



**Westwood Public Library Update**  
**Lizzy McGovern, Library Director**  
**April 8, 2024**

**Library Updates**

- Main Library was officially granted permission to be a Passport Acceptance Agency. We have 5 staff members trained to be acceptance agents.
- We have given out 500 solar eclipse glasses (2 per family) in advance of the eclipse on April 8th.
- Mocktails and Murder: A ReadNext Book talk panel was a great success with about 20 participants. Staff love to host book talk panels and can't wait to host more on a quarterly basis. Shoutout to Kristy for organizing and hosting this very successful event.
- The Walpole Council on Aging "Senior Moments" Chorus performed at the Main Library singing Irish and Spring songs to a delighted audience!
- Would like to host Staff Development Day in May for Customer Service Training and Team Building initiatives.
- Karen G. and her team are in the middle of weeding the mystery collection giving it a great refresh. Books on CD collection has also been heavily weeded as the circulation numbers have drastically lowered. We are also going to start weeding the adult fiction.



### **Adult Services:**

One exciting update from Adult Services is an opportunity to re-design and rebrand Information Services to meet the current and future needs of the community. Part of this re-design is thinking first and foremost about user experience and the changing needs of patrons. This rethinking of how we deliver services is part of our strategic initiative *Re-envision customer service for the future to meet high-value, emerging community needs and requests*. We are moving forward with appointment based specialty services that include:

- Social services
  - Passports
  - Notary
- Living Library questions
- Local history
- research/database
- tech help

I will be working with Molly Riportella , Andy Northrup on the library methodology design and with Jimmy McCarthy on reconfiguring desks/computers/space on the second floor that will support this shift.

### **Youth Services**

Youth services had a busy month in the library with many families taking shelter from mixed winter weather! The room was crowded and bustling with patrons enjoying the toys and coloring tables. Our regular programs were well attended and we enjoyed our special STEAM program “Learn with Minecraft” presented by TD3 Gaming.

### **Islington Branch Library:**

Staff picks are always a popular area at the Branch. We are constantly restacking our books. Patrons tend to go to the stack of books of the staff member that reads similar to them. We also had a women’s history display at the circulation desk for adults and kids. The monthly display was “Travel to England” with a bookmark inserted with a QR code that brought the patron to the library Armchair Travel Lib Guide. Patrons love an easy pick.

We are experimenting with the plants by propagating new plants in water and dirt. It's a science experiment and some of the regular kids love it and I try to get them to take a plant home to encourage their interest in plants. We are having a seed program in April and the Plant Swap in June.

We offer 4 book clubs throughout the month, a family program on Mondays and weekly knitting in the morning and one night a month. It’s great to see new faces at these programs!

### **Staffing Update**

I wanted to share a bittersweet update from our Adult Services team, both Maryam Mallick and Sean O’Donnell are moving on to the next phase in their careers. Maryam will be the Head of Circulation in Wakefield. Wakefield is a wonderful opportunity for Maryam and is a better commute for her (which we can all appreciate). We were so lucky to have Maryam here for the last few months and have really loved getting to know her. Sean will also be going to a new position at Brookline Public Library. We will miss Sean so much and I thank him for all he has accomplished here in Westwood. We wish them both the best in their new positions and their next adventure in the public library world!

We will be posting these positions in the coming weeks.

## **Strategy Update: Action Plan 2024**

We wanted to highlight some of the stats to showcase a potential correlation between the impact of the billboard and library usage:

New Library Cards: We had 91 new library cards registrations (16 new online patrons) compared to 78 new library cards in February 2024. Compared to March of 2023 where new library cards totalled 58.

Digital usage:

- Libby is up 41% from March of last year (901 unique users March 2024 and 762 March 2023)
- Hoopla usage up 7%: March 2024 (29 new patrons, 382 unique users) March 2023: 17 new, 313 unique users)
- Kanopy 67% (14 new accounts in march 2024)

Respectfully Submitted,  
Lizzy McGovern, Library Director