

NORWALK PUBLIC LIBRARY SYSTEM



2014-2015

ANNUAL REPORT

Norwalk Public Library System

Mission Statement

The Norwalk Public Library System, with our open access to diverse resources, is the information and cultural center for Norwalk citizens and businesses.

Meeting Challenges in 2014-2015

#1 THE MAIN LIBRARY has been an anchor of the Wall Street area since 1879. It could be a neighborhood hub with an upgrade that meets the needs of today's residents. The library needs to expand parking and update the building—last renovated in 1982—to secure additional space for local and historical research, public art exhibition, public meeting rooms, and an auditorium with outside entrance.

Two factors propelled the needs of the main library to the front of public consciousness at the end of FY 2015. First, at the March Library Board meeting, there was a presentation regarding moving the Main Library into the 5% “Public Space” being negotiated with GGP in its plan to construct a Mall at 95/7. This proposal was discussed around town, but not favorably received, and at its April meeting, the Library Board agreed to the following resolution: “That the existing Library, at 1 Belden Avenue continue to serve as the City of Norwalk’s Main Library which it has since 1902. Further, that ongoing efforts continue: to improve the interior layout; provide additional access; and increase public parking; to and of the existing building for the benefit of its public, and to continue as the prominent keystone to the revitalization of the Norwalk Center area development.”

Second, in February, Milligan Realty purchased the property at 11 Belden Avenue, including the private parking lot adjacent to the library's parking lot. The new owner promptly put a chain across that lot and erected signs threatening to tow library patrons who parked there. These actions prompted a protest about the lack of parking at the main library which resulted in ongoing talks between the city and the first taxing district, owners of 3 Belden Avenue. These talks will likely result in added parking for the library at 3 Belden .

Meeting Challenges in 2014-2015

#2 THE SOUTH NORWALK BRANCH also needs additional public parking for its growing patronage in addition to soundproofing its community room so that it may be used without interfering with the right of citizens to a quiet atmosphere in the computer and reading rooms directly underneath it.

Two potential sources of additional parking for the SoNo branch are the Norwalk Parking Authority's Webster Street lot across Washington St. and the adjacent Frontier (formerly AT&T) building to the west. Talks are just beginning on how these two sites might be able to provide patrons of the branch with additional parking.

In the FY 2015-16 Capital budget, \$18,000 was included for soundproofing the SoNo auditorium. RFP will be issued this summer.

Meeting Challenges in 2014-2015

#3 THE NORWALK PUBLIC LIBRARY SYSTEM must expand its roll in adult education and adult language learning to ensure that our citizens are literate enough to pursue self-sufficiency.

Literacy Volunteers at Norwalk Public Library has achieved great success in expanding the reach of our English Language Learners program. From the beginning to the end of FY 2014-15, the number of tutors has increased from 63 to 73; the number of students from 217 to 398, and the wait list has decreased from 63 to 50. Two part time coordinators supervise 78 ELL sessions per week and have had almost 3000 visits to the LV office in the main library this year.

In October, the estate of Hilda Kraus bequeathed \$70,000 to LV, the cost of which is \$30,000/year for the PT coordinators. Norwalk's BET appropriated \$30,000 for LV in the FY2015-16 operating budget, however, they expect to receive \$30,000 in revenue from the Library Foundation to cover the city's cost. The Library Board's position is that LV should be a regular part of the library's operating budget, but the BET's position is that LV should sustain itself through fundraising.

2014 -2015 by the numbers

28,887 library cards

496,253 materials circulated

512,423 visitors

6132 hours open

28,615 uses of online databases

86,341 public computer sessions

1425 programs for young readers

29,037 young readers attended programs

132 class visits

17,220 Norwalk Reads children's books distributed

398 Literacy Volunteers students

73 Literacy Volunteers tutors

421 adult programs

9274 adults attended programs

6179 volunteer hours donated

250 Norwalk History Room research requests

40,111 reference questions answered

2372 meeting room bookings

17794 newsletter opens

47016 website views

912 FB likes

2321 Twitter followers

2014 -2015 Service Goals

1. Partner with Norwalk's Business & Non-Profit Community
2. Assist in Job & Career Development by offering more classes and purchasing specific databases
3. Provide Access to Emerging Technologies through classes and training databases
4. Develop Young Readers in line with Norwalk Public Schools' cradle to career goal
5. Promote Early Literacy and Family Literacy
6. Promote Adult Literacy and Welcome New Americans
7. Power the Imagination through reading and an array of programs
8. Promote Community Resources so that citizens know their tax dollars are spent with all of Norwalk in mind
9. Preserve and Discover Norwalk's Heritage
10. Provide Welcoming Real and Virtual Spaces

Goal 1 Objectives

Partner with Norwalk's Business and Non-Profit Communities

1. Partner on projects with Norwalk businesses & non-profits, the Norwalk Chamber, and SCORE.

In July, NPLS joined with non-profit project partners LMMM, Norwalk Preservation Trust, and Norwalk Historical Society in a CHC planning grant "Old Factories, New People".

