Annual Report contents

By the Numbers 3
Board of Directors 4
Library Foundation 5
Friends of the Library 6
Administration/Building Services 7
South Norwalk (SoNo) Branch Library 8
Circulation Services 9-10
Library Technology/Technical Services 11-12
Youth Services 13-14
Information Services 15-19
Information Services/ Norwalk History Room 20
Greater Norwalk Literacy Volunteers 21-22
Annual Report by the numbers

624,797 actual visitors to the Main and SoNo libraries
430,754 virtual visitors to the library’s website
381,861 library materials actually checked out
169,217 uses of Library Free Wi-Fi
49,580 library materials downloaded or streamed from our website
44,063 requests for information, 2754 in Spanish
37,717 residents with library cards
32,093 items given away offsite, at train station, City Hall, and beach
27,854 children attended 1450 library programs
24,231 virtual uses of online databases
13,456 adults attended 1030 library programs
3320 meeting room bookings
880 museum passes circulated
841 passports issued
482 projects researched in the Norwalk History Room
335 Greater Norwalk Literacy volunteers students
324 preschool and 95 elementary and middle school classes visited by librarians
The Norwalk Public Library Board of Directors is appointed by the Mayor, the First Taxing District, and the Second Taxing District. Members meet monthly to determine rules and regulations for the government of the Library and the supervision, care and custody of its buildings and grounds.

In 2018-19, the Library Board initiated a strategic planning process for the library’s future. Working with consultants Library Development Solutions, they sought community advice through a survey and community conversations, including meetings with staff and community leaders, all of which engaged more than 1900 residents.

Alex Knopp, President
Moina Noor
Thomas Cullen
Mary O. Mann
Ralph Bloom
Jannie C. Williams, Treasurer
Patsy R. Brescia, Vice President
(Absent) Taber Hamilton
(Absent) Tyrone McClain
Members of the Norwalk Public Library Board of Directors also serve as the Board of Trustees for the Norwalk Library Foundation. The Foundation is a 501c3 charitable organization whose purpose is to support the Norwalk Public Library, which is a municipal department. That support includes funding staff development, summer reading programs, Homework Help, The Discovery Museum rocket launch program, and other library activities not funded in the library’s annual municipal budget. The Foundation is also the fiduciary for Norwalk Reads, Literacy Volunteers, Norwalk History Room, and other library-related programs that are funded by donations to the Foundation.

Rocket Launch with Discovery Museum @ NPL

**Hours**
- Sundays: 1pm-5pm
- Mondays: 11am-7pm
- Tuesdays: 11am-5pm
- Wednesdays: 11am-7pm
- Thursdays: 1pm-5pm
- Fridays: 2pm-5pm
- Saturdays: 1pm-5pm

Alex Knopp, President
Patsy R. Brescia, Vice President
Jannie C. Williams, Treasurer
Ralph Bloom
Thomas Cullen
Taber Hamilton
Mary O. Mann
Tyrone McClain
Moina Noor
Friends of the Norwalk Public Library is a 501c3 non-profit corporation founded to support library activities. The all volunteer board meets monthly to plan biannual and ongoing book sales to raise money in support of library programs. In 2018-19, the Friends funded movie nights at both libraries, children’s summer reading programs, Homework Help at the SoNo branch, and window treatments for the main library. The friends also maintain a giveaway nook at the main library which has recycled over 30,000 books which were discarded from the library’s collections.

