



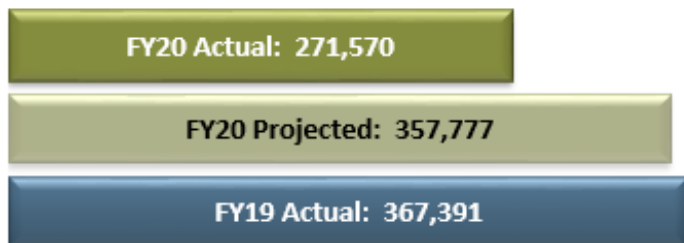
Fiscal Year 2020 Report



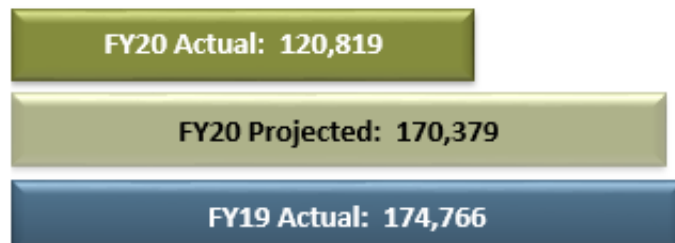
AT A GLANCE

Below are our key usage statistics. We also present what our statistics could have been had we continued normal operations through June 30, 2020, instead of closing due to COVID-19. These numbers are based on monthly averages through February 2020 that have been projected through the fiscal year to give an idea of what the full year's usage trends might have looked like.

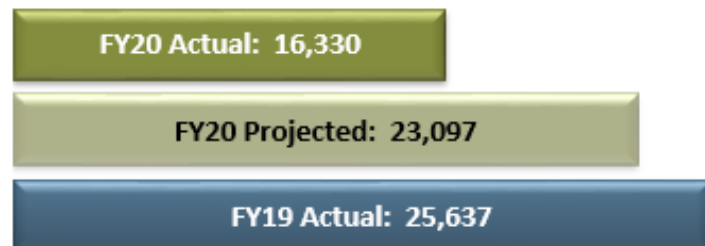
CIRCULATION



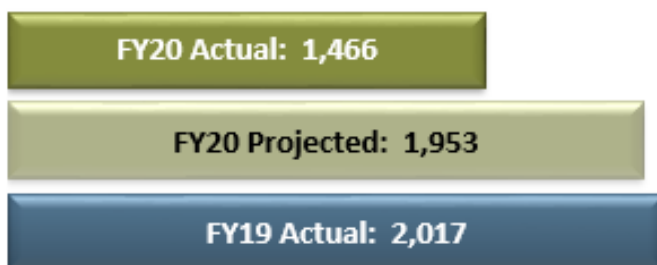
VISITORS



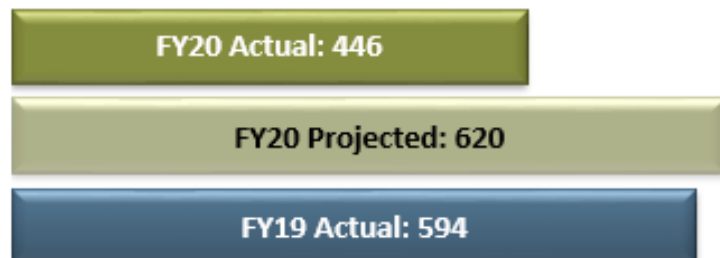
COMPUTER USERS



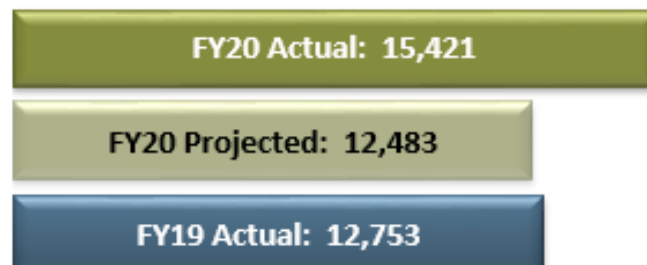
NEW CARD REGISTRATIONS



MEETING ROOM RESERVATIONS



TOTAL PROGRAM ATTENDANCE



FROM THE DIRECTOR

This fiscal year was off to a fabulous start: the library had received valuable grants, we were hosting dozens of engaging events, and we were pounding the pavement getting out in the community. Then we had to close the doors on March 16 due to the COVID-19 pandemic. We have long celebrated our role as a community hub, and then overnight we lost that core part of the library's identity. As librarians, we balked at the idea of restricting access, but ultimately we prioritized the safety of our staff and patrons.

I'm so proud of the creative ways that our staff members responded to this crisis. Our staff immediately developed a way to deliver materials via curbside pick-up. Our children's department began sharing stories on Instagram and gave out books at school meal distribution sites. We fielded dozens of calls and walked people through the process of checking out eBooks for the first time.

