



TO: Library Board of Directors

DATE: October 5, 2015

RE: **LIBRARY BOARD OF DIRECTORS MEETING**

LIBRARY BOARD OF DIRECTORS:

Tuesday, October 13, 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, October 13, 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. New Staff Members Introduction
3. Open Meeting Law training with Pam Callahan
5. Approval of September 8, 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 During 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

- 5:05pm 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 yeas; 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)

MINUTES AND REPORT OF COMMITTEE ON ADMINISTRATION

DATE: September 11, 2015

PLACE: Worcester Public Library
3 Salem Square
Worcester MA 01608

DIRECTORS PRESENT: Finkel, Chair; Noah, Packard

STAFF PRESENT: Dickinson, Rubert-Silva, Estrella

1. Call to order.
Finkel called the meeting to order at 11:02 AM.
2. The Committee met to review the roles and responsibilities of the Administration Committee as determined by the Rules for Library Directors. The Committee discussed the designation of the Committee's responsibility for review of senior management and concluded that the designation refers to the Head Librarian and the Associate Director for Administration. The Committee agreed that under the rules the Committee continue to review hiring practices to ensure that the Library meets its responsibilities for appropriate hiring practices. The Committee also agreed to hold regularly scheduled meetings for this purpose as well as to be aware of new hires, resignations, dismissals and other issues related to an engaged work force.
3. Estrella reviewed the hiring process for the Youth Services position. Sondra Murphy was selected and is anticipated to begin her employment on November 2, 2015.
4. No motions were made and votes taken. There being no further business, Noah moved, seconded by Finkel to adjourn. The meeting adjourned at 11:50 AM.

ACCEPTED BY FINANCE

Phyllis Harrington

DATE: 10/5/15

MINUTES AND REPORT OF THE COMMITTEE ON FINANCE

Date: September 8, 2015

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

DIRECTORS PRESENT: Harrington; Noah; Packard

DIRECTORS ABSENT:

STAFF PRESENT: Dickinson; Stone; Rubert-Silva

1. The meeting was called to order at 4:27 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 June 9, 2015
Noah moved, seconded by Harrington to accept the minutes of June 9, 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 16 in the amount of \$10,000.00 for collection support from the Green Fund; \$1,800.00 from the Higgins Fund for Programs and Supplies and \$5140.00 from the Saxe Fund for Educational Support, Conferences and Training. Total funding requests amounting to \$16940.00.

5. The Committee reviewed NEIA conferences and training. How they are being promoted throughout the library, being proactive and stirring interest in these programs.
6. Rubert-Silva handed out the will information (for the larger of the Funds) for all members to review which shows what the Funds from each can be specifically use for.
7. Harrington discussed about possibly increasing the requests for trust fund money. As, to look into if we are spending the correct amount of funds as to what each will states.
8. There being no further business, Noah moved, seconded by Harrington to adjourn the meeting.

The meeting adjourned at 5:02 p.m.

1.1 REPORT OF THE COMMITTEE ON FINANCE October 5, 2015

I. Trust Fund Request

Green Fund #55T803

Board Initiative

Master Facilities consultant to examine Main

\$ 40,900.00

TOTAL GREEN FUND

\$ 40,900.00

HIGGINS # 55T826

Board Initiative

Master Facilities consultant to examine Main

\$ 7,600.00

TOTAL HIGGINS FUND

\$ 7,600.00

Librarian Fund # 55T807

Board Initiative

Master Facilities consultant to examine Main

\$ 1,500.00

TOTAL LIBRARIAN FUND

\$ 1,500.00

Total Trust Fund Request

\$ 50,000.00

Signed: _____

Angela Haver, JRM 10/5/15

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

10/15/15
\$ 15,000.00

Collection Support

Books and Materials

\$ 10,000.00

TOTAL GREEN FUND TOTAL FUNDING REQUEST FY15

\$ 25,000.00

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

*16
new
11/9/15*

✓
✓
✓
✓
✓
✓
✓
10/15/15

Signed:

P. Hannon for 6/9/15

Head Librarian Report

October 2015

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

September 16: Meeting with Randy Kreie of DiMella Shaffer for presentation on Library Master Plan.

