

Heermance Memorial Library 2020 Annual Report

Presented by Library Director Catherine Benson, on September 8, 2020 7pm at Coxsackie Town Hall to Supervisor, Richard K. Hanse; Councilman, Patrick Kennedy; Councilwoman, Linda Wilkinson; Councilman, Michael R. Veeder; Councilman, Thomas J. Burke; and Town Clerk, Bambi Hotaling, to members of the public and to members of the Library Board of Trustees.

Thank you for having me and including the library in the agenda tonight.

Library has reopened today for grab-and-go service after a nearly four-month-long closure. We plan to continue with our Curbside Service, and continue to receive positive feedback on it.

Items coming from the outside are quarantined for 3 days, whether the library materials are being returned, or if they are requested from another library. We have a room blocked off, with staff access only in order to quarantine materials. According to the REALM study, we are NOT stacking quarantined materials, so the virus can attenuate more quickly. REALM stands for: RE-opening Archives, Libraries, and Museums.

2020 ANNUAL REPORT INFORMATION (2019 statistics are in green and 2018 are in red):

In 2019, CARD HOLDERS, ANNUAL VISITS, REFERENCE, INTERNET

Chartered Population	Total FTE Paid Staff	Full-time equiv. (FTE Hrs./Week)	Card Holders (Reg. Borrowers)	Annual Visits	Ann Reference Transactions	# Internet Terminals	Annual Internet Terminal Sessions	Size of Building (sq.ft.)
8,918	3.60	35.00	2,290	16,381	3,650	12	3,710	2,100
8,918	3.60	35.00	2,136	18,810	3,432	6	4,294	2,100

BOOKS: Adult & Children's

Adult Fiction	Adult Non Fiction	Total Adult Book Circ	Total Children's Book Circ	Total Book Circ	Adult Non-Print Circ	Children's Non-Print Circ	Total Non Print Circ	Children's Total Circ	Grand Total Circulation	ILL Borrowed	ILL Loaned
9,610	4,092	13,702	10,206	23,908	11,501	1,110	12,611	11,316	40,362	10,966	5,730
8,379	4,028	12,407	9,371	21,778	11,311	980	12,291	10,351	37,774	11,609	6,370

PROGRAMS

Adult Programs	Adult Attendance	Young Adult Programs	Young Adult Attendance	Children's Programs	Children's Attendance	Other Programs	Other Prog Attendance	Total Programs	Total Attendance
127	967	14	135	280	1,843	23	208	444	3,153
140	1,100	12	93	294	1,697	17	122	463	3,012

OVERDRIVE IN 2020 SO FAR...

Jan 2020 eBook circulation	Feb 2020 eBook circulation	Mar 2020 eBook circulation	Apr 2020 eBook circulation	May 2020 eBook circulation	Jun 2020 eBook circulation	Jul 2020 eBook circulation	Aug 2020 eBook circulation
146	167	252	285	293	317	312	297

We added 6 new laptops for patron use, and with good timing, so they can be borrowed and used while patrons can be socially distant in the library.

We saw annual visits and Internet use go down, and this may be due to the availability of devices at home, but we saw book circulation go up. More physical books were checked out in 2019 compared to 2018, and the 2020 Overdrive usage and database usage is increasing over last year's numbers already. Database usage for JobNow is up 5 times so far this year, compared to last year overall.

Programs and Hours were Affected the Coronavirus

Closed Outlets Due to COVID-19

- YOUR LIBRARY was physically closed due to the to the Coronavirus (COVID-19) but still offered virtual, Wi-Fi, and "curbside" services outside the building.
- **Public Services During COVID-19**
 - Library staff provided and continues to provide services to the public during any portion of the period when the building was physically closed to the public due to the Coronavirus (COVID-19) pandemic and now continues to provide, as the public is allowed in the building. Services to the public include activities such as
 - answering calls, emails, or texts with answers to information requests from the public; we have also responded to Facebook questions and comments
 - hosting virtual programming or recorded content; the videos posted with books being read with publisher permissions
 - offering "curbside," delivery (and our Library Volunteer Joy Mayo has been dropping-off library materials to Bethany Village library patrons);
 - managing IT services to ensure external Wi-Fi access; posted our information for the public to access, including Columbia-Greene Community College, and updated our computer hardware and software

