

November 10, 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  
Carolyn Noah  
Matthew Bejune  
Dianne Bruce  
Toby Pedone  
Anne O'Connor  
William Belcher  
Phyllis Harrington

Directors Absent:

Collins Nuamah  
Joshua Perro

Staff Present:

Geoffrey Dickinson  
Cara Stone  
Pingshen Chen  
Cynthia Bermudez  
James Estrella

Guests Present:

Pam Callahan (Training Coordinator/  
City of Worcester)

1. Call to Order.  
Packard called the meeting to order at 5:03pm.
2. Introduction of the new Board members, Toby Pedone and Anne O'Connor.
3. Pam Callahan trained the Board on purposes and policies for Board business. Open Meeting Law and the Conflict of Interest Law for Municipal Employees.
4. Dickinson asked for the Board's approval of closing the main Library and all branches at 5:30pm on Wednesday November 25, 2015. Bruce moved, seconded by Noah to approve.
5. Minutes of October 13, 2015. Packard asked if there were any corrections to the minutes. Noah added the word "funding" after the Master Plan. Bruce moved, seconded by Pedone to approve the October 13, 2015 minutes with corrections.  
The minutes of October 13, 2015 were approved.
6. President's Report.
  - 6.1 Packard reported that the City Council will meet on December 1, 2015 to appoint two new members to the Board. Interested candidates have until Friday October 20, 2015 at 12:00 to submit their application; as of this meeting there are two applications. Interested applicants can present to the Council their interest in serving at the November 24, 2015 meeting.
  - 6.2 Nominations for the Board President, Vice President, Treasurer and Clerk will be accepted at the December 8, 2015 Board meeting. Elections for the positions will be held at the January Board meeting.
  - 6.3 Packard encouraged all Board members to attend the Worcester Public Library Foundation Author Event on Thursday November 12, 2015.  
Packard requested that if you are unable to attend a Board meeting that you call or email Cara Stone ahead of time.

7. Head Librarian's Report.

7.1 Dickinson reported that he has requested the architectural firms Lameroux & Pagano and Demeler Shaffer to provide an analysis of work that needs to be completed at Frances Perkins Branch Library. The City Manager indicated that he prefers that all necessary work be completed.

7.2 Dickinson reported that Cardinal Construction re-submitted the required permits for Burncoat and is awaiting approval.

8. Finance Committee, Harrington

Harrington reported that the Committee met on October 5, 2015 and approved the funding for the Master Plan in the amount of \$50,000.00. She explained that The Master Plan funding was approved in FY15. Since the funds were not spent the funds were approved for FY16.

Harrington indicated that the staff and the Board will have the opportunity to review and comment on the Master Plan. Harrington said that the Committee would like to research the donors to the Trust Funds and collaborate with the Worcester Public Library Foundation to consider a Board of Honor.

Bruce moved, seconded by Noah to approve the Committee on Finance report. The motion to approve the Committee on Finance report was approved with 9 yeas.

9. Committee on Administration, Finkel.

Finkel reported that the Committee met on October 26, 2015 and reviewed the responsibilities of the Admin Committee. Estrella reported on new hires and hiring requirements and procedures. The Committee requested that Estrella present to the Board in January a Table of Organization and an explanation of the different staff levels. Finkel reviewed the current format for the Head Librarian evaluation. The Committee agreed to eliminate pages one and two and include a fourth goal on page three. The Committee recommended an Administration Committee review of the Head Librarian performance in June with a Board review in September. Packard questioned whether the date for the review is in the Board bylaws. Finkel agreed to review and get back to the Board.

Belcher moved, seconded by Pedone to approve the Committee on Administration report. The motion to approve the Committee on Administration report was approved with 9 yeas.

10. Community Services, Bruce.

There not having been a meeting, there is no Community Services Committee report.

11. Friends Liaison, Bruce

There not having been a meeting, there is no Friends report

12. Worcester Public Library Foundation Liaison, Finkel

There not having been a meeting, there is no Foundation report.

