



ANNUAL REPORT

July 1, 2020 - June 30, 2021

COVID Timeline

JULY 2020

- Started the fiscal year offering curbside-only service
- 14 of 26 involuntarily terminated part-time positions restored

SEPTEMBER 2020

- Facility reopened for Grab & Go quick visits
- 23 of 26 involuntarily terminated part-time positions restored

DECEMBER 2020

- Local COVID cases surged
- Facility closed to the public with curbside service available

MARCH 2021

- Curbside service hours expanded
- All 26 of 26 involuntarily terminated positions restored

APRIL 2021

- Facility reopened for Grab & Go quick visits

MAY 2021

- Limited outdoor children's programs resumed



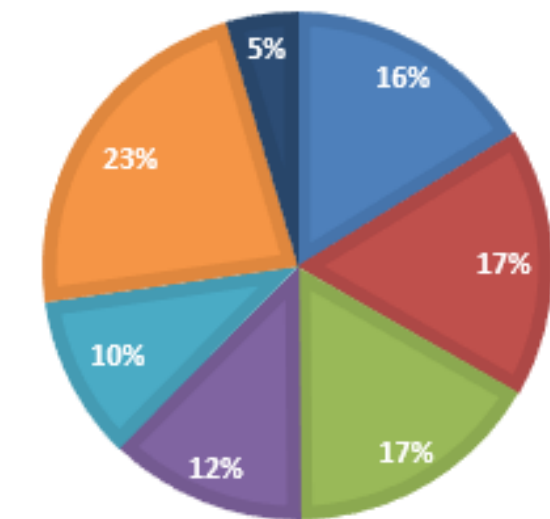
FISCAL YEAR 2021: AT A GLANCE

- 10,268 curbside pick-ups
- 34,851 in-person visitors
- 11,035 attendees at 197 virtual and in-person programs
- 793 new card applications
- 20,530 total registered library card holders