September 17: Filming of "Exposure with Mosher" detailing Library business resources and upcoming Business Startup Basics workshops

September 29: Introduction at Encore Entrepreneurs sponsored by the AARP, CWE and

Ongoing Projects

The City is planning to replace the carpeting on the first floor of the Main Library. Sulma Rubert-Silva and I have met with Lamoureux Pagano who has been hired as the Project Managers for an update. The carpeting style has been selected and the bid written. The bids will be received in October and a contractor selected. Work will then be scheduled with the Library to determine the best process to allow for the least amount of disruption to key services.

John O'Dell has provided an update to the new lighting project for the First floor. The project is currently approximately 70% complete. The majority of the lights have been upgraded to new LED bulbs. There are some indirect lights to be done near the Welcome Desk which should not cause much disruption. The majority of the remaining work is the replacing of the lighting fixtures adjacent to the Children's Room. This will require the use of lift equipment due to the height of the ceilings, but again, should not pose much of a disturbance. Mr. O'Dell has informed me the project should be completed the week ending October 10th.

During the work on the sidewalks around the Franklin Street/Salem Street intersection, workers had arrived to do some preventative work on the tiles and foundation on the exterior of the building outside the AMH room. It is a known issue that water seeps into the room during snow melt and I reiterated this to John O'Dell over the summer. He agreed that it was best to do preventative work, rather than wait until damage was done to do repair work. The hope is that this will mitigate water seepage until larger projects are begun surrounding the work specified in the Master Plan.

Randy Kreie and Kenneth Hartfeil from DiMella Shaffer presented their second versions of the Master Plan designs on September 16th. The staff invited to this presentation were able to provide excellent suggestions which were incorporated. The current plans see the first floor as the only area significantly changed to incorporate the new Franklin Street entrance while providing a safe and inviting location

for Children's Services. A meeting will be scheduled with the Building and Grounds committee to discuss the most recent drawings to determine if any more changes would like to be made. Mr. Kreie is ready to have an estimator develop cost projections for the work when the Library is happy with the current layouts.

Our One City One Library branch at Burncoat Prep is scheduled to begin work on October 12 pending the securing of a final building permit. The additional funds for construction have been invoiced by the Foundation to be paid by the City. I am awaiting word from our WB Mason representative to go over final shelving layouts with the shelving vendor. The final furniture purchases will be made as soon as we identify space. Projected opening is still the end of November.

The Library and the Foundation have been working with the major donors on the new wrap for Lilly. We have a final fundraising contract from QCC to guarantee funding and thus, placement of logos on the wrap. This contract has been submitted to the City's Law Department for review. The current schedule is to wait until the December break to have Lilly off the road and have the wrap placed. Although this is later than many anticipated, it coordinates well with the Library's plan to roll out a new website which can then be incorporated into the Mobile Library wrap.

Respectfully submitted,

Geoff Dickinson

Youth Services Division Report: October 2015

Main Library: Children and Teens

Children's

It's back to school time in September, but our usual summer reading late-comers crowded our afternoons with summer read searches keeping staff still very busy in the beginning of September. Good thing all summer reading materials were already returning back to the shelves. We had 32 programs and 591 in attendance.



This September marked the closing of the 1st year World Language Storytimes in Vietnamese and Portuguese. We're grateful to the Massachusetts Board of Library Commissioners and the Library Services & Technology Act (LSTA) Grant; through which children's room acquire many new books, storytime items, a professional training, and 3 (6 week) sessions of storytimes for these communities. We look forward to our 2nd year.



This month we welcomed two local artists who have made their presence here before. Edmy Ortiz offered the 1st part of a 2-part kids painting program highlighting Latin American artist in celebration of Hispanic Heritage Month during September and October. Bayda Asbridge came the last Saturday in September offering a fabric art lesson based on an African print that had her and her participants all spread out in the program room. Bayda returns for October and November.



The annual celebration of "Talk like a Pirate" Party was especially fun. The success was due to the attendee's excitement about the story Pirates Don't Change Diapers read by librarian, including other scary and fun pirate stories. Fun was also had with games and plate pirate masks. The party ended with a lot of dancing! Those in attendance including parents were such a happy group of pirates as the young ones began spinning, dipping, breaking, and tumbling. These kids could dance.



Another great turn out with 45 in attendance was the Scarecrow Contest; which is legendary at this Library in September. Three prizes will be giving out in October to the "favorite," "scariest," and "most creative" table-top scarecrow. Everyone is invited to the exhibit and voting. Along with this we took time to put up seasonal foliage room decorations.

