

Annual Report 2018 Library

In 2018, Wilmington Memorial Library (WML) continued to implement the FY16-FY20 Strategic Plan by meeting the goals and objectives that focus on the following: community, literacy and lifelong learning, technology, marketing, facility, and staff. The 2018 Annual Report highlights activities and services that reflect how the library is making progress in these areas to better serve Wilmington residents.

Community

In 2018, WML sponsored a variety of signature events that fostered civic engagement and community collaboration. Our premier signature series was *Revive Civility*, a month long initiative to raise awareness of the importance of engaging in civil conversations, was held in September. Dr. Carolyn Lukensmeyer, the Executive Director of the National Institute for Civil Discourse was the keynote speaker on September 6. She spoke about the causes of incivility in the political arena and beyond and offered tips on what to do about it. Over 85 people attended this event, including representatives from state and local government. Her presentation set the tone for the other related programs that followed during the month. In addition to offering programs related to civility, the library had books on display that dealt with civility and kindness. Multiple copies of the two featured books *Choosing Civility* by P. M. Forni and *Treating People Well* by Lea Berman and Jeremy Bernard were purchased. These books were selected for the library's monthly book discussions. We also offered a number of children and teen programs that dealt with kindness and etiquette as well as some passive programs such as the "Kindness Tree" and "Post It Positivity Wall" to encourage patrons to think positive and kind thoughts. Many participants throughout the month indicated they thought that addressing civility was timely and important. Going forward, WML will include programs related to civility to keep it in the forefront of our daily lives.

There were a number of other events throughout the year that demonstrated how the library works with community partners and supports community connections. In April, Assistant Library Director Charlotte Wood and Technology Librarian Brad McKenna worked with Elderly Services Director Terri Marciello, Town Curator Terry McDermott and WCTV Director Shaun Neville to capture "Life in Wilmington 1940s-1970s." Twelve longtime residents, including a centenarian, participated in this local history day at the Buzzell Senior Center. WCTV recorded the interviews and the library staff digitized personal photos.

In May, WML hosted a Passport Fair, put on by the U.S. Department of State Boston Passport Agency. Over 150 people attended and noted their appreciation for the ease and convenience of having the opportunity to submit a passport application locally on a Saturday.

The Youth Services Department hosted a successful Pet Show in May. Fourteen pets and their families participated in the show with 70 people in the audience. Feedback was very positive with many requests for hosting another pet show in the future.

In June, WML and the Wilmington Police Department began hosting "Coffee with a Cop" on the third Wednesday of the month to give residents the opportunity to chat with a police officer.

On June 9, WML sponsored another successful Town Wide Yard Sale with 75 homes hosting sales.

WML partnered with the Wilmington Rotary Club to share the cost and host "Movies on the Swain" on Friday evenings during the month of August. Four family-friendly movies were scheduled: *Coco*, *Pitch Perfect*, *Sing*; and *Grease*. Unfortunately, *Sing* had to be cancelled due to weather but the other movies all had an average attendance of about 50 people. Members of the Rotary Club were in

charge of setting up and taking down the screen, which was a big undertaking, especially in the summer heat.

In collaboration with the Wilmington Sons of Italy, the library hosted six programs highlighting Italian-American heritage throughout the month of October on topics ranging from the history of Boston Italians to rustic Italian food. All these programs drew large crowds and had rave reviews. Boston's North End film and discussion program on October 11 had over 100 people with standing room only. A wonderful After Hours concert titled "An Italian Celebration" concluded the series.

Literacy

The Youth Services Department continues to offer a wide variety of programs that support literacy. Our flagship programs for preschool children are our storytimes, offered both at the library and in the community. An average of 140 children from the ages of birth to 6 years old register for each of our five 6-week storytime sessions held during weekday mornings. In addition, a variety of drop-in storytimes are offered including monthly evening storytimes, Saturday morning storytimes and a Friday morning program. During the summer, Storytimes in the Sun were conducted at Silver Lake Beach, Yentile Farm and the Wilmington Farmer's Market. In addition, librarians presented storytimes to 200 children attending the Wilmington Recreation Department's Tiny Tots and Kids Club programs. WML Youth Librarians also conducted storytimes at local day cares and preschools and to all WPS Kindergarten classes as a part of summer reading promotion. In 2018, storytime attendance totaled 7,380.

Teen Librarian Brittany Tuttle, in partnership in the Wilmington Middle School librarian, collaborated on a Winter Reading Program with a Harry Potter theme. Students were randomly assigned to one of the 4 Hogwarts Houses, and each house competed to log the most reading hours. The winning house got to attend a pizza party and interactive Harry Potter movie viewing at the library. The Harry Potter Winter Reading Program totals were: 138 total registrations and 5,876 total hours read.