Jeff Conrad, President
Nijole Potts, Treasurer
Ralph Bloom, Historian & Book Sales

James Alvord
Ann Bello
Wayne Caldwell
Frank Derato
Elaine Halstead
Nancy Hartshorne
Noreen Normand

Friends of the Library Spring Book Sales

Childrens Only Book Sale
Thursday, May 2
3:00 - 7:00 PM

General Book Sale
Saturday, May 4 9:00 - 5:00 Full Price
Sunday, May 5 1:00 - 4:30 50% off
Monday, May 6 9:00 - 6:00 $4/bag
Tuesday, May 7 9:00 - Noon Free

Friends Cafe open Saturday & Sunday
The Team in 2018-19
The library staff of 92 (27 f/t; 65 p/t) is led by the Management Team of six supervisors (Christine Bradley, Director; Sherelle Harris, Assistant Director; Laurie Iffland, Director of Library Technology; Victoria Oatis, Director of Youth Services; Cynde Bloom Lahey, Director of Information Services; and Sharon Daniel, Circulation Systems Manager). They meet bimonthly to establish goals and objectives for the library staff and to plan library schedules and activities. Accounting for the city funds in our FY2019 municipal budget of $3,623,501 is managed by Dawn Kravarik. Accounting for the Norwalk Public Library Foundation ($1,000,000), which includes Norwalk Reads ($10,000), is managed by David Hepworth.

Sherelle Harris supervises Building Services for both library buildings, with her team: Joseph Baker, Collin Pratt, Mark Kravarik.

Highlights 2018-19
In response to the patron survey we conducted as part of our strategic planning process, The Blue Teapot bakery and café, proprietor Nijole Potts, opened in the main library. The main library is now open on Friday nights until 8:30, for a total of 67 hours open per week. We plan to annualize some of FY 2018-19’s successful events-- Wall Street Holiday Market, Indie Author Day, First Friday documentaries, History Room High Tea, Pollinator Pathway, Norwalk Film Festival, GOPIO heritage event, Art n Text.

Goals 2019-20
The expansion and modernization of the main library, led by the city’s Economic Development office, will be our focus in 2019-20.
The Team in 2018-19
Sherelle Harris
Deneeka Baker, Bianca Brillant Kamille Claudio,
Egypt Dopwell, Crystal Lopez, Raeven McFadden,
Daniel Rodriguez, Hailey Roy, John Shoup, Sylvia Schulman

Highlights 2018-19
- Introduced a Girls Who Code technology program.
- Introduced STEM after-school program.
- Introduced a chess club for youth.
- Began renovation of the Community Room
- Began renovation of the Teen Room

Goals 2019-20
- Start a book club for senior citizens.
- Finalize the renovation of the teen room.
- Finalize the renovation of the community room.
- Ensure that every kindergarten student in Norwalk has a library card.
- Hire a designer to help facilitate a design plan to repurpose rooms as needed to accommodate the demand for meeting and program space.
- Host a regional chess tournament / Have regional tournament winners form the SoNo team.
Annual Report  Circulation Services

The Team in 2018-19
Sharon Daniel
Tammy Grimes-McPherson, Peter Jacobs,
Divya Misra, Penelope Papadoulis, Soraya Principe, Jessica Ramirez, Susan Russo, Helen Ludwig

Highlights 2018-19
- Organized weekly distribution of books year-round to City of Norwalk Tax Collector’s Office, and the South Norwalk Train Station. 32,093 books distributed.
- Distributed books weekly to the Norwalk Beach Library from Memorial Day through Labor Day, and advertised library programs at each location.
- Provided creative, eye-catching displays to feature and promote library materials.
- Norwalk Reads - A program which is primarily housed at the Main Library and seeks to promote the opportunity and encouragement to read through the distribution of free books to children in Norwalk.
- Continued to update our PowerPoint large screen display for the public.
- Promoted Museum Passes, and all online downloadable material to our customers.
- Displayed more effectively library advertising in the circulation area with a display of fliers at the front desk and on community bulletin boards; posted daily events on the lobby white board.
- Explained and implemented parking and validation.
- Managed annual summer and fall amnesty programs with food collected for Person to Person.
- Hosted Field Goods Online Farmers Market with items picked up weekly at front desk.
- Tallied and distributed BorrowIT CT ILL materials deliveries.
Annual Report  Circulation Services