It boils down to this: the library isn't about the facility. It's about people. We're extraordinarily lucky to have a talented, dedicated staff and to serve a community that supported us through the duration of this pandemic. Now more than ever, we thank you.

Sarah Skrobis, Director of Library Services



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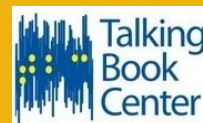
StauntonPublicLibrary



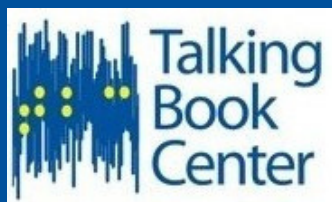
StauntonPublicLibrary

Library Advisory Board Members
serving during FY2020:

Randolph Bertin, Lisa Brooks,
Cass Cannon, Christy Davis,
Dr. Joshua Howard, Dr. Mark
Peterson, Daniel Swift, and
Virginia Trovato



540.885.6215
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www.TalkingBookCenter.org
talkingbooks@ci.staunton.va.us



The TBC did not shut down operations during the COVID closure and continued to serve their patrons via mail. In March - June, the TBC sent out 7,082 items, with March being the busiest month on record.

- FY20 circulation increased 11%.
- Participated in Queen City Mischief in Magic and presented a Braille 101 class for visitors.
- Partnered with the Virginia Department for the Blind and Visual Impaired to host White Cane Awareness Day and received a proclamation from Staunton City Council.
- Attended 10 outreach events including health fairs, civic club meetings, and senior centers.



TECHNOLOGY & TECHNICAL SERVICES

- Completed upgrade to Library.Solution 5.5.2, the newest version of our integrated library software. Technical Services staff spent most of fall 2019 preparing for the migration by fixing format issues to prepare for the actual installation over President's Day weekend.
- A digital media lab opened with equipment purchased with grant funds from the Community Foundation of the Central Blue Ridge awarded to the Friends of the Library. Special equipment allows users to digitize old home movies and photographs.
- A badge access door was installed to improve both staff access to the facility and security.
- Staff performed an inventory of the entire collection during the library's extended closure. Out of more than 120,000 only 412 items or 0.3% were unaccounted for indicating an extremely high level of stewardship.

THE COVID-19 EFFECT

TIMELINE

March 16: Library closed to the public; quarantine of all returned materials began

March 17 - 24: Curbside service in effect; phone and email assistance in effect

April: Story times moved online; staff gave away free books to children at school meal distribution sites; intensive marketing of and assistance provided for digital resources

April 24: 26 part-time employees involuntarily terminated

April - May: Staff conducted a full inventory of all collections

June 11: Curbside service resumed; began refilling part-time positions starting with seven circulation and page positions



Preparing to give away books at meal distributions sites



Stacks of returned materials in quarantine

SERVICES MAINTAINED

- Circulated physical 5,459 items to 794 unique borrowers through contactless curbside pick-up service.
- Digital circulation broke check-out records. From March - June, 13,538 digital items were checked out, a 44% increase over the same time period in 2019.
- Staff Posted 53 virtual story times and other programs that garnered 6,549 views.

PUBLIC SERVICES

- A renovated new books browsing and reading area on the first floor was completed in late summer 2019 with new furnishings purchased by the Staunton Library Foundation and the Friends of the Staunton Library.
- Librarian Melissa Davidson attended trainings and committee meetings to position the library as a partner for the 2020 Census. Census representatives held informational sessions and recruitment at the library.
- Three genealogy programs alone brought in almost 150 attendees. One genealogy program hosted Ulster Historical Society staff members on tour from Ireland.



TEEN SERVICES

- FY20 Teen program attendance increased 2%, despite ending all teen programming mid-March. The library hosted a slate of engaging programs: art attack, anime club, flipbook making, Greater Good Gaming nights, and more.
- Hosted the Finding Your Voice Great Stories Club from September through November. This bookclub discussed racial healing and justice and was aimed at underserved teens. It was funded by a grant from the American Library Association.



YOUTH SERVICES

- 13,462 people attended in-person programs such as Larsen's Lizards, a visit from the Staunton Fire Department, the newly launched Rock & Roll Saturday story times, and a unicorn birthday party along with virtual programs that moved online after COVID shut down events.
- Children's Department staff visited four low-income housing sites across the city: Farrier Court, Willow View, Frontier Ridge, & Elizabeth Miller Gardens. Staff members conducted outreach, led story time sessions, and distributed free books and other reading materials.
- Youth Services staff hosted a graduate-level library science intern as she undertook a survey of local homeschooling needs and received hands-on practical experience.