Permission was granted from the Board of Selectman to install a Story Walk at Rotary Park. Laminated pages of a book will be displayed around the pond at the park. Three local Girl Scouts working on their Silver Award are assisting with the project.

The Youth Services Department presented another robust Annual Summer Reading program offering 105 youth programs with an attendance of 4,135. In addition, 1,122 kids and teens registered for the summer reading program and read a total of 7,401 hours. Adult patrons also enjoyed the annual summer reading incentives. For every two books read, patrons could spin a carnival like wheel for a chance to win a variety of prizes. Spinning the wheel was very popular and the format made it easy for people to participate. We had 376 submissions, for a total of 752 books read! The summer reading program finale Summer Bash was once again held on the Swain Green in August with over 300 attendees enjoying music, games and good food.

A group of local writers who have been meeting at the library for the past three years under the tutelage of Barbara Alevras, a Wilmington resident and writing enthusiast, proudly published a collection of their work *The Writers Next Door*. The library hosted their book launch on Monday August 20 with a wonderful turnout (75 people). The writers groups demonstrate how the library creates a means for connecting people with similar interests and in this case bringing together those looking for writing support. Proceeds from the sale of the book were donated to the Friends of the Library.

Lifelong Learning

In January, we started off the New Year by offering 31 Day Reset, a series of programs geared towards de-stressing, relaxing and resetting for the New Year. All of the programs were well attended and well received.

In March, WML hosted our first “How To Fair”. We partnered with 18 local businesses and community members to present workshops to the community on topics such as “How to Raise Chickens” to “How to Hack Trader Joe’s.” The event was scheduled like a conference with multiple sessions happening throughout the library at one time. We had over 300 people attend the workshops and had great feedback from presenters and attendees, as well as interest from other libraries in hosting their own fair.

In October and November, WML hosted the Etsy Craft Entrepreneurship; a program series that teaches crafters how to start an online shop. Etsy seller Jen Pepper of the Chatty Press was hired to teach the program. Ten students participated in the program. Feedback from the teacher and participants was very positive and we look forward to seeing their shops.

We added new items to our Library of Things collection including a laminator, label maker, tent, food dehydrator, Amazon Alexa, mini video projector, Roku, and trail camera. We also added Jigsaw Puzzles and some “experience kits” including Hand Lettering, Dot Journaling, and Pickleball. The Youth Services Department put together themed backpacks and healing kits to connect children and families with resources that address a variety of needs and in some cases, emotional trauma.

Technology

In January, WML hosted our first “Girls Who Code” series. This national nonprofit organization working to educate, inspire, and equip high school girls with the skills and resources to pursue opportunities in computing field. Employees from Analog and a few local parents assisted in teaching this program. We will be a host site again in 2019.

Our one-on-one tech classes offered by Technology Librarian Brad McKenna continue to be popular. Longtime volunteer Carmine Lavino, who also helps out with these classes, was featured in the *Lowell Sun* in a series highlighting local volunteers. In addition, Brad with the help of Assistant Librarian for Teen Services Brittany Tuttle launched “Tech Buddies,” a new volunteer program connecting tech savvy teens and members of the community in need of assistance navigating their phones, tablets, cameras, and the Cloud.

Wi-Fi printing was added in late December enabling patrons to print from their smart phones and laptops. We also purchased a turntable for the Digital Media Lab, which allow patrons to digitize their old LP records.

Marketing

In January, Marketing Librarian Danielle Ward and Adult Services Librarian Kim Blakely went live with “Conversations in Cardigans.” They videotaped themselves chatting with each other about upcoming library events, new resources at the library, and books they were reading. These quarterly “episodes” were typically filmed in the car after they distributed brochures at the train station and then posted on Facebook where they received great engagement and positive response.

Marketing Librarian Danielle Ward coordinated WML’s presence during the Town of Wilmington’s Fun on the Fourth festivities. She arranged to have library pages dress up as three princesses and one as the Cat in the Hat for Family Day. Approximately 200 kids and their parents came by to meet the princesses. The Cat in the Hat was stationed at the Book Store Next Door to greet customers. Kudos to everyone especially the library pages for being such good sports on a very hot morning!

Staff

Erin Driscoll started work as our new Technical Services Assistant in January. Erin replaces Diane DeFrancesco who retired in December 2017. Part-time Library Associate Sonia Lacombe who worked in the Youth Services Department for five years resigned in July. Laurie Wierzbicki joined the staff to fill the vacancy as a part-time Library Associate in August.