13. Adjournment. There being no further business, Belcher moved, seconded by Noah, to adjourn the meeting.

The meeting adjourned at 7:02pm

Respectfully Submitted by Judy Finkel, Secretary

(Recorded by Cara Stone)

# Head Librarian Report

December 2015

The following highlights have been my area of focus in the month of November:

November 12: WPLF Author Event fundraiser

November 17: Meeting with Mr. Hoag from the College of the Holy Cross to discuss funding for Libby

## Ongoing Projects

The Final Presentation for the Master Plan will occur at the December meeting. This will focus on the final layout suggestion that has been discussed and shown to staff. Due to time constraints, the presentation will not go into detail of the process by which this layout was determined.

Some consideration will be given to staff suggestions in the event the City Manager chooses to move forward with this plan. This plan did not go into enough detail to determine the exact linear footage of certain areas and how these would fit into new areas. Estimates were made which will be considered should we be looking at moving some service areas. Staff input has been sought throughout this process which I feel has given a sense of ownership to the design. This has also provided insight that was being missed in some instances allowing for a better final product. I will be meeting with the City Manager on December 23 at which time I will present this design and where he sees the new Library entrance fitting into his plans for downtown Worcester.

Continued delays in obtaining necessary permits have kept the Burncoat Library from beginning construction work. As of now, the final signatures will not be available on the permit applications until after the School Committee meeting on Thursday, December 3 during which they are expected to accept a gift from the City in the total amount spent on construction efforts for all four One City One Library branches. Once this gift is accepted, the final permits will be signed and construction will begin. Due to the holidays, opening will not take place until sometime in January.

The new carpet has been installed on the first floor of the Main library. Many patrons have complimented staff on the new look. We have already had opportunities to clean stains from the carpet and they have come out very easily.

John Odell had been working on the final cost of the carpet to determine if enough was left in the budget to continue the new carpet into the Children's Room. It was just learned that we will be able to replace the Children's Room carpet in the same fashion; in the most highly trafficked areas between

the columns. Unfortunately there is not enough of the same color carpet tiles in stock, so we are awaiting word from EAM if a complimentary color/pattern will be able to be available.

The Contract agreement for Lilly funding between the Worcester Public Library Foundation and Quinsigamond Community College has been reviewed by the Solicitor's office and updated to reflect appropriate protections for the Library while maintaining funding guarantees. The documents simply specify the funding obligation to maintain the new wrap for the mobile library in the amount of \$90,000 over 3 years. This contract and the final approval of the wrap will allow the Library Foundation to move forward with the placement of the wrap on Lilly with the scheduled unveiling for the beginning of 2016

We have an available budget of \$70,000 to use toward Francis Perkins branch repair and upgrades. Lamoureux Pagano Associates visited the site and provided an estimated cost for all requested repairs and upgrades. To complete all requests would be approximately \$500,000, so we will be meeting with John Odell at the next Buildings and Grounds Committee meeting to discuss options and prioritize each item.

I have submitted the final update to our FY14-FY16 Action Plan on file with the MBLC. We have completed almost every single item, a feat not to be disregarded understanding the ramifications the rapid change in leadership has on fulfilling goals. Again, this is a testament to the staff and their ability to keep library goals as a focus and strive for them. Several items had been left for the start of the new Head Librarian in March. These included the new Website which has been under development and completed with an unveiling scheduled for the beginning of 2016. To maintain our compliance with the MBLC guidelines for eligibility to receive LSTA grants, I have submitted an FY17 Action Plan. This is a short 1-year plan that will allow us to continue with the application for grant funding for next Fall while the Administration and Community Services Committee begin the process of developing a new Long Range Plan. I predict this process to take us through Spring of 2016. Upon final Board approval I will submit this new Long Range Plan to the MBLC.