This year staff offered a low-key well attended Grandparent's Day craft for the first time. Every year this celebration falls on a Sunday. It is hoped that next year we're able to enhance the program and bring more grandparents in with their grandchildren for a richer experience.



Two new programs catering to tweens "Techy Tweens" and "STEM Tweens" offered on alternating Fridays and Saturdays were developed and took off with some success. Our librarian will tweak and adjust accordingly as patrons attend this new program that offers an opportunity to explore technology and science for the middle grades.

Family Matinee and Family Stories on alternating Saturdays are giving children and families a chance to do fun things together. We hope this continues as the cold weather starts to kick in. The weekly programs like Board Games, Video Gaming, and Lego Challenge took off in September. Paws to Read with our favorite therapy dogs Dulce, Foster, and Cooper return twice a month for the fall; along with The Chocolate Book Club which began mid-month introducing young children to their very first "sweet" experience in reading. Unfortunately, our efforts in "Every Child Ready to

Ready” (ECRR) workshops and story times have not been well attended. While they’re being offered evenings and Saturdays to accommodate working parents, it’s still a challenge bringing families in.

Lastly, a display of banned books in celebration of Banned Books week attracted many patrons as it was placed in front view of the service desk. Many curious young minds as well as adults inquire about the banned books and conversations took place; in which fascinating responses came from our patrons as they became aware of the multitude of banned books and the reasoning behind them.

TEENS:

September was a quiet month for teen events, though the beginning of school has seen an uptick in room usage. Mainstay programs such as Anime Appetizers and Minecraft club provided the backbone of patron program attendance. The Teen Advisory Group had a fruitful, well-attended meeting, which left the teens excited about upcoming programming, particularly the six-week Video Game Design workshop series being locked down for mid-winter, and the fine forgiveness program set in place for Teen Read Week, October 18th to 24th.

September Youth Services Statistics at a Glance

CHILDREN		TEENS	
Public Programs	32	Public Programs	6
Public Program Attendance	591	Public Program Attendance	20
Group Visits	3	Group Visits	0
Reference Questions	464	Reference Questions	52
Computer/Patron Assists	84	Computer/Patron Assists	46
In-house usage (laptop)	13	In-house usage (Chess Game)	27
Holds Placed	18	Holds Placed	11

WPL PUBLIC SERVICES DIVISION

September 2015

Throughout September, Reference Division continued efforts to stabilize the department, streamline communication and improve customer service. Striving toward these goals has manifested in several aspects.

To start, **two service-oriented workgroups** were formed and began contributing in the areas of readers' advisory and customer service. Look for online form-based readers' advisory and Book Club in a Bag coming soon! Additionally, **the Readers' Advisory group** is working to provide training opportunities for staff, and investigating the possibility of forming a Readers' Advisory Round Table for Central Massachusetts.

Meanwhile, **the Customer Service workgroup** is focused on addressing issues staff faces on a daily basis while working at the service desks. Already this group has provided a very helpful vehicle for making both patrons' and staff's library experience more productive. We expect that this group will be ongoing.

To enhance our services in the **Periodicals Area**, the Lynda.com & Adobe Creative Suite kiosk was moved to join wifi, two study rooms and the Computer Lab as tools conducive to lifelong learning. Further, in response to the many patrons who are looking for a tranquil area for reading, studying and conducting research, an official **Quiet Zone** has been re-established in the Periodicals Area. We have added more desks and benches and rearranged existing furniture to take advantage of the natural lighting.

Collections-wise, a Closed Stacks weeding project began mid-September. Almost 100 books were weeded from the 000s and almost 180 from the 200s section. Each book is checked for items that belong in the Green Collection; if it does, it is marked and put aside for shelving in the Green Collection. The older first editions are checked in WorldCat for holdings and also reviewed in rare book websites for pricing before discard. Weeding collections on the public floors continues in an ongoing, maintenance capacity.

Government Documents

On September 16 Mary and Ping had a conference call with Ashley Dahlen of the GPO. This was an information session regarding the transfer of print to online formats for the gov. docs. collection. On September 17 Ashley forwarded a spreadsheet containing all classes selected by WPL and the format selected. We will use this list and the current list of classes to determine any documents (print or fiche) that can be supplanted with an online format. The spreadsheet will also be used to help us determine what agencies and subsequent publications are not in demand by the patrons of central Massachusetts. The information session made us aware of online resources for weeding and free agency databases for depositories.

