

Goodnow Library



The most significant event for the Library and the world this year was the introduction and spread of the COVID-19. The year started out as usual, but on March 16, the

Library building shut down to the public and remained closed for the remainder of the year. While no patrons were able to physically visit the Library, the staff quickly pivoted to provide virtual programming via Facebook live streaming. As the reality sunk in that this was not going to be a two-week shutdown as originally anticipated, Library staff swiftly went to work to maintain community connections by reimagining programming, Summer Reading, and new ways to get books and other library material into the hands of our patrons. However, it should be noted that even with multiple transformative initiatives, many of the usual statistical benchmarks were significantly affected by COVID. Please see the Statistical Snapshot at the end of this report for more detailed information.



Wednesday, August 12th at 7pm

COMMUNITY DISCUSSION ON THE HATE U GIVE

Read (or watch) and come prepared to discuss topics of race, inequality, and how to make a positive change in your community

copies of the ebook and digital audiobook are available free through Hoopla

ANGIE THOMAS

For more information and to register, please visit goodnowlibrary.org/calendar

Current Strategic Plan, 2018-2022

Library's Mission: Improving lives through the power of information, ideas, and innovation.

Library's Vision: The Goodnow Library will:

- Be a primary resource for learning and literacy
- Be socially equitable and accessible to all
- Be a valued community partner
- Be proactive and responsive to community needs

Current Goals:

1. Support learning and multiple forms of literacies
2. Create a place that cultivates diverse ideas and innovation
3. Foster community connections
4. Provide high standards of customer experience
5. Develop sustainability

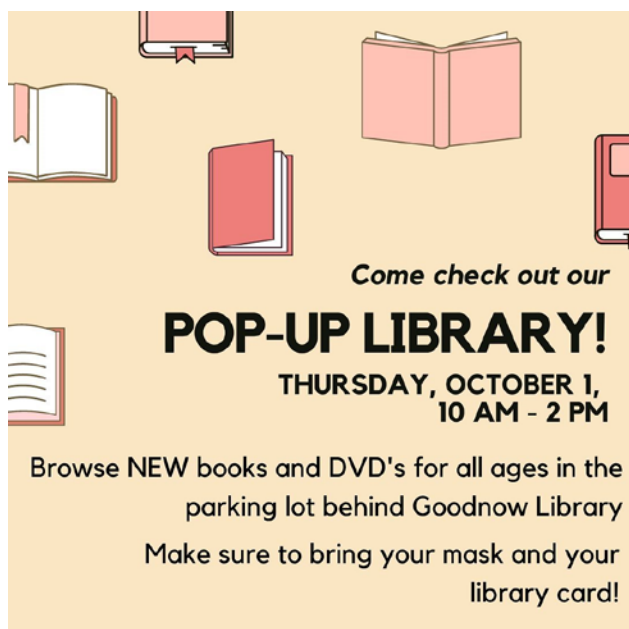
Despite the Library's radical new way of conducting business, Goodnow continued to fulfill its mission, vision, and the goals of its current strategic plan. In particular, with the violent death of a number of Black Americans, the idea of social equity and accessibility for all came to the fore. In June, the

Library Trustees published a statement condemning violence against Black Americans, and pledged to address systemic racism with programming efforts in the form of discussions, lectures, and reading lists. In June, with the input and initiative of two

local high school students, the Library kicked off a new initiative called Sudbury CARES (Community Anti-Racism Education Series). The kickoff event featured a discussion of the book *The Hate U Give* by Angie Thomas, and CARES has continued with monthly programming for all ages, including a reading challenge called Read Woke, where participants are encouraged to read books on a variety of anti-racism topics.

From March 16-May 31, all staff were working from home. At this time, the part-time staff took advantage of online webinars and trainings, and assisted with craft assembly for the Children's Department. In June, staff started working in the building, and staff began the lengthy task of fulfilling book and movie requests, some of which had been waiting since March.

A new Book Bundles program was launched to provide personalized book selections for patrons. Finally, at the end of August Library staff began offering "pop-up libraries" in the Library parking lot which continued until the week of Thanksgiving.