In January, the library partnered with SCORE for a five part series on Simple Steps for Starting your Business. This partnership with SCORE has continued thorough 2015.

In February, the Library Board supported NPLS' advertising in the 2015 Norwalk Chamber of Commerce Who's Who.

From February 1 to April 15, AARP volunteers prepared and filed 2,100 returns, roughly half at the Main Library and half at the South Norwalk branch. Individually, these two sites are, by far, the largest of the 95 AARP-managed sites in Connecticut.

Goal 1 Objectives

Partner with Norwalk's Business and Non-Profit Communities

Other organizations with which the library partnered in 2015 include Barnes and Noble, Constant Contact, C.O.R.E. Performance Dynamics, Creative Connections, Darien Center for Integrative Medicine, Fitch House Miniature Club, FranNet, Greater Norwalk Hispanic Chamber of Commerce, Hospital for Special surgery, Beringer Weinstock Group of Janney Montgomery Scott's, JFK Forum a Harvard, KES Educational services, MattersIt, NEF, Norwalk Senior Center, Norwalk Symphony, Silver Hill Hospital, Southwest regional Mental Health board, Fact Set, TESS.

2. *Encourage consumers to buy local whenever possible and to use local talent for library programs.*

In 2015, NPLS had over 1800 programs for pre-school, school age, teens, and adults. Most of these programs were put on by performers from the local area, and most from Norwalk. In addition, the AuthorSpeak series at the main library is an opportunity for local authors, whether publically or privately published, to discuss and sell their books. We had over 24 of these lunch time programs in 2015.

Goal 1 Objectives

Partner with Norwalk's Business and Non-Profit Community

- 3. Make meeting rooms available at no charge to Norwalk based non-profits.*

NPLS logged 2372 meeting room bookings for non-profits in 2015, a 15% increase over FY 2014.

- 4. Create one new study room on the main level of the main library.*

“Judy’s Room”, named in honor of Judy Rivas and funded by a \$10,000 anonymous donation, was dedicated on April 16, 2015.

- 5. Promote our business databases; increase usage by 10% to justify cost.*

NPLS produced a brochure to highlight our premium databases. The business resources had mixed results. A to Z Databases 782 uses, down 14% from 2014; D&B 452, 25% increase; Value Line 627, a 700% increase.

- 6. Add new databases, including the Foundation Directory and Lynda.com.*
Both added in FY 2015.

- 7. Identify non-performing databases and market them to their targeted audience.*

A FY 2016 objective

Goal 1 Objectives

Partner with Norwalk's Business and Non-Profit Community

8. *Allow Rowayton and East Norwalk patrons access to NPL databases.*

Problematic due to the database vendors.

9. *Teach classes on the use of our databases, EBook readers, and internet searching in both buildings.*

NPLS gave 315 sessions on EBook help in 2015, up over 100% from 2014. Attendance at computer workshops was down 30%, although the number of workshops was up over 30%. Teaching classes on the use of our databases is a FY 2016 objective.

10. *Develop gallery space in both buildings where artists can display and sell their work.*

Although we don't have a dedicated gallery space in either building, we used the available space to showcase the work of local artists Jo-Ann Claybourne, Noreen Norman, and others. At the end of FY 2015, we purchased some moveable panels which can be used to display artwork in FY 2016.

11. *Offer a "Norwalk only" library card to people who work, but do not live, in Norwalk.*

At their January meeting, the Library Board voted to approve this amended wording on the library card application. "If you are employed or attend school in Norwalk, but are a resident of another town, you may be issued a temporary Norwalk Library card for one year for use only in the NPLS".

Goal 2 Objectives

Assist in Job & Career Development

1. *Provide and promote our resources for the unemployed and the underemployed.*

JobNow was used almost 3000 times in 2015, the same as in 2014. The CT Works career coach made monthly visits to the main library, with attendance of 116 jobseekers, up 20% from 2014.

