



**Report presented to the Board of Trustees  
by Margaret Morrissey, Director  
presented April 22, 2025**

**Annual Report**

- Submitted FY2024 report to Town Manager

**Budget**

- The budget approved by the Town Manager is \$586,208. Electricity charges will now be handled centrally at Town Hall. This change has an impact on the Municipal Appropriation Requirement (MAR). The State Aid office at MA Board of Library Commissioners (MBLC) have been contacted and an adjusted MAR will be created. The Tech Processing/Circulation Assistant position be reclassified from S-5 to S-7, as it has bookkeeping, records management, benefits, AP as the core tasks and needs to be in line with similar positions at Town Hall. The Education and Human Services (EHS) sub committee will meet on 4/30 to review the Town Manager's proposal.

**Building**

- P and P General Contractors repaired the metal entrance doors and painted the north entrance doors 4/17-18. \$3,600
- Requested quote for the restoration and insulation of the windows in the 1914 and 1966 sections of the building. P and P Contractors have conducted a site visit. Researching whether there is a de-leading certificate on file.
- Snow fell on Saturday, 4/12 and the area was not cleared, making it a hazard. Staff cleared a path on the stairway. DPW were called to scrape the snow. Some ice melt had been distributed. Emailed the Town Manager and he apologized to staff and has a plan in place with the DPW going forward.
- Power outage 4/11 early in the morning and continued until 10:45 am. The intruder alarm was affected and Norel had to provide telephone assistance to re-set.
- DiMauro Carpet has leveled the floor in the porch area and installed new floor covering. 4/9 \$600.
- DPW worked on the landscaping for two days 4/16-4/17, creating a new flower bed at the "Reaching for a Star" sculpture.

- During the semi-annual fire inspection, a deficit was identified with the horns on the second floor. The issue resolution is a power pack. Quote requested.
- Boilers and backflow preventers were inspected 3/21 and the certificates are posted.
- Sink in one of the bathrooms on the first floor was vandalized 3/13. Santelli plumbing reinstalled the sink and secured it. Water fountain was also recalibrated on 3/31.
- Bay Path Electrical Department have indicated that they will resume working on the electrical and cabling projects after the April vacation.

#### Chess Park

- Group met 4/17. Documents are being prepared by Joe Coan, Landscape Architect. Reviewed potential donor list and discussed strategy.

#### Children's Room

- Summer Reading preparations are completed.
- *Me and My Mini*, funded by a grant from the Olive I. and Anthony A. Borgatti Donor Advised Fund at Greater Worcester Community Foundation, is finishing on April 15 until the fall.
- April Vacation programs also funded by the Borgatti fund were:
  - Bob Bloom Drumming 4/23
  - Mad Science Slime 4/24
- *Wiggles and Giggles* a new group of programs presented by Lainy Hanlon and funded by a YFCP Grant
- Space week in April

#### Circulation

- Staff has been contacting patrons with overdue materials. In some cases, the contact information does not work. Records are updated so that if the person applies for a card again, the issue has to be addressed.
- Hotspots are back circulating again.

#### Collection Development

- Circulation staff focusing on overdue items and encouraging patrons to return them.
- Displays created by staff to promote the library materials
  - Massachusetts Space Week
  - Autism Awareness
  - Jazz Appreciation
  - Tax Time (½ month)
  - Earth Day (½ month)

## Digital Commonwealth – Boston Public Library

- In a follow up call to Jake Sadow of the Boston Public Library (BPL) the schedule for digitizing the Southbridge News has been delayed into 2026. Given the state of the economy and changes happening with lightening speed, I have requested that BPL would harvest the copies that have already been digitized by the newspaper, for which we have been given unconditional access. Apparently, they have not done this previously and the staff will need to decide

## FOJEL

- Book sale on Thursday, April 3<sup>rd</sup> – Saturday April 5<sup>th</sup>. The revenue was \$919. Remainder books were picked up by Travelers Restaurant, CT 4/7.
- Next book sale 11/6-11/8.
- Group met on Monday, April 7, in the Pioppi Room
- FOJEL renewed the pass for Tower Hill Botanical Gardens

## Grants and Donations

- The items from the Summer Feeding grant were delivered. Summer Feeding 2025 will start on 6/30 and end 8/8.