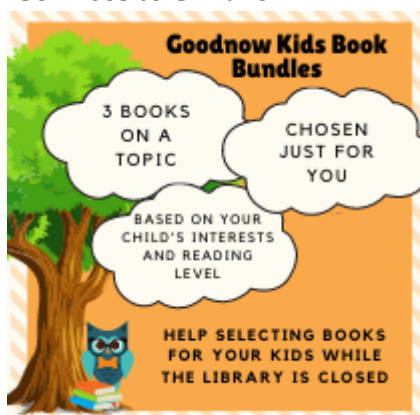


Another important initiative taken up as a result of COVID was an increase in spending on digital content. Without the ability to put physical books into the hands of patrons, the Library diverted funds to purchasing e-books, downloadable audiobooks, and streaming music and movies. In addition, Library staff assisted many people in

accessing these materials for the very first time. As a result, there was a 40% increase in usage.

As the entire community faced multiple challenges, many Town departments reached out to help each other. The Library opened up two study rooms for Curtis Middle School teachers so they would have quiet, dedicated space for remote teaching. During the primary, presidential, and Town elections, Library staff volunteered to be election workers, and the Library converted its drive-up book return into a ballot box for mail in ballots. Because the Annual Tree Lighting event could not happen in person, the Library assisted with the preparation and scheduling of DIY (do-it-yourself) ornament kits.

Services to Children



2020 was an unprecedented year for the Goodnow Library Children's Department. From January until mid-March, the Children's Department

offered 170 in-person programs attended by 5,128 people. In addition to regular departmental programs, the Children's staff held its annual Crunch Bowl, the annual Chinese New Year Celebration with the Chinese American Association of Sudbury, and an inaugural Holi celebration with the Sudbury Desi group. The Department continued its collaboration with the Wayland Library Children's Department to deliver an outreach story time every Saturday during the months of January-March at the Wayland Winter Farmers' Market. Also, the beginning of March saw the launch of the first ever March Madness Book Tournament.

When the Library closed in March due to the pandemic, all programing shifted online and continued to be delivered virtually throughout the remainder of 2020. From March 16 until the end of the year, 247 programs were offered, and attended virtually by 17,177 people. These programs included story times, yoga sessions, and dance classes delivered via Facebook and Zoom, reading



challenges via an online software program called Beanstack, Summer Reading activity kits, virtual trivia events, Sudbury CARES book discussions via Zoom, monthly “crafternoons,” a special Halloween story time, and a reimagined version of the ever-popular Gingerbread House Making workshop. In total, the Children’s Department offered 417 programs attended by 22,305 people in 2020.

Summer is always a busy time for the Children’s Department, but the summer of 2020 was incredibly challenging. Once it became clear that the pandemic would continue through the summer, the Department quickly pivoted away from its previously planned program and developed an entirely new Summer Reading program in just four weeks. Using the theme for 2020, “Imagine your Story,” staff created and distributed 1,600 activity kits full of fairy tale themed crafts. Utilizing the new Beanstack software purchased in March, staff also created a fully online program to track summer reading that still incorporated Goodnow’s previous Read and Bead program. While the numbers were understandably lower this year, the Children’s staff was pleased to have 519 children, who collectively read for 3,722 hours, sign up for Goodnow’s virtual Summer Reading program.

Services to Teens

During the 2020 calendar year, Teen Supervisor, Lily Nicolazzo oversaw or planned approximately 117 programs for teens, with around 932 participants.

During the first part of the year, the Teen Department successfully networked and collaborated with community organizations and leaders to more adequately meet the needs of the teen population. These meetings led to implemented changes to Teen Study Week such as mandatory sign-in sheets, a greeter, and wristbands. In addition, the simple changes created a better environment for the approximately 525 teens that attended, for the staff, as well as for the Library building itself.

The collaborations also led to a focus on buying diverse materials for the Teen Department, and creating programs to cater to underserved populations such as Rainbow Reads, an LGBT+ book club. Although moving to digital programming required adaptation, it drew in many new faces that had not previously attended in-person programming. By attracting new participants, the Library is hopeful there will be an increase in usage of the Teen Department once the Library re-opens. In addition to seeing new faces, the reimagined Teen programming has been attracting younger patrons. Expanding the number of younger middle schoolers participating in programs may lead to a more faithful teen base in the future.

Services to Adults

Maker Mondays

Unwind by making something with your hands! Each session will be a different Zoom guided craft, using a craft kit picked up from the library.

Monday, 4-5pm
Ages 11-18
 Registration Required at
goodnowlibrary.org/calendar

The Goodnow Reference Department also faced significant disruption caused by the pandemic that resulted in a reassessment of Adult programs and services. In addition, the former Head of Reference left at the end of December, and it was many months before the Library was able to bring in someone new.

