ordered and that he has been meeting with the principal of Burncoat with regard to the last of the OCOL branches. He has been invited to two other schools to help and design school libraries, which will not fall under Worcester Public Library. Dickinson reported that the City has installed sharps containers in the restrooms and will be adding new lights that alter viewing of veins.
6. Finance Committee, Harrington.
Harrington reported that the Committee approved the May 12, 2015 minutes and trust fund expenditures of \$31,496.25.
Bruce moved, seconded by Belcher moved to accept the Finance Committee Report.
 7. Committee on Administration: Noah.
Noah reported that the Committee met to approve the promotion of Pingsheng Chen to a GL6 position and requested the Board's approval.
Bruce moved, seconded by Durgin to approve the promotion of Pingsheng Chen to a GL6.
Bruce moved, seconded by Belcher to approve the Committee on Administration Report.
 8. Community Services, Durgin. Durgin reported that the Community Services had an initial meeting with regard to working with a social worker or social service agency to work with patrons for referral to various agencies. Durgin stated that this would not be a paid position. Officer Powers from the WPD and a social worker that Bruce is familiar with will be at the next Community Services meeting.
Belcher moved to accept the Community Services report.
 9. Ad Hoc Committee, Harrington. Harrington reported that the Ad Hoc Committee met with regard to Foundation funding and that there was a meeting scheduled for June 1, 2015 at which time the Committee expected to receive the documents that were asked for from the Foundation.
 10. Friends Liaison. Bruce reported that the Friend's book sale was a success and that the leftover books were donated to Pernet and ACE, as well as Worcester Reads and Worcester the City that Reads. .
 11. Foundation Liaison. Chrissy Murray from the Foundation passed out a list of FY14 and FY15 funding sources and stated that for FY15 Summer Reading she was able to raise \$25,400.00. Murray also reported that the One City One Library initiative received a non-profit award at the State House.
 12. Other Items Not Reasonably Anticipated.
Belcher passed out a flyer from the City's Human Resource office and asked that it be scanned and sent to the Board.
 13. Adjournment. There being no further business, Belcher moved seconded by Nuamah to adjourn the meeting.
The meeting adjourned at 6:04 p.m.

Respectfully Submitted by Judy Finkel, Secretary

(Recorded by Denise H. McGinley)

June 9, 2015

The Meeting of the Board of Directors of the Worcester Public Library was called to order at 5:04 p.m. at the Worcester Public Library, 3 Salem Square, Worcester, MA.

Directors Present:

Deborah Packard
William Belcher
Brittany Durgin
Carolyn Noah
Matthew Bejune
Phyllis Harrington
Collins Nuamah

Director's Absent:

Judy Finkel
Joshua Perro
James Kersten

Staff Present:

Geoffrey Dickinson
Denise McGinley
Cynthia Bermudez
Sulma Rubert-Silva

Guest's present:

Terry Dorsey-Potts, President Friends
of the Worcester Public Library
Sean Maher, President Local 495
Chrissy Murray, Executive Director
Worcester Public Library Foundation

1. Call to Order.
Packard called the meeting to order at 5:055p.m.
Packard also announced that Jim and Lindsey Kersten had a baby boy.
2. Terry Dorsey-Potts the President of the Friends spoke to the Board and asked them to consider joining the Friends and if they or anyone they knew were interested in volunteering it would be appreciated. Dorsey-Potts let the Board know that all of the money they raise comes back to the Library for children and adult programming.
3. Minutes of May 12, 2015. Packard asked if there were any corrections to the minutes.
Bruce moved, seconded by Noah to approve the minutes.
The minutes of May 12, 2015 were approved.
4. President's Report. Packard reported that the Board would not be meeting over the summer.
The Committee on Administration requested approval by the Board to give them authority to meet and approve new hires over the summer.
Harrington moved, seconded by Bruce to give the Committee on Administration authority to approve new hires.
Packard also asked the Board if they considered restructuring of the Board as to operation based on the speaker at the Board Retreat.
5. Head Librarian's Report. Dickinson reported he met with the architect again and has reached out to staff to form a space committee and he would like some Board members to join in with that committee. Harrington suggested that a Buildings & Ground Committee be scheduled. Harrington suggested a combination family

restroom and gender sensitive restroom. Dickinson reported that the new website is coming along and it will be www.mywpl.org; that the new security cameras are being ordered and that he has been meeting with the principal of Burncoat with regard to the last of the OCOL branches. He has been invited to two other schools to help and design school libraries, which will not fall under Worcester Public Library. Dickinson reported that the City has installed sharp containers in the restrooms and will be adding new lights that alter viewing of veins.

6. Finance Committee, Harrington.
Harrington reported that the Committee approved the May 12, 2015 minutes and trust fund expenditures of \$31,496.25.
Bruce moved, seconded by Belcher moved to accept the Finance Committee Report.
7. Committee on Administration: Noah.
Noah reported that the Committee met to approve the promotion of Pingsheng Chen to a GL6 position and requested the Board's approval.
Bruce moved, seconded by Durgin to approve the promotion of Pingsheng Chen to a GL6.
Bruce moved, seconded by Belcher to approve the Commission on Administration Report.
8. Community Services, Durgin. During reported that the Community Services had an initial meeting with regard to working with a social worker or social service agency to work with patrons for referral to various agencies. During stated that this would not be a paid position. Officer Powers from the WPD and a social worker that Bruce is familiar with will be at the next Community Services meeting.
Belcher moved to accept the Community Services report.
9. Ad Hoc Committee, Harrington. Harrington reported that the Ad Hoc Committee met with regard to Foundation funding and that there was a meeting scheduled for June 1, 2015 at which time the Committee expected to receive the documents that were asked for from the Foundation.
10. Friends Liaison. Bruce reported that the Friend's book sale was a success and that the leftover books were donated to Pernet and ACE, as well as Worcester Reads and Worcester the City that Reads. .
11. Foundation Liaison. Chrissy Murray from the Foundation passed out a list of FY14 and FY15 funding sources and stated that for FY15 Summer Reading she was able to raise \$25,400.00. Murray also reported that the One City One Library initiative received a non-profit award at the State House.
12. Other Items Not Reasonably Anticipated.
Belcher passed out a flyer from the City's Human Resource office and asked that it be scanned and sent to the Board.
13. Adjournment. There being no further business, Belcher moved seconded by Nuamah to adjourn the meeting.
The meeting adjourned at 6:04 p.m.

Respectfully Submitted by Judy Finkel, Secretary

(Recorded by Denise H. McGinley)

June 22, 2015

The Meeting of the Board of Directors of the Worcester Public Library was called to order at 4:01 p.m. at the Worcester Public Library, 3 Salem Square, Worcester, MA.

Directors Present:

Deborah Packard
William Belcher
Brittany Durgin
Carolyn Noah
Matthew Bejune
Phyllis Harrington
Joshua Perro
Judy Finkel

Director's Absent:

James Kersten
Collins Nuamah

Staff Present:

Geoffrey Dickinson
Denise McGinley
Sulma Rubert-Silva

1. Call to Order.
Packard called the meeting to order at 4:01p.m.
2. Harrington explained to the Board members that the Library's Trust Funds have been used for the past ten years to support the Foundation, even though it was originally a three-year agreement. As a result of a recent Ad Hoc meeting with the Foundation Executive Board and Executive Director, the Committee recommended another \$15,000.00 be paid to the Foundation making the total support for FY15 \$45,000.00, rather than the \$60,000.00 they have received in the past. Packard felt that the Library liaison wasn't the proper avenue of communication and that the Ad Hoc Committee and the Foundation would be working out a Memorandum of Understanding.
Finkel moved, seconded by Perro to approve an additional \$15,000.00 for FY15 financial support to the Foundation.
Belcher was the only dissenting vote.
3. Harrington moved, seconded by Belcher to adjourn the meeting.
The meeting adjourned at 4:20 p.m.

