

Lacey Library Board
Library Manager's Annual Report for 2020
Presented on February 10, 2021

Hello Board Members,

Wow, what a year. We started off strong with an incredible \$55,000 community fundraising effort towards the library remodel and supported a hugely successful Lacey Loves to Read featuring award-winning author Sharon Draper. We had a good booksale in February, and were excited to move forward with creating a refreshed interior space and increasing library service information and Friends support efforts out in the community.

Then COVID hit.

It seems like the word 'unprecedented' was overused this past year, but what other word can describe how the library abruptly closed for any physical services from March to July, scrambled to figure out how to deliver digital services and get staff back to work in the building safely, moved up the remodel by 3-4 months, AND started a whole new way of getting materials to patrons without actually letting them in the building?

Despite all of the terrible things that happened in 2020, there were points of light and success for the library. We completed our long-awaited remodel with the generous support of the Friends of the Lacey Timberland Library and the greater Lacey community. We went the whole year through without a single case of COVID among our staff. We made the Summer Library Program virtual and offered a diverse array of programs in partnership with all libraries in TRL using digital services like You Tube and Zoom. We implemented a LiveChat service for our patrons that will continue post-COVID. We delivered materials and take-home activities to our community through our Take Out Service, and even though our statistics are greatly reduced for this year, the many patrons who each day express gratitude for the library 'being here during all this' tell us far more about our impact than mere numbers could.

I want to thank the Board for their assistance and patience as we basically converted to virtual only from March on. We miss seeing you all in person! We hope it won't be too much longer before we can welcome you back in to our newly remodeled library and figure out our new normal together.

Library News:

Current Service Status: Takeout Only (likely continuing through 1st quarter 2021)

Hours: 10 a.m. to 6 p.m., Tuesdays through Saturdays for Takeout and phone services

Bookdrops open 24/7 except for Holidays (which includes Sunday before a Monday holiday)

Takeout Services include:

- Holds pickup
- Library account verification
- Grab bags (selection of 5-10 items of various genres/material types for various audiences of all ages, to take the place of browsing)

- Take & Make Craft Kits (for kids and adults!)
- Tax form pickup (coming soon!)
- Overnight Chromebook checkout
- Call-ahead printing services (call from home same day to ask us to release print jobs you uploaded, then come to pick up them up at your convenience)
- Quick account help via phone, LiveChat, email, or in person (at Takeout Window)
- Phone computer/device assistance for library downloadable services.
- Longer account help, reader's advisory, or reference services via phone or LiveChat
- Tax form distribution through Takeout services (AARP Tax Help will not be held at TRL libraries this year, but AARP is offering appointment-only services and we have a website and phone number to share with patrons).
- Drop off/pickup faxing/copy services
- Bringing back Monday service hours (once staffing levels are restored and it is safe to allow the public inside to browse.)

Staffing Updates

As part of TRL's continued budget efficiency work, positions that became vacant through attrition were carefully evaluated (and in some cases, eliminated). This restructuring is to keep TRL's budget balanced while continuing to fund our long-overdue need for increased salaries for entry level staff and increasing healthcare costs. TRL's revenue is capped at a 1% increase each year due to state law, while medical insurance costs alone regularly increase at least 5-8% each year.

Happily, over 50% of TRL District staff participated in the wellness program which allowed us to receive discounts on our healthcare premiums through Association of Washington Cities. Library refreshes such as those that happened at Olympia in early 2020, Lacey in mid 2020, and Aberdeen (coming in 2021) have transformed these large busy libraries into one or two service point buildings that can be operated with fewer staff.

Lacey's current staffing level is 25 people occupying 21.58 FTE. This includes staff who are currently on leave for various reasons, but are expected to return to work at least part time in 1st quarter 2021. At this time, there are no additional cuts planned for LA staff due to the need to also staff the new Hawks Prairie Lucky Day library in 3rd/4th quarter 2021.

Building (s):

Lacey Timberland Library

The 2020 Lacey Building Remodel for Accessibility is complete! (*Photo slideshow presented at meeting*).