Outreach & Programming this month included the very successful 2nd Annual Volunteer Fair. On September 26th, 99 people attended and the participating organizations were quite pleased with the number of signups they received. On September 30, in cooperation with the AARP, a small business seminar was attended by 39 participants from the across the region. Attendees

learned about entrepreneurship from 9 different presenters and we were able to promote our upcoming **4-week Small Business Basics series**. Finally, we applied for a grant to host the exhibit **Explore Tech: Engineers Make a World of Difference**. The grant provides the traveling, interactive exhibit along with \$1000 in programming funding and is made possible through the National Science Foundation. We received commitments from WPI, WSU and Girls, Inc. and have contacted several other organizations to assist us should we be awarded the grant. Notification is made in November.



Brief Statistics

- Number of Reference Transactions: 7553
- Periodicals: Email/OCLC requests - 27; Basic Assistance requests -77; Microfilm use - 92; Study room use - 124
- Government Documents: items Received 67 print materials, 5 DVD's, 1 Fiche Discards 228 print materials
- Number of Classes, Programs, Outreach Events, Tours, and Online Learning Sessions: 45 Attendance: 328
- Staff Book Reviews Posted on Reference Blog: 3
- Book Displays: 12

As September winds down, the One City One Library branches mark another successful start to the school year. The branches began class visits early in September, welcoming both new and familiar faces to the library. One City One Library saw a combined total of 160 classes, while serving a total of 3160 students and teachers in the month of September! Our class visits give us the opportunity to promote our after-school programs and attendance at our after-school events has been strong this month! Our weekly Lego Challenges were a clear favorite among our patrons. September also saw the return of the Beginning Reader and Book Buddies book clubs at Tatnuck Branch Library and Roosevelt Branch Library. Children and parents have been eager to see the books chosen for each session, and our K-3 teachers have been great about promoting these programs to their classes and some even promote them in their own newsletters!



Lego Challenge at Roosevelt



Banned Books Bingo at Goddard

Statistics at a glance:

Roosevelt Branch Library:

Visitors	2961
Public Programs	20
Public Program Attendance	172
Class Visits	57
Class Visit Attendance	1181
Patron Assists	808
Computer Sessions	129
In-house usage (items)	364
Holds Pulled	101
Holds Placed	138
New Library Cards	64
Circulation- Juvenile	2821
Circulation- Adult	119

Goddard Branch Library:

Visitors	5772
Public Programs	19
Public Program Attendance	170
Class Visits	62
Class Visit Attendance	1110
Patron Assists	990
Computer Sessions	671
In-house usage (items)	600
Holds Pulled	168
Holds Placed	135
New Library Cards	64
Circulation- Juvenile	2023
Circulation- Adult	193

Tatnuck Branch Library:

Visitors	4757
Public Programs	15
Public Program Attendance	71
Class Visits	41
Class Visit Attendance	869
Patron Assists	859
Computer Sessions	342
In-house usage (items)	756
Holds Pulled	164
Holds Placed	68
New Library Cards	37
Circulation- Juvenile	2561
Circulation- Adult	190

Worcester Talking Book Library
Monthly Report
September 2015

- 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, which was Erik Larson's *In the Garden of Beasts*. - 09/01/15
- Michael Howard shipped 41 boxes containing 1,804 U.S. government owned digital books to the National Library Service for the Blind and Physically Handicapped as part of the annual NLSBPH recall project for recycling and reusing surplus and little-used digital books. These shipments completed the Worcester Talking Book Library's ongoing year-long project to meet its federal fiscal year requirement for recycling 2,464 NLS digital books.- 09/03/15 - 09/09/15
- The Worcester Talking Book Library Advisory Council meeting was held in the AI Banx Room with nine council members attending. Two ad hoc sub-committees were created – one to explore additional outreach opportunities to promote and advertise WTBL services; and another to work on a revision of the WTBL's publicity brochure.- 09/15/15
- David Kingsbury, adaptive technology specialist who teaches at the Carroll Center in Newton, conducted the first of the fall 2015 series of assistive technology workshops in the WPL computer lab. The session, **Outlook Topics**, covered creating messages, navigating folders, attachments, and several other Outlook tools. - 09/26/15
- Jim Izatt and Michael Howard met with four staff members from the U.S. Government Accountability Office (GAO) in connection with a study that the GAO is conducting of the National Library Service for the Blind and Physically Handicapped. The purpose of the study is to gather information on current NLS services, the role of regional and sub-regional libraries within the network and what the future holds for the NLS program. Following the meeting, Jim gave a tour of the Worcester TBL's public service area, staff work areas and collection space. - 09/29/15
- Copy editing work began on the May-June 2015 Large Print Book Supplement, which will be sent across the state to the WTBL's 1,642 large print book subscribers. 09/30/15
- Worcester Talking Book Library staff continues to process and catalog large print book records recently uploaded to the KLAS database.
- During the month of September, 8,328 items were delivered to 3,172 talking book library customers; the Worcester Talking Book Library collection currently has 38,513 titles and 97,840 volumes, including digital books, large print books, print braille books and descriptive videos. 236 new large print titles and 969 digital book titles were added to the collection.