Goals 2019-20

Ensure continual customer service and increase circulation of library materials in the Great Norwalk Community.
Enhance and increase Museum Passes availability.
Streamline cash and credit card payment procedures for patrons’ convenience.
Ensure lowest time possible on turnaround time on returned material.
Continue to promote library membership throughout Norwalk through outreach and signage at the SONO Train Station, Tax Collector’s Office and the Norwalk Beach.
Annual Report Library Technology/Technical Services

The Team in 2018-19
Laurie Iffland
Bessie Fludd, Elaine Halstead, Aldo Araujo
Marcy McKee, Gloria Moreno, Merry Park, Joanne Polonsky, Kathleen Rauscher

Highlights 2018-19

Working with the City’s IT Department, 15 new computers were purchased and deployed in FY 2018-19.
Software and hardware maintenance contracts were renewed as needed.
Four new Wi-Fi access points were added throughout the Main Library building; three network switches were refreshed. The Blue Teapot was outfitted with internet, phone, and cash register access.
A computer inventory was begun. A catalog assessment was begun.
Staff migrated from Gsuite to Outlook.
Converted and outfitted new History Room annex in an unused office area.
Created a PopUp library collection and outfitted the new vehicle for mobile circulation.
Hardwired Studio One.
Goals 2019-20

Begin offering more variety of OS for public use.

Develop plan to migrate out of ILS to the cloud or a new physical server.

Provide a secure device charging station.

Provide easier access to laptops for public use. Refresh Wi-Fi access points.

Begin a cataloging procedural manual.

Upgrade to Windows 10.
The Team in 2018-19

Vicki Oatis

Sue Abruscato, Cathi Andronik, Urania Avery, Evelyn Cunningham, Jane Goldstein, Kathi Gordon, Laura Hamilton, Brian Highland, Laurie James, Wendy Julien, Marcia Kibbe, Tricia Lash, Lisa Story, Andre St. Surin, JC Sweeney, Lauren Sweeney

Highlights 2018-19

Outreach - 14,583 preschoolers, elementary/middle/high schoolers were visited during more than 419 outreach visits to schools and camps all over Norwalk throughout the year. Escape Rooms were a big hit!
We worked with ASPIRE, an afterschool program for at risk 6th, 7th, and 8th graders run by the Family & Children’s Agency, a partnership that has since led to a grant and more book clubs. Through a partnership with the Discovery Museum, visitors to the main and SoNo branch libraries had a chance to launch a rocket.
Goals 2019-20

Putting the Pop-Up Truck on the road in the spring of 2020 will increase outreach services to schools, camps, after-school programs, and other community organizations and events, and also allow us to provide more materials for those who need it most.

We will continue working with the Norwalk Public Schools to encourage students to read over the summer and find books that will help cement a joy and love for reading for these young community members.
Annual Report Information Services

The Team in 2018-19

Cynde Bloom Lahey
Cathy Andronik, Sam Arnold, Luis Ayala, Bianca Citron, Wendy Dunlop, Caryn Friedman, Ramona Garcia, Lynn Hildenbrand, Tina Kramer, Isabel Bullen, Shannon Hitchcock, Maria Livoti, Sally Nacker, Melissa Mastrianni-Kahn, Carol Pappolla, Grethe Shepherd, Susannah Violino, Jaquell Wilson, Dorothea Combis, Candi Sterling, Carrie Varga

Highlights 2018-19

Programs

AuthorSpeak events with authors both local and nationally known.
Monthly Book Discussions: Books Sandwiched In, Reader’s Choice, Libra et Aperitivo, Brightview
musical performances, including Hello Summer and Warm Up Your Winter Series, Jazz & Poetry at the Norwalk Inn.
Art Exhibits/displays in Main Library Reading Room and foyer, with receptions introducing artists to community.
Presentations/lectures on various topics, including health and medicine, law, history, finance, small business, retirement, literature, culture, music and art. History lectures with Ramona Garcia, theatrical performances, environmental lecture series
“Healthy Minds, Healthy Bodies” with Norwalk Health Department Nutrition and Exercise with Second Act Fitness, Walk Aerobics, Qi Gong, and Tai Chi, and Zumba.
Pollinator Pathway
Monthly Poetry workshop with Norwalk Poet Laureate.
Craft Connection monthly
SCORE business workshops.
Annual Report  Information Services

