

LIBRARY DIRECTOR REPORT

Submitted by Angela Zimmermann, Library Director

June 2020

2020 BUDGET

The Village has stated that there isn't significant concern or need for cut in any expenses for the 2020 budget. I'll have to take into consideration the loss we'll expect in areas like fines/fees, copying/faxing charges, book sale revenue, meeting room fees, etc. and will adjust accordingly on the expenditure side of things. As mentioned in the prior months, there were some savings in being closed for that period of time. We have, however, now resumed full purchasing of books, AV materials, and other necessary items. At this time though, there will be minimal costs for programming/performer fees.

2021 BUDGET

As mentioned earlier, I plan to sit down in the next couple of weeks with the Finance Director and understand what we'll be looking at in regards to austere measures for the 2021 budget. I'd like to better understand the impact of COVID-19 on the Village and if there's any anticipated loss for delinquent property tax payments that would have normally been collected, loss of services for fees, forfeitures, licenses, permits, etc., interest earnings on available cash investments (does this impact revenue?), and so on. I have a list of questions I'd like to understand better to get a clearer grasp on how this will affect the expected 2021 Village revenue portion to MCL's budget. In regards to cross-county funding, *2020 circulation is used in 2021 to invoice counties for payments in 2022 (meaning circulation from 2019 will be used for payments in 2021)*. However, overall, libraries will be looking at a high cost of circulation due to lower circulation. Bottom line is that, I'll be soon beginning to have these important conversations which will in turn help me to build the 2021 MCL budget. I anticipate planning a Finance Committee meeting either towards the end of July or beginning of August.

BUILDING AND GROUNDS

All Building and Grounds concerns are to be discussed as action items during Thursday night's meeting: HVAC issue with the air conditioning compressor, update on the space study, and utilizing WCCF funds for door wave sensors and door foot pulls. Please see the action items for more information.

CIRCULATION AND PROGRAMMING

Circulation was 5,423 in May of 2020, down 78.5% as compared to 25,212 in May of 2019. Honestly, that 5,423 feels like 50,423. Curbside service is extremely labor-intensive for library staff. We were also working through an immense backlog of returned materials and hold

request items. By the end of May, we were fourth in the entire system of material that had to be returned, which was well over 8,000 items. For the year, we are down 39.9% in circulation. With our doors open now, we do see a higher percentage of people coming in to solely get their holds and then leave. Curbside service requests have gone down as a result. We will gladly continue the curbside service though for those who are uncomfortable coming into the building.

Here are statistics for May:

Circulation				
Bridges Library System	This Year	Last Year	Increase/ Decrease	Year To Date
Village of Mukwonago	1,702	7,824	-78.2%	25,698
Town of Mukwonago	1,660	6,404	-74.1%	19,687
Eagle	161	1,154	-86.0%	3,061
Genesee	185	929	-80.1%	2,017
North Prairie	136	833	-83.7%	2,238
Vernon	509	2,412	-78.9%	7,060
All other Waukesha County	231	1,551	-85.1%	4,141
Jefferson County	37	301	-87.7%	735
<i>Subtotal Bridges System</i>	4,621	21,408	-78.4%	64,637
Other Wisconsin Counties				
Milwaukee County	-	216	-100.0%	139
Racine County	80	594	-86.5%	1,475
Walworth County	722	2,973	-75.7%	9,901
All other Wisconsin Counties	-	21	-100.0%	36
<i>Subtotal Wisconsin Counties</i>	802	3,804	-78.9%	11,551
Total All Counties	5,423	25,212	-78.5%	76,188
YTD ALL COUNTIES	76,188	126,799	-39.9%	

Subscription Databases & Other Highlights			
	This Year	Last Year	Increase /
MetaSpace 511 users (not programs)	0	8	-100.0%
Overdrive Circulation	2734	2201	24.2%
Gale Courses Verified (System Wide)	218	128	70.3%
Interlibrary Loans Borrower	0	14	-100.0%
Interlibrary Loans Lender	0	44	-100.0%
New Items Added	356	384	-7.3%
New Cards Added	17	72	-76.4%

Programming for April and May, we're still trying to figure out how to document this. The state and system have provided some useful articles and information but I still have not found the time go through each of our videos and document this information. One problem being, is that we had to so quickly switch from in-person programming to trying to figure out how to become video masters, that some videos are on our Facebook live feed or simply recorded as videos, some were dropped into our Google Drive and then we created a YouTube channel, and then we posted those videos to social media, and so on. First step is to locate all of these videos and determine if they were conducted live or not.

The information I'll be following is this: "*Livestreaming* numbers should be counted for attendance - views of recordings should not. It's tricky with online platforms to measure attendance in a meaningful way. For example, if you're scrolling through your Facebook feed and the library's livestream starts auto-playing and you let it auto play for 3 seconds - Facebook counts that viewer as viewer who watched for "a significant amount of time." Please stay tuned on this. It is on my long to-do list to accomplish.

CONTINUED SYSTEM INVOLVEMENT / AUTOMATION

The meetings continue biweekly for Directors as well as other departments (Circulation, Youth Services, Catalogers, Adult Services, etc.) The last Director's meeting was a discussion on the latest updates with reopening, the future of Hoopla, upcoming September (Library Card Sign-Up Month) campaign, and preliminary 2021 budget talks. The next Director's meeting is to be on Friday of this week.