Respectfully Submitted by Judy Finkel, Secretary

(Recorded by Denise H. McGinley)

FUNDING REQUEST FY15

1.1

GREEN FUND - #55T803

Board Initiative

Worcester Public Library Foundation - support

\$ 15,000.00

TOTAL GREEN FUND TOTAL FUNDING REQUEST FY15

\$ 15,000.00

Signed:

Deborah Packard June 22, 2015

ACCEPTED BY FINANCE

DATE: _____

MINUTES AND REPORT OF THE COMMITTEE ON FINANCE

Date: June 9, 2015

Place: Worcester Public Library, 3 Salem Square, Worcester, MA

DIRECTORS PRESENT: Harrington; Noah; Packard

DIRECTORS ABSENT: Kersten

STAFF PRESENT: Dickinson; McGinley; Rubert-Silva

1. The meeting was called to order at 4:00 p.m.
2. Dickinson reported that after several phone discussions, Foundation representatives felt they didn't have enough time to prepare for the meeting and would be at the Ad Hoc meeting scheduled for June 16. He also reported that the Foundation had not given him any of the requested paperwork.
3. There being no changes to the minutes of May 12, 2015
Noah moved, seconded by Harrington to accept the minutes of May 12, 2015.
4. The Committee reviewed the Trust Fund requests. \$15,000.00 was put on hold for Foundation support pending the Ad Hoc Committee meeting.
Noah moved, seconded by Harrington to approve Trust Fund requests for FY 15 in the amount of \$10,000.00 for collection support from the Green Fund; and \$13,463.00 for FY16 (\$10,000.00 for Collection Support; \$3,063.00 for Educational Support and \$400.00 for Programs and Events).
Noah moved, seconded by Harrington to return 25% to Principal from accounts in the Pooled Fund and in the Higgins Fund.

5. The Committee reviewed an FY16 Trust Fund Budget of Projected Expenses and discussed the various accounts.
6. Harrington suggested that once the Foundation submits the documentation the Committee requested there be time to mull the financial request over. Dickinson reported that he reached out to three libraries; Providence Public responded to him and Providence was having some issues with their foundation. Packard felt that the Library Board needs to provide direction as to what the Board and Library want and perhaps a subcommittee should be set up. An MOU was also discussed based on the 990 that was filed by the Foundation.
7. There being no further business, Noah moved, seconded by Harrington to adjourn the meeting.

The meeting adjourned at 4:59 p.m.

1.1 **REPORT OF THE COMMITTEE ON FINANCE June 9th, 2015**

- 1. Trust Funds - Request for Payment FY15
- 2. Trust Funds - Request for Payment FY16

FUNDING REQUEST FY15

1.1 **GREEN FUND - #55T803**

Board Initiative
Worcester Public Library Foundation - support

Handwritten:
\$ 15,000.00

Collection Support
Books and Materials

\$ 10,000.00

TOTAL GREEN FUND TOTAL FUNDING REQUEST FY15

\$ 25,000.00

Handwritten:
10,000.00

FUNDING REQUEST FY16

2.1 **GREEN FUND - #55T803**

Collection Support FY16
Books and Materials

\$ 10,000.00

TOTAL GREEN FUND REQUEST FY16

\$ 10,000.00

2.2 **SAXE FUND - #55T813**

Educational Support
Masters Library Program

\$ 3,063.00

Programs and Events
Volunteer Recognition July

\$ 400.00

TOTAL SAXE FUND REQUEST FY16

\$ 3,463.00

TOTAL FUNDING REQUEST FY16

\$ 13,463.00

- Trust Fund - 25% Return to Principal for FY15**
- Marcus Fund
 - Wolfe Fund
 - Gaudette Fund
 - Worcester Women's Club
 - Worcester District Medical Society Fund
 - Trachtenburg Fund
 - McGuinness Fund
 - Higgins Fund

Handwritten checkmarks and signature:
✓
✓
✓
✓
✓
✓
✓
clp

Signed: P. Hannon for 6/9/15

REPORT OF THE COMMUNITY SERVICES COMMITTEE

DATE: June 18, 2015

PLACE: Main Library

COMMITTEE MEMBERS:

STAFF PRESENT:

ALSO PRESENT:

Durgin, Chair; Finkel, Bruce, Perro, Packard
Dickinson; McGinley
Lillian Daly, Holy Cross student
Gail Bourque; Patricia Strong; Joanne
Zamotti

1. Call to Order.
The meeting was called to order at 9:35 a.m.
2. Durgin stated the purpose of the meeting was to discuss a potential partnership with either a social worker or social service agency to assist Library patrons with services that could be available to them. Bourque; Strong and Zamotti all discussed some ideas as to how they can assist patrons to make sure that services are being utilized.
The Committee decided to reconvene and have a meeting with some of the different service agencies. It was suggested that a representative from HOPE be contacted, as well as Warren Hicks and Father Madden from St. John's.

There being no further business, Bruce moved to adjourn the meeting.
The meeting adjourned at 10:36 a.m.

REPORT OF AD HOC COMMITTEE

DATE: June 16, 2015

PLACE: Worcester Public Library
3 Salem Square
Worcester MA 01608

DIRECTORS PRESENT: Harrington, Chair; Bruce; Packard; Finkel
DIRECTORS ABSENT: Bejune
STAFF PRESENT: Dickinson; McGinley; Rubert-Silva
GUESTS: Chrissy Murray; Dr. Robert Sorrenti; Kathleen Polanowicz;
Joseph Crotty; Lillian Daley

1. Call to order.
Harrington called the meeting to order at 10:00 a.m.
2. The Committee and the Foundation Executive Board met to discuss the ongoing funding of the Foundation and the Library's initial three-year commitment. The meeting group discussed the Foundation building an endowment; ways to better communicate rather than having a Board liaison; and ways to have the Foundation raise funds for various projects for the Library.
3. Packard reported that there would be an emergency meeting of the Library Board to approve an additional \$15,000.00 for FY15 making the total commitment \$45,000.00 for FY15. Crotty felt that an additional \$15,000.00 would be sufficient.

It was decided that there would be a core group that would work on an MOU: Sorrenti; Dickinson; Murray; Packard; Harrington; Crotty and Polanowicz. Sorrenti felt that some of the issues that should be looked at are management surplus; inclusion of Library Board of Director members; quarterly meetings with the President of the Library Board; targets for fund-raising brought to the Foundation ahead of time; job description and roles; transfer of some of Executive Director's work to the Library; financial reporting and governance of OCOL.

There being no further business, Finkel moved to adjourn the meeting.

The meeting adjourned at 11:15 p.m.



CITY OF WORCESTER
HUMAN RESOURCES DEPARTMENT

455 Main Street, Room 109
Worcester, Massachusetts 01608
Phone: (508) 799-1030 Fax: (508) 799-1040

KATHLEEN G. JOHNSON
Director

DORI A. VECCHIO
Assistant Director

**The City of Worcester assures
that every individual shall have
equal access to all City
employment opportunities.**

**The City is all inclusive and will
not discriminate on the basis of
disability, gender identity,
sexual orientation, race, color,
religious creed, national origin,
genetic information, ancestry,
military service or source of
income.**

Article 1 of Part Two, Organization of City Agencies, sub-section (a), Human Rights Policy of the Revised Ordinances of 2008.

