

LIBRARY DIRECTOR'S REPORT

March 2020

The month ended much differently than it began. On March 1, all libraries were open with full services in place. Due to the corona virus pandemic, drastic adjustments were made throughout the month. In keeping with guidance from the Lincoln Lancaster County Health Department limiting gatherings, all library programming was suspended on March 15. In keeping with their advice encouraging businesses to minimize the number of customers present, on Friday, March 20, all libraries essentially closed to the public and began offering pickup service only. On March 27, we stopped accepting returned materials. Due dates for all borrowed materials were updated to May 1.

Walt Branch Library Manager Jodene Glaesemann reported this comment, representative of many customers regarding our pickup service, "Repeatedly, patrons have expressed gratitude and appreciation for the work library staff are doing during the COVID-19 pandemic. One patron stated on the phone, 'I appreciate this extra effort (pulling materials) from the libraries.'"

Library staff continues to work on special projects in addition to preparing materials for customer pickup. Several staff are off duty and using Temporary Paid Pandemic Leave.

On March 5, a long-time volunteer was honored at the Nebraska Library Association Advocacy Day Luncheon. Anderson and Bethany Branch Library Manager Kim Shelley reported, "The highlight of the month was recognition of an amazing Anderson Branch Library volunteer. Juanita Washburn has been volunteering at Anderson Branch Library since 2012, and she has contributed over 900 hours to Lincoln City Libraries. Anderson and Bethany Branch Volunteer Coordinator Jeremiah Johnson, with assistance from Tracy Tibbels, composed a letter nominating Juanita to be recognized as an Outstanding Volunteer at the Nebraska Library Association Legislative Day Luncheon. Staff members were thrilled when they learned that Juanita was one of the volunteers selected for recognition. On March 5, Library Director Pat Leach, Anderson and Bethany Branch Manager Kim Shelley, and Library Service Associate Tracy Tibbels attended the Legislative Day Luncheon hosted by the Nebraska Library Association. Unfortunately, Juanita was out of state and unable to attend the luncheon. Kim and Tracy took Juanita's plaque to Anderson Branch Library, and plans were made to honor Juanita at Anderson Branch Library at the start of her volunteer shift on March 24. That recognition event at Anderson Branch Library will be rescheduled once the library returns to normal operations."

In light of the library phasing out programming, and then providing only pickup service, we were not surprised to have a drop in overall service use. Our total use decreased by 28% in comparison to March of 2019. We did see an increase in circulation just before March 20, and have seen increases in use of downloadable eBooks and audiobooks since then.

The following activities provide examples of support for the Library's Strategic Plan.

Our Vision: The Library Experience—setting a distinctive tone in promoting and providing lifelong education for our entire community.

Literacy, Learning and Literature, shared in community, and engagement in community celebrations, solutions, and innovations seen in:

Programming and Events

- Gere and South Branch Library Manager Brenda Ealey reported, “Greg hosted three schools for separate Read Across America celebration events at South Branch. On Monday, March 20th Sheridan Elementary School brought 84 second graders, and Prescott Elementary School brought 83 2nd graders. On the 5th, Sheridan was present with 100 first graders.” Greg’s Read Across America events over the years have been a memorable event for area elementary schools.

Technology

- As is often the case, staff assistance is key to customer use of library technology, as noted in this report from Interim Bennett Martin Library Public Services Coordinator LeeAnn Sergeant, “Laura reports, ‘A man approached me in the lab and asked if he could use a computer to apply for a job, then as I helped him login it became clear that while he spoke English fairly well, he did not read it and would need help through the entire process. He had some information from Bryan Hospital about where to find an application for a dishwasher. I walked him through the process of applying, and meanwhile learned that he had moved to Lincoln yesterday from California, but he was originally from Iraq. He was staying with a friend while he looked for a job. He repeatedly thanked me for helping him and commented multiple times on how helpful people had been since he had arrived. Because the process was quite involved and included two difficult aptitude tests, it took so long I was unable to finish helping him before the shift changed but Mai took over and confirmed that his application was successfully submitted.’”
- Walt Branch Library Manager Jodene Glaesemann reported, “A senior gentleman came to the adult services desk and said to Vicki Clarke, ‘I was told you could be my savior.’ He asked for five different IRS tax schedules. When she quickly called them up and printed them he couldn't believe how easy it was as he had worked on it at home for two hours already. He was so excited he offered to buy her a drink. On his way out of the building, he walked half way down the spine and turned, still so relieved, and yelled ‘Thank you again so much!’”

Outreach

- Polley Music Librarian Scott Scholz reported, “On March 2, I visited North Star High School to speak with music teacher Kirk Brown’s classes about Polley Music Library. Kirk has been a regular Polley borrower himself, and thought that his students would be interested. A couple of concurrently-running music classes were also able to join us, so I ultimately got to speak with four classes and around 150 students. None of the students were aware of the Polley Music Library, and they asked great questions and seemed very excited. I spoke with Guitar I, Guitar II, Music Technology, and Advanced Choir classes, and brought along some examples of books I thought they might be into.”