Throughout January and February, and until March 14, the Library's Passport Acceptance Agents processed 185 passport applications, bringing in a total of \$6,030.10. The Department continued its weekly Thursday Stitchers and monthly Goodnow Writers groups until the Library closed to the public on March 16. The Library also welcomed local author Katrin Schumann for a reading and discussion of her book *This Terrible Beauty*.



After March 16, the Assistant Director was the primary contact for Library patrons, fielding all general email messages, as well as responding to voicemails left on the Circulation, Children's, and Reference Department mailboxes. Many of these emails and voicemails were from people who had never used Goodnow's online resources, and who were having problems doing so. It was a lifeline to the many people who needed Library resources. Some of the questions were traditional reference questions, and some were people who simply needed a human connection.

To meet patron needs, the Reference Department added Lynda/LinkedIn Learning, an online

educational site that includes over 6,000 courses in popular fields like web design, web development, IT, education/instruction, media production, and business.

The staff also curated lists of other online offerings. For example, many museums, zoos, aquariums, and theaters offered free streaming tours, performances, and webcams, so the Reference staff worked to create a central listing of these for patrons.

In August, Goodnow welcomed a new Head of Reference, Joanne Lee. Joanne brought back some existing Adult programs, such as book groups, which were able to resume online in August through the Zoom software platform. New Adult programs, such as a craft workshop and film discussion program, were created to be virtually accessible by patrons.

The Reference Department collaborated with the Children's and Teen Departments on the Read Woke challenge, which launched in October. The challenge tied in nicely with the new film discussion program, which was created as part of the Sudbury CARES initiative. Both the Read Woke challenge and the film discussion program encouraged people to gain a deeper understanding about disenfranchised groups and to challenge social norms.

The Reference Department also started a Book Bundle/Movie Bundle service in late autumn. For patrons that miss the in-person browsing experience, the service allows Reference librarians to select titles that cater to the specific interests of each patron.

Historical Room Rehabilitation

The Goodnow Library was grateful to receive \$150,000 from CPA funds at Annual Town Meeting, and a \$50,000 pledge from the Goodnow Library Foundation to cover the cost of refurbishing the Library's Historical Room. This will include more functional shelving for the collection, locking cases for the unique documents and artifacts in the Library's local history collection, and the installation of large reading tables, lighting, and extra power

outlets. The project also includes acoustic buffering to promote quiet work and study.

The goal of this project is twofold: to secure and protect the Library's unique special collections, and



to make the Historic Room more accessible to residents to work and study while maintaining the original character of the space. During the Library's last strategic planning process, some of the feedback was that users were looking for quiet space in which to work. Additionally, in the past three years, Library staff has been working to evaluate, identify, and make more accessible the Library's special local history collections. This project provides the Library with safer storage, and the ability to curate and display items of interest from the collection. It also makes more use of a beautiful space that has typically been "off-limits" to the public.

This project represents the final phase of the Library's multi-year "Reimagining the Second Floor Project." Previous phases included refitting the Teen Room to create the NOW Lab, reconfiguring the second floor to create a new Teen Space with teen and study friendly furniture, a dedicated Computing and Technology area, an Assistive Technology area, painting, carpeting, and book

display units. This project has been the result of a joint effort of the Library staff, the Goodnow Library Foundation, and the Town of Sudbury.

Sara Sherman NOW Lab

2020 opened with the NOW Lab building up a strong list of volunteers and programs. Drop-in programs during the months of January and February continued to introduce the Lab to patrons and also built a small group of "regulars."



By March the Lab was scheduled to be open to the public 19 out of 31 days, using staff and volunteer hours. The program at the end of March was a registration-only, more intensive introduction to vinyl cutting using the NOW Lab's Silhouette machine. The goal was to start giving people a more in-depth look at how they could use the machines for their own purposes, and sign-ups were strong.

When the Library abruptly shut down in March, staff was forced to reassess their role in the community and decide where and how services would be most useful. One of the first things the Library did was to work with community groups to lend out 3D printers to be used in the production of face shields, which were distributed to local first responders, and to provide instructions for 3D printed and cloth masks on the Library website.

In order to keep the "maker" spirit active, the Library signed up for the streaming service

Creativebug. With this, patrons could watch and make a variety of different art projects from their home. Different classes were regularly highlighted on the Goodnow social media posts to let people know about the variety of topics offered.