The Department of Public Instruction released information on the CARES act funds. Funds are allocated by library and can be used at a library level or funds can be pooled to do a collaborative project between libraries. Funds were allocated by income and broadband availability. Each Waukesha County library has been allocated \$833.13 and I'll be specifying soon to the system as to how MCL would like to use these funds.

Van delivery has fully resumed between all the libraries of the system. The majority of libraries are still quarantining for 72 hours (some have cut back to 24 hours). All hold notifications / overdue notifications have fully resumed as of last week as well.

A good handful of libraries are already forgoing the online storytime presence and will soon resume in-person programming.

MCL REOPENING PLAN / PHASES

I'm linking here the Department of Public Instructions reopening guidelines, if you're curious: <https://docs.google.com/document/d/1WGOEwVSGlQnHLMFSBkt0wrRDp1bL5zG0UMoTUkSadEo/edit>

These were made available to us on June 2nd (so one day after we opened and two weeks after the MCL Board approved the plan I presented). Please take note that these are guidelines and there's no mandate to follow these. It's been made very clear since the Stay-At-Home order was lifted, that everything has now become a local Library Board decision. I felt very reassured

and confident when reading the DPI's guidelines. We're functioning already with most of these recommendations.

Overall, our limited services reopening has gone very well. I think we did a FANTASTIC job announcing to the public what would be allowed and what wouldn't. We've not had to control the amount of people in the building at all as we've not yet exceeded more than perhaps 15 to 20 patrons in the building at a time. About 80% of patrons are wearing masks or gladly put on one of the ones we provide. We are mandating masks for the computers and no one has had an issue with this. Children's area is closed (staff will retrieve material or patrons can place holds), most furniture removed, cleaning on the top of every hour (all high touch points, door handles, light switches, self-check machines, computers after each individual use, stylus pens, carts, individual work stations, phones, etc.). We are following the phased reopening plan very carefully. I did send pictures to the Board the Friday prior to our opening and here's a little video to watch on all the step we've taken to ensure staff and patron safety:

<https://www.youtube.com/watch?v=eV3Akjpl8qs>

Some things I will be considering in the next week or so will be to determine how to safely get our newspapers back out for the public, introducing many of The Thingery items back into service (The main reason these were retracted was due to lack of staff time to clean. We now find ourselves in a position where we could handle this demand.), when can we put brochures back out for patrons, and the potential of outdoor programs with pre-registration, highly encouraging masks, and social distancing.

Curbside service continues as patrons request it. We have it set-up simply and efficiently in the Community Room by last name.

Aside from that, staff continue to prep for the virtual Summer Library Program (also quite labor-intensive as this is brand new for us). All staff have been and are being trained on how the interface works so that we're able to assist patrons either over the phone or from a safe distance within the library. MetaSpace 511 programs will continue in their entirety *virtually*. This includes all STEAM-tastic events, Tech Camps, augmented reality programs, coding classes, videography lessons, and more.

We continue with our care packages whether for Youth Services or Adult Services, a variety of marketing and promotional activities, storywalks outside the library, continuing education, reference questions (I only have the four librarians stationed at the Information Services Station for now), all tech help for computers and personal devices must be relegated to the Information Services Station, content carousels and providing information on antiracism, history of racial protests in America, and the fight for racial justice, etc. 😊

Overall, excluding those that will continue remote work due to being in the high-risk/vulnerable group for COVID-19, all staff have been brought back their normal hours at MCL. The schedules were a little bit of a pain to work out though as I'm not allowing more than 10 staff in the building at the same time and considering the shortened hours.

One of our Innovator in Residences, Callie Fuchs who would have been going into her senior year at MHS, will be relocating with her family. We'll miss her greatly. As a result, I'm working with the IT Academy and we'll begin interviews already this week to get another Innovator in Residence on the team.

I plan to put together a survey for Mukwonago patrons in the next week or so. I'd like to understand better from the patron's perspective how we could be serving them during this time considering it's not fully the library they've come to love as the center of the community. I very much want patrons to realize that our ethos has not changed at all. We're still here to serve the community, we've just had to reinvent ourselves a bit.

Summer Library Program

The Summer Library Program officially starts on June 15th. Again, we're using a virtual software called Beanstack and we'll have four different categories: preschool, school-aged, teen, and adults. We've made the link live and have already nearly 400 people signed-up for our program. This is quite incredible since the kickoff date hasn't even arrived and we've not advertised that much just yet. Board members are able to sign-up as well! Here's the link:

<https://mukwonagolibrary.beanstack.org/reader365>

In regards to Summer Library Programs and as I mentioned last month, I'm just not too thrilled to pay performers to do their event virtually. This seems a bit financially wasteful to me. Some libraries are going this path and kudos to them. I will probably not choose to have any performers/programs through mid-July, at least. If we do, they will be attempted outside and with pre-registration, masks, and social distancing. In-house programs could maybe resume end of July and into August but will be ticketed, limited, and safely executed.