2. *Assist patrons with job applications and resume writing, both one-on-one and in workshops at both libraries.*

Reference librarians gave one-on-one job application and resume help almost 1000 times, slightly less than in 2014. No workshops were held in FY 2015.

3. *Support entrepreneurs with library resources, including small meeting rooms and WiFi.*

Added one small meeting room in main library. WiFi upgraded and ability to print added in both buildings.

4. *Deploy more library assistants in reference and circulation to help with program presentations, to troubleshoot IT problems, and to assist patrons with computer applications, filling out job applications, using social media, etc.*

We have added one PT Library assistant in reference and transferred one FT LA to reference from circulation to help with technology issues, including installation of 3D printers. No LAs have done program presentations .

5. *Create a list of local companies that hire professional, paraprofessional and skilled and unskilled workers and have it readily available at our reference desks.*

FY 2016 Objective?

Goal 3 Objectives

Provide Access to Emerging Technologies Through Classes and Training Databases

1. *Continue and expand on computer classes in English and Spanish.*

Although the number of computer classes increased in 2015, the number of students decreased, both by about 30%. Will review/revamp this program in FY 2016.

2. *Maintain the speed and reliability of our public computers.*

Public computer use was up 7% in 2015, reversing a downward trend of recent years.

3. *Upgrade WiFi while still maintaining open access.*

WiFi upgraded and ability to print added in both buildings. In order to maintain open access, NPLS does not have the ability to track WiFi usage.

4. *Continue relationship with the city's IT department for use of their help desk.*

Relationship continues, with NPLS Technology Director attending monthly IT meetings, and NPLS IT capital projects (self-check, Sierra server, PC refresh) included in city IT budget

Goal 3 Objectives

Provide Access to Emerging Technologies Through Classes and Training Databases

5. Deploy new equipment procured by city IT.

New PCs deployed in 2015 according to IT's inventory of need.

6. Partner with the city's IT, the Norwalk BOE and NEF to host a consumer-oriented technology fair.

FY 2016 objective

7. Seek tech savvy staff to man public desks.

Youth services has added some PT Library assistants who are tech savvy. Need to continue in 2016 as FT positions are filled.

8. Display technology, in addition to print and non-print materials, throughout both libraries.

FY 2016 objective. 3D printer MakerSpace funded by Library Board on lower level of main library. Branch 3D printer funded by ATT grant.

Goal 4 Objectives

Develop Young Readers From Cradle to Career

1. *Librarians will continue to connect with Norwalk Public Schools, the community at large, and our newly acquired Literacy Volunteers at Norwalk Public Library adult learners to book talk and to demonstrate our databases.*

The 2015 summer reading committee includes an NPS administrator (Language Arts) . Youth Services staff are an integral part of Norwalk ACTS. Class visits to promote summer reading were increased in 2015. 63 elementary visits, a 40% increase over 2014. 11 middle school visits, down 40% from 2014.

2. *Integrate children's and teen services to form a Youth Services department at the main library.*

Done.

3. *Support new initiatives in youth and adult services.*

2015 initiatives include:

- Community Conversations about education at the SoNo branch library.
- Integration of Norwalk Reads (as a fiduciary) and Literacy Volunteers into the NPLS program of service.
- AuthorSpeak programs to introduce new and established authors, many of them local residents, to our community of readers.
- Healthy Minds, Healthy Bodies programming, including yoga, Zumba, Qi Gong, and walk aerobics.

Goal 4 Objectives

Develop Young Readers From Cradle to Career

3. *Support new initiatives in youth and adult services.*

2015 initiatives continued:

- Participation in Farmshare.
- Relationship with Fairfield County Makers Guild to teach “maker” classes at both libraries, primarily for teens.
- Relationship with SCORE to teach classes for small business people.
- Adoption of the statewide online summer reading program.
- Expansion of library cards to those who are employed in Norwalk.

4. *Enhance our Minecraft, 3D printing, Lego robotics, and “maker” technologies programming.*

Minecraft Mondays, MakerSpace Thursdays, thanks to Library Board. Lego robotics program in children's' room. ATT grant to teach classes in both buildings.

5. *Renovate the teen rooms in both buildings.*

Done, but work will continue into 2016.

Goal 4 Objectives

Develop Young Readers From Cradle to Career

- 6. Increase the total number of children's library cards by 10% by ensuring that every Norwalk student has an NPLS card.*

Every child with a library card will be a FY 2016 initiative, but children's cards increased by 13% in 2015 with 985 new children's cards.