During the summer, the NOW Lab partnered with the Children's Department, providing projects for their Summer Reading program. Each week's project was based on a Creativebug project. This turned out to be a great way to publicize the new service. Viewing numbers reached an all-time high during the summer.

When Summer Reading ended, the NOW Lab began offering a different "take and make" craft each month using a Creativebug class as the theme. These have been very successful and the Library will continue to offer these as the pandemic grinds on.

Goodnow Library Foundation



The Goodnow Library Foundation's annual fundraising gala, this year a virtual affair, is always a production that requires many hands to pull off. This year was especially tricky as the Foundation team navigated a virtual event for the first time. However, despite the challenges, "Books & Brews"

was a success. The Foundation raised more than \$35,000 thanks to attendees, event donors, and sponsors.

The Bakers' Best catered dinners were delicious and the program was fantastic. Due to the generosity of many, 40 meals were donated to the staff at Emerson Hospital. Many thanks to those who attended, sponsored, participated, or provided talent for the evening. The Sudbury community is full of many talented people, and it is important to the Foundation to support local people and businesses.

In September, the Goodnow Library Foundation and award-winning international artist and Sudbury resident Janice Corkin Rudolf unveiled a new sculpture for the Library entitled "Tree of Inspiration." This event was live streamed via Facebook Live on the Goodnow Library Foundation's Facebook page, as restrictions due to COVID prevented an in-person event.



Here, in Janice's own words, is a description of her sculpture, "Tree of Inspiration," which was permanently installed upstairs in front of the Sara Sherman NOW Lab:

"The sculpture shows Sara Sherman sitting in a tree, drawing a picture of a cardinal which will sit on top of the tree. The teen leaning against the tree is my

friend, Framingham Mayor Yvonne Spicer as a teen reading *The Color Purple*. This piece also includes Yo-Yo Ma playing the cello as a teen. The tree comes from my Sudbury neighborhood. I found it on the curb when we had the huge storm; so many branches came down that the Town of Sudbury asked folks to put branches on the curb so the Town could pick them up for free!”

More than 50 tiles were purchased and designed by members of the local Sudbury community. These colorful tiles, created with Janice’s assistance, cover the base of the sculpture and are enclosed in plexiglass for protection.

The Goodnow Library Foundation was created in 2008 to support the Goodnow Library’s critical needs. The Foundation works in tandem with the Library Director, Board of Trustees, and Sudbury Town officials. It focuses on long-term capital projects, events, and activities tied to the Library’s mission and long-range goals.



Pictured below are one week’s worth of Children’s Summer Reading Grab and Go kits, assembled and ready for distribution, and the Pop-Up Library, open and ready for business!



Statistical Snapshot

It should be noted that COVID had a significant impact on the Library’s statistics this year. For example, the Meeting Room Revolving Fund, which collected nearly \$7,000 in 2019, only brought in \$4,800 in 2020, due to the Library’s closure. Regarding overdue fines: (1.) they are returned to the Town’s General Fund and not retained in the Library budget; (2.) as of the closure in March, fees have been waived for overdue material, resulting in a reduction of the amount collected.

Overall circulation of library material and programming was down. Adult programs saw a sharp decrease because the position of the Head of Reference was vacant from January to August.

| Financial Report | | |
|-----------------------------------|-------------|------------|
| FY20 (July 1, 2019-June 30, 2020) | | |
| | Revenue | Expended |
| Lost book Fund | \$5,655.45 | \$4,602.05 |
| Meeting Room Revolving Fund | \$4,855.00 | \$0 |
| State Aid Funds: MEG | \$5,110.93 | \$8,049.70 |
| State Aid Funds: LIG | \$14,010.42 | \$3,357.12 |
| State Aid: Non-Resident offset | \$10,067.37 | \$7,172.30 |
| Fines | \$12,203.68 | |

| Statistical Report | | | |
|-----------------------------------|---------|---------|----------|
| FY20 (July 1, 2019-June 30, 2020) | | | |
| | FY2019 | FY2020 | % Change |
| Total Circulation | 403,582 | 348,992 | -13.5% |
| Number of Children's Programs | 842 | 697 | -17% |
| Attendance of Children's Programs | 27,180 | 29,645 | +9% |
| Number of Teen Programs | 156 | 101 | -35% |
| Attendance of Teen Programs | 1,245 | 943 | -24% |
| Number of Adult Programs* | 51 | 5 | -90% |
| Attendance of Adult Programs* | 1,213 | 94 | -92% |