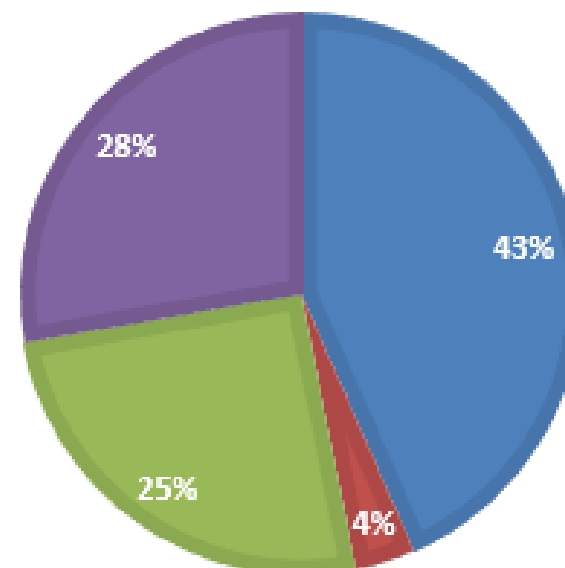
AGES OF LIBRARY CARD HOLDERS

■ 18 and Under ■ 19-29 ■ 30-39 ■ 40-49 ■ 50-59 ■ 60 and Older ■ No DOB Entered

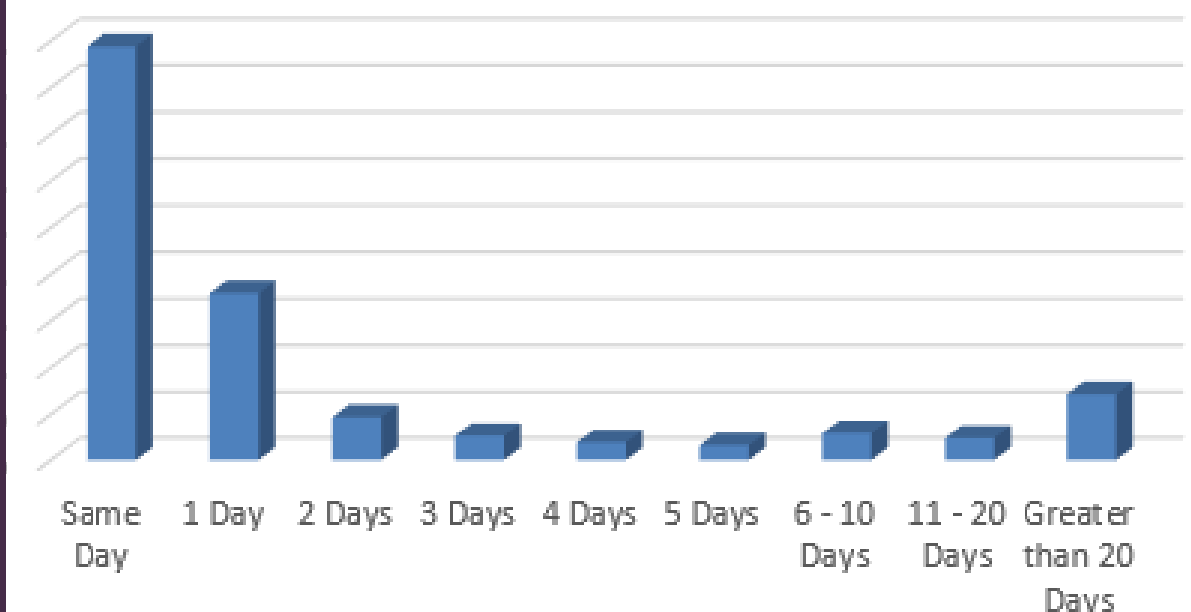


FY21 TOTAL CIRCULATION: 132,989

■ Adult ■ Young Adult (YA) ■ Juvenile ■ Digital



FY21 Total Holds: 85,643
Days Until Hold Fulfillment:



NO MORE LATE FINES!

Along with our partners at Augusta County Library and Waynesboro Public Library, we are officially and permanently fine-free since July 2020! All existing overdue fines have been waived, and late fines are no longer charged on most items.