Head Librarian Report

September 2015

The following highlights have been my area of focus in the months of June, July and August:

June 15 and June 22, 2015: City of Worcester Community Dialogues on Race

June 22, 2015: Collaboration Meeting with WPL and WIB on Entrepreneurship program

July 21, 2015: Meeting with Randy Kreie viewing Master Plan design sketches.

July 30, 2015: Met with Councilor Lukes to film "Coffee with Connie".

August 21, 2015: Meeting with Greg Pronevitz, President of the Massachusetts Library System

Ongoing Projects

The Worcester Public Library had seen significant staffing changes over the summer months. Chantell McDowell tendered her resignation on June 24, Anne White retired on July 7, Denise McGinley resigned on July 10 and Brendan Ryan resigned on July 28. We have been working hard to fill these positions or to reevaluate the functions of the positions to see if staff talent may be better used elsewhere.

We are currently working with Siemens and the City of Worcester's Technical Services departments to upgrade our security cameras. The City has provided staff to upgrade existing wiring connections to allow for the change from an analog signal to a digital signal. This will allow the Library's cameras to connect with the City's system and thus, connect to the Real Time Crime Center. In the coming month, we will see the installation of the encoders and client software allowing us to access the video stream.

The new website is nearing completion. One area of difficulty is Youth Services. This area of the site has been difficult to coordinate due to the large amount of information on it and the lack of a Coordinator guiding its development. We are hoping to have everything in place by the end of the year allowing us time to develop all new marketing material and branding for publications as well as visuals such as the Mobile Libraries.

The City's EAM department has been working in the Library changing lighting on the first floor. New, energy efficient LED lighting is being installed to replace the old fluorescent tubes. This is allowing us to increase the lighting to areas that have traditionally been dark without increasing the building's energy usage. The Library, including Deb Packard and Matt Bejune met with John O'Dell and a carpet representative to view some carpet pieces for the upcoming first floor carpet replacement. Styles

were discussed and some patterns viewed, however specific decisions were not made. I am awaiting details on the timing of this installation.

July 21 saw Randy Kreie from DiMella Shaffer give a presentation on the work he has done on the Master Plan for the Library. This included several draft locations for the new entrance on Franklin St. and the ramifications on the interior. We discussed some options for the Children's room and possible locations for this elsewhere in the building. In a subsequent meeting with the City Manager on August 27th to discuss the Master Plan, he had suggested an alternative location on the first floor for the Children's room which may be a strong option I will bring to Mr. Kreie's attention.

I have been working with the WPL Reference department in collaboration with WIB and other business partners in the City to develop a program of courses to assist patrons who are interested in starting their own businesses. These courses will cover everything from the basics of entrepreneurship and determining if being a business owner is the right choice to market research tools and writing business plans. We are working together to seek grant opportunities, the money from which, would be managed through the Worcester Public Library Foundation. As we seek new relationships in the business community and new grand opportunities at the state and federal level, our Reference Staff are working to develop the first 4-week course beginning in October.

The final One City One Library branch and Burncoat Prep is being prepared to start work. Brent Arthaud, the lead engineer with Cardinal Construction is currently working with the City to get all the permits necessary to begin work. His estimated time to start is late September. I am working with WB Mason on the layout drawings supplied by the City Architect to begin planning and ordering the final shelving so it will be ready to install as soon as it is able.

Respectfully submitted,
Geoff Dickinson

CIRCULATION AND RESOURCE SHARING REPORT AUGUST 2015

SUBMITTED BY DANIELLE MATTEI, CIRCULATION MANAGER

The Circulation and Resource Sharing department of the Worcester Public Library has an exceptionally hard working, reliable, knowledgeable and downright impressive staff. After losing their well respected team leader, Anne White, to retirement, the Assistant Circulation Manager showcased her diverse strengths. Caitlin Snow was able to take over all Circulation Management duties successfully. The Worcester Public Library community owes her a big thank you for her efforts. All Circulation Staff worked as her support team and as always, they were able to provide excellent service.

The Circulation and Reference department are collaborating to improve the attractiveness and usability of the library collection in hopes of increasing circulation and making materials more easily accessible for library patrons. Maintaining a full and well organized "New" material display is a joint effort that is a key component in providing quality service to our patrons.

Reference and Circulation are embarking on a large project to ensure the collection meets ALA shelving standards. The Circulation staff is cleaning shelves and shelf reading the collection to ensure all books are organized by author and then title. Library pages are being retrained to adhere to best shelving practices. Volunteers will be assisting with shelf reading.

The DX2 Machine which distributes DVDs is working inconsistently, staff Supervisor, Susan Groccia is working with Circulation staff and Mike Reno, Technical Services, to identify issues and trouble shoot any possible staff errors loading the DVDs into the DX2 towers. A technician is scheduled to visit the library on September first to identify what might be causing the machine to release the wrong discs or fail to release any discs.

The library is looking into future options for DVD and game storage. Preventing theft of library materials is crucial as well as maintaining a high level of usability when it comes to technology.

Circulation statistics for June, July, August 2015

This includes all circulations and renewals from the library regardless of who owns the material.

	August 2015	July 2015	June 2015
Main	62,004	62,768	54,013
FPBL	9,863	10,510	8,969
GBV	1,038	942	1,087
Goddard	939	1,304	1,828
Roosevelt	1,068	1,545	1,345
Tatnuck	1,723	1,535	1,708
Libby	785	2,066	1,138
Lily	593	310	496
Total	78,013	80,980	70,584
	August 2014	July 2014	June 2014
Totals	78,697	91,333	75,371

This includes all circulations and renewals of materials owned by the Main library or branch libraries circulating at other locations as well as the home library.

	August 2015	July 2015	June 2015
Main	64,195	65,172	56,517
FPBL	9,309	9,809	8,215
GBV	1,322	1,340	1,333
Goddard	1,022	1,399	1,796
Roosevelt	1,027	1,448	1,274
Tatnuck	1,709	1,561	1,659
Libby	694	1,918	1,055
Lily	636	441	573
Total	79,914	83,088	72,422
	August 2014	July 2014	June 2014
Totals	79,351	91,735	74,931

Patron Visits Main Library, August 2015

August 2015	July 2015	June 2015
42,945	43,376	41,309
August 2014	July 2014	June 2014
47,187	49,395	47,684

New Library Cards (Patrons Registered by the Worcester Library System) as of August 27, 2015

August 2015	July 2015	June 2015
841	847	656
August 2014	July 2014	June 2015
872	1,039	757

**SUBMITTED BY CAITLIN SNOW, ASSISTANT CIRCULATION
MANAGER/ HEAD OF INTERLIBRARY LOAN**

The Interlibrary Loan Department has been busy during the summer months. There were a significant number of requests for Worcester items from other libraries through our WorldShareILL service. The majority of ILL requests came from academic libraries in Massachusetts but we also received requests from libraries throughout the country including public libraries in Arizona and Indiana. In addition, books from the WPL have also gone overseas to universities in Singapore and Australia.

The August 2015 Interlibrary Loan statistics will not be accessible until the middle of September.

