

LIBRARY DIRECTOR REPORT

Submitted by Angela Zimmermann, Library Director

May 2020

BUDGET

We are on track of spending the 2020 budget at 29.9%. As expected, we'll not meet our revenues in areas such as fines and fees, copies and faxes. Since our fiscal year runs January through December, tax revenue (Village and County) has been appropriated for the Library Board's use so I'm not necessarily concerned quite yet of the effects of COVID-19 on this year's budget. I have not yet been involved in any talks with the Village about 2021 budget conversations but I imagine the need to plan for austerity in 2021 will soon come up.

To reiterate what was mentioned earlier, with being closed for such a long period, we've been able to save money in many areas concerning the operating expenditures. This will be useful come yearend as we will obviously lose revenue in areas such as fines and fees, copies, and faxing. I expect to use minimal funds for programming for the remainder of this year and plan to ask the Friends of the Library to fund whatever finances we may need for programming. I have allowed the purchase of books and audiovisual materials to resume for high-demand items since we've opened now with the curbside service.

All purchases related to the 3D printed and hand-sewn masks are coming from Donations as we've received nearly \$30,000 in donated funds towards this project.

Additionally, if you look at the list of invoices, all items that I've bolded out in red, are purchases that have been made due to COVID-19. I am keeping track of all expenses as there will be the potential for reimbursement through emergency grant funding. I will work closely with the Finance Director at the Village to ensure she receives all receipts for our COVID-19 expenses.

BUILDING AND GROUNDS

The 2020 budget did include funds for landscaping maintenance. I have that as a discussion item on Thursday's agenda.

Engberg Anderson will not join us this evening and we'll still hope that the final presentation can be done sometime soon and in person. An interesting turn of events has recently taken place though and I've been approached by the Village Administrator that the Village may potentially now be interested in allowing us the use of the park behind the library for a possible collaboration/expansion.

CIRCULATION AND PROGRAMMING

Well, the curbside service at MCL was not allowed (per the Governor's orders) to begin until Friday, April 24th. Because of the immense amount of work to get everything in order and with

a skeletal crew, we did not begin the curbside service until Tuesday, April 28th. (I go into more detail on the curbside service under ‘Operations’.) With that background information, here are April’s numbers. Circulation was 1,689 in April 2020, down 93.4% from 25,785 in April of 2019. For the year, we are down 30.3%. I do not yet know how this will work in regards to funding for the coming years but once those conversations are had, I will relay to the Board.

Additionally, because of the immense amount of work to undertake curbside service while keeping everything else going and with only a skeletal crew, I’ve simply not had time to look into how we can track programming statistics (this will require quite a bit of work on my end to understand how many people the video reached, peak live views, engagements with the video, if the video was shared, how many viewers watched live or watched the archived version, how many viewers watched the whole video, etc.). Therefore, I will not be providing programming statistics this month but will present April’s and May’s programming statistics at June’s meeting. We’re doing most of *our own* programming virtually (all of our DIY classes, Tech Camps, STEAM-tastic classes, storytimes, Fantastic Fridays, etc.) We have all of our virtual programs listed on our website. I’ve not yet had the interest to host performers/events from outside venues virtually but I may change my mind on that for summer.

Here are all statistics for April, excluding any programming statistics as well as any facility use or volunteers:

Circulation				
Bridges Library System	This Year	Last Year	Increase/ Decrease	Year To Date
Village of Mukwonago	596	8,045	-92.6%	23,996
Town of Mukwonago	418	6,647	-93.7%	18,027
Eagle	32	1,201	-97.3%	2,900
Genesee	53	745	-92.9%	1,832
North Prairie	63	953	-93.4%	2,102
Vernon	134	2,367	-94.3%	6,551
All other Waukesha County	99	1,599	-93.8%	3,910
Jefferson County	31	227	-86.3%	698
<i>Subtotal Bridges System</i>	1,426	21,784	-93.5%	60,016
Other Wisconsin Counties				
Milwaukee County	-	296	-100.0%	139
Racine County	11	433	-97.5%	1,395
Walworth County	252	3,214	-92.2%	9,179
All other Wisconsin Counties	58	58	-100.0%	36
<i>Subtotal Wisconsin Counties</i>	263	4,001	-93.4%	10,749
Total All Counties	1,689	25,785	-93.4%	70,765
YTD ALL COUNTIES	70,765	101,587	-30.3%	

Subscription Databases & Other Highlights

	This Year	Last Year	Increase/ Decrease
Overdrive Circulation	2701	2157	25.2%
Gale Courses Verified (Systemwide)	356	168	111.9%
Interlibrary Loans Borrower	0	11	-100.0%
Interlibrary Loans Lender	2	51	-96.1%
New Items Added	356	672	-47.0%
New Cards Added	28	103	-72.8%

CONTINUED SYSTEM INVOLVEMENT / AUTOMATION

LOTS of meetings going on right now within the system so we all work together and stay on top of this fluid situation. The Directors have been meeting biweekly, and the Youth Services, Adults, and Circulation have been meeting weekly. At the last Directors' meeting we discussed potential priorities for the 2021 budget (heavy emphasis on digital resources, virtual reference, 2D scanners), guidelines for reopening WI public libraries (to be discussed as an action item on the agenda), the Summer Library Program, hold notifications, van delivery, further talk on discussions related to curbside delivery, etc.