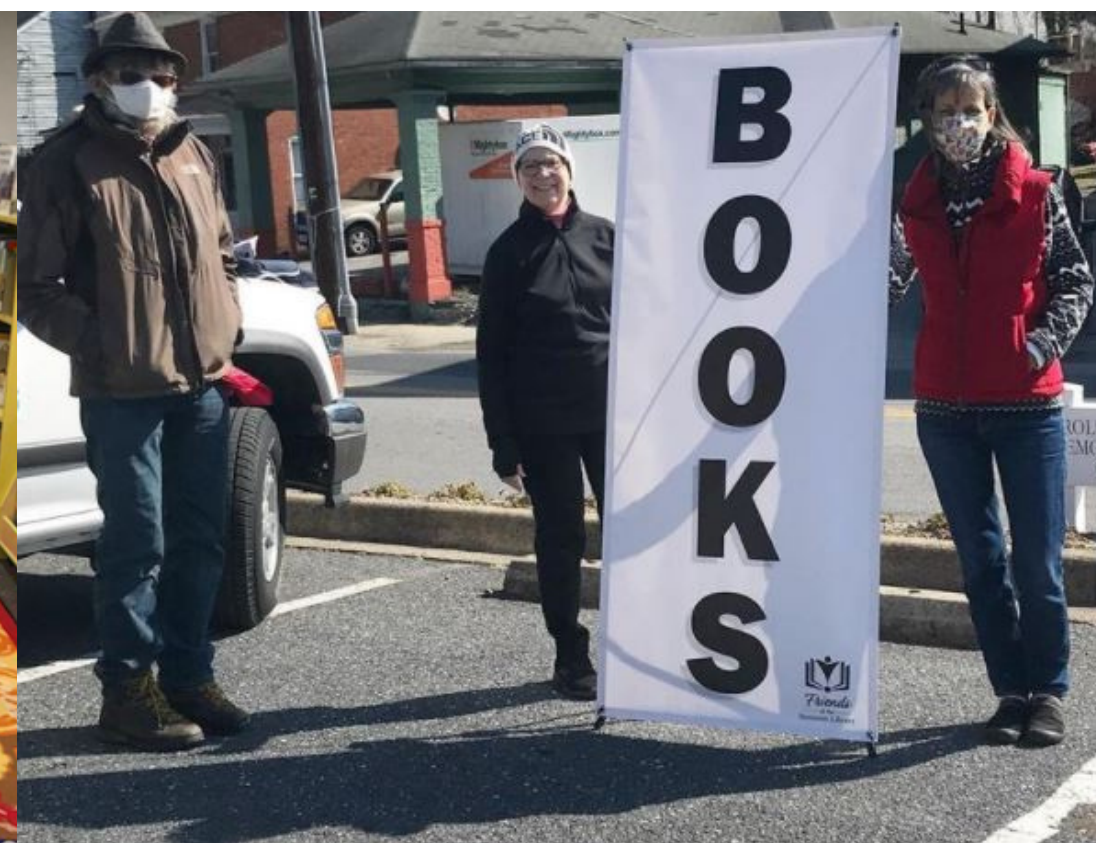
REIMAGINED LIBRARY SERVICES

- No appointment pick-ups for greater flexibility
- Curbside printing, faxing, and laptop check-outs
- Reader's advisory services including book lists, BookPage, and reading recommendation request forms
- Pop-up library events with a small browsing selection
- Collection of donated books and media by the Friends outside

“

...sincere appreciation for the many telephone calls you answered and the many miles you walked to provide curbside pickup while we were under COVID-19 restrictions. You were a blessing... thank you!