Highlights 2018-19
Services

- Reorganized arrangement of workstations in Public Computer area to provide more privacy and comfort for patrons.
- Added VHS to DVD converter for public use in Studio One.
- Continued to offer and expand one-on-one Computer Tutor appointments.
- Developed comprehensive written instruction for downloading e-books, e-audio books, movies, music and magazines from Library resources to patrons’ smartphone and tablet devices.
- Created instruction on Library YouTube station for downloading material to devices.
- Continued to augment full-text indexing of The Norwalk Hour Index.
- Launched the Norwalk Public Library’s first Seed Library.
- Key staff trained to administer Norwalk Public Library Passport Service.
- Initiated Notary Public Service.
- Developed new initiatives to streamline Interlibrary Loan while increasing the eligible formats.
- Centralized room booking.
Annual Report Information Services

Highlights 2018-19

Collections
- Completed review of Fiction collection, replacing worn and missing copies of popular books and classics with Friends of the Library book donations when possible, purchasing when necessary.
- Reorganization of mass market paperback collection, created PB designation, relocated revolving paperback racks to the Yazgoor Room.
- On-going review of Non-Fiction collection.
- Physical shifting of Fiction and Non-Fiction collections to allocate better space for quiet study and reading.
- Began purchasing more duplicate copies of popular, in-demand material.
- Continued to grow the Book Discussion collection.
- Annual review of Databases.
- Opened up areas on the main floor and lower level in the main library by shifting, weeding, and reorganizing to provide more quiet study space.

Promotion
- Created NPL in the News special section on website.
- Social Media visibility increased. Facebook, Instagram, and Twitter all had substantial increases.
- In-house created booklets, flyers and posters informed community about collections, programs and services.
- Monitor installed above the Main Reference Desk to promote collections, programs and services.
- Created and distributed user friendly marketing materials using Graphic Design software.
Annual Report Information Services

Highlights 2018-19

Partnerships

Ability and Beyond
American Job Center Career Coach
CT State Library
CT Partnership for Long Term Care ~ Brightview Assisted Living
DAR~ Fairfield County Makers Guild~ PAWS
Hearst Media / The Norwalk Hour
KES Educational Services
Lockwood Mathews Mansion Museum
National Kidney Assn ~ American Heart Assn
Newsbank
Norwalk Chamber of Commerce ~ Norwalk Education Foundation
Norwalk Health Department ~ Norwalk Historical Society
Norwalk Parks and Recreation ~ Norwalk Poet Laureate
Norwalk Senior Center/Meals on Wheels
Norwalk Arts Commission ~ Norwalk Board of Education
Pollinator Pathway
SCORE ~ STAR USA Financial
World Affairs Forum
FY 2019-20 Goals

Complete re-organization of main level, adding additional quiet, window seating facing Mott Avenue.
Expansion of shelving for Book Discussion collection on main level.
Create friendly, welcoming center for readers on lower level in the Yazgoor Room.
Continue to offer wide, expansive variety of programming for adults of all ages, 7 days a week.
Increase usage of Library databases by 10%, with classes offered by a rotating schedule of Reference Librarians, promotional pieces and additional YouTube video how-to’s.
Video recording of NPL programs on a regular basis, available for viewing on NPL website.
Streamline statistical record keeping
Eliminate paper records and increase electronic records.
Develop a monthly podcast about what is happening at NPL.
Annual Report  Information Services, Norwalk History Room

The Team in  2018-19
Lynn Hildenbrand, Cynde Bloom Lahey,
Ralph Bloom, Isabel Bullen, Gloria Neaderland, Candi Sterling, Ramona Garcia

Highlights 2018-19
Celebration of History Room’s fifth anniversary with a high tea.
Reorganized and inventoried map cases.
Created History Room research and meeting room.