## Incident

- Gereen Alarie accidentally fell in the Pioppi Room, 4/4. She has a fracture but a full recovery is anticipated. A report was filed with the Town Manager and Treasurer's offices.
- Patron fell in the snow 4/12 at 11 am. Report filed.

## Local History

- Gift of black and white framed photograph of the south side of Main Street from 1918, presented by Nancy and Donald Vaughan.

## Long Range Plan

- Staff continues to promote the databases and streaming services subscribed to by the library. Staff is also working on other promotional materials

## National Library Week

- Staff celebrated 4/7-4/11 and received many compliments from patrons on the service received.

## Outreach

- Open Sky Resilience Group are conducting 'office hours' for unhoused community members on the first Monday of the month 1-3pm (4/4, 5/5, 6/2)
- TriValley requested to set up a table on the lower level during the book sale hours on Saturday.

## Poet Laureate

- *Southbridge: My Triggering Town* by Bill Tremblay was launched at the library on Thursday, April 24<sup>th</sup>. It is an anthology of the poetry inspired by Southbridge. The *Southbridge News* published a front page article 5/1 and Southbridge Community TV has recorded the event for later upload to YouTube.

## Programs

- Reference:
  - 74 transactions
  - 1-on-1 Tech Trainings: 3
  - Researched ASL interpreters for library programming
- Adult programs:
  - Meditation (3 sessions)
  - Chess Club (2 sessions): 10
  - Knitting with Friends (5 sessions): 8
  - Artist Meet & Greet (Karen Reid)
  - Junque Journaling: 16
  - Betty's Bounce: 10
  - Asteroid Presentation (4/22)
  - Bill Tremblay (4/24)

## Safety and Security

- Vandalism to the sink in one of the bathrooms on the first floor. Police report filed. 3/13.
- Quote received re-set sink, replace pipes and make usable \$911.45, Materials \$25.97 + 2 ceiling tiles (Mills) and DPW x 2 staff here to stabilize the leaks.
- Patron was loud and abusive on the phone in the bathroom. The verbal abuse continued to be directed at staff. The privilege of using the meeting room to meet with a social worker has been revoked until an apology is received. Patrons need to show respect for staff members.
- Draft procedure on ICE crafted and submitted to Town Manager for review.
- Six police officers entered the library on 4/10 and accompanied a female patron out of the building.
- A 12-year old patron was waiting for a ride 4/11. He had no charge on his phone. Many messages were left by the staff. He did not know any other number. Library director

waiting with him for 30 minutes before calling the police dispatch to request an officer take charge. Officer Desrosier arrived and was informed the grandmother was on her way.

## Service

- Library closed 4/21 in honor of Patriot's Day.

## Staff

- Laurie Magnuson has started 4/22 as Tech Services Circulation Assistant.
- Lisa Webb has started as Library Aide, a 10 h.p.w. position in Children's Room 4/16.
- Jillian Ciapocha has completed part 2 (of 4) – Administration of the Basic Library Techniques course. Due to the dismantling of the Institute of Libraries and Museums (IMLS) this series is suspended.

## Technology

- Created the eNewsletter/social media/statistics/promotional materials (museum passes)/collection development
- General site/link maintenance and preparing move from current website provider PiperWebs to CyberOptik and stricter ADA requirements. The new site needs to be in place by October 2025. Senior staff had a meeting with CyberOptik technical staff 4/9
- Uploaded materials to the reference section of the JEL website
- Two-step authentication is becoming more commonplace and staff will be using it for email.

## CW MARS tickets

- Two new computers were purchased and installed.
- The Apple iPad was purchased on behalf of the Trustees with the assistance of the IT Director.
- Cloud 9 was offline 3/25 and operational again the next day.
- Library funding message displayed on our catalog and on public computers
  - LPT Print Release issues
  - OPAC issue

## Teen

- March Take & Make (Paracord bracelet): 58
- Signed Library up for the Mass Center for the Book Student Reading Challenge
- Massachusetts Space Week/school vacation:
  - 4/22: Dino Tata presentation
  - 4/23: Paint a mini galaxy
  - 4/24: NASA documentary
  - 4/25: LEGO challenge (space theme)