OPERATIONS

(Please note so that I'm not duplicating my efforts most all information concerning reopening will be found under that action item on the agenda, not within my report).

The curbside service is going very well. I've put most of the information already in emails to the Board and so as not to repeat myself too much: the service runs Tuesday – Friday 11:00 am – 4:00 pm and operated behind the scenes with only a skeletal crew. It's an immense amount of work. When we had to close the libraries, all notifications (hold, overdue, registration) had to all be shut-off and still remain off. Therefore, we have to call everyone who has items and schedule a pick-up time with them, while also taking into account that we don't want to schedule too many patrons at once (to adhere to social distancing), considering patron confidentiality (paper bags are best), and minimal contact with patrons at this point. Van delivery service resumed this past week for OWNING library materials only....meaning all of the backlog that has been sitting for the past months. All libraries by the end of this last week were in 'ok' shape to start filling hold requests from other libraries. We had nearly 1200 items on our

hold list to fill. Items received back via the van delivery and our book drop are quarantined for a minimum of three days. This results in our phone ringing off the hook....either patrons wondering where their items are, why they haven't been checked-in yet, those not listening to our procedures and calling us to schedule a pick-up, etc. Each individual library has the option to decide if they want notifications to be turned back on (holds, billing, registration, overdue, etc.). I'll be discussing with the Department Heads as to when we choose to do this at MCL, as we'll somewhat 'lose' that control over scheduling curbside and we'll have to rework our procedures. Right now, we have a pretty decent grasp of it. At the same time, since we only have a skeletal crew each day, I'm reminding staff there is ZERO need to rush right now and we get to things as we can. Additionally, I do think curbside service is going to be our way of functioning for quite a while, so we do need to refine the curbside procedures as we go along. Patrons have been elated though.

Further changes we are making within the library is to ensure all of the spaces are prepared for when we are allowed to reopen and whatever that may look like. Furniture is being rearranged, plexiglass/sneeze guards are being put up, and the building is regularly being cleaned and sanitized. Gloves and masks are available for staff (both are required when going out to the foyer, setting-up curbside service tables, and dealing with return items from the van or book drop).

Staff also continue to work on the following projects: prepping for the Summer Library Program in all areas (Adults, Youth Services, and MetaSpace 511), the 3D printed and hand-sewn masks projects, continuing education, librarians have been given the go-ahead to resume purchasing of high-demand materials, reference questions, constant phone/email/messages being attended to, updating of operating procedures related to Circulation, Tech Services, Youth Services, and Adults, review/familiarization of all library policies, website updates, reading challenges, readers' advisory and recommendations, Youth Services and Adults book bundles preparation for curbside service, the four librarians are being trained on unemployment applications, variety of marketing and promotional activities, storywalks, virtual program prep and implementation, general library tasks and virtual Department Head and staff meetings, etc.

SUMMER LIBRARY PROGRAM

We've decided as a system to have a collaborative kick-off date of June 15th. The program will be virtual and we'll be using a software called Beanstack. This is at no charge to MCL as the state was able to purchase Beanstack through a Library Services and Technology Act (LSTA) funding. We'll be using Beanstack to offer a virtual Summer Library Program for preschool, school-aged, teen, and adults. We're still very much in the learning phase of using Beanstack

but I've given the departments a deadline of June 1st (at the latest) to be prepared as we most definitely need to start marketing and promoting the program by then.

Even if we do reopen by June, we have decided to cancel ALL in-house Summer Library Programs and have rescheduled them for August/September. And even then, they'll most likely have to be ticketed and limited events to control the number of people. We're trying to figure out yet how this will look and how we'll offer these. Neither I nor the Children's Librarian has interest in paying for or offering any of these Summer Library Programs virtually. Maybe we'll be able to host some larger programs outside where we're able to enforce the social distancing but we need yet some guidance from the state on that.

MASK PROJECT

We're also still executing the 3D printed mask project as well as the hand-sewn masks, To date, we've made more than 2,000 masks and delivered to Froedtert, Children's Hospital, St. Luke's South Shore, Ascension (Franklin), ProHealth Care, and the Milwaukee VA Center. We're also making face shields, ear guards, and nasal swabs. We've switched our mask CAD files this past week and have partnered now with Concordia University (Mequon). They've shared their file with us and we are now 3D printing theirs. We make those masks and then ship to Concordia and they further outfit the masks with silicone, elastic and filters. They then delivery to area hospitals. We also have near 15 volunteers that are now hand-sewing masks and those we specifically deliver to ProHealth Care, Children's and Froedtert. With the curbside service started, it's easier for us (me) to have this collaboration with the 3D printed masks and Concordia. It is/was a lot of work to collaborate all of this as none of this work is being done in the library but rather at employees' homes. This way we don't have to worry about further assembly and delivery and getting masks from one home to the next and then back to the library and then out for delivery! Phew!

As of Monday, May 11th of this week, the Village has also requested more than 100 masks for their use.