Assistant Children's Librarian Victoria Oatis and Assistant Librarian for Teen Services Brittany Tuttle attended the Public Library Association Conference in Philadelphia in March. Both Victoria and Brittany were inspired with great ideas for WML! Marketing Librarian Danielle Ward attended the New England Library Association Conference in October where she presented a session about Welcome Receptions for new residents along with librarians from Wakefield and Norwood. WML was the first library in the area to offer a new resident welcome reception followed by Wakefield, Reading, Tewksbury and Norwood libraries. Technology Librarian Brad McKenna and WCTV's Lisa Kapala garnered the Best Podcast award at the Massachusetts Creator Awards for the "Digital Divide".

Five librarians attended the "Black Belt Librarian" workshop in May. Warren Graham, an expert on the topic of safety and security in a public library, gave tips on how to deal with behavior problems in a way that solves the problem and keeps staff and patrons safe. Staff training included a CPR and first aid refresher course presented by Town Nurse Traci Mello in June. In August, Samantha Reif, Health and Recovery Coordinator, presented training to the library staff on understanding and dealing with mental health issues in a public library setting. In December, staff enjoyed a tour of the Harnden Tavern presented by Town Curator Terry McDermott.

Facility

In August, the Board of Library Trustees voted to use \$24,770 in state aid funds to contract with Russo Barr Associates to do a feasibility study to determine the cost of adding a meeting room and study room on the second floor of the library. Funding for this expansion project would come from the Barbara Johnson Trust, which totals \$386,000. Andy Barr of Russo Barr Associates presented the results of the study at a Trustees meeting in December. He reported that the estimated cost to add a room on the second floor in rear of the building would be a well beyond the available funds. Building code requirements added to the cost of this addition. However, other options for building improvements are being explored.

The Friends of the Library Annual Appeal 2018 was earmarked to raise additional funds for a seating area in the green space behind the library. We hope to begin the work in early spring 2019 and have the project completed by summer.

Using state aid funds, new furniture was purchased for the Children's Room and for the first floor quiet study area. In addition, we purchased a puzzle table where patrons can enjoy adding a few pieces to a jigsaw puzzle while visiting the library.

Acknowledgements

James Banda, who was a Library Trustee for 26 years, passed away on January 26. He also served on the Planning Board and Board of Selectmen. The small meeting room was named in his honor at the May 2010 Annual Meeting in recognition for his service to the library and to the town. Donations in his memory were made to the Friends of the Library and were used to support the library's "Revive Civility" initiative.

Joan Grady, who served on the Board of Library Trustees for 20 years, stepped down in May. Town Manager Jeff Hull appointed Kathleen Reynolds to fill the vacancy.

The Friends of the Library is acknowledged for its ongoing support. We thank the cadre of dedicated volunteers including members of the Executive Board, Book Store Next Door volunteers, hospitality committee and all Friends who by their membership believe that a good public library is an important community resource.

Going forward in January 2019, WML will begin the process of developing the strategic plan for FY21-FY25. We look forward to working with community stakeholders as we assess how best to add value to the lives of Wilmington residents.

LIBRARY STAFF
(as of December 31, 2018)

Library Director-Christina Stewart
Assistant Library Director-Charlotte Wood
Administrative Assistant-Gloria Corcoran

Adult Services Librarian-Kimberly Blakely
Marketing Librarian-Danielle Ward
Technology Librarian-Bradley McKenna
Youth Services Librarian-Barbara Raab

Circulation Librarian-Linda Pavluk
Assistant Technical Services Librarian-Linda Harris

Assistant Children's Librarian-Victoria Oatis
Assistant Teen Services Librarian-Brittany Tuttle

Adult Department Circulation Assistants
Ruth Ellen Donnelly, Desiree Maguire,
Library Associate Laurie Wierzbicki
Children's Department Library Associates
Lisa Crispin, Kristen Gake
Technical Services Assistant- Erin Driscoll

Library Pages
Donalissa Alphonse, Beverly Banks, Britney Chin,
Elise Lentini, Joshua Rainone
Jacqueline Strob, Alexander Vlamis

LIBRARY STATISTICS FOR 2017

Hours Open Weekly	
Winter	64
Monday through Saturday 9-5	
Monday through Thursday evenings 5-9	
Summer	56

Monday through Friday 9-5
 Monday through Thursday evenings 5-9

Population		22,573
Number New Patrons Registered		704
Total Registered Borrowers		13,814
Number of library visits		133,578
Number of Items in Collection		47,147
Print and Electronic Subscriptions		189
Museum Passes		13
Circulation		202,158
Physical	175,126	
Digital	27,032	
Interlibrary Loan		47,888
To other libraries	19,664	
From other libraries	28,224	
Information Services		
Information Desk Transactions		5,759
Internet Sessions		10,760
Website Hits		300,614
Meeting Room		1,142
Library	955	
Community	187	
Library Programs		981
Children's Programs	464	
Teen Programs	74	
Adult Programs	443	
Total attendance at programs		20,657
Children's Programs	15,273	
Teen Programs	560	
Adult Programs	4,824	