September 2015 Community Services Report:

Paula attended the Worcester Public Library Foundation's Annual Meeting at Hanover Insurance with Pingsheng Chen and Cynthia Bermudez.

Dler M-Amin started September 14 as an L1 Floater, reporting to the Community Services Coordinator. He is assigned in advance where most needed for coverage throughout the system. Dler was previously a Page at Main Library.

Paula joined a discussion with DiMella Shaffer Architects regarding the master plan for the Main Library.

Paula met with Frank Sestokas, Branch Supervisor, and Linnea Sheldon to discuss interior signage at Frances Perkins Branch.

Paula met with Frank Sestokas to continue space planning discussions at Frances Perkins Branch.

Paula participated in the MLA Reference and User Services Section meeting held at WPL.

Paula attended much of the Armenian Remembrance Day event at the Main Library in order to represent the library and accept a proclamation as well as books and DVDs on Armenian history and culture to be added to the library's Knights and Daughters of Vartan Collection.

A productive FPBL staff meeting was held while Library Express and Great Brook Valley staff were available to cover.

Rebecca Folb attended a Project Set meeting in preparation for the MLS Annual Meeting where she will be presenting.

The visitor count and internet usage numbers both went up in September at the Great Brook Valley Branch - probably due to the beginning of the school year.

Marilyn Rudolph, Branch Manager at Great Brook Valley, has been assisting in the Periodicals department on a weekly basis in addition to her hours in the Circulation department.

Libby

#PATRONS	#CARD ISSUED	#CIRCS	HOLDS	QUESTIONS	TALKING BOOKS	COMPUTER	TABLETS
1412	52	2250	88	552	32	315	19

Lilly

#PATRONS	#CARDS ISSUED	#CIRCS	HOLDS	QUESTIONS	COMPUTER	TABLETS
1617	100	2569	0	418	0	0

The Frances Perkins Branch offered fifteen active Children's programs with a total of 175 participants, and one passive Children's program in which 45 children took part.



At Fall Hat Day the children made silly and creative top hats out of rolled paper, yarn, paper plates, coffee filters, and buttons. It was a huge success with 19 people in attendance. One little girl didn't want to make a hat, so she made a paper plate necklace and decorated it with buttons.



Family Story Time has been extremely successful. All members of the family are welcome to come. Children 3 months to 6 years old have attended. The themes this month were Things That Go, Cookies, and Colors.

There were three Teen programs with 17 attendees. Including the Teen Craft where they made candy sushi out of Rice Krispie Treats and fruit snacks.

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Libby

#PATRONS	#CARD ISSUED	#CIRCS	HOLDS	QUESTIONS	TALKING BOOKS	COMPUTER	TABLETS
1412	52	2250	88	552	32	315	19

Lilly

#PATRONS	#CARDS ISSUED	#CIRCS	HOLDS	QUESTIONS	COMPUTER	TABLETS
1617	100	2569	0	418	0	0

- The Frances Perkins Branch offered fifteen active Children's programs with a total of 175 participants, and one passive Children's program in which 45 children took part.



At Fall Hat Day the children made silly and creative top hats out of rolled paper, yarn, paper plates, coffee filters, and buttons. It was a huge success with 19 people in attendance. One little girl didn't want to make a hat, so she made a paper plate necklace and decorated it with buttons.