- providing other types of online and electronic services, regardless of the location of library staff when they provided services (i.e., working from home or in the building that was closed to the public).
- **Electronic Materials Added Due to COVID-19**
 - YOUR LIBRARY added or increased access to electronic collection materials due to the Coronavirus (COVID-19) pandemic. We added electronic materials through Overdrive and were responsive to patron requests.
 - Assisted the public's ability to use electronic materials. We talked many patrons through downloading the Libby app to their devices over the phone, so they can access materials and posted information on it to our website and Facebook. Added electronic materials include those the library did not pay for itself, including those materials purchased through library consortium (We also purchased many materials and shared with libraries throughout the MHLS through the Advantage account in Overdrive). Some vendors provided access at no cost in response to the pandemic (Harry Potter and the library edition of Ancestry.com) Types of electronic materials include e-books, audio and video downloadables, e-serials (including journals), government documents, databases, electronic files, reference tools, maps, or pictures in electronic or digital format, including materials digitized by the library.
- **Electronic Library Cards Issued During COVID-19**
 - YOUR LIBRARY allowed users to complete registration for library cards online without having to come to the library during the Coronavirus (COVID-19) pandemic. Online library cards provide users access to electronic collection materials and databases without having to be physically present at a library outlet to register for the card. Each month we go through and contact all those patrons who have registered online that month and we ask them to show us a form of proof of residency so we can send them a permanent card, which gives them access to physical materials to check out.
- **Reference Service During COVID-19**
 - YOUR LIBRARY provided reference service via the Internet or telephone when the building was physically closed to the public during the Coronavirus (COVID-19) pandemic. We helped and continue to help patrons with references service provided via email, chat, and text.
 - Reference Transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs. A reference transaction includes information and referral service as well as unscheduled individual instruction and assistance in using information sources (including web sites and computer-assisted instruction). Readers Advisory questions are counted as reference transactions. Information sources include printed and non-printed material; our library's own catalogs and other holdings records; other libraries and institutions through communication or referral; and persons both inside and outside the library. These requests may come from an adult, a young adult, or child in person, by phone, by fax, by mail, by electronic mail, or by virtual reference. One patron called disappointed we were closed to the public and he could not access our computers, but I offered to see

what he needed help with. He didn't know why he couldn't purchase something through eBay. I asked if he created an account with them, and if he assigned his credit card information to an account when he signed in. It was then he realized he hadn't done that yet and he was so thankful we could help him figure that out.

- **Outside Service During COVID-19**

- YOUR LIBRARY provided 'outside' service for circulation of physical materials during the Coronavirus (COVID-19) pandemic through contactless or minimal contact provision of circulation items. Staff, with masks and gloves, placed items on the table on the outside porch for contactless pick up. We received positive feedback on this service and plan to continue offering it.

- **Recordings of Program Content During COVID-19**

- YOUR LIBRARY created and provided recordings of program content via the Internet during the Coronavirus (COVID-19) pandemic. Recordings of program content include video or audio recordings created by a library staff person (or other party sponsored by the library) and posted the videos to Facebook and they are also accessed by links from our monthly library newsletter. TAKE A JOURNEY WITH JOURNEY AND ONLINE STORY CORNER are aimed at youngsters, keeping with our Raising Readers and Mother Goose program attendees target ages.

- **Library Programs, Policies and Services**

- **Total number of virtual programs** during COVID-19 pandemic: **as of July 31: 11**
- **Total attendance at virtual programs** during COVID-19 pandemic: **as of July 31: 133**
- These are the videos made and views for the two programs: Take a Journey with Journey and Online Story Corner.

- **Library Online Programs and Services**

- We ask the public to view, and like the videos and posts. Links sent out through our monthly newsletter. To help gain more exposure, we ask everyone to share what is posted on our Facebook page and Instagram.

- **External Wi-Fi Access Increased During COVID-19**

- YOUR LIBRARY provides Wi-Fi Internet access to users outside the building during the Coronavirus (COVID-19) pandemic. We saw cars parked outside in the parking lot, people sitting on the porch and on the bench around the tree, accessing our Wi-Fi which has parking lot access, and is left on Wi-Fi service on 24 hours. It is provided to the library for free from State Tel, and we are grateful for this.

- **Number of Weeks Library Closed Due to COVID-19**

- 15 weeks during the year that due to the Coronavirus (COVID-19) pandemic, building was physically closed, and the public could not enter, when it otherwise would have been open. We saw this closure as an opportunity. The first week we closed, we had staff come in and wipe down every item, every surface in the library with sanitizer.
- Working from home, I wrote policies, and procedures, met with the library board and its committees online, proceeded with running the library without having patrons coming in: reference assistance, ordering physical and electronic materials,

building sneeze guards, removing furniture, ordering personal protective equipment and cleaning and sanitizing supplies. Thank you to our Greene County Legislature for making some of these supplies available to the Greene County libraries. Assemblyman Chris Tague has reached out recently to offer replenishment.

- We used the time to pair employees while they were socially distant with one person on the laptop using Google Sheets, and the other staff member would search the shelves, go through our inventory and verify what items we had and what was missing. It wasn't done in years and it was good to clean up what is physically here.
- **Number of Weeks Library Had Limited Occupancy Due to COVID-19**
 - This is our first week since the pandemic we've implemented limited public occupancy practices for in person services at the library building in response to the Coronavirus (COVID-19) pandemic. We've adjusted our hours, so we now open at 10 a.m. instead of noon, Monday through Saturday. Mostly we are open until 4pm, Wednesdays is our late night, open until 6pm, and Saturdays is until 2pm.

2021 Budget was presented to Town Board. It is the same overall amount as the budget from 2020: \$274,502. It should be noted that many library board committees had input on this budget and we kept the budget tight for next year. Looking at the fiscal climate our society faces, the library cannot rely on getting grants and donations as we have in the past, so they are not included in the projected budget.

From speaking with Gordon Bennett, the Town's Assessor, the tax assessment for the Town of Coxsackie is projected to be more than it was when we prepared the 2020 budget last year. So, **while the Heermance Memorial Library budget for 2021 will be the same overall amount, the amount each tax payer pays will actually go down.** For example, **for a house assessed at \$100,000, the library tax would be \$58.85, and this is less than what taxpayers paid last year.**

Any questions? I'll happily answer them.

This is your library. You're paying for it and I want to see everyone use it.

Thank you.