Respectfully submitted,

Geoff Dickinson

**ACCEPTED BY FINANCE**

\_\_\_\_\_  
**DATE:** \_\_\_\_\_

**MINUTES AND REPORT OF THE COMMITTEE ON FINANCE**

**Date:** November 10, 2015

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

**DIRECTORS PRESENT:** Harrington; Noah; Packard

**DIRECTORS ABSENT:**

**STAFF PRESENT:** Dickinson; Stone

1. The meeting was called to order at 4:54p.m.
2. Dickinson reviewed the Trust Fund requests and the information regarding the use of each specific one.
  - 2a. Green Fund – Board Initiative’s
    - Additional Request for Annual Staff Holiday Event
    - Outgoing Board and Staff Recognition Event
    - Board Retreat 2016
    - Total requests \$3,900.00
  - 2b. Saxe Fund – Conferences and Trainings, Staff Education Fund, Staff Development
    - ALA, PLA, webinars, etc.
    - Tuition Reimbursement Program (fall 2015)
    - Half Day Staff Development Day
    - Total requests \$9,725.00
  - 2c. Higgins Fund – Supplementary Library Services
    - Grand Opening of Burncoat
    - Total requests \$400.00

Total Trust Fund Requests Approved \$14,025.00

3. There being no changes to the minutes of October 5, 2015  
Noah moved, seconded by Harrington to accept the minutes of  
October 5, 2015.
4. There being no further business, Noah moved, seconded by  
Harrington to adjourn the meeting.

The meeting adjourned at 5:00 p.m.

MINUTES AND REPORT OF COMMITTEE ON ADMINISTRATION

DATE: November 30, 2015  
PLACE: Worcester Public Library  
3 Salem Square  
Worcester MA 01608

DIRECTORS PRESENT: Finkel; Noah; Bejune  
STAFF PRESENT: Dickinson; Stone

1. Call to order.

Finkel called the meeting to order at 3:02p.m.

Noah presented information from other library sources about inclusion of the full Board in the performance review of the head librarian. The committee recommends expanding the Administration Committee for the purpose of the review only; gathering information regarding the Head Librarian performance from the full Board; collating the information and preparing the review; presenting the review to the full Board for the final review. The Committee recommends including the president and one other Board member selected by the President for the expanded committee

The committee revised the current format of the Performance Review of the Head Librarian as indicated in the last minutes. The committee will draft a template of a new review format to bring to the board for approval in January.

The committee recommends the initial Committee review in June at the end of the fiscal year with the full Board reviewing in September at the beginning of the new fiscal year. This would necessitate a change in the bylaws in regard to the month that the review will take place.

There being no further business, Noah moved, seconded by Bejune to adjourn the meeting.

The meeting adjourned at 4:37 p.m.

# Youth Services Report

## November 2015

This was my first month here at the library, and what a month it was! I spent this time to get to know the Youth Services staff, the Main Library's Children's Room, and the OCOL branches. At the end of the month the entire staff got together for a staff meeting. I gave a presentation about myself and highlights from my experience in youth services so the staff could get to know me and the things I have done. We then did a visioning exercise where staff contributed ideas for the future, and we created a mission statement. This was a very effective tool in unifying the staff and for setting the tone going forward. The main areas of focus, as determined by the group were improving communication, cleanliness and organization of library space, standardizing policies, regular staff meetings, and more off-desk time/better time management. These will be my main areas to focus on in the coming months.

-Sondra Murphy, Youth Services Coordinator

### Main Library



In November the Youth Services managed to offer 43 programs, 1 outreach, 2 group visits of 60 children and families, and 9 teen programs during November; with two holidays in between and while preparing for the following eventful month of December. It was a great month with fall happenings and many celebrations.

**Picture Book Month** was celebrated every Monday throughout the November with a book craft accompanied by the picture book. It was a low-key program, but an alternative for children coming to the library wanting to be creative or simply looking for something to do



**Family Literacy Month** was a three part program that included a storytime, movie, and activity at the end of the month. The attendance in total wasn't spectacular (61). Although, the families present were very excited to be at the library to learn more about reading together.



**Dia de los Muertos** was a success. For the first time we decided to offer this most celebrated Mexican event in our Library. The attendance (75) and participation was great for both the movie "The Book of Life" and the face-painting program.

The **Knitting for Kids** 2-part program kicked off with a bang. Children are excited over this learning opportunity that we're offering for the first time. Besides learning a new skill it offers a social connection between participants and some of the parents



who decide to stick around and watch. It's a friendly atmosphere and our low key and patient instructor Carmen Barbosa joins-in the many conversations as she shares her knitting skills around the circle of rookie knitters. We hope to continue this program through-out the winter.