Requests Filled

July 2015	June 2015	May 2015
158	179	112
July 2014	June 2014	May 2014
155	156	62

KARMS MONTHLY ACCOMPLISHMENTS Summer 2015

Summer Highlights: Special activities and projects:

- **World Language Project: Patience, Lesya and Tina** divided the backlog of World Language materials amongst them and reduced the overflowing shelves to less than one third of the original 2000 items. All of the Albanian, French, German, Hebrew, Italian, Korean, Polish, Portuguese, Spanish and Vietnamese titles, as well as 116 Russian books have been added to our adult and juvenile World Language collections to date. To complete the project, Patience and Lesya are working on a procedure to download records for the remaining Arabic, Chinese, Japanese and Russian that are problematical to load because of computer coding that does not easily "read" the non-Roman characters of their original languages.
- **Burncoat Project: Tina** completed the cataloging of 2,741 juvenile non-fiction books in preparation for the opening of Burncoat, adding those materials to the 3,400 fiction items that **Joan** cataloged last winter. While the budget allows for additional purchases for FY2016, the core collection is completely processed, cataloged and ready to place on the shelves in time for the grand opening this fall or early winter.
- **Worcester Room Project:** As the catalogers work towards clearing all of the backlogs in KARMS, a tour of the Worcester Room was conducted by Joy Hennig for Lesya, Tina and Patience to familiarize them with the materials, and enable them to prioritize and review local history, genealogy and Worcester authors and resume adding these items to our special collections .
- **LaunchPad Collection:** Cataloging and processing has begun on a new collection of proprietary juvenile tablets purchased by Youth Services from FindAway World. These tablets are preloaded with educational games intended for children between the ages of 3-10.
- **FY2016 Budget: Lesya** formulated a new FY2016 Budget to reflect additional selectors and selection areas and completed the first Fund Activity Report for FY2016.
- **General collections: Anne** has pushed very hard and succeeded in bringing all of the adult non-fiction and fiction materials up to date, completed all reserves and reviewed FY16 standing orders. **Tina** eliminated the juvenile backlog and is so far managing to keep all non-print items caught up.
- **Donation and problem shelves : Joan** worked with Collections Manager Priya Subramanian in the basement to streamline and revamp the shelves and the procedures used to move donated and problem items up to KARMS for repair or cataloging attention. Additionally, Joan cleared KARMS shelves of 503 transfers and cataloging corrections during the summer months.

Ordering, Technical Processing, and Cataloging : Consolidated statistics

- **Ordering: Lesya Kreshchuk** ordered 221 carts from Baker & Taylor and Midwest Tapes, totaling \$94,577.63. She created order records for 6, 265 items, processed 682 electronic invoices, created 82 paper invoices and trained the new Youth Services librarians, Jessica and Amanda, on how to order from B&T and Midwest. Ordering/purchasing is slightly behind in several areas and we are working with all departments to increase the pace of purchasing to ensure that a consistent stream of materials is arriving and getting into the hands of our patrons.
- **Tech Processing: Joan, Lisa and Kim** discarded 9,739 books during a huge reference weeding project, relocated 803 titles, mended or buffed 446 items, created jackets for 199 AV items, wrote 1434 barcodes on AV materials, and repackaged 300 items to make them suitable to circulate.
- **Cataloging totals for the summer : Anne, Joan, Tina, Lesya, and Patience** cataloged a total of 18,172, and Adjunct Copy Cataloger **Sheila Hasselstrom** completed the copy cataloging of 503 items for Great Brook Valley, deleted 88 items, and stickered 224 items over the course of the Summer.

Report respectfully submitted by Patience Terrizzi

Summer 2015 Community Services Report:

So many interesting activities occurred in Community Services this summer it is hard to leave some of it out! The focus at the community branches was on summer reading.

At the **Great Brook Valley Branch** Summer Reading Kickoff, 58 kids and 12 adults showed up for balloons and face-painting. Three more programs were held during the summer: Kite making with 38 children participating; Decorate a Superhero Cape was enjoyed by 43 kids; and Pendulum Art was done by 51 children! This was a great effort by Marilyn Rudolph, Branch Manager, with the support of Sheila Hasselstrom and Rebecca Folb as well as some volunteers. The Great Brook Valley branch library was also one of the locations for the Summer Food Program in partnership with the Worcester Public Schools.

The Summer Reading Kickoff at the **Frances Perkins Branch** was also a success and even made it onto the Channel 3 News. Rebecca Folb planned, organized and created a very fun carnival event on the lawn that drew in over 100 people. There was a squirt gun shooting gallery, fishing pond for leftover prizes, a henna artist, cape decorating, and Italian Ice. Stacey from the Main Library Youth Department and Anne from KARMS were a huge help in manning the various booths. Millbury Credit Union across the street kindly agreed to let library staff park in their parking lot so there was more room for patron parking.

The fun continued in July. There was "Mr. Frank" Cartooning with 25 participants. Frank describes it: "Full house! Lots of fun! I gave away my demo drawings and kids asked me to sign them." The butterfly garden was a hit as well. Rebecca bought four plants and had 30 children come. She assigned each plant to a group of kids and had them take turns digging and working. Everyone left a little dirty, but the planting was done, and it still looks good. All told there were 15 children's programs in July with a total of 241 participants, as well as a passive program that 40 kids engaged in. Rebecca offered three programs for teens with 38 participants all together. One of the programs was "Hunger Games Survival Training". The experts from Animal World Experience made presentations about shelters, edible foods, fire starting, and traps. Everyone went outside despite the rain, and had a chance to shoot a homemade bow with blunted arrows at Sponge Bob.

August began with "Super Science: Wilkins and Crick". Rebecca and the kids discussed what DNA is and what it decides, and then went through a series of activities to discover their traits: for example are your ear lobes attached or not, and can you roll your tongue? There was a group of siblings that had a great deal of fun, because one of them had recessive traits while the others had dominant. The mother mentioned never noticing some of the traits they discussed. Next was an activity where each child was given a series of patterns of "monster DNA" and they had to decode it with a key. Then they drew a picture of their monster. For the summer reading closer there was an ice cream sundae party and craft session. Rebecca had some more capes as they were extremely popular at the kick off, and they ran out of them then. For the August Teen Craft

they made masks using puffy paint, tulle, and cling wrap. Rebecca brought patterns for the teens to trace, or they could create their own design. The masks turned out very well! They continue to get a good crowd at the Frances Perkins Branch for the Anime Club. This month the teens dressed up as anime characters. One girl wore a giant Pikachu outfit and another boy came as Honey from the Ouran Host Club.

Thanks to capital monies, a new sign has been installed in front of the Frances Perkins Branch. Its placement and use of the new logo make it hard to miss. The carpet on the main floor was professionally cleaned, and looks and smells much fresher.

The **Library Express** transitioned to a summer schedule during the month of June. They stopped going to the schools, except to stop by with the van and collect returns. This year, there was also a transition with the staff as Ron Waddell left the position of Mobile Services Librarian to accept an opportunity to work in outreach with troubled youth. We wish Ron much luck – the kids are fortunate to have him on their side. Fortunately, we were able to fill his position with an in-house applicant. Jason Wargo, who was the Human Resources Assistant and has extensive experience in circulation at both the Main Library and Frances Perkins Branch, joined the Community Services Division in August as a Mobile Services Librarian.

In addition to continuing at many of their stops throughout the summer, Libby and Lilly also visited the Summer Recreation Program sites, one of the Tenacity camps, Elm Park Ministries Day Camp, Worcester Public Schools' Summer Academy sites, Woodland Academy in partnership with the Summer Food Program as well as the occasional busy park or neighborhood.

Libby was at some fun special events over the summer: Plumley Village Health Fair, Day of Play, Big Dipper, Family Health Center's Neighborhood Health Fair, and the Folk Art Festival at the Worcester Art Museum. Lilly had a record breaking visit at Countdown to Kindergarten organized by the Ecotarium. They issued 71 new library cards – the most issued by Library Express at a single event!

