



TO: City Administrator and City Council
FROM: Jennie Garner, Library Director
DATE Dec 1, 2020
SUBJECT: Monthly Library Report

Library News

With COVID cases again on the rise in Johnson County, we are dialing back services to keep the community and staff as safe as possible. We were checking out laptops to patrons for use with our WiFi in the parking lot but using a laptop in a vehicle in colder months is not ideal and we now people need technology so we have added a second computer to one of our meeting rooms for patron use by appointment with a third computer available in the Teen Lounge. We also continue to offer access to the DMV kiosk by appointment. While the library is not currently open for browsing in an effort to limit contact, we are still providing curbside services and afterhours pick up in the new lockers is going well. The programming team is developing monthly make-and-take crafting kits that have been popular with all ages.

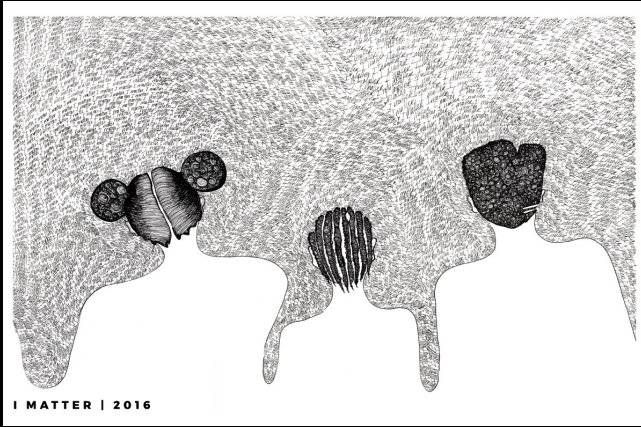
Staff has shifted back to working in three teams, two full-time teams alternating days in the library with working from home and one part-time team covering expanded Saturday hours from 10am-3pm. The full-time staff is fortunate that we are able to work remotely to continue to plan and implement virtual programming, work on the diversity audit of the collection, access professional development courses, and other projects. In order to keep communication channels open, the weekday teams meet twice weekly in Zoom to discuss operations and workflow and the part-time staff meets with Kellee, our Public Services Librarian.

Knowing many were self-quarantined and that holidays can be a difficult time for many, Janet, our Tech Services Assistant Librarian, reached out by phone to some of our patrons last week to check in, wish them well, and let them know about the services we are offering.

The Friends of the Library created a Cookie Kit fund-raiser in lieu of their annual Cookie Walk and it went fairly well. They put together ingredients for four kinds of holiday cookies and sold fifty kits that will be distributed in December in holiday themed/decorated bags.

We've heard from many patrons over the last – very long – nine months how much they miss the library being open. The reverse is also true...it's been incredibly tough for staff to not be able to welcome the public into the library, as it has been for so many community organizations and businesses. The word that comes to mind most often for me this year is *resilience*. The flexibility the staff has shown in pivoting and reinventing our work is remarkable. It is gratifying to work with a cohesive team – both at the library and throughout the city.

FY20 certainly ended very differently than we'd anticipated and FY21 promises to be just as unexpected. Despite the obstacles we all faced this year, we are proud of our accomplishments. I share some of those with you here by including our 2019-2020 Annual Community Report (below). Wishing you all happy holidays and a promising New Year.



NAIMAH THOMAS - FEATURED ART EXHIBIT 2020

A note to our community,

The Library's Annual Community Report is an opportunity to showcase our services and programs and to highlight our accomplishments. One of our biggest honors came in the fall of 2019, when the North Liberty Library became the first library in Iowa to receive the national Family Place Libraries designation (familyplacelibraries.org).

As with many organizations, our story looks very different in Fiscal Year 2020 (FY20) than we'd imagined in July 2019 as we embarked on a new fiscal year. Now as I reflect on the unexpected challenges brought on by the pandemic and by social justice issues during the last quarter of FY20, the words of our library's mission statement spring forth.

We **connect**.

When our physical doors suddenly closed in March and we weren't able to safely provide a space for our community, library staff immediately adapted operations to provide materials and computers through Library Hop - our contactless curbside services - and offer virtual programs. Our website was restructured to include links to community resources, children's activities, and information on the library's adapted services.

We **enrich** and **create**.

With Family Place Library programming and other service initiatives waiting on the horizon, the library staff worked daily to ensure our community members continued to have access to information, technology, and programming in unique and inspiring ways while our physical doors were closed. Staff served our community by working in teams alternating days in the library and working from home.

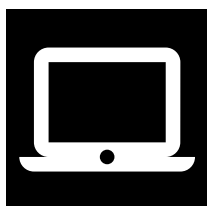
We **thrive** by being **inclusive** and **equitable**.

The North Liberty Library values and is committed to serving all members of our community in quiet and in uncertain times. Libraries have long been places to empower people through knowledge, and to do so equitably. So as our FY21 story unfolds and we continue to recreate and reinvent how we serve you, our mission holds true:

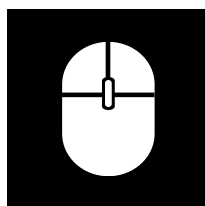
Your Library: A place to be, connect, enrich, create, thrive.

JENNIE GARNER
DIRECTOR





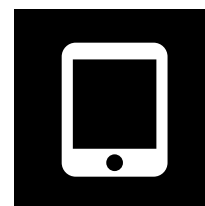
38,455
WEBSITE
VISITS



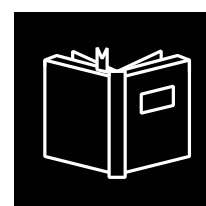
7,938
COMPUTER
SESSIONS



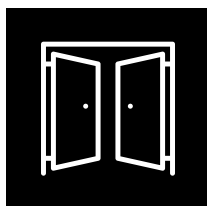
17,216
WIFI USAGE



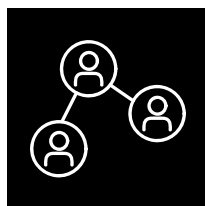
42,283
DIGITAL
CONTENT
CIRCULATION



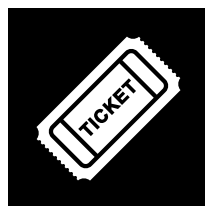
87,590
PHYSICAL
MATERIALS
CIRCULATED



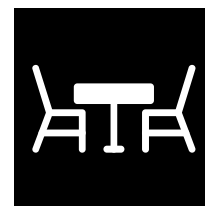
114,096
LIBRARY
VISITS



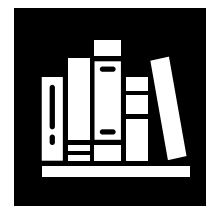
19,306
PROGRAM
ATTENDANCE



937
TOTAL
IN-PERSON
PROGRAMS



9,510
MEETING
ROOM USERS



192,455
TOTAL
CIRCULATION

SERVICES MARCH 16 - JUNE 2020

1,264
INDIVIDUAL
CURBSIDE
REQUESTS

14,791
PHYSICAL
PRINT AND A/V
CHECKOUTS

24,141.37
MINUTES
STREAMED
KANOPY

396
DIGITAL
MAGAZINES

400
VIRTUAL
PROGRAM
VIEWS

82
MASKS
DISTRIBUTED

2,248
JUNE
ACTIVITY KITS
DISTRIBUTED