**Art Lessons with Bayda** presented a lesson in sculpture with a handful of families. Her lessons are usually well attended and in the style of an art museum class. Her upcoming sessions will coincide thematically with the holidays.



Frank Sestokas, Francis Perkins Branch Librarian offered a touring musical and seasonal **Holiday Storytime** with stops at all branches including the Main Library; which brought in 69 children and adults. Our weekly **Ready to Read Time** storytimes came to an end mid-November and plans are on the way to extend them in the winter time through April (excluding the school vacation weeks). Saturday Family Storytime/Saturday Family Matinee continues monthly as well as the Chocolate Book and MCBA Clubs.



**"Paws to Read"** continues to draw in children and families to read to the therapy dogs Dolce, Foster, and Cooper with their trainers. It is a passive and a no cost-program that is actually one of the best in instilling independent reading and confidence in those who participate. The added plus is everyone is allowed to pet the dogs.

For the last session of our program **STEM for Tweens** on November 14<sup>th</sup>, we hosted a robot demonstration by a team of kids participating in the FIRST LEGO League. Team E-Race spoke about the competition and demonstrated the Lego robot they built and programmed together for the league competition that will be taking place in December. There was a record attendance for the program of 40 people with many kids asking lots of interesting questions about the team and their robot project.

## Young Adult Services

November is National Novel Writers Month, or *NaNoWriMo*, and to help teens attempting to complete a 50,000 word novel in one month, the library offered a monthly NaNoWriMo program with coffee, writing prompts, and a working typewriter from 1938 for teens to try. While 2 iterations of the 3 time program did not draw teens, perhaps in part to scheduling rearrangements and holidays making the program timing inconsistent, teens that attended the most successful iteration greatly enjoyed trying out the typewriter, interacting with a technology long gone by the time they were born. Some teens who were not participating in the month-long writing drive vowed to try their hand at writing

more in the following week, regardless. A NaNoWriMo display of writing books and published YA novels completed by authors as part of past NaNoWriMo's saw solid circulation.

In celebration of the late November release of the final movie based on Suzanne Collins' *Hunger Games* novels, teens participated in a library-wide scavenger hunt. Cards representing things like food, medicine and weapons were hidden throughout the library and teens were given a set period of time to find whatever items they could. Once they returned with their scavenging loot, teens had to strategically use each of their items to try and knock other "tributes" out of the game, while surviving the obstacles the arena threw at them! The kids who played had a lot of fun and the program succeeded in drawing teens who normally only come to the library for internet use away from the computers, engaging them in the rest of the library.

November 21<sup>st</sup> was International Games Day @ Your Library, an ALA sponsored event that lasts most of the day. Most popular among teens and children alike was the video game Super Smash Brothers, but teens could be found playing Jenga, Uno, the Pokemon trading card game, and an NFL video game on Xbox One game throughout the day as well.

Despite taking place the day after Thanksgiving, Anime Appetizers, our monthly anime trivia game and cartoon screening, drew teens to the library that came specifically for the popular program for another lively session.

Our second program with Bottom Line, regarding College Financial Aid, brought return patrons from the first iteration, as well as a few new teens. WPL also hosted, in conjunction with community partner LUK, a screening of the film "Homestretch," a documentary about 3 homeless teens trying to survive and make it through school in Chicago. The screening was followed by a brief Q & A with a panel of LUK councilors and clients. This program drew 15 adults, and as the numbers did not include patrons within the 13 to 17 age bracket, is not included in the numbers below.

## OCOL

One City One Library celebrated Family Literacy month with our Book Bunnies Scavenger Hunt. Young patrons and their parents alike looked throughout the library for children's literature inspired paper bunnies. Kids loved finding the Bunnies, writing or making pictures of the children's book characters like Harry Potter and Big Nate, and winning a prize when they found all nine Bunnies. The event was a great success, with 77 participants Roosevelt Branch, 121 participants at Tatnuck Magnet Branch, and 67 participants at Goddard Branch throughout the month of November. OCOL also celebrated Picture Book Month in November with a game of Picture Book Bingo. Patrons of all ages enjoyed a classic game of Bingo with a twist. Picture book covers were used instead of numbers and letters. Roosevelt had 21 patrons, while Goddard had 20 patrons participate in this innovative program which was fun for young patrons and adults as well.

