



Westwood Public Library Update

Lizzy McGovern, Assistant Library Director

8, March 2021

Staffing

- **Head of Adult Services**

We are happy to announce that Abby Walsh has accepted the position of Head of Adult Services! Abby is coming with 12-15 years of library experience. Abby has collaborative experience working with other departments in the library; is cross trained in circulation, childrens/teens. She is also bringing extensive programming experience and knowledge of library apps and technology that patrons regularly use. We are happy to have Abby on our library team and can't wait to see all the wonderful services and programs she will bring to Westwood. Abby's first day will be March 15th, 2021.

- **Adult Services/Reference Librarian**

The final candidate we selected for this position declined the offer. Once Abby starts in March we will go back out again and repost the position. I am hopeful we will find the right candidate who will be the perfect addition to our stellar library team.

- **Director Search**

Wednesday February 24th, representatives from the Library Director Search committee (including Joan Courtney Murray and Chris Coleman) invited library staff to a listening session via zoom. Staff were able to express their ideal traits they would like to see in a new Library Director as well as what they would like to see the library achieve in the next few years post covid.

Wentworth Hall / Islington Branch Library Update:

The Wentworth Hall/Islington Branch project is moving forward and looking great. The vertical structure is up and the framing and existing panels from the old wentworth hall structure have been integrated with the new framing structure. The building is taking shape and looking great. Claire Connors and I were invited to an onsite walkthrough of the panel installation progress on March 3rd.

Claire Connors, Nora Loughnane, Tricia Perry and myself had the first design meeting with Cori from Tucker interiors who will be creating a mock-up of the library based on the plans and our conversation.

Library Services:

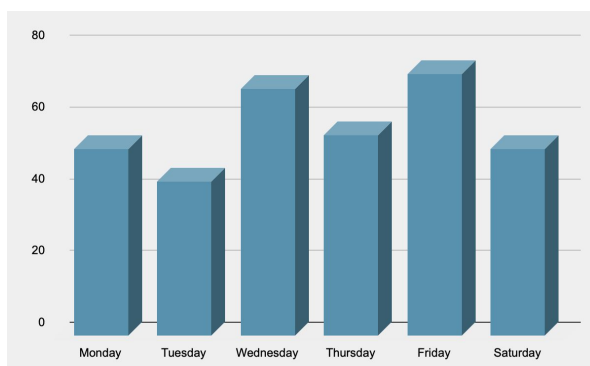
We are continuing to assess COVID19 numbers and with direction from the town and board of health the library is making steps in our reopening process and moving towards the “new normal”.

As of March 8th, 2021 we are currently offering:

- **Curbside holds pickup** continues to be a very popular service for patrons who appreciate the convenience of picking up their items.
- **Browsing appointments** have been added so we are open from 10am-6pm for 15 minute appointments for the first floor collections that include new books for adults/teens and the entire Children’s department (we have removed the 2 hour window from 1-3 that was blocked for appointments). We have also opened up the AV room for browsing of the full DVD and Audiobook collections.
- **Individual Study Seats** are also now available for reservations on the second floor for up to 3 hours from 10am-1pm Monday through Friday. When we have a fully staffed reference department we plan to expand the available hours to the afternoon/evening and Saturdays. We hope to roll this out in April.
- **Wifi printing:** June Tulikangas our Head of Technology is in the process of setting up wifi printing so that patrons can easily print from phone or laptops without having to log on to public PCs which are currently unavailable for use.

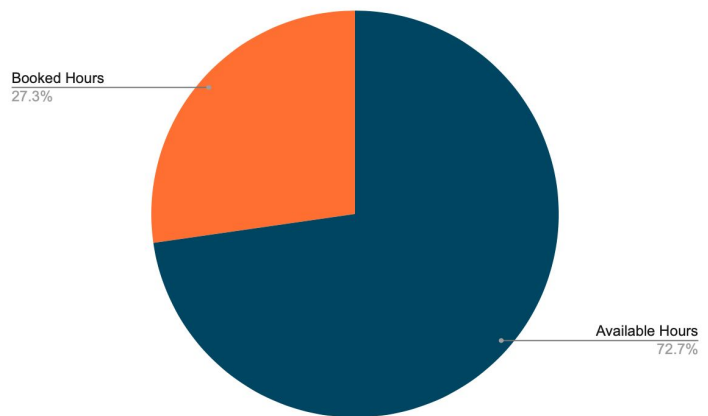
We started using Libcal for our appointment bookings in February and have been able to gather a lot of data: Busiest days are Wednesdays, Fridays, and Saturdays;

Day of the Week Distribution									
Day	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday			
Confirmed Appointments	52	43	69	56	73	52			
Canceled Appointments	2	4	7	3	5	1			
Available Hours	44	54	60	64	52	28			
Booked Hours	13	10.75	17.25	14	18.25	13			
User Showed Up? Yes	26	26	57	29	58	42			
User Showed Up? No	2	2	1	0	2	1			



In February, we had 230 hours available for appointments and patrons booked 86 of those hours with a total of 345 browsing appointments.

Monthly Distribution	
Month/Year	Feb 2021
Confirmed Appointments	345
Canceled Appointments	22
Available Hours*	230
Booked Hours	86.25



**Available hours listed are double the normal hours open as two bookings are available per 15 minute appointment. Browsing Appointment 1 was available a total of 112 hours in February; Browsing Appointment 2 was available a total of 118 hours in February for a combined total 230 hours of availability for bookings.*

February Highlights:

Adult and Youth (Children's and Teens) Services:

DIY kits continue to be extremely popular and although the many Take and Make activities take a lot of staff manpower to create, assemble, and distribute, the results are very rewarding. We are excited to plan outdoor activities and programs for the Spring and Summer so that the library can continue to be a space (virtually and outdoors) where friends can connect, learn, and grow together.

We had over 50 participants attend a talk from Marjan Kamali, bestselling author of *Together Tea* and *The Stationary Shop*. The library continues to collaborate with the Historical Society in hosting speakers. In February we had over 70 attendees for the Anthony Sammarco talk on the 100th Anniversary of the "Spanish Flu".

Collection

- Increase in digital collection use with both Overdrive and Hoopla from January to February.
- Celebrating Black History Month, the library created displays of books and media celebrating Black voices in both the Children's Department and the Browsing Collection in the Gallery. We also promoted Black authors of kids, teens, and adult books all month long on social media.

Library Strategic Plan

The library's long range plan expires in 2021 and a new one needs to be filed by October 1st 2021. I attended a workshop on Strategic planning on March 4th with the Massachusetts Library System. This workshop offered a suggested timeline, examples of community input via surveys, feedback, interviews and more. The suggested timeline would have us begin our planning in March with gathering members for a community focus group. Due to COVID19, most of the input can be done in creative ways and can be done in a hybrid model between in-person and virtual. The first step would

be to reach out to members of the community and stakeholders for a focus group as well as a staff strategic planning committee.

Respectfully Submitted,
Elizabeth McGovern, Assistant Library Director