KARMS MONTHLY ACCOMPLISHMENTS September 2015

Highlights: Special activities and projects:

- **World Language and Citizenship Projects:** Lesya identified and loaded records for several dozen Chinese fiction series titles, 78 Russian titles for the adult World Language Collection, and 26 Vietnamese items going into the children's World Language collection. Tina completed the cataloging on all Spanish Language materials, both adult and juvenile, and worked on completing several problematic Citizenship and ESLL titles. Patience successfully procured a new shelving location for the library's Citizenship materials from CWMars so that the returned items will sort accurately when run through the AMH machine.
- **Music Scores:** during September, Patience cataloged the 4 year backlog of music scores, including new titles and those needing reclassification. While the number of items cataloged was not large, the complexity of the collection, as well as the age and condition of the materials required a serious overhaul of several key areas of the collection to make the items more browse-able and user friendly for both patrons and staff. Additional reclassification projects in that area have been identified and are being organized for the future.
- **Worcester Room Project:** Tina began cataloging works written by Worcester authors and completed 30 titles, adding them to the collection in the Worcester Room. Patience and Joy continue to work through the backlog of materials identifying the proper location to place them and discussing appropriate treatment for fragile items. They are also working to prioritize the order that items will be added to the collection, since the number of items awaiting cataloging is large, and the resources to catalog them are limited.
- **New Initiatives: LaunchPad:** Cataloging and processing has been completed and once the best shelving location is identified for these educational games, they will be available for checkout. **Book Club in a Bag kits:** 11 kits have been cataloged and in the final stages of preparation. **3 Telescopes** will be added to the collection and preliminary work completed. The next steps will be to get them into the catalog and make decisions about fines, circulation periods, and how to create simple instructions on use.
- **Fund Activity Report (FAR) for October:** Lesya published the latest FAR for FY2016 with statistics showing the progress of staff ordering for the year. In brief, it shows a steady stream of materials being ordered, processed and cataloged in KARMS which keeps KARMS staff working at a consistent pace.

Ordering, Technical Processing, and Cataloging:

- **Ordering:** Lesya Kreshchuk ordered 116 carts from Baker & Taylor and Midwest Tapes, totaling \$41,296.35 and created order records for 3,210 items, processed 586 electronic invoices, created 21 invoices for the Business office.
- **Tech Processing:** Lesya opened, unboxed and received all orders while Joan has been out sick. Lisa and Kim jacketed, stamped, stickered and wrote on 362 items, relocated 390 items, and discarded 3,555 books during September. A large portion of the discards included items for the ongoing reference weeding project. Mary, Veronica, Tina, Patience, Lesya and Lisa worked on physical preparation for discard of several hundred old obsolete reference items from the closed stacks in the basement, tearing off covers, recycling the paper inside, and deleting associated MARC records from the catalog.
- **Cataloging:** The consolidated totals for cataloging from Anne, Joan, Tina, Lesya, and Patience for September was 4,499 items. Our Adjunct Copy Cataloger, Sheila Hasselstrom completed copy cataloging of 94, and the processing of 268 items for circulation. Anne worked with Patience and Cynthia to streamline and refine the standing order list and Tina and Anne worked on reclassifying Juvenile transitional materials from Frances Perkins Branch Library. All Burncoat materials are fully cataloged and stored in the basement awaiting the opening of that branch later this year.

Report respectfully submitted by Patience Terrizzi (10.15.15)

CIRCULATION AND RESOURCE SHARING REPORT OCTOBER 2015
 SUBMITTED BY DANIELLE MATTEI, CIRCULATION MANAGER

The Circulation Department is working to maintain a high level of service while facing technological challenges, a shortage of library pages and need for support while the library fills temporarily vacant positions. Technical challenges are being addressed by IT staff, new pages are joining the library team in the next two weeks and newly hired staff is filling empty positions.

Circulation statistics for September 2015

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

	September 2015
Main	48,966
FPBL	8,758
GBV	1,108
Goddard	2,092
Roosevelt	2,788
Tatnuck	2,599
Libby	2,225
Lily	2,314
Total	70,850
	September 2014
Totals	81,167

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.

	September 2015
Main	51,809
FPBL	7,866
GBV	1,371
Goddard	2,067
Roosevelt	2,541
Tatnuck	2,493
Libby	1,948
Lily	2,324
Total	72,419
	September 2014
Totals	82,145

Patron Visits Main Library, September 2015

September 2015
36,900
September 2014
45,429

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

September 2015
755
September 2014
1,131

Resource Sharing Requests Filled

August 2015
Borrower: 31
Lender: 120
August 2014
Borrower: 13
Lender: 130