



James L. Hamner Public Library

Facilitating connections that provide free learning opportunities
3rd Quarter FY2020 (January - March)



March was affected by COVID-19. We were closed to the public for 110 hours that we otherwise would have been open. We did not offer physical borrowing for 34 of those hours.

Public use of the meeting room, programs, fax and copy services, and passport and notary appointments were cancelled.

From March 17 - 31, staff worked Monday - Friday, 10:00 - 6:00 (part-time worked their regular number of hours), answering phones and working on projects. Statistics were kept on the number of questions answered or human connection provided through phone calls.

From March 17 - 26, we offered pick-up service. This was stopped due to lack of data on and growing concern over the transmittability of the virus through library items.

This report includes March, but the figures should be considered with the unusual circumstances in mind.

519

Hours Open

1,256

Interactions*

2

Interactions per Hour

4,571

Physical Items Borrowed

9

Physical Items per Hour

814

E-materials Borrowed

715

Active Borrowers

58

Public Uses of the Meeting Room

128

Passport Applications Processed

2,702

Uses of the Library

This counts: New patrons, program attendance, interactions, circulations, public uses of the meeting room, and technology use.

This does not count visits or wi-fi uses.

3rd Quarter

*Interactions do not include circulation transactions.

Executive Committee: May 11, 4:30

Full Board: May 19, 7:00



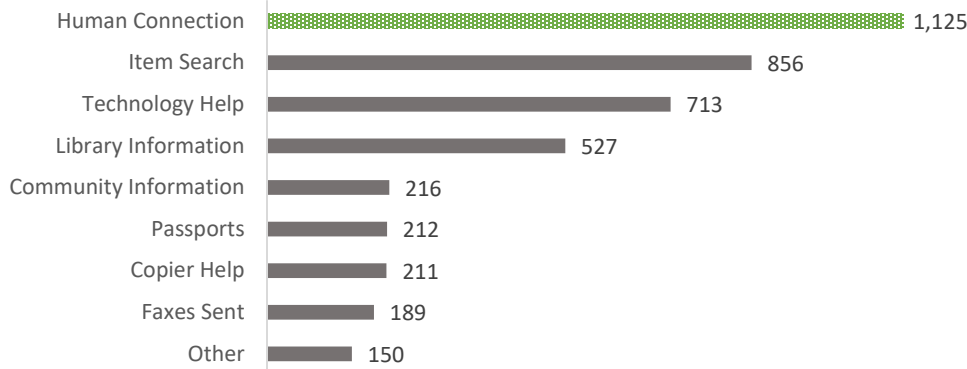
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3rd Quarter: People Need Someone to Listen



"I really like the library."

- Said wistfully by an elementary-aged boy when told it was time to leave

"When we moved out here, we didn't expect so much from a small town, but y'all have a lot."

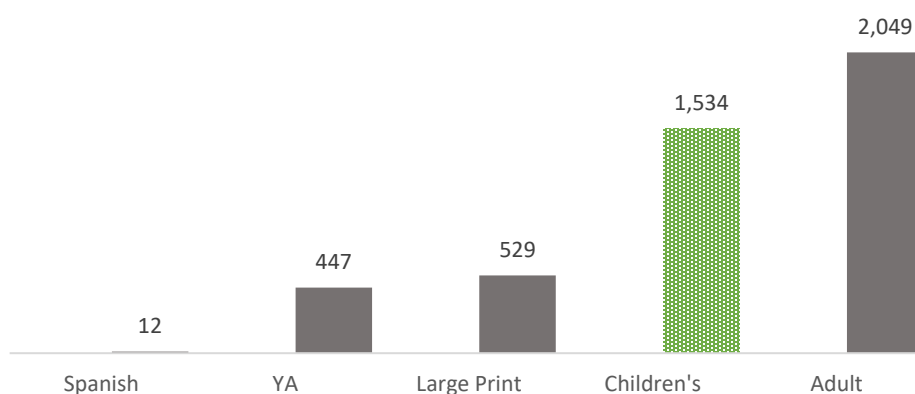
- A new resident coming to the library for notary services

639

Hours Computer Use

This does not include wi-fi or the children's game computers.

3rd Quarter: Children's Collection 2nd-Most Borrowed



3rd Quarter

January - March Programs:

- Chess Club (v)
- Storytime (v)

g = grant
 l = library presenter
 o = outside presenter
 p = community partnership
 v = volunteer lead

