



Loveland Public Library ANNUAL REPORT 2020

300 N. Adams Ave. Loveland, CO 80537
www.lovelandpubliclibrary.org

MESSAGE FROM THE LIBRARY DIRECTOR

Libraries have long demonstrated agility in innovating services, collections and programs to meet the changing needs of the community. That said, the unprecedented change over the past year has given libraries an opportunity to address disparities, grow partnerships and transform communities like never before. If you haven't been in the library in a while, or have continued using our services throughout the pandemic, I want to welcome you back.

When the library first closed in March of 2020, many imagined it would only be for a few weeks. We quickly realized that access to electronic resources including downloadable books, audiobooks, videos, music, tutoring and databases would be of increased importance to everyone staying at home. We also recognized that for many community members, the library is one of the only places to connect with friends and family, find resources and assistance, and participate in remote work and learning. Early efforts to keep our community online included expanding WIFI access to reach outside of the library building, reopening the public computing center, increasing phone and chat services, and creating thousands of student success cards to connect every child in Thompson School District to learning resources.

Loveland Public Library was one of the first libraries in our region to launch curbside service in May, followed shortly after with "grab and go" access to our physical collections. Through all phases of reopening, library staff followed strict guidelines to maintain an environment where patrons felt both welcome and safe. Access to resources soon expanded to include a range of programs as well.

Our talented children's librarians created virtual storytimes, science experiments, crafts and author visits. Teens picked up hundreds of "take and make" activity kits and volunteer projects for Loveland teens to try new skills and reconnect with the community. A "Pop-Up" computer lab brought laptops out to locations throughout Loveland to support the community.

Throughout the pandemic, Loveland Public Library remained committed to supporting everyone in our community through access to information, materials, technology and staff experts. Partnerships with local businesses, schools, and non-profits made possible new services and programs, as the pandemic strengthened our connections and presented new opportunities to collaborate. As the world turns to recovery, we are excited to reaffirm that commitment with a return to many pre-pandemic services and invite you to discover something new at your library.

I am so happy to extend an invitation to all members of our community and beyond, to welcome you to be a part of Loveland Public Library's story, where you belong.

Sincerely,

Diane Lapierre

Loveland Public Library Director

A SPECIAL THANKS TO THE LOVELAND PUBLIC LIBRARY BOARD

MEMBERS

Kandi Smith • Craig Bentrott • Sandy Darby • Susan Kadlec
Cyndi Gueswel • Dennis McClatchey • Mary Willard • Christine Kehoe
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Therese Torpy, Recording Secretary

2020 by the numbers

The library was closed from the end of March to mid June during county shelter-in-place mandates to slow the spread of COVID-19

475,864
Physical Item Borrows
470,089
Prospector Borrows
96,142
Total Holds

11,951
Items Catalogued
10,101
Items Discarded

78,814
Total Database Use
147,619
Total Downloads



18,672
Cards Issued



1127.5
Volunteer Hours

17,416.91
Hours Computer Use
17,275
Computer Users

700
Total Programs
21,511
Program Attendees
364
Outreach Antendees

281,055
Website
Visits

143,839
Visitors*
**We were closed
March to June*

825.74
Makerspace
Hours

1,079
Outdoor
Wireless Hours
(Added in June)

49% Increase FB Follows
352 YouTube Hours Watched
452 Tweets
508 Instagram Posts

Free Wi-Fi is an essential resource provided by libraries. In order to offer our patrons safer, socially distanced access to Wi-Fi, we extended our Wi-Fi outside starting in June. Patrons were able to use their devices outside of the building, logging over 1,000 hours of use. Outdoor Wi-Fi was made possible by Pulse.



Library patrons had limited access to our computer lab during the pandemic. To help, Adult Services created a pop-up computer lab to support the community. They brought access to computers and digital literacy out into the community in order to connect community members with essential digital resources while limiting the spread of COVID-19.

In 2020, LTI 3D printed a massive, 2ft wingspan dragon dubbed "Nicey the Kindness Dragon" as a Summer Learning giveaway. Anyone participating in a virtual class or in-person maker activity entered to win. Nicey went home with a 10 year old student from the kids 3D Printing class!



After shutdowns from March to June, we were the first library in the region to reopen safely for limited services. The computer lab opened on June 15th. Our staff also quickly organized curbside services starting in May to support the Loveland community during the Safer at Home protocol while the library lobby remained closed.

In just the first week of curbside services, 326 pickups occurred. Staff took every possible precaution to ensure that requested materials were bagged safely to prevent transmission before it was known that surface transmission of COVID-19 is minimal. From the very end of April to mid July, library patrons used curbside services 5,092 times.



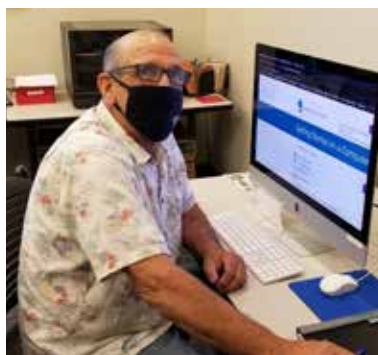
Adult Services extended their outreach services to better support seniors living in extreme isolation during the pandemic. They received grants to increase the outreach collection, and focused on deliveries and pickups at senior living facilities. This service provided a valuable lifeline for keeping seniors connected while helping to keep them safe.



Every department worked hard to make library services portable. Childrens and Teens reimaged their interactive table crafts as take-home activity and craft bags to support remote creativity. Teens also put together volunteer projects that teens could take home and create donatable items with.



The Library received a grant from Google to help adults learn technology skills for job search and career enhancement. A total of 46 students applied and received 1:1 mentorship from technology librarians!



Every division got creative in order to offer remote and socially distanced programming to keep patrons safe. The Summer Learning Program was run entirely online, computer classes moved to online learning, and Children's made storytime COVID-safe with virtual storytimes and Story Walks.



Children's and Teens collaborated with the Thompson School District to start the Student Success Initiative. Through this program, all TSD student IDs work like a library card to give K-12 students access to digital library resources to support at-home learning.



FINANCIALS

2020 Revenue: \$3,306,443

Grants received included the United Way Grant, IMLS Grant, Rotary Grant, Corona Virus Relief Funds, State Library Grant, & Grow with Google Grant.

\$79,294 Friends

\$140,952 Grants

\$3,086,197 City General Fund

2020 Expenditures: \$3,068,591

The difference between total revenue and expenditures accounts for a savings to the City general fund.

\$8,625 Programming

\$36,268 Grant Expenditure for Materials

\$86,664 Electronic Materials

\$146,660 Library Materials

\$391,794 Operations

\$2,398,576 Salaries/Benefits



Friends of the
Loveland Public Library

The Friends of the Loveland Public Library Foundation supports and advocates for the Loveland Public Library's work as the information center of the community and its role in encouraging literacy. The Friends Foundation **generously supports** many of the programs offered at no cost at the Library.

APPLY TO BE A MEMBER OF THE FRIENDS TODAY!

Visit www.friendsofthelovelandlibrary.org
or fill out an application next time you visit the library.