## Roosevelt

This month Roosevelt Branch showcased many of the paper cranes from the Thousand Paper Cranes Project. We talked to school classes about the Japanese legend that states that good luck will come to a person that makes a thousand paper cranes and patrons were inspired to check out origami books. In November we offered many programs for patrons including our popular Crafternoon and our new program Coloring Club, which encourages patrons to express their creative side, share with others and chat with one another.

Holidays with Mr. Frank was a very popular program with 52 patrons participating. WPL's own Mr. Frank sang songs with patrons and staff. We were able to collaborate with the Roosevelt School's after school program run by the Guild of St. Agnes who brought over many young patrons to enjoy this engaging program.

## Goddard

On Mon. Nov. 23<sup>rd</sup>, Mr. Frank the Library Guy from Frances Perkins Branch did a sing-along and read stories to children and their families. He had musical instruments for the patrons to use while he sang holiday songs. At the end of his program, he had many puppets that he used with his sing-along and stories. In addition, Mr. Frank added cool coloring pages for any patron to color. Some of the children asked a librarian to hang up their coloring page for another program of the month, the Coloring Club. The students were excited to know their art will be on the library wall to be displayed.

Goddard's Crafternoon events were a big hit too. One Crafternoon, the student patrons were able to create their own leaf rubbing. The other Crafternoon, the children were able to create a structure with clay. Children were very excited that the library offered clay to play with. Some children created mugs, snakes, donuts, chains, and a lot of other neat structures.

## Tatnuck

Tatnuck Magnet Branch held our popular weekly Lego Challenge each Tuesday and attracted twenty-eight participants over the month, building rockets and airplanes as well as bridges and tall buildings, in support of S.T.E.M. (Science, Technology, Engineering and Mathematics). Participants display their creations in a designated display area for classes and the public to view and admire.

Our most popular single program this month was Mr. Frank the Library Guy's presentation on Monday, November 16. Eighteen people participated as Mr. Frank sang, played his guitar, and demonstrated how to draw.

## Statistics

### Roosevelt Branch Library:

Visitors	2621
Public Programs	19

Public Program Attendance	220
Class Visits	55
Class Visit Attendance	1104
Patron Assists	663
Computer Sessions	87
In-house usage (items)	507
Holds Pulled	88
Holds Placed	96
New Library Cards	8
Circulation- Juvenile	2571
Circulation- Adult	69

**Goddard Branch Library:**

Visitors	4716
Public Programs	13
Public Program Attendance	129
Class Visits	62
Class Visit Attendance	1467
Patron Assists	926
Computer Sessions	354
In-house usage (items)	555
Holds Pulled	184
Holds Placed	42
New Library Cards	9
Circulation- Juvenile	2583
Circulation- Adult	168

**Tatnuck Branch Library:**

Visitors	4629
Public Programs	15
Public Program Attendance	216
Class Visits	63
Class Visit Attendance	1162
Patron Assists	919
Computer Sessions	284

In-house usage (items)	841
Holds Pulled	119
Holds Placed	105
New Library Cards	3
Circulation- Juvenile	2887
Circulation- Adult	195

<b>November Youth Services Statistics at a Glance – Main Library</b>			
<b>CHILDREN</b>		<b>TEENS</b>	
Public Programs	43	Public Programs	9
Public Program Attendance	577	Public Program Attendance	48
Group Visits	2	Group Visits	
Reference Questions	497	Reference Questions	27
Computer/Patron Assists	305	Computer/Patron Assists	16
In-house usage (laptop)	26	In-house usage (Chess Game)	8
Holds Placed	16	Holds Placed	4

<b>TEENS</b>	
Public Programs	8
Public Program Attendance	41
Group Visits	0
Reference Questions	27
Patron/Computer Assists	15
In-house usage (Chess Game)	8
Holds Placed	4