- 7. Visit Norwalk public schools and preschools and invite them to visit our libraries.*

63 elementary, 11 middle, and 57 preschools visited in 2015; numbers include both those who brought students to visit the libraries and librarians' outreach to schools.

- 8. Continue Volunteens, the library volunteer program for teenagers.*

Volunteens continues at the main library once a month.

- 9. Increase participation in the citywide summer reading program in cooperation with Norwalk Public Schools, Norwalk ACTS and the Norwalk Early Childhood Council to prevent the summer slide.*

2015 Summer reading committee, with representatives from with Norwalk Public Schools, Norwalk ACTS, Norwalk Arts Society, and the Norwalk Early Childhood Council have been working together to expand summer reading. However, because of a change in software requiring an email to sign up, the actual online signups have fallen since 2014.

Goal 5 Objectives

Promote Early Literacy and Family Literacy

1. *Hold at least two large scale family events each year to engage parents in the literacy.*

Held the last Run between the Libraries in 2015, (to be discontinued in favor of a library mini-golf tournament in FY 2016, an event which has been successful in other CT libraries). Three citywide events were held in the summer of 2015 to promote summer reading, and both the SoNo branch and the main library held kick-off and wrap up events. At the SoNo kick-off in June, the latest quilt from Peace by Piece, "Taking Flight" was unveiled and will permanently hang in the branch library.

2. *Continue to support Norwalk Reads.*

NPLS is not only the fiduciary for Norwalk Reads, but the NPLS Head of Circulation supervises the acquisition, organization, and distribution of books to be given away. NR gave away 17,220 children's books in 2015.

3. *Remain open for family friendly hours, especially Sunday afternoon.*

Both buildings were open from mid October to mid June, with a combined attendance of 17,864.

4. *Employ staff who are fluent in the languages spoken in Norwalk households.*

In 2015, NPLS employed 4 FT and 3 PT Spanish speakers.

5. *Ask for preferred language on library card applications.*

Done.

Goal 5 Objectives

Promote Early Literacy and Family Literacy

6. Develop programs for families in their native language.

Regular bilingual story hours are offered at main and branch libraries, and both host a big Cinco de Mayo celebration for families . Café & Conversazione in Italian meets weekly. SCORE and the Greater Norwalk Hispanic Chamber of Commerce presented a five part series “Workshop on Business Ownership” in Spanish.

7. Provide online language learning databases for both adults and children.

Mango Languages 1481 uses, down 14% from 2014. Muzzy Languages for children 93 uses, up 60 % from 2014.

8. Attend community and school events to promote NPLS materials and programs.

Assistant Director was elected to Board of Education. Head of Circulation attends career fairs at high schools. Youth librarians participate in literacy events held in elementary and middle schools.

Goal 6 Objectives

Promote Adult Literacy and Welcome New Americans

1. *Fully fund Literacy Volunteers in the 2015–16 operating budget.*

Literacy Volunteers was funded with \$30,000 in the 2015–16 operating budget, but with an accompanying \$30,000 in revenue to be provided by the Library Foundation from a bequest that NPLS received for LV in 2015. In the 2016-17 budget, NPLS will again request full funding without the accompanying revenue item.

2. *Assess and upgrade technology in the Literacy Volunteers' office.*

NPLS Director of Library Technology replaced the computers in the LV office, which had 3000 visits in 2015.

3. *Fully integrate the Literacy Volunteers program into the Norwalk Public Library system.*

Done. PT Coordinators and volunteer tutors are supervised directly by Assistant Director.

Goal 6 Objectives

Promote Adult Literacy and Welcome New Americans

4. *Expand the Literacy Volunteers program to include sessions at the SoNo branch.*

Of the 78 tutoring sessions held each week, most are in the main library because of the amount of space available, but classes are being held at the SoNo branch. In addition, volunteers use space in the Methodist Church on West avenue and in public schools.

5. *Increase the number of volunteers to meet the needs of the students on the waiting list.*

At the end of 2015, LV had 73 tutors and the waitlist was reduced to 50.

Goal 7 Objectives

Power the Imagination through Reading, and an Array of Programs

1. *Increase book related programs, including the AuthorSpeak program for local authors.*

We hosted at least two AuthorSpeak programs a month in the main library, plus monthly book discussions in both buildings. 9267 adults attended 420 library programs in 2015, up 43% from 2014.

2. *Provide library programs during the Friends' book sales to draw more people.*

We continue to provide a variety of programming during the Friends book sales, which bring in approximately \$7500 per bi-annual sale.