Worcester Talking Book Library
Monthly Report
June, July, August 2015

- David Kingsbury, adaptive technology specialist who teaches at the Carroll Center in Newton, conducted two more workshops in the spring 2015 series of JAWS workshops in the WPL computer lab. The June 6 session, **Microsoft Word Basics**, covered navigating ribbon menus, the most important JAWS commands for reading existing Word documents, creating new ones, and saving them to the hard drive; while the June 13 session, **JAWS Customized Settings**, covered the most useful JAWS customizations for use with Internet Explorer and the various Microsoft Office applications. 06/06/15 & 06/13/15
- Jim Izatt forwarded MP3 audio recordings of the June 6 and June 13, 2015 JAWS workshops dealing with JAWS commands for basic Microsoft Office operations and JAWS customizations to the Worcester Talking Book Library's JAWS Workshops Distribution List. 06/15/15 & 07/07/15
- Jim Izatt sent "Thank You" e-mails to 12 state Senators, including members of the Worcester County delegation; and to 31 state Representatives, including members of the Worcester County delegation; as well as members of the Joint Committee on Ways and Means regarding their advocacy and continuing support for the line items for the Worcester Talking Book Library (7000-9402) and the Perkins Braille & Talking Book Library (7000-9406) during the FY2016 State Budget process. 07/14/15-07/15/15
- Diana Allen, Pat Bukoski, Marion Dyson, John Peters and Carol Potter attended the Worcester Public Library's annual Volunteer Recognition Reception on July 23, 2015 at which City Manager Edward M. Augustus, Jr., WPL Board President Deborah Packard and Head Librarian Geoffrey Dickinson thanked all the volunteers for their commitment and hours of service to the various library departments. Volunteers were presented with a multipurpose insulated, zippered, aqua-colored fabric pouch bag with the Worcester Public Library logo imprinted with white lettering. 07/23/15
- Barbara Figurski represented the Worcester Talking Book Library at the ADA 25th Anniversary Celebration held from 12 PM– 4 PM at Union Station in Worcester. City Manager Edward M. Augustus, Jr., U.S. Representative James McGovern, as well as other city officials and representatives from various service agencies attended this very successful event, which was emceed by Vince Lombardi, Executive Director of the Audio Journal, a nonprofit radio, cable and online reading service, seeks to inform and empower people who are blind, visually impaired or otherwise unable to read print and visual materials. The event ran from 12:00 PM to 4:00 PM and attracted nearly 500 people. 07/25/15

- Jim Izatt and David Kingsbury developed the schedule and began preparing content for the 2015 fall series of JAWS workshops to be held in the WPL computer lab on Saturday mornings from 9:30 – 11:45 AM. 08/03/15
- Jim Izatt prepared hard copy of the updated subscriber mailing address list, together with content of the March-April 2015 Large Type Books Supplement, which Curry Printing Company, will send to 1,672 Worcester Talking Book Library large type patrons on September 2, 2015. 08/03/15-08/10/15
- Barbara Figurski did a presentation about the Worcester Talking Book Library's program and services for fifteen residents at Brookdale Eddy Pond Assisted Living in Auburn. 08/11/15
- Barbara Figurski and Debbie King, Perkins Braille and Talking Book Library outreach coordinator, did a presentation about the Worcester Talking Book Library and Perkins BTBL Library programs and services for people in their various programs at the Seven Hills Foundation in Worcester. 08/18/15
- Barbara Figurski participated in the Audio Journal's monthly, hour-long, on-air book club discussion, *Speaking Volumes*, during which listeners called in to share comments with other participants about the Audio Journal Book Club choice for the month. The June selection was *All the Light We Cannot See* by Anthony Doerr; the July selection was *The Invention of Wings* by Sue Monk Kidd and the August selection was *Big Little Lies* by Lianne Moriarty. 06/02/15, 07/07/15, 08/04/15
- WTBL staff continues to process and catalog large print book records recently uploaded to the KLAS database.
- During the months of June, July and August, 21,793 items were delivered to 3,488 talking book library customers; the Worcester Talking Book Library collection currently has 38,297 titles and 97,171 volumes, including digital books, large print books and print braille books. 427 new large print titles and 2,217 digital book titles were added to the collection.

YOUTH SERVICES 2015 SUMMER REPORT JUNE, JULY, AND AUGUST

Children's JUNE programs: 19 programs with 630 in attendance (including 375 at the summer kickoff) and 1462 reference questions

The beginning of June included last minute touches to our upcoming Summer Reading Program. Youth Services notice the quick increase in summer reading book questions already coming our way since the end of May although children were still in school.

The **Worcester Arts Magnet School World Drums** entertained us again during their free annual drumming recital open to all in the Children's Room Ellipse on June 12th with 60 in attendance. **Count Down to Kindergarten** was hosted in June with 73 aspiring kindergarten kids and families. Children are engaged in a treasure hunt while getting to know the Library and receive a prize, brought to us by Worcester Family Partnership. **Children's Interactive Garden Club** planted their baby plants on a Saturday morning in our well prepared garden area to the right of the Library's entrance that lead to their summer weekly Wednesday meetings. A few other busy afternoons brought in kids for **Board Games, Legos Club, and Paws to Read**.

Outreach efforts in schools, literacy fairs, and community events help children and families learn about the upcoming summer reading programs and events. As well as instruct them on the online registration where everyone could earn prize incentives and qualify for a grant summer reading prize!

On June 27th Youth Services along with many other library staff, administration, volunteers, and others helped kick-off our outdoor extravagant **Super Hero themed 2015 Summer Reading Program**. Sign-up stations, bouncy house for teens and kids, photo booth, craft and games area, face painting, sidewalk chalk, refreshments, and a DJ made way for a very successful and entertaining hot afternoon that brought in over 375 children and families.

The Summer Food Service Program 2015 ran throughout July and August. Patrons ages 17 and under enjoyed free lunch at the Library, hosted in the Banx Room. This program is collaboration between the USDA, Worcester County Food Bank, and the Worcester Public Schools.

Children's JULY Programs: 39 programs with 611 in attendance and 2523 Reference questions

In July the Super Hero summer reading program got on the way. We named each week a superhero (Popular Superhero, Mythological, Fury Hero, and Community Hero Week) and offered weekly corresponding activities.

Some of the summer reading program highlights included:

A Superhero Camp Series hosted every Monday, Superhero capes for big and little kids to designed and colored, Hero story times for babies and toddlers, and Saturday Movie Matinee perfect for families especially joining in after having their Summer Food Service Free Lunch at the Library. A mythical story time and a performance by the Tanglewood Marionettes took place during the Mythological week. Furry Hero Week offered **Paws to Read**, a program with the sweet guided therapy dogs Cooper and Dolce, and a Scarlett the **Cat story time** for little kids.

Every Child Ready to Read (ECRR) workshops for parents and ECRR Storytimes were included during the summer months, too. Other weekly programs like the **Garden Club, Lego Club, and Board Games** continue throughout July.

Children's AUGUST Programs: 29 programs and 461 patrons and 1817 Reference questions

For August we included a **Green Hero Week** as part of the superhero weeks that celebrated our planet Earth with programs like **Salsa Making, the Garden Club**, and a **Recycling afternoon** activity with **Carmen Barbosa**. The week finished off with performance "**Swimmy**" by **PuppeTree** with 34 in attendance.

Throughout the summer we invited kids to create Lego figure heroes as part of a contest and displayed all the creations in the children's room glass display. We announced the winner on August 12th, took their picture, and they went home with a bag full of goodies. Saturday Movie Matinees, the Lego Club, Paws to Read, and night story times continue. The summer program **grand finale** took place August 14th. **Fran Flynn Magician Extraordinaire** gave our children and families (65) a spectacular Magic Show that included much comedy for both children and adults.

A special informal presentation **Homeschooling Info Night** was hosted on August 18th by one of our longtime favorite patrons Beth Fleming. It was very well attended event (20) with discussion and sharing for new area homeschoolers as well as veterans. A screening of a movie is set to take place in October as a follow-up.