## November 2015 Community Services Report:

- Paula Korstvedt attended the Massachusetts Library System Annual Meeting at the College of the Holy Cross where she was among the large audience for the Project SET presentations. Rebecca Folb was one of the selected group of library talent who participated in the program designed to develop “skills, empowerment, talent”. Rebecca did a great job and Worcester Public Library should be proud of her.
- Rebecca offered a number of programs at Frances Perkins Branch this month: two for teens and twelve for children.
- One program that looked like a lot of fun was her sensory play session which is part to the storytime series. The children were given tactile objects to play with in stations. One station featured moon sand, a mixture of flour and baby oil that becomes moldable. Others featured cooked and colored spaghetti with tools, colored rice and construction truck toys, musical instruments, and water bottles with oil, water and various objects for children to manipulate.
- Frank Sestokas took his show on the road and offered his Mr. Frank Holiday Sing-a-Long at every branch. This was a great success! Lots of attendees and active participation.
- Marilyn Rudolph wrote of Frank’s program: Active participation brings out the best in the GBV library. There was a preschooler dancing, a tween keeping the beat with multiple maracas and a shy 7 year old joining the circle - watching at first, then singing and playing instruments.
- Libby – Library Express has been off the road since Tuesday, November 10 due to a fault in the master cylinder that controls the breaks. We have been covering as many stops as possible with Lilly.
- Interviews began for the vacant Mobile Services Librarian position.



Worcester Talking Book Library  
Monthly Report  
November 2015

- Jim Izatt and Michael Howard joined over 150 colleagues to celebrate the MBLC's 125<sup>th</sup> anniversary at a State House reception on November 5. City Manager Edward Augustus was presented the Henry Stedman Nourse Award, which honors a Massachusetts public official whose work has helped to create groundbreaking change for Massachusetts public libraries. The City manager was one of five individuals, including Amy Ryan, past president of the Boston Public Library; Tom Blake, Digital Projects Manager at the Boston Public library; Katherine Dibble, former MBLC Commissioner and the honorable Edward Markey, U.S. Senator, who were presented with first-ever Commissioner Awards.
- Barbara Figurski and Jim Izatt met with Senator Harriette L. Chandler on November 6 at the Worcester Community Cable Access studio (WCCA TV - Channel 194) to tape a 30-minute segment about the services of the Worcester Talking Book Library for Senator Chandler's *Beacon Hill Chat* program.
- David Kingsbury, adaptive technology specialist who teaches at the Carroll Center in Newton, conducted the third of the fall 2015 series of assistive technology workshops in the WPL computer lab on November 7 for a group of 4 visually impaired individuals. The session covered file sharing with Drop Box, as well as general procedures for downloading files and programs from the Internet; account creation and program downloading; file sharing among one's personal computer and smart devices; sharing files with other people; and examples of popular iPhone apps which interact with Dropbox.
- On November 3, Barbara Figurski, Reader Advisor and Outreach Librarian, participated with call-in listeners on the Audio Journal's monthly live, on-air, Book Club (*Speaking Volumes*) in an hour-long discussion of "Everything I Never Told You" by Celeste Ng.
- On November 21, Barbara Figurski did a presentation about Worcester Talking Book Library services at a Senior Housing Expo hosted by the Harvard Council on Aging.
- Worcester Talking Book Library staff continues to process and catalog the 101 large print book records uploaded to the KLAS database during November.
- During the month of November, 5,700 items were delivered to 882 talking book library customers; the Worcester Talking Book Library collection currently has 67,274 titles and 99,944 volumes, including digital books, large print books, print braille books and descriptive videos. 101 new large print titles and 981 digital book titles were added to the collection.

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CIRCULATION AND RESOURCE SHARING REPORT  
DECEMBER 8<sup>TH</sup>, 2015 MEETING

SUBMITTED BY DANIELLE MATTEI, CIRCULATION MANAGER

- Garrett Morin and Tamarah Al-Faris re-barcoded over 1,000 library items
- Susan Groccia worked with Reference staff to return library materials to appropriate shelves following carpet installation
- Caitlin Snow, Ralph Chase, Doren Jackson and Aferdita Lamani attended a training on the new Commonwealth Catalog
- Susan Groccia and Danielle Mattei attended an online webinar offered by C/WMARS regarding the Commonwealth Catalog
- Parwana Salih provided Library Outreach in conjunction with Talking Books and Reference staff at City Hall
- Irene Ukpong travelled from Worcester Main to the Frances Perkins Branch Library to address a staffing shortage at FPBL
- Circulation Staff located roughly 500 materials previously marked in transit for more than 2 months