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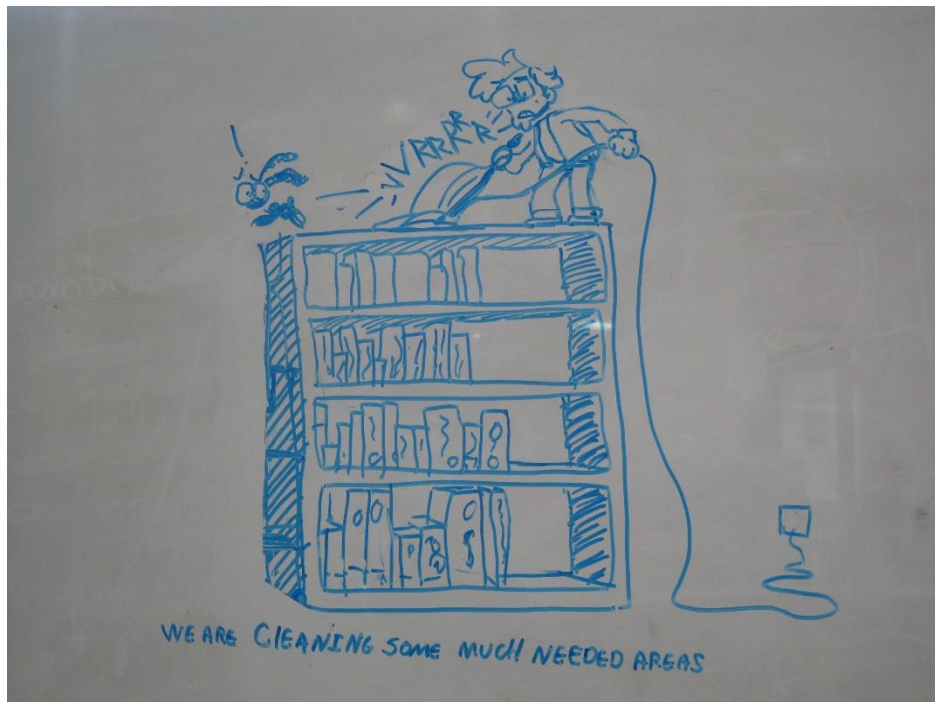
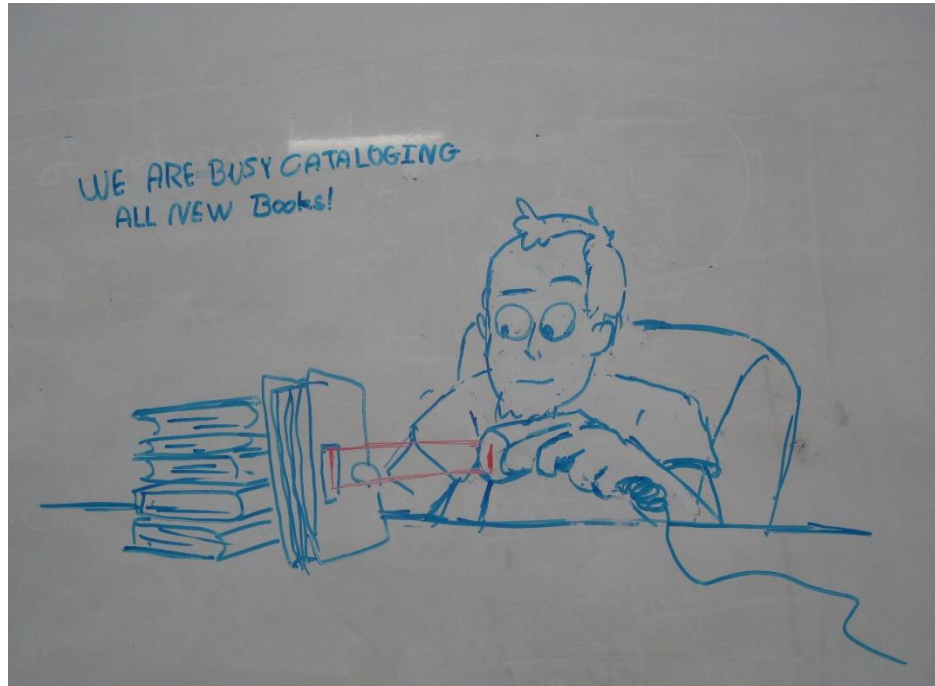
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What are we doing while closed to the public?



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Illustrations by Circulation Assistant Josh Baker

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We are...

- Adding search engine optimization to the library's website
- Answering phones and e-mail
- Cleaning and organizing things that we can't get to while working with the public
- Cleaning the tops of bookcases and other areas that are rarely cleaned
- Clearing the backlog of items to be cataloged and prepared for borrowing
- Completing the annual state aid application
- Cross-training staff
- Emptying the book return and putting items in quarantine
- Increasing social media posts to market our digital library services
- Implementing technology to allow staff to work from home, as their duties allow
- Improving the search catalog records
- Improving spine labels to make it easier to read books in a series in order
- Initiating a newspaper digitization project
- Inventory management (weeding)
- Learning about the transmittability of the novel coronavirus on library items and other public-health concerns relating to libraries during the pandemic
- Records management and filing projects
- Reinforcing the covers of high-use paperbacks
- Shelving newly cataloged items
- Shelving returned items after their quarantine period
- Staying informed of Governor Northam's directions
- Planning and creating new displays for when we re-open
- Planning health procedures for when we re-open
- Preparing, recording, editing, and publishing our podcast
- Updating public messaging as events change
- Writing the weekly *Monitor* article
- Working with IT to continue improving library technology

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