



Diane Giarrusso, Library Director

Director's Report

To: Board of Library Trustees

From: Diane Giarrusso

Date: March 8, 2022

Facilities:

- We continue to work on the air handlers. Parts were ordered and we are in the process of completing the repairs.
- Annual Fire and Sprinkler systems were inspected. There were a few items that needed repair and the companies will do so on March 10.
- The library closed twice in February for snow/ice: 2/4/2022 and 2/25/2022. In both cases, the building fared well and Mr. Fiumara was able to get the sidewalks cleared before our delayed openings the following days.
- We have prepared, with help from Ms. Anne Kelley using a template from the Mass Cyber Center, a Cyber Incident Response Plan for the library. It spells out who is responsible for and what steps to take in the event of a cybersecurity breach. The plan is with the Town Manager and Town IT for review and approval.

Services:

- Attached are the two REVISED policies for review and approval this month: Lending to Residents of Decertified Communities and Records Retention. Revisions with tracked changes were emailed with the packet on Friday 3/4/2022.
- We plan to re-open the Meeting and Trustees Rooms for meetings, at their capacity, as well as start some adult and teen programs in person in April. Children's has been successfully offering story time in person for a few months.
- After a few months of having intermittent access to computers for the public, our public computers are again available for public use. It was a long process that involved both Ms. Robinson and Ms. Kelley, Town IT and an outside vendor; our network is back in place!
- Love Your Library campaign resulted 56 responses, some of which were posted in the library and some, at the end of my report, which were entered into our online form.
- Library social media channels now include TikTok which launched last week. If you haven't seen it, please check out our first TikTok, "Behind the Scenes: Technical Services, From Order to Shelf" at https://fb.watch/bxTJ_IIOzr/ In addition, all social media accounts can be searched with our handle: @TewksburyLib

I thank you, Laura, for your contributions to and the support of the library as a Trustee. I am sad to see you go. I also thank you, Joe, who was a member of the Board who approved my hiring almost 12 years ago. There is so much you have contributed to the Board and the library and your support

was appreciated. I am sad to see you go, as well, Joe. I hope you both enjoy your free evenings on the 2nd Tuesday monthly starting in April.

Respectfully submitted, Diane H.C. Giarrusso

Love Your Library comments sent via our online form:

The immediate sense of comfort walking through the door.

Thank you for being a lifeline during COVID. I felt so isolated during lockdown and while I was ill and then unemployed. Your online programs helped me feel connected to others.

I love all the Zoom programs that Robert has been providing for us. Love the summer concerts, also. The library is a huge asset to this community.

Awesome staff. Involvement in community.

The TPL is great. I enjoy Poetry Group and the events. I appreciate the care and hard work that goes into both IRL and Zoom programs. And I especially love the friendly, professional attitude of the librarians. THANK YOU. The library is the BEST thing about Tewksbury!

All the variety of programming! Especially for the children.

I love the staff. They are friendly, knowledgeable and helpful. I love that they are a part of the MVLC so i have access to almost any book or video that I want. I love the programs they offer to the community both in the library and on Zoom. Robert Hayes is a hidden jewel. Robert and the staff are always thinking outside the box, imagining and implementing new offerings. The pandemic had not slowed them down. I love the children's room and the little adventures they offer to children if all ages. I love the free video rentals. I love the easy and free parking. I LOVE the TPL!

The friendly staff, variety of activities/events, ability to borrow lots of physical books for myself and my preschool classroom, and the easy access to audio and ebooks! And it's all basically free (if I don't think about my tax bill)

The helpful staff!

Everything!

My kids and I love the wonderful and helpful staff at the library, as well as the selection of books and periodicals, the wonderful Children's section, and the neatness and order and inviting atmosphere our Tewksbury Library provides its guests.

literally right around the corner; friendly, helpful people work there; love Robert's programs

Very Friendly and Helpful Librarians

It's a convenient source for borrowed books, has friendly and helpful staff and a variety of interesting zoom presentations.

I love the way they managed to keep the library available to us during the pandemic. I'm glad it's open full time now and I can visit to get books and see my library friends. Also, I recently "discovered" Hoopla and am loving borrowing my audiobooks that way!

All of Robert's and The Friends' wonderful virtual programs and his ability to work with other libraries to expand the programs. A bright spot during a terrible time.

The variety of classes and virtual tours.

It brings the community together. It is the best thing in Tewksbury.

Attached:

Revised TPL Lending to Residents of Decertified Communities Policy

Revised TPL Records Retention Policy