The children's room hosted and welcomed camp groups during that summer like the **Asian Coalition Summer Camp and Elm Park Summer Camp**. Many children claim their summer reading prizes before the Summer Reading Program ended on August 14th. On August 21st summer grand prize winners for children and teens were randomly picked and announced.

Finally, the Youth Services staff really enjoyed this year's theme on heroes which gave way to many exciting activities for our community. It was also nice to have four teen summer interns working with the YA Librarian, a handful of teen volunteers, and youth workers from Worcester Community Action Council working alongside the staff to help with the success of the **2015 Summer Reading Programs "Every Hero has a Story."**

WPL PUBLIC SERVICES DIVISION

June - August 2015

Rebuilding the Reference Division: One Team One Direction

The Summer of 2015 has seen a renewed sense of purpose and many positive changes in the Reference Division, not the least of which has been the reinstatement of a Department Head. Already, leader Pingsheng Chen has generated a lot of fresh energy in Reference, which once again includes the Periodicals Department. Several internal promotions were awarded to fill three vacant GL4 positions: former GL2s Mary Cocorochio and Veronica Howley moved up and Priya Subramanian has rejoined the Ref staff. Additionally, Chorong "Ella" Lee and Jessica LeMay were hired as GL2s. Together, we developed a long-term goal: to build a unified team of 18 or more adult reference librarians who are dedicated, knowledgeable, versatile, forward-thinking and responsive, and who strive to create and deliver a wide range of innovative services and resources to meet the ever-changing needs of users and the Worcester community.

Along with training new staff, streamlining communication within and between departments, implementing consistent, efficient, and effective service procedures have been this summer's focus. Additionally, Reference is conducting a comprehensive collection evaluation. After counting shelves and divvying up the budget, a mass weeding began in order to achieve WPL's goal to provide a clean, current and need-driven collection for the community. All Ref staff are participating in detailed training of resources covering a variety of topics, such as Law & Business, Genealogy, and the Evergreen interlibrary system. Workgroups have been formed to target two subjects near and dear to the hearts of Ref staff, Readers Advisory and Patron Service, with further instruction in best practices to come. Overall, Reference is experiencing a feeling of cohesion and stability as we move forward together--this is just the beginning!

Government Documents

In August, the Government Documents collection was taken over after Brendan Ryan's resignation. Seven boxes of books, DVDs, and CD-Roms (162 total items) were processed and added to the collection. The processing of government documents includes moving each circulating document over to WorldCat, thereby making them accessible to users nationwide. In addition, 15 packets of fiche (199 total fiche) were processed and added to the collection. The library holds ten years of the Federal Register in Closed Stacks. The 2004 copies (263 in total) were stamped and discarded from the collection making room for the 2015 Register to be shelved in the newly available space. WPL intends to make the Gov Docs collection as a whole more accessible to the public. To that end, the library will try, whenever possible, to replace print and fiche with online versions.

Periodicals

As the Periodicals Department has become a part of Public Services, our subscription to EBSCO, the library's primary vendor for journal titles, was reviewed and the titles with a mid-year expiration date were renewed. The newspaper account with the *Telegram and Gazette* was also reviewed and renewed.

In an effort to expand services, two tables were added to house the new Adobe Creative Suite & Lynda.com kiosk, and to provide more seating. To meet the increased use in microfilm usage,

two machines formerly in basement storage have been added to the existing collection. A Laptop Lending Service is being planned in which a career laptop will be available to be checked out for in-library use in the study rooms. This laptop will be used for job searches, resume creation, online testing, Skype interviews and school-related research.

Summer Reading

This year, the success of the Summer Reading Program for Adults is evident in the numbers. It began with an increase in participation from 88 patrons in 2014 to 162 in 2015, and a total of 1084 books were read! The number of adult readers who met our Level 3 goal almost doubled this year, going from 39 to 75, despite the fact that the program ran two weeks shorter this summer. In addition to our regular programming, several excellent programs were offered in conjunction with the summer reading program highlighting the theme: *Escape the Ordinary*. Twenty patrons attended an event with Ted Reinstein, 50 attended the Jeff Belanger event, and 30 attended the Women in Comics panel discussion. More than 40 people attended four programs (one held at the Frances Perkins branch) to learn how to fold origami paper cranes, part of our Thousand Paper Cranes project. With help from many other patrons who contributed folded cranes to the project, we surpassed our 1000-crane goal, resulting in an amazing exhibit celebrating world peace. The exhibit was on display at the Main library for the month of August and will travel to the Frances Perkins branch, as well as our One City, One Library branches this fall.

Women in Comics Panel Discussion



Thousand Paper Cranes Project



Brief Statistics

- Number of Reference Transactions: 23,975
- Number of Classes, Programs, Outreach Events, Tours, and Online Learning Sessions: 108
Attendance: 729
- Number of Staff Training Sessions: 12
Attendance: 108
- Book Reviews: 10
- Book Displays: 31 (including Staff Picks displays for Fiction and Nonfiction)

OCOL 2015 SUMMER REPORT JUNE, JULY, AND AUGUST

Roosevelt Report Summer 2015

We had an exciting summer here at Roosevelt Branch Library! During our Kindergarten Open House on June 3, we hosted several families and made many new library cards. Families continued to stop by after school to participate in programs and check out books in record numbers. Our weekly Lego Challenge continues to be our most popular program, attended by 17-24 patrons each week all summer long. Our patrons also love to dance and get their exercise with Zumba! on the big screen once a month.

The month of June marked the beginning of the 2015 Summer Reading Program and our kick-off event on June 26 was attended by 350 enthusiastic participants! Four of our volunteers helped serve snow-cones and other snacks, while the other two manned the bouncy house on the grass outside the library. Mandy Roberge gave beautiful henna tattoos to children and adults, and circulation staff signed up over 40 summer reading participants!

A few of our summer reading program highlights included:

'Sir George and the Dragon,' a puppet show with music, was presented by Diane Kordas to 25 eager spectators on July 2. The Telegram & Gazette took pictures and included our program in its report on Summer Reading.

Our "Power Practice" program allowed kids to make their own hero costume, including a badge, cape, and a mask for ages 4-8! We also welcomed back Mandy Roberge for her children's yoga program.

Summer School at Roosevelt brought us dozens of students every morning during the month of July. Students had the opportunity to check out books, ask about the Summer Reading Program, and learn about Worcester Public Library.

Programs during the month of August offered the perfect opportunity to wrap up an exciting summer. Patrons had the chance to learn about community heroes during our program "The Hero in Every One of Us" and ended the Summer Reading Program with us on August 14 with "My Community is Full of Heroes." After such an exciting summer, we're looking forward to a great school year!

Goddard Report Summer 2015

Summer here at the Goddard Branch Library brought lots of excitement with weekly Lego Challenges, hero-themed movies, and a visit from Malik the Magic Guy.

Our Summer Reading Kick-Off held on June 26 welcomed hula hoop instructor Sarah Daley and Henna tattoo artist Mandy Roberge. Patrons also enjoyed a dance party, coloring, and crafts!

A few of our summer reading program highlights included:

Our Environmental Heroes program, which taught patrons about Jane Goodall and her work with chimpanzees in Africa.

Learn to Draw Superheros with Debra Banna was also a success. Our patrons were able to design their own super heroes, express their creative side, and have lots of fun!

We started August with a visit from a real-life local hero. Our patrons were treated to a story time thanks to the Worcester Fire Department. The story time circle were rewarded with bright red firefighter hats, which were spotted on patron later in the week.