Goals 2019-20
Live launch of PastPerfect database of History Room
Postcards and photos on the Norwalk Public Library website.

Scanning of selected oversize maps and plans.

ArchGIS software to allow display of newly digitized historic maps, with capacity for overlay with modern maps.

Additional scheduling of staff to provide more hours of accessibility, including Sunday.
Relocate microfilm of Norwalk Hour, Norwalk Census, and Vital Records to Norwalk History Room.
The Team in 2018-19

Sherelle Harris   Sheelha Bhatia

TUTORS

Lynda Arratoon, Jenna Aveigo, Mandy Ball, Jean Bennett, Ann Bolognani, Tina Bothe, Ben Boulton, Alison Brown, Paul Cady, Cynthia Campbell, Maria Casale, Doug Cassell, Candace Chase, Regina Cheever, Don Christopher, Carol Comiskey, Richard Cortright, Betty Cosgrove, Marigrace Dubas, Bob Dalury, Susan DeCarlo, Amy Diamond, Ellen Dunn, Chad Ennis, John Fitzpatrick, Doris Fiotakis, Stephen Flaum, Abigail Flynn, Susan Frayer, Roxanne Freedman, Laura Frugone, Alice Garrard, Matt Gillick, Laurie Goldberg, Jennifer Gramigna, Hank Green, Diane Hafter, Don Harris, Angie Hartwell, Lisa Hickey, Rosita Hill, Debbie Ice, Lynn Jeffery, Nazima Kadri, Nancy Kenworthy, Laura Kletter, Pamela Klein, Karen Lanza, Susan Lardner, Jane Lassner, Rebecca Laus, Milania Manuel, Francie Mansanger, Tamar Mays, Stephanie McKale, Monica Mula, Rita Muncie, Adolf Neaderland, Kristen Nelson, Kathleen Olstein, Mary Oster, Janice Papolos, Joan Parella, Julianna Post, Devin Powers, Therese Rayfield, Peg Regen, Dorothy Rich, Eleanor Riemer, Sheyla Rivera, Olga Scamuffo, Linda Schaefer, Avonne Seideman, Nancy Selman, Judy Semmel, Gloria Seymour, Hazel Shulman, Laurie Singer, Caroline Sorstein, Sandy Soson, Dale Steinharter, Debbie Stransky, Jeanne Tarrant, Nora Thompson-Perry, Jim Tobin, Bruno Tomasi, Heather Traber, Florence Turenne, Quynhchi Vanlang, Swathi Vuchoor, Aaron Walker, Melissa Walker, Carl Westhelle, Stacey Williams
Annual Report  Greater Norwalk Literacy Volunteers

2018-19 Highlights

- 335 active students.
- 47 active tutors.
- Recipient of monies from the Mayor’s Charity Ball.
- Initiated the start of assessing students annually to ensure advancement.
- Conversations with tutors about standardized curriculum.
- Formal meeting for tutors to share teaching practices and supplemental teaching materials.
- Students increased ability with written and conversational English, to pass the Connecticut Driver’s Exam and the US Citizenship Test.
- Local English and Spanish news outlets published articles about Literacy Volunteers and its students, who passed the US Citizenship Test.
- Created online forms to track class time and student participation hours.
- Created forms to track accuracy of the use of the office and its services.

FY 2019-20 Goals

- Begin basic reading (non-ELL) classes to meet demand for them.
- Begin formal citizenship classes.
- Begin formal tutor recruitment.
- Quarterly meetings for tutors to share teaching practices.
- Weed and catalog the unofficial collection.