

# Beyond The Messy Reality of 2020: Why Libraries Thrive in Uncertain Times

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## thrive verb

1: to grow vigorously : FLOURISH

2: to gain in wealth or possessions : PROSPER

3: to progress toward or realize a goal despite or because of circumstances —often used with *on*



Merriam-Webster  
[www.meriam-webster.com/dictionary/bounce](http://www.meriam-webster.com/dictionary/bounce)

# History Revisited

“Libraries joined forces with the Red Cross in local efforts to combat the influenza pandemic. Two public libraries in Duluth, Minnesota, and the Butte Public Library in Montana were among those opening Red Cross rooms for the public within the library.<sup>31</sup> Red Cross rooms were used for organizing distribution to the public of US Public Health Service literature on prevention and treatment of influenza, as well as for volunteer activities in sewing masks, bandages, and clothing to supply the troops.<sup>32</sup> In Canadian, Texas, the Red Cross took over the library building entirely in December 1918, converting it into a temporary hospital with a capacity for housing thirty influenza patients at a time, and when in 1919 the Red Cross launched efforts to open a library in its own Minneapolis headquarters, local public libraries in the Twin Cities and the local university library offered their help.<sup>33</sup>”

[The Fight Against Enzy: US Libraries During the Influenza Epidemic of 1918 | Mon | DttP: Documents to the People \(ala.org\)](#)

# The Trauma Informed Library

“This past year has been a veritable hotbed of trauma for so many of us. Children stuck at home in not so great environments surely had a rough pandemic across the board. 2020 highlighted major political and social unrest as well. On a micro scale, my town has suffered through massive wild fires and a deadly school shooting in late 2019. We entered Covid with many unhealed wounds. Nationally and globally, the picture is not any better. We are surrounded by trauma and the traumatized.

There has got to be a way for libraries to respond. We specialize in the stuff of resilience: language-rich stories, access to information, safety, community support, opportunities for family bonding, and chances at self-discovery and growth. Surely these can be applied directly to those who have suffered greatly in our midst.”

Association for Library Service to Children (ALA Division) blog (May 19, 2021)  
Blogger Liza Purdy

# Response and reflection

- Recreated services to meet community needs
- Developed new staff workflow
- Reinvented programming and service delivery
- Provided information and resources to the public
- Sustained partnerships and forged new collaborations
- Acted with resilience and bravery

The North Liberty Community Center is a **Mask of Wellness** organization



By promoting mask use in the community, we reduce the chance of spreading the virus in the workplace and to others in the community.

Home-made cloth masks are worn to protect the health of our community and neighbors. The masks protect those around you, it is not meant to protect you from contracting COVID-19.

#thefmaskofwellness

# Reinventing and reimagining

- Action plans and reopening plans
- Curbside services
- Virtual programming
- Emergency childcare
- Expanded wi-fi signal and launched laptop checkout
- Mask giveaway program
- Patron wellness checks
- Food pantry pick up point
- COVID assistance programs
- Rent and utility application assistance
- In-house computer use
- Browsing appointments
- Lockers for afterhours pickup
- Diversity audit and DEI programming
- Outdoor charging stations

## FOR YOUR HEALTH



PATRON NAME :

Library staff are sanitizing all library materials before checkout and upon return to the library. We also encourage you to use common sense when it comes to your health and well-being while handling library materials :

- + Wash your hands before and after
- + Avoid touching your mouth or face
- + Wait to eat or snack

To set up another Library Hop appointment :

☎ : 319-626-5701

✉ : [northlibertylibraryservices@gmail.com](mailto:northlibertylibraryservices@gmail.com)



# Connection





# Still connection, just different

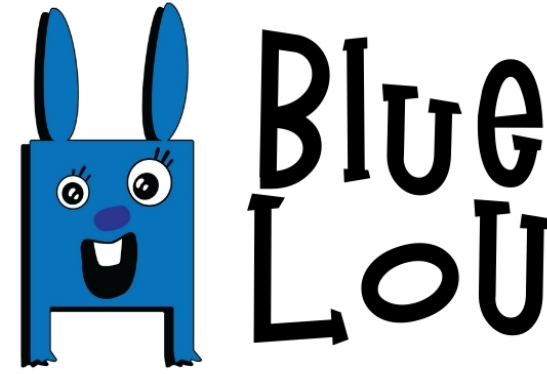




# The human factor

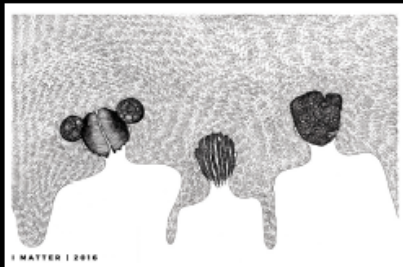






“Preparedness, coalition-building, imagination, experiments, bravery...in an unpredictable age, these are tremendous sources of resilience and strength.”

~ Margaret Heffernan, TEDSummit 2019  
*Human Skills We Need in an Unpredictable World*



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](http://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

# Share, Connect, Continue the conversation...

Jennie Garner, Library Director

North Liberty Library

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