Patron comment





DIGITAL SERVICES

Online services were one of the safest and most convenient ways to meet patron needs, and we reallocated some funds to provide more robust digital collections in lieu of physical books. Digital check-outs hit an all-time high: **36,956!**

A generous grant from CAPSAW also funded Chromebook laptops that patrons could check out for use on library grounds.

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Wowbrary

PROGRAMS

Staff continued online programs including over 140 virtual programs viewed roughly 9,800 times! During curbside-only service, Youth Services staff created and gave away over 1,000 art bags with crafts that families could do at home.

In May 2021, the Youth Services Department restarted outside in-person events including storytimes at the parks, outreach visits, and teen book clubs on the library lawn. In two months, **1,095 people attended 31 programs**, the first in-person events for children and teens in over 13 months.

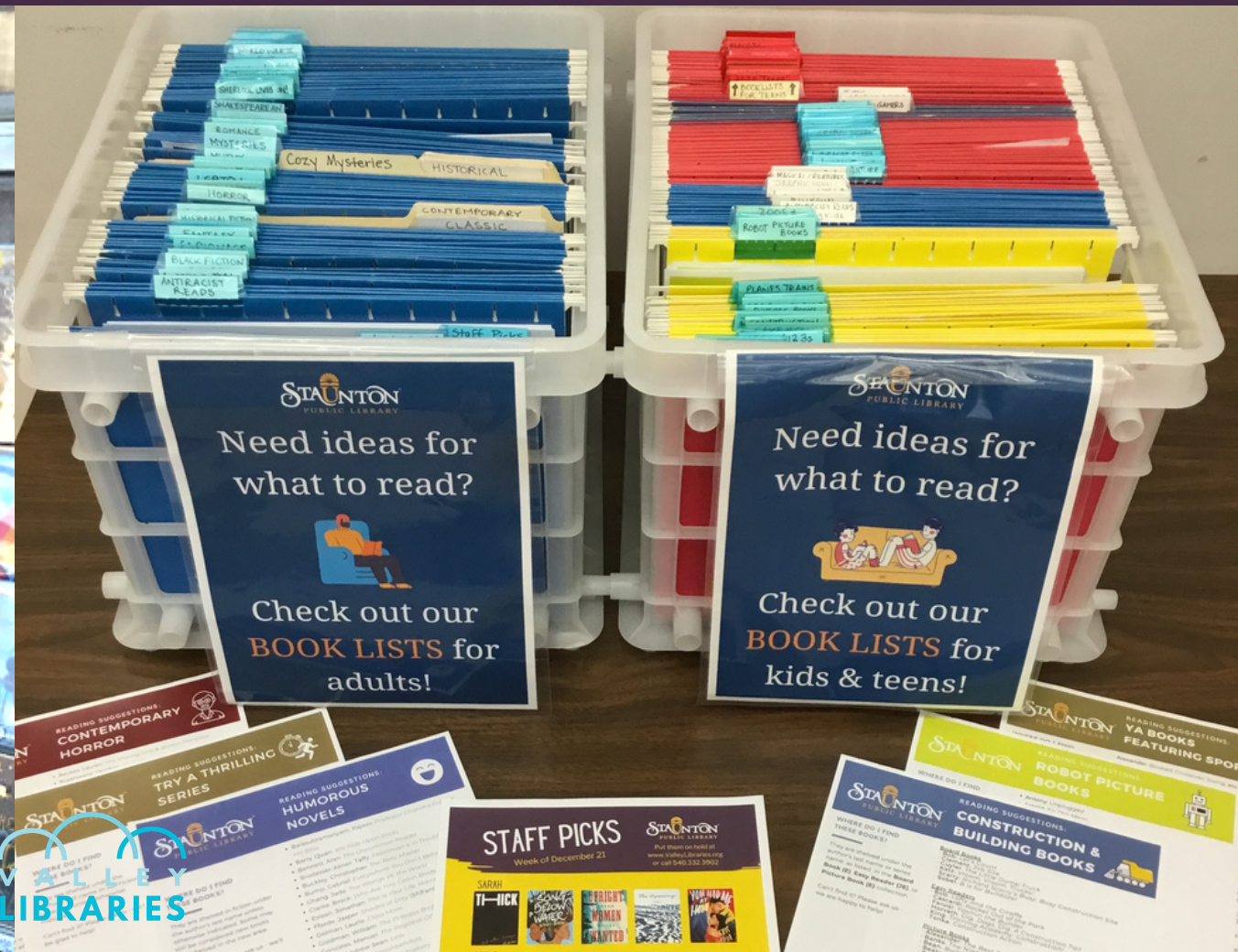


FLOOD RECOVERY

After the August 8, 2020 floods, the library partnered with the Staunton Downtown Development Association to be a drop-off location for donations of cleaning supplies. Staff set up a booth outside and cataloged incoming donations to help match those in need with what was available.

READER'S SERVICES

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|---|--|---|
| <ul style="list-style-type: none">• Hosted five Pop-Up Library events outside during the winter COVID-19 closure• Curated over 80 book lists for all ages that were available during curbside pick-up, at services desks, and online to help facilitate "browsing" when access was limited | <ul style="list-style-type: none">• Created countless reader's advisory posts, stories, and book talk videos for social media• Fulfilled over 80 patrons requests for surprise and personalized reading suggestions | <ul style="list-style-type: none">• Created Quick Pick bundles of materials to help patrons make fast selections when browsing in the building• Added Wowbrary New Book Alert service which sends out weekly emails to subscribers |
|---|--|---|