The Summer Food Service Program 2015 ran throughout July and August. Patrons ages 17 and under enjoyed free meals at breakfast and lunch time at the Goddard Branch Library. This program is a collaboration between the USDA, Worcester County Food Bank, Worcester Public Schools.

This summer we were also very happy to have the help of two youth workers from Worcester Community Action Council. These young people helped our patrons sign up for summer reading, and put their creative decorating skills to use making bulletin boards and the weekly white board sign. They also learned about the layout of a library and the Dewey Decimal System when they helped us shelve books and shelf read!

Our branch had beautiful new windows installed in August. We were closed for a short time but when we reopened we were greeted to the sight of crystal clear light coming from modern windows that open for fresh air! We spent the second half of the month preparing our class rosters and planning welcoming activities for the first class visits in September.

Tatnuck Report Summer 2015

This summer at the Tatnuck Magnet Branch Library turned out to be a blast of exciting events for all ages. A few of our highlights were Paws to Read, weekly Lego Challenges and Family Game Nights, and our super hero-themed events to support the 2015 Summer Reading Program.

During our Summer Reading Kick-Off held on June 26, Debbie O'Carroll presented her "Railroad Magic Show" to an enthusiastic crowd, while many signed up for the Summer Reading Program, excited for the chance to earn prizes. Patrons also had the opportunity to make spin art, decorate superheroes at our craft table, and compete in sack races!

A few of our summer reading program highlights included:

Heroes of Greek Mythology gave patrons the chance to create a Minotaur mask, listen to the tale of Theseus, and shudder with Perseus as he battles Medusa.

Henna tattoo artist Mandy Roberge visited the library and explained the history of the traditional Indian art of Henna. This event was a huge success with more than twenty patrons eagerly waiting their turn for a Henna tattoo.

Notorious Villians allowed patrons to create their own superhero cape with fabric markers, while Superhero Fans Unite offered patron's the chance to create their own original comic and a clothespin superhero.

August was a busy month for Tatnuck as many patrons came to use our materials, technology, and to claim their summer reading prizes before the Summer Reading Program wrap-up on August 14.

August had many fun-filled events as well. Some of the August events were My Community is Full of Heroes, Be a Hero Thank a Hero, and Heroflix, a hero-themed film on the big screen. My Community is Full of Heroes offered stories and crafts related to all the heroes of our community. Patrons were able to explore what it is like to be a doctor, police officer, and more. To end our summer events, we had Malik the Magic Guy perform a spectacular magic show, some of his tricks even amazed the adult patrons! As this summer comes to a close, we're looking forward to welcoming students back to the Tatnuck Magnet Branch Library for class visits and more exciting programs!

Statistics at a glance:

Roosevelt Branch Library:

	June	July	August
Visitors	3014	1719	1153
Public Programs	13	13	13
Public Program Attendance	484	85	68
Patron Assists	359	474	229
Circulation- Juvenile	1257	1466	993
Circulation- Adult	88	79	75

Goddard Branch Library:

	June	July	August
Visitors	6061	2704	3686
Public Programs	29	28	8
Public Program Attendance	295	179	35

Patron Assists	908	610	413
Circulation- Juvenile	1686	1122	810
Circulation- Adult	142	182	129

Tatnuck Branch Library:

	June	July	August
Visitors	5739	2999	2723
Public Programs	23	19	16
Public Program Attendance	401	118	108
Patron Assists	723	451	460
Circulation- Juvenile	1577	1343	1549
Circulation- Adult	131	192	174

MINUTES AND REPORT OF COMMITTEE ON ADMINISTRATION

DATE: July 7, 2015

PLACE: Worcester Public Library
3 Salem Square
Worcester MA 01608

DIRECTORS PRESENT: Finkel, Chair; Noah
STAFF PRESENT: Dickinson; Estrella

1. Call to Order
Finkel called the meeting to order at 9:30 AM.
2. Dickenson gave a report about the process for selecting the Circulation Services Manager. Seven qualified candidate applied, including one internal candidate. Five candidates were interviewed. After a second interview, Dickinson described the qualities of the preferred candidate and recommended Danielle Renzoni Mattei. After review and discussion, Noah moved, seconded by Finkel, to recommend the appointment of Danielle Renzoni Mattei as Circulation Services Manager to begin August 3, 2015.
3. Noah asked for information about the search process for hiring the Youth Services Manager. Estrella explained they are posting an announcement with an executive application format.
4. There being no further business, Noah moved, seconded by Finkel, to adjourn the meeting.
The meeting adjourned at 9:50 AM.

MINUTES AND REPORT OF COMMITTEE ON ADMINISTRATION

DATE: August 24, 2015

PLACE: Worcester Public Library
3 Salem Square
Worcester MA 01608

DIRECTORS PRESENT: Finkel, Chair; Noah, Bejune, Packard
STAFF PRESENT: Dickinson

1. Call to order.
Finkel called the meeting to order at 4:04 PM.
2. The Committee met to review the recommendation of the Head Librarian for the position of Associate Director for Administration.
The committee reviewed the position and the job description. The position changed from Associate Head Librarian to this new title and job requirements in order to assist the Head Librarian in the executive management (or business side) of the library including H.R., Communication, IT, Finances, and liaison to Facilities/Energy Management. The change in position was implemented by the former Interim Head Librarian, Leger-Hornby, and approved in the current fiscal year budget.
3. Bejune moved seconded by Finkel to accept the Head Librarian's recommendation to continue the appointment of Rubert-Silva as the Associate Director for Administration. Bejune and Finkel voted in the affirmative; Noah abstained.
4. There being no further business Noah moved, seconded by Bejeune to adjourn the meeting.

The meeting adjourned at 4:40 p.m.

MINUTES AND REPORT OF COMMITTEE ON COMMUNITY SERVICES

DATE: July 16, 2015

PLACE: Worcester Public Library
3 Salem Square
Worcester MA 01608

DIRECTORS PRESENT: Durgin (Chair), Bruce, Finkel

STAFF PRESENT: Dickenson, Rubert-Silva

GUESTS PRESENT: Strong, Zanotti, Bourque, Madden, Comparetto, Daley

1. Call to Order
Durgin called the meeting to order at 9:35 AM.
2. Durgin identified library needs arising from concerns about library patrons and reported on traditional and unique programs that provide services. She indicated the necessity to identify current concerns and formulate goals. Dickinson researched agencies and the possibility of learning how agencies can support the library; library staff would be an area which would require some professional development and support. Those present made a variety of suggestions including forming partnerships with relevant agencies, hiring a community development librarian, communicating with the city about potential solutions and understanding how the library plays a role within broader City goals, connections with the Police Department Crisis Intervention team, research to determine what interventions/strategies make a difference.
3. Durgin identified next steps including, identifying the current situation by gathering statistics; communicating with the City Manager to determine broader City roles including what other resources are open during the day for homeless population; contacting City Council members; follow-up to determine whether there is actually a policy restricting outreach workers in the library; feasibility to hire a community development librarian; determine funding sources for any programmatic needs.
4. No votes were taken
5. There being no further business, Finkel moved, seconded by Bruce, to adjourn. The meeting adjourned at 10:46 AM.

