2020 May director's report

1. Staff is preparing for curbside service starting June 1st. Management thinks curbside is going to be much more labor intensive. Initially, we will be limiting each patron to three items, ten per family. The process will be similar to processing daily reserves; run the reserve report, pull the items, enter them in the ILS, and notify (often done automatically through the ILS) patron the item is ready for pick up. Curbside then adds the following steps; items will then have to be checked out to the patron, bagged up, and put on a cart for pickup. The final step is, of course, a staff member or volunteer running the bag to the patron's vehicle. Normally, the library has only a handful of daily reserve items, two or three. Using past circulation figures, our only available data set, we circulate an average of 110 items daily. A normal checkout transaction takes three to five minutes. The three items per patron will be considered one transaction and we are anticipating ten minutes per transaction, start to finish. 35 transactions per day X 10 minutes = 350 minutes or 5 ¾ hours staff time per day.

2. Staff is busily putting together the final details for Summer Learning. The switch from in-person to virtual programming has been a very difficult transition. Every bit of the previous six months of planning had to be examined to determine if it was feasible to do virtually. Programming which could be modified had to be revamped to work online. The only bit of consolation is almost every other public library across the country is in a similar situation. The big plus is libraries operate from the perspective of cooperation not competition and the library community statewide and across the country have been sharing resources and ideas to help everyone have a successful summer learning program.
To supplement our locally produced programs, the director and assistant director, in consultation with the board president, decided to add a subscription to Page Turner Adventures for additional programming content. PTA will provide five approximately half hour programs per week for ten weeks at a total cost of $500.
Director has contacted BEK to see if they would be willing/interested in adding library summer learning content and has asked what tools or expertise they can offer to assist to provide better production quality.

3. Our IT provider, Corporate Technologies, created a Sharepoint website for internal staff usage. This will greatly facilitate sharing documents and streamline program planning. We utilized our quarterly tech support time so there was no "out of pocket" for the project.

4. Virtual library services have pointed out the shortcoming our limited tech support coverage model. We do have several tech savvy staff members who can utilize available technologies however we do not have the expertise nor the time to learn how to setup various productivity tools to maximize their effectiveness. Additionally, we need to "up our game" with our website and add social media content tools. Staff has setup a library Youtube channel however we are encountering issues getting things going.

5. Staff has not bought any new materials since we closed to the public. Several of our vendors were shut down so items would not have shipped anyway. We will be contacting vendors to let them know we are "open" to receive shipments and have a couple months of new books to catch up with.

6. Director has almost finished up the order for the Collection Development Grant. He is waiting for clarification on a couple details by the state library.

7. The library received a thank you and donation from one of our county residents who are very appreciative of the virtual storytimes Melissa has been doing every Wednesday morning. See included thank you note.

8. Covid is going to be with us for a while and our library service model must adapt. We can look at this as an Opportunity or a Threat. The director feels the investment of time and resources we are making now to provide virtual services can become another avenue to providing library products and services to our community in the future, thereby providing better, more relevant library to our community.