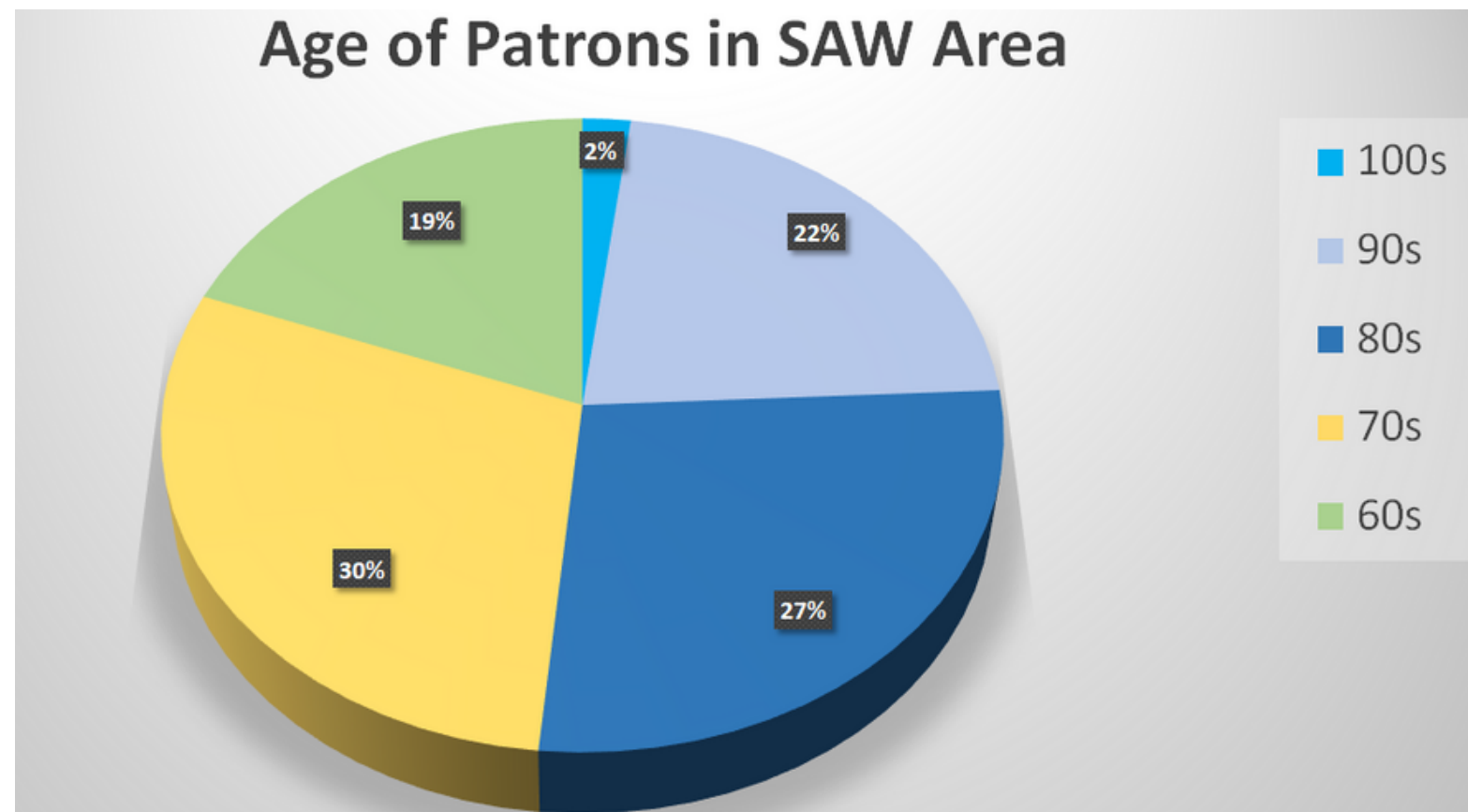


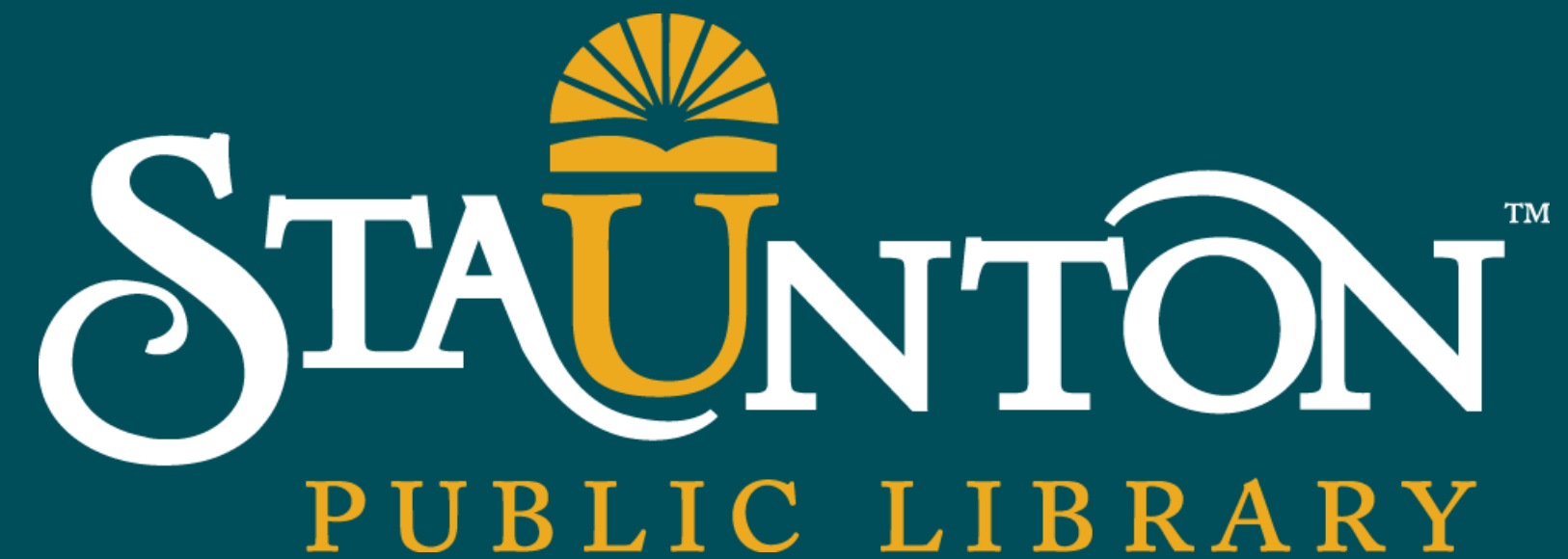
TBC is a free public library service for area citizens who are unable to read standard print material. It is a sub-regional library of the National Library Service for the Blind & Print Disabled.

“ Before [Talking Book Center], I had no access to reading material. My life completely changed because of this service. Due to my disability I never learned to read. My quality of life is forever better and I can't thank them enough.

Patron comment

- 18,764 items checked out to 277 active patrons in Augusta, Bath, Highland, and Rockbridge Counties and the Cities of Buena Vista, Lexington, Staunton, and Waynesboro
- Recipient of
 - \$5,000 grant from the Community Foundation of the Central Blue Ridge
 - \$1,200 grant from the United Way of Rockbridge
- 100% of patrons surveyed would recommend the service and 97.7% say TBC improves their quality of life





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Website:

StauntonLibrary.org

Online Catalog:

ValleyLibraries.org