3. *Buy materials in new formats as they are released; add multiple copies of titles in popular formats.*

We have stopped purchasing Playaways, but we continue to purchase both DVDs and CDs for audiobooks and music. We have increased the number of EBook and Audiobook downloads from Overdrive to almost 20,000 annual checkouts, a 40% increase from 2014. In addition we added Hoopla for downloading movies as well as books and music. Hoopla was used 920 times in its first year. When a title has more than six holds, we purchase an additional copy.

4. *Review collection development and circulation policies, especially adding an express book collection.*

We added an express book collection in 2015 which has been a success with library patrons who want new materials; express books were 1.5% of total book circulation, or 3007 books.

5. *Continue customer-driven acquisitions.*

We continue our policy of purchasing almost all titles that are requested by patrons.

Goal 7 Objectives

Power the Imagination through Reading, and an Array of Programs

6. *Continue to weed materials that are not being used.*

Each subject specialist is responsible for both acquisitions and weeding in his/her area of expertise. In 2015, we deleted 201,811 bibliographic records and 392,431 item records, an increase of 3% and 5%.

7. *Implement security measures to protect the collections.*

Not done. We decided that the cost of the security measures is not justified by the saving in materials.

8. *Promote new downloadable services such as Lynda.com, Hoopla and Zinio.*

Will renew efforts to “get the word out” about these resources in 2016.

9. *Host a poetry reading program in April, 2015.*

On Saturday evening, April 11, we hosted “An Evening of Jazz and Poetry” with musician and writer Neddy Smith, at the Norwalk Inn. It was an evening like no other, with an attendance of over 100 poetry lovers.

Goal 7 Objectives

Power the Imagination through Reading, and an Array of Programs

10. Invite big name authors for a speaking engagement and book signing during National Library Week.

On April 17 at the Norwalk Inn, we hosted a fundraiser for Literacy Volunteers featuring Marilyn Kendrix, author of *The Justice Imperative: How Hyper Incarceration Hijacked the American Dream*. We also held the dedication of Judy's Room on April 16, during National Library Week.

11. Continue and promote the SoNo Lit Crawl in March, 2015.

The SoNo Lit Crawl was held on March 3 in Match, Local, Strada 18, and Washington Prime. About 60 people participated despite a terrible snowstorm that night.

12. Continue thematic displays in both buildings to promote the collections.

Circulation staff in the main library have begun rotating biweekly displays developed by circulation staff. Branch staff have started a "staff favorites" display at the front entrance.

13. Add elementary and middle school science and technology programs.

ATT grant funded technology programs, Lego programs, and other STEM programs have been very well attended in both buildings.

Goal 8 Objectives

Promote Community Resources

1. *Provide and promote library databases for students that offer free tutoring and homework help.*

Homework Help, an online tutoring service, held almost 8000 tutoring sessions in 2015, however that was a 38% drop from 2015.

2. *Provide and promote library databases for language learners, small businesses, and entrepreneurs.*

Mango Languages was used almost 1500 times in 2015, a drop of 14% from 2014.

3. *Offer Temporary Teen Cards to students who cannot otherwise access library databases.*

Temporary teen cards are available, with the same graphic as the teen section of our website. However, only 51 TTCs were made in 2015, a 50% drop from 2014.

Goal 8 Objectives

Promote Community Resources

4. *Incorporate the East Norwalk and Rowayton libraries into our Integrated Library System (ILS).*

Since we just migrated to Sierra in 2015, this will be a goal for 2016.

5. *Continue working with BOE and NEF to look at the big picture for Norwalk's needs.*

The Assistant Director is an elected member of the BOE, and NPLS' representative to Norwalk ACTS.

Youth librarians participate in the Norwalk ACTS CANS.

6. *Add special education to the "Community Conversations" about education.*

On April 2, the SoNo branch hosted a Community Conversation of "Fact or Fiction" issues regarding parental rights and misconceptions regarding special education with Attorney Nora Belanger.

Goal 9 Objectives

Preserve & Discover Norwalk's Heritage

1. *Staff the Norwalk History Room with volunteers and a PT reference librarian.*

History Room continues to have a staff of six loyal volunteers and one PT librarian , plus assistance from FT and PT staff in the technical services department.

2. *Promote Ancestry.com and similar services to Norwalk residents interested in their history and heritage.*

Because Ancestry is one of a few databases which can only be accessed in the library, use was only 350 in 2015, a drop of 28% from 2014.

