

## 2020 in Review

### Library Accomplishments:

- Celebrated our 268<sup>th</sup> finisher in the 1000 Books Before Kindergarten Program. We had 25 finishers in 2020 and 28,600 books read.
- Completed the renovation of the Main Library building including the addition of 5 study rooms, which are used consistently, a better use of our noisy vs. quiet spaces, an expanded story-hour room, two emergency exits in the children's room, a mother's room, a public restroom upstairs and better use of space to create areas for community gathering. These additions were all requests of our patrons during community meetings.
- Recovered from a file crisis in which most of our documents/photos were lost and have implemented preventative strategies to avoid another crisis in the future.
- Participated in community events, including Light Up! Wells County, Parks Department Silly Safari Seek and Find, Downtown Summer Block Party, Plaza Market, Festival of Wreaths, Wonderland of Lights
- Offered free tax assistance to anyone every week during tax season and again when we re-opened in May/June.
- Hosted a VR kit from the State Library in October and November.
- Offered limited in-person programming safely before and during COVID: Minecraft, Tween Tech, Book Clubs, Manga Club and limited Storytimes.
- Implemented curbside assistance.
- Modified Summer Reading so it could be distributed virtually and still have a program for all.
- Offered virtual programming for all ages: Day of the Dead, Charlie Deam Program, Cooking with Grandma, online story times, book chats, Teen Tuesdays.
- Greatly increased our online presence- Teen Youtube channel, Instagram posts increased.
- Added material to our Spanish collections.
- Worked with a local historian and the State Park to host a CCC Camp model and historical display.
- Created to-go kits for all ages, which incorporated activities, craft and information and included a link to an instructional program video.

### Staff Accomplishments:

- 4 staff members received or are working toward increasing their library certification/degree and 1 staff member is working towards a Master's degree.
- The library has its 12<sup>th</sup> staff member graduate from the Wells County Leadership Academy and our 13<sup>th</sup> staff member going through Level 1.
- Numerous staff members are serving on community and professional boards including: Wells County Foundation, Parlor City Christmas, Leadership Academy and Leadership

Academy Mentors, Historical Society, Genealogy Society, Bluffton NOW!, Bluffton NOW! Event Committee, United Way, Creative Arts Council, Wells County Chamber, YMCA, Chamber Education Committee, YMCA Early Learning Committee, Rotary and Optimists.

- Several Staff attended various virtual conferences throughout the year.
- The library along with The Parks Department, Bluffton NOW!, The Wells County Foundation and the Creative Arts Council have formed a group that meets to discuss what programs/events are being offered and how we can collaborate with each other.

Stats:

- Most of our stats are down because of first construction, then closing for quarantine and then the continuation of COVID. However, we do have some shining stats.
- Wonderbooks were introduced last year and increased their circulation over 100%.
- eAudiobooks increased circulation by 17%, eBooks increased circulation by 23% and eMagazines increased circulation by 29%
- Some of our databases have increased use including:
  - A to Z – 130% increase in sessions
  - Fact Cite Bio – 154% increase in Full-text retrievals
  - Gale Virtual Reference – 58% increase in Full-text retrievals
  - Miss Humblebees – 328% increase in Lessons
  - My Heritage – 30% increase in sessions
- Hosted 15 Live-Virtual programs with an attendance of 114
- Posted 118 Recorded-Virtual programs with a viewing attendance of 36,056 as of December 31, 2020
- Handed out 1,040 Grab-and-Go kits
  - 332-Children
  - 477-Teen
  - 231-Adult
- We only had 5% less reference questions in 2020 than 2019.
- Our homebound services increased 263%
- Performed 1,200 curbside deliveries from May-December 2020.