The following improvements were made:

- Installation of single-occupancy restroom with changing table that can accommodate weight of up to 400 pounds.
- Replacement of front service counters with 5 individual and mobile service desks, capable of being raised or lowered to best suit patron accessibility.
- Installation of Returns room with built-in interior bookdrop and flexibility to add automated materials handling (AMH) machine currently planned for 4th quarter 2021.
- Relocation of walk-up exterior bookdrop to empty into Returns room for increased efficiency.
- New carpet in central service area to improve service visibility.

- New public study furniture (tables, chairs, oversize chairs, and children’s furniture) that is easier to clean/sanitize and provides improved access to study tables by people using wheelchairs or other assistive devices.
- New children’s computer area arrangement to improve accessibility.
- Refinished single study carrels for improved ease of cleaning.
- New public computer chairs
- Refreshed staff workstations and work areas to increase efficiency, improve ergonomics, and support distancing requirements due to COVID.
- Added increased computer network support in meeting room and on adult side of building.
- Installed new shelving and relocated all children’s materials (including juvenile non-fiction) to northeast side of building.
- Relocated staff entrance to northeast side of building to relieve congestion at main entrance
- Installed outdoor pathing to staff entrance and meeting room exit.
- Installed 2 sliding windows and exterior awning to support Takeout services.

Lucky Day Library

TRL Board approved a little over \$1M to do demonstration ‘Lucky Day Libraries’ for one year in West Olympia and East Lacey (Hawks Prairie area). TRL is considering Capital Mall for the West Olympia location, we are still searching for a location for East Lacey.

TRL is looking at a 3rd or 4th quarter 2021 opening for the Hawks Prairie location (the Olympia location may be able to open earlier). The building would be staffed by current Lacey Timberland Library Staff. We have not yet determined hours of service for this library.

A Lucky Day Library is:

- Focused on popular materials collection
- Comfortable, flexible seating
- Computer Use and printing
- Somewhere between 2,500 and 5,000 square feet
- No meeting room (limited programming)
- Easy self-service options
- Convenient, high traffic location (ideal location is on bus line, has adequate parking, and easily seen from main traffic flow).

Programming

Lacey Timberland Library (in person, January 2 – March 13th, 2020)

Early Learning: 36 programs attended by 1,199 people.

Youth/Teen & All Ages: 35 programs attended by 1,164 people (includes Lacey Loves to Read events).

Adult: 38 programs attended by 571 people.

Virtual Programming (April 1 – December 31, 2020)

Virtual programming is being offered by all staff District wide, with Lacey staff contributing in a regular rotation. Most programs are recorded and posted to the Library’s You Tube channel for convenient

viewing at any time, others are offered live via Zoom. TRL plans to offer virtual programming only at least May 2021. This includes Lacey Loves to Read 2021.

The statistics below are not broken out by branch:

Early Learning: 189 programs pre-recorded on YouTube for anytime viewing (no attendance recorded) and live on Zoom (attended by 767 people)

Youth/Teen & All Ages: 166 programs attended by 989 people

Adult: 78 programs attended by 738 people

Materials & Visitation:

Because of the COVID pandemic closure and the library remodel, no physical materials were checked out between March 14th and July 27th, 2020. Digital materials were able to be borrowed during that time, however.

233,483 physical materials were borrowed in 2020, compared to 689,863 in 2019, a decrease of 66%.

280,722 digital materials were borrowed in 2020, compared to 224,150 in 2019, an increase of 20%.

514,205 materials total were borrowed in 2020, compared to 914,013 in 2019, a decrease of 44%.

The Library provided assistance to 73,546 patrons in person during 2020, compared to 292,612 in 2019, a decrease of 75%. We did not track the number of patrons we assisted digitally or solely by phone in 2020, however, which would improve our stats slightly.

Plans for 2021:

Lacey staff will spend 2021 developing outreach and community engagement efforts that we can undertake both during COVID and beyond, putting the library 'back together' in the hopes of allowing patrons to come back inside this year, working with TRL Public Services Team and City of Lacey on the development of the Hawks Prairie Lucky Day Library, creating engaging programming to support our Strategic Directions of Equity, Diversity, and Inclusion, especially in audiences Birth through Five. If all goes as we hope, I look forward to seeing the Board back in the building this year and to presenting this report for 2021 in person next January.

As always, we greatly appreciate the support of the Lacey Library Board, especially during this difficult year.

Submitted by Holly Paxson, Lacey Library Manager

February 3, 2021