3. *Seek funding to preserve The Hour newspaper microfilming, digitization project.*

The Norwalk History Room developed a multi-year program to digitize Norwalk's four major historic newspapers. The *Norwalk Hour* weekly and daily editions are not in the capital budget until FY 2020, when the Gazette and the Sentinel will have been digitized completely. The weekly paper (1872-1921) is 13 reels. The daily paper (1895-1909) is 44 reels.

Goal 9 Objectives

Preserve & Discover Norwalk's Heritage

4. *Complete digitization of the Norwalk Gazette (1818 – 1899) and the South Norwalk Sentinel (1870 – 1945).*

Digitization involves running OCR (optical character recognition) software over the microfilm images, indexing this file, and placing it in a searchable database. The State Library has offered to host our digitized newspapers as part of the “Connecticut Digital Newspaper Project.” They will also hold our master negatives in their climate and temperature controlled vault in Rocky Hill, CT at no charge. We have started our project with the *Norwalk Gazette* (1818-1899) because it is Norwalk's oldest surviving newspaper, and the only news title that we hold in actual paper, which is now very fragile. The city has included \$11k in the FY 2015 budget to digitize the *Gazette*, which will be fully searchable on the State Library's newspaper site in FY 2016. The entire run of the *Gazette* is now in microfilm, thanks to a grant from the Norwalk Public Library Foundation. In 2015, we sent all 199 reels of the *Sentinel* away to be digitized. Funding for all of these digitization projects is projected at \$21,000 each year FY2016-FY2020.

Goal 10 Objectives

Provide Welcoming Real and Virtual Spaces

1. *Complete the building plan for the main library.*

Although funding is still in place in the capital budget, Purchasing asked for a rewrite of our RFP because the \$15,000 budget is not sufficient for the plan as we proposed. We will request an additional \$15,000 in the FY2017 capital budget.

2. *Complete improvements of the South Norwalk branch children's room (walls/ceiling).*

\$15,000 is included in the FY 2016 capital budget for these improvements.

3. *Finish improvements to the auditoriums in both buildings.*

Work has been completed in both auditoriums, except for the sound proofing of the South Norwalk Community room.

4. *Professionally soundproof the community room at the South Norwalk branch.*

\$18,000 is budgeted for soundproofing in the FY2016 capital budget.

5. *Improve the safety of outdoor lighting at the main library.*

This project was not funded in FY2015.

Goal 10 Objectives

Provide Welcoming Real and Virtual Spaces

6. *Provide healthy snacks for patrons in both buildings.*

We added snack machines from Fresh and Healthy Vending in both buildings.

7. *Continue monthly online newsletter and event e-blasts.*

We had a total of 17,794 newsletter opens in FY 2015. That was down 18% from FY 2014. We continue to get a good response from event Eblasts, which we send out at the rate of 4-8/month.

8. *Investigate self checkout/RFID*

Although RFID funding is not slated until FY 2017, we did get funding for a self-check machine in the IT department's FY2016 capital budget.

9. *Provide real time library emergency information on our website and phone message.*

We used the Eblasts and notices on our website to notify patrons of closings in FY 2015, and we recorded and set up alternate phone messages to announce closings.

10. *Add flat screens in both buildings for continuous display of library events and local information.*

Both buildings have flat screens which announce both library events on a continuous scroll and *It's Relevant* local news, traffic, and weather feeds. We alternate this with News 12.

Goal 10 Objectives

Provide Welcoming Real and Virtual Spaces

11. Provide hyper-diligent cleanliness in our bathrooms and public computer areas.

We continue to be justifiably proud of the cleanliness of our public restrooms, and we are working on a schedule for cleaning the public computers on a regular basis at least twice a week.

12. Remain abreast of capital projects.

We closed out several capital projects with balances in FY 2015. We used those unspent balances for an emergency repair of \$40,000 needed for the main library's elevator. Responsibility for building capital projects is now overseen by the city's building management.

13. Add a FT librarian to branch staff.

We took the opportunity of the 2015 retirement of a FT Catalog Librarian to transfer that position to a FT librarian at the branch. The hiring process will not, however, be completed until FY 2016 because the position description had to be re-written.

14. Add to both buildings four additional photos, stretched on canvas, of iconic Norwalk scenes.

This will happen in FY 2016. The additional four photos are in production and should be delivered early in FY 2016.

15. Professionally clean carpets in both libraries annually.

In FY 2015, we did partial cleaning in both libraries, but will include carpet cleaning throughout both buildings in the FY2017 capital budget.