**Circulation statistics for November 2015**

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

	November 2015	
Main	48,981	
FPBL	8,419	
GBV	1,075	
Goddard	2,751	
Roosevelt	2,640	
Tatnuck	3,082	
Libby	1,963	
Lily	3,671	<b>November 2014</b>
<b>Total Circulation</b>	<b>72,582</b>	<b>77,077</b>

**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.**

	November 2015	
Main	52,155	
FPBL	7,702	
GBV	1,241	
Goddard	2,754	
Roosevelt	2,480	
Tatnuck	2,795	
Libby	1,655	
Lily	3,723	<b>November 2014</b>
<b>Totals</b>	<b>74,529</b>	<b>76,799</b>



**Patron Visits Main Library, November 2015**

<b>November 2015</b>
33,978
<b>November 2014</b>
39,338

**New Library Cards (Patrons Registered by the Worcester Library System) as of 2015**

<b>November 2015</b>
502
<b>November 2014</b>
606

**Resource Sharing Requests Filled**

<b>October 2015</b>
Borrower: 46
Lender: 154
<b>October 2014</b>
Borrower: 33
Lender: 184

## KARMS MONTHLY ACCOMPLISHMENTS November 2015

### Highlights: Special activities and projects:

- **Circulating Telescopes:** Cynthia Burmudez is working with Patience on preparing 3 telescopes to circulate to Worcester patrons. We are in the process of creating new circulation categories with the assistance of CWMars and expect the items to be available for checkout in December.
- **LaunchPads :** The test site at Roosevelt reported that the Launch Pads were a great success with young children. They were deemed extremely popular and very sturdy. The parents are anxiously awaiting our decision to place them in full circulation at all locations.
- **Records clean-up :** Patience is working with Jen Pike, our new Collections Manager to clean up the records in the database and remove old designations that are no longer being used. Thus far, we have deleted or consolidated outdated headings for over 300 records into more current formats.
- **Worcester Room, Local History and Worcester Author Projects:** Patience and Tina have begun cataloging local history materials, and donations from local authors, including books and music CDs. Fragile items are a challenge and we are putting some items aside until procedures for proper handling of delicate materials are formulated.
- **World Language:** In a meeting attended by Sondra Murphy, Jen Pike, Stacy Servideo, and Patience Terrizzi, the location and organization of Juvenile World Language materials was discussed at length and suggestions for how to highlight the growing collection were made. The first area addressed will be the board books with a view towards making them stand out to patrons browsing the area.
- **Relocation and weeding of reference materials and closed stack items in the basement:** Patience, Tina, and Anne are relocating older reference materials and closed stacks books to the circulating collection. Vigorous weeding continues and Tech Processing staff is keeping up with the deletions and removal of Worcester holdings from OCLC.
- **Citizenship :** Patience reclassified 37 items in the citizenship area which successfully navigated the AMH to their new bin. After the success of the test samples, the remainder of the Citizenship Collection will be collected for reclassification in the near future.
- **Biography project :** The collection is split about equally with half of the books showing the last name of the biographee on the spine, and the other half, the old Cutter Sanborn labels that translate the name into a numeric value. The long range goal is to catalog all of the biographies using the last name of the biographee.

### Ordering, Technical Processing, and Cataloging Statistics:

- **Ordering:** Lesya Kreshchuk ordered 94 carts from Baker & Taylor, Midwest Tapes and Ingram, totaling \$53,477 and created order records for 3,703 items, processed 614 electronic invoices, created 23 invoices for the Business office.
- **Tech Processing:** While Joan continues to be out, Lesya received and unboxed 94 boxes and Kim and Lisa assisted with the processing of all new materials while Bukuria was on vacation. Lisa and Kim withdrew 2,886 items, relocated 779 items, repackaged, mended, jacketed 128 books, and processed and chipped 132 donations and transfers during November.
- **Cataloging:** The consolidated total for cataloging from Anne, Tina, Lesya, and Patience for November was 3,974 with an additional 173 reclassified items, and 32 original records. Lesya, Patience and Tina completed cataloging of 97 World Language items. Our adjunct cataloger for this month, Jason Wargo, copy cataloged 18 DVDs.