MINUTES AND REPORT OF COMMITTEE ON COMMUNITY SERVICES

DATE: August 13, 2015

PLACE: Worcester Public Library
3 Salem Square
Worcester MA 01608

DIRECTORS PRESENT: Durgin (Chair), Bruce, Finkel, Packard

STAFF PRESENT: Dickinson, Rubert-Silva

GUESTS PRESENT: Strong, Zanotti, Bourque, Power, Gagne, Loy

1. Call to order
Durgin called the meeting to order at 3:05 PM.
2. Durgin requested updates from the last meeting. Officer Powers described his work as part of the Crisis Intervention Team (CIT) with some clear successes working with library patrons and ongoing issues. He made recommendations regarding the need for additional resources and the possibility of training the current library security personnel. Rubert-Silva did not think it possible to train current service staff. He pointed out community services for possible peer support and day programs, e.g., Everyday Miracles, Recovery Learning Center. Bourque and Loy discussed the San Francisco model having an outreach worker. Gagne noted the Community Health Link provides services in many community sites and could do so at the library. She added that resources are problematic, but could begin with what the library already has, i.e, CIT.
3. Discussion followed about how the library could provide programming to address the needs of this population both in and outside the library. Gagne indicated that CHL could provide focus groups to determine their needs and interests.
4. The group gave consideration to an outreach worker at the library along with programming opportunities. This would require a funder which could consider this a pilot program with measurable outcomes; consideration of a public/private partnership. CHL could provide a worker in a partnership model; CHL would do training, supervision, and provide insurance; included would be regular meetings with library staff, outreach worker, and CIT staff.
 - a. Next steps: (1) Dickinson and Packard have a scheduled meeting with the City Manager to discuss these issues, including considering the current library situation as a microcosm of what is happening in the city as a whole and being part of the city solutions to resolve the issues. Additionally, discuss funding sources and possible public/private partnerships; address additional CIT services with two officers; investigate other opportunities for day programs as an alternative to spending the day at the library.

(2) CHL will compile information and determine possible funding sources; Bruce will write the current situation for grants. (3) Contact Recovery Learning Center and Every Day Miracles about their programming and calendar of events.

5. No votes were taken.
6. There being no further business, Finkel moved, seconded by Bruce to adjourn. The meeting adjourned at 4:15 PM

MINUTES AND REPORT OF COMMITTEE ON ADMINISTRATION

DATE: July 7, 2015

PLACE: Worcester Public Library
3 Salem Square
Worcester MA 01608

DIRECTORS PRESENT: Finkel, Chair; Noah
STAFF PRESENT: Dickinson; Estrella

1. Call to Order
Finkel called the meeting to order at 9:30 AM.
2. Dickenson gave a report about the process for selecting the Circulation Services Manager. Seven qualified candidate applied, including one internal candidate. Five candidates were interviewed. After a second interview, Dickinson described the qualities of the preferred candidate and recommended Danielle Renzoni Mattei. After review and discussion, Noah moved, seconded by Finkel, to recommend the appointment of Danielle Renzoni Mattei as Circulation Services Manager to begin August 3, 2015.
3. Noah asked for information about the search process for hiring the Youth Services Manager. Estrella explained they are posting an announcement with an executive application format.
4. There being no further business, Noah moved, seconded by Finkel, to adjourn the meeting.
The meeting adjourned at 9:50 AM.

MINUTES AND REPORT OF COMMITTEE ON ADMINISTRATION

DATE: August 24, 2015

PLACE: Worcester Public Library
3 Salem Square
Worcester MA 01608

DIRECTORS PRESENT: Finkel, Chair; Noah, Bejune, Packard
STAFF PRESENT: Dickinson

1. Call to order.
Finkel called the meeting to order at 4:04 PM.
2. The Committee met to review the recommendation of the Head Librarian for the position of Associate Director for Administration.
The committee reviewed the position and the job description. The position changed from Associate Head Librarian to this new title and job requirements in order to assist the Head Librarian in the executive management (or business side) of the library including H.R., Communication, IT, Finances, and liaison to Facilities/Energy Management. The change in position was implemented by the former Interim Head Librarian, Leger-Hornby, and approved in the current fiscal year budget.
3. Bejune moved seconded by Finkel to accept the Head Librarian's recommendation to continue the appointment of Rubert-Silva as the Associate Director for Administration. Bejune and Finkel voted in the affirmative; Noah abstained.
4. There being no further business Noah moved, seconded by Bejeune to adjourn the meeting.

The meeting adjourned at 4:40 p.m.

MINUTES AND REPORT OF COMMITTEE ON COMMUNITY SERVICES

DATE: July 16, 2015

PLACE: Worcester Public Library
3 Salem Square
Worcester MA 01608

DIRECTORS PRESENT: Durgin (Chair), Bruce, Finkel

STAFF PRESENT: Dickenson, Rubert-Silva

GUESTS PRESENT: Strong, Zanotti, Bourque, Madden, Comparetto, Daley

1. Call to Order
Durgin called the meeting to order at 9:35 AM.
2. Durgin identified library needs arising from concerns about library patrons and reported on traditional and unique programs that provide services. She indicated the necessity to identify current concerns and formulate goals. Dickinson researched agencies and the possibility of learning how agencies can support the library; library staff would be an area which would require some professional development and support. Those present made a variety of suggestions including forming partnerships with relevant agencies, hiring a community development librarian, communicating with the city about potential solutions and understanding how the library plays a role within broader City goals, connections with the Police Department Crisis Intervention team, research to determine what interventions/strategies make a difference.
3. Durgin identified next steps including, identifying the current situation by gathering statistics; communicating with the City Manager to determine broader City roles including what other resources are open during the day for homeless population; contacting City Council members; follow-up to determine whether there is actually a policy restricting outreach workers in the library; feasibility to hire a community development librarian; determine funding sources for any programmatic needs.
4. No votes were taken
5. There being no further business, Finkel moved, seconded by Bruce, to adjourn. The meeting adjourned at 10:46 AM.

MINUTES AND REPORT OF COMMITTEE ON COMMUNITY SERVICES

DATE: August 13, 2015

PLACE: Worcester Public Library
3 Salem Square
Worcester MA 01608

DIRECTORS PRESENT: Durgin (Chair), Bruce, Finkel, Packard

STAFF PRESENT: Dickinson, Rubert-Silva

GUESTS PRESENT: Strong, Zanotti, Bourque, Power, Gagne, Loy

1. Call to order

Durgin called the meeting to order at 3:05 PM.

2. Durgin requested updates from the last meeting. Officer Powers described his work as part of the Crisis Intervention Team (CIT) with some clear successes working with library patrons and ongoing issues. He made recommendations regarding the need for additional resources and the possibility of training the current library security personnel. Rubert-Silva did not think it possible to train current service staff. He pointed out community services for possible peer support and day programs, e.g., Everyday Miracles, Recovery Learning Center. Bourque and Loy discussed the San Francisco model having an outreach worker. Gagne noted the Community Health Link provides services in many community sites and could do so at the library. She added that resources are problematic, but could begin with what the library already has, i.e., CIT.

3. Discussion followed about how the library could provide programming to address the needs of this population both in and outside the library. Gagne indicated that CHL could provide focus groups to determine their needs and interests.

4. The group gave consideration to an outreach worker at the library along with programming opportunities. This would require a funder which could consider this a pilot program with measurable outcomes; consideration of a public/private partnership. CHL could provide a worker in a partnership model; CHL would do training, supervision, and provide insurance; included would be regular meetings with library staff, outreach worker, and CIT staff.

a. Next steps: (1) Dickinson and Packard have a scheduled meeting with the City Manager to discuss these issues, including considering the current library situation as a microcosm of what is happening in the city as a whole and being part of the city solutions to resolve the issues. Additionally, discuss funding sources and possible public/private partnerships; address additional CIT services with two officers; investigate other opportunities for day programs as an alternative to spending the day at the library.

(2) CHL will compile information and determine possible funding sources; Bruce will write the current situation for grants. (3) Contact Recovery Learning Center and Every Day Miracles about their programming and calendar of events.

5. No votes were taken.
6. There being no further business, Finkel moved, seconded by Bruce to adjourn. The meeting adjourned at 4:15 PM