Report respectfully submitted by Patience Terrizzi (12.02.15)

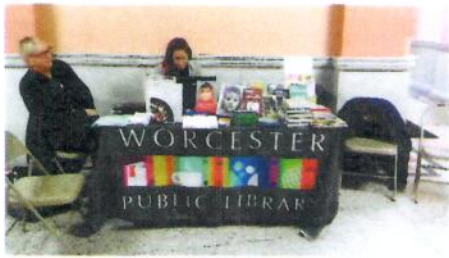
## WPL PUBLIC SERVICES DIVISION

November 2015

During November, Reference implemented outreach service, continued evaluating Closed Stacks materials, trained in e-content, e-books and e-readers, and planned programming for 2016.

### Passion for Outreach

The Worcester Public Library's outreach service is at *your* service! On November 24th, WPL's Outreach Team, comprised of two reference librarians, a circulation librarian, and a member of Talking Books Library, paid a visit to City Hall. They displayed a selection of popular and new books, ranging from cookbooks to fiction titles, DVDs, and Playaways, and also offered e-readers for checkout and free WiFi access via our recently acquired hotspots. Beginning with our very own City Departments, this outreach program will provide services to the very diverse residents of Worcester and its surrounding areas.



Barbara Figurski, Parwana Salih



Jessica LeMay, Jillian Parsons

### Job Satisfaction

When asked by Ping "Are you satisfied with your job?," the overwhelming response from members of this department was "Yes!" Whether staff has only been here a few years, like Christina: *When I got this job, I told everybody it was my "dream job". Three years later, I still feel that way. I feel extremely blessed to have an opportunity to help people in a meaningful way EVERY day...or longer, like Joy: Oh, I love my job!*, Ref staff unanimously agreed that they are indeed happy to work at WPL in the service of our community.

### Added Value

They asked, we heard! To fulfill patrons' daily requests for scanning services, a scanner has been made available for public use on the 2nd Floor in the Small Business Center. All Reference staff have been trained and are ready to assist patrons as needed. Additionally, staff learned about and promoted Commonwealth eBook Collections, a statewide eBook lending program that expands the already existing C/WMARS digital catalog service and offers an even wider array of fiction, non-fiction, historical documents, videos, academic research and more.

### Programs and Partnerships

In addition to the ongoing programs that took place in November, several crafting programs were popular. The Knitting Circle has really taken off with a significant group of regulars coming for each weekly meeting. Programs on Origami and Upcycled Crafts with our crafty librarian, Amy Klein, were also quite popular. This has played into our planning for spring programming which will include a crafting series, a New Year, New You series, a Financially Fit Series as well as a continuation of the successful small business workshops held in October.

### Training and Professional Development

- On 11/5, Christina and Cara provided staff training on the ESLL and World Languages

Collections, including online language learning databases Mango Languages, Powerspeak, and Oxford Language Dictionaries

- Ben updated staff on e-books and e-readers on 11/12

### **Government Documents**

The process of transferring the Gov Docs collection from tangible to online began in earnest this month. Items to be offered to the Boston Public Library are removed from the shelves in batches of 100 -200 items. Each item is deleted from Evergreen and WorldCat; itemized on a spreadsheet which is sent to the BPL; and evaluated in terms of future collection policies. In November. 98 items were processed.

### **Brief Statistics**

- Reference transactions (in person and by telephone): 6766
- Reference transactions through email: 80
- Online Learning courses: 9
- Classes, Programs, and Outreach Events:
  - Sessions: 40
  - Attendance: 228
- **Collections**
  - Items ordered: 1509
- **Periodicals**
  - Email/OCLC requests: 63
  - Basic Assistance: 191
  - Microfilm use: 117
  - Newspaper requests: 607
  - Reading Room Count: 1353
  - Study room use: 136
- **Government Documents:**
  - Items Received: 73 books; 2 pamphlets;
  - Fiche Received: 64 fiche
  - Books discarded: 40 books; 98 offers
- Staff Book Reviews Posted on Reference Blog: 4
- Book Displays: 11 / Books Checked out from displays: 92