Collaboration

Many collaborative projects came to a standstill with the corona virus community response. Eiseley/Williams/BKM Manager Lisa Olivigni included these examples, “The Food Bank Fresh Truck returned March 12 for their one hour stop. They suspended all Fresh Truck service due to COVID-19 and staff shortages on March 23.” Many collaborative projects at Williams Branch Library were also

suspended. Lisa Olivigni reported, "On Monday, March 2, Naomi provided one club session for 11 students at Arnold Elementary. LPS cancelled club sessions after that date. On Tuesday, March 3, Naomi provided one 'library commercial' for a total of 56 participants at Prime Time at Arnold Elementary. Prime Time was soon after discontinued due to the corona virus and school scheduling. Naomi provided programming for 21 children at Growing Hearts; 13 children at Kim's Daycare and 20 children at Carol Yoakum during bimonthly outreach visits. Kim's daycare closed shortly after that."

AREAS OF EXCELLENCE AND FOCUS

Additional Areas of Focus—in these, the library usually collaborates with other organizations

All Students

- Anderson and Bethany Branch Manager Kim Shelley passed along a staff report, "Twelve TAB [Teen Advisory Board] members attended our monthly meeting," reported NESU Librarian Karrie Simpson. "We met at Barnes and Noble this month. The kids always say this is their favorite meeting of the year. They looked around the whole store and made notes of anything they wanted to request the library buy. Then we met in the café for snacks."
- Walt Branch Library Manager Jodene Glaesemann wrote, "Vicki Clarke attended the two-day NCHEA [Nebraska Christian Home Educators Association] conference. She was assisted in the library booth by Walt staff Meagan and Bekah. Vicki as a scheduled conference speaker gave a more in-depth presentation on library services and makerspace kits. The Bloxels at the booth attracted a lot of attention and helped introduce the concept of In-house makerspace kit usage to homeschool families. Several kits were identified that families could call ahead and request to use in the library."

Low-income families

- Virtual Services Manager Peter Jorgensen reported, "I communicated with Hoopla staff to change settings so that patrons with charges on their records will no longer be blocked. Rebecca Aracena, Support Services Coordinator, and I then reviewed Hoopla's settings to make sure they matched our preferences." Hoopla is one of our services that provides downloadable audiobooks, eBooks, and video. We typically make such resources available regardless of charges on a customer's record, to ensure equitable access for our customers.

Employment

- Gere Branch Library Manager Brenda Ealey noted this use of the library as a co-working space, "Jody shared this customer interaction: 'I had a gentleman schedule a study room for a day to use as a remote office. At the end of the day he told me he was from Kansas City and he wanted us to know how wonderful our study room was and how impressed he was with the library itself. He said the local library near him is not as large, well-staffed, or as pleasant to work in. He told me he's looking forward to enjoying Gere Branch more in the future when he gets the chance.'"

CELEBRATING THE DIVERSITY OF OUR CITY

Building up the Culture of Lincoln

Reading

- Support Services Coordinator Rebecca Aracena reported, "Along with Youth Services staff, Vicki Wood and Susan Steider, I purchased about \$30,000 of additional materials in OverDrive in March to boost our holdings for customers affected by the COVID-19 pandemic." Overdrive provides downloadable audiobooks and eBooks via an app called Libby, as well as through the library's website.

Refugee and Immigrant

- Youth Services Coordinator Vicki Wood noted, "I had a virtual meeting with Clay Naff at Lincoln Literacy about having their FLAIR program at Bennett Martin Public Library this summer. He has sought a separate grant [for this family literacy program for refugees and immigrants], and they are planning a 6-week program starting June 1 and going through July 9, on Tuesdays and Thursdays. They will use our auditorium and conference room. The library will support the program by making sure that all participants get library cards, and providing one outreach staff person to help with reading and activities with the preschool-age children.

Arts and Music

- Heritage Room Curator Diane Wilson reported on progress digitizing and disseminating Heritage Room-created content, "Ames Reading Series programs are being converted to MP4 format and uploaded to the library's YouTube channel. All the Ames Readings on YouTube are now uploaded to the authors' pages on the Nebraska Authors Database. Ames Reading Series VHS cassettes are being digitized and will be uploaded to YouTube."

Services to our Aging Population

- Interim Bennett Martin Library Public Services Coordinator LeeAnn Sergeant included this staff comment, "Carrie reports, 'Received many calls and notes from HOM (Home Outreach by Mail) patrons saying how grateful they are that we're still doing HOM Service during the shutdown/quarantine. Many of them rely heavily on our service.'" HOM Service provides materials to people who are no longer able to use the library, due to age or illness. The library uses the USPS to deliver and receive materials.
- From Walt Branch Library Manager Jodene Glaesemann, "Jessica reports assisting an elderly gentleman access the Department of Labor website to apply for unemployment via the Internet. He had just been laid off from a local restaurant due to COVID-19. Shannon also assisted him with his questions and aide Aaron Drury provided him with contact information to a Department of Labor employee.

Pat Leach, Library Director

April 17, 2020

**Lincoln City Libraries
March 2020 Use Report**

Location	Loans	Visits	Computer Reservations	Program & Outreach Attendance	March 2020 Total Use	March 2019 Total Use	CHANGE
Bennett Martin Public Library	14,327	10,569	2,162	196	27,254	43,705	-37.64%
Anderson Branch	11,859	4,922	799	78	17,658	28,008	-36.95%
Bethany Branch	7,073	3,029	262	122	10,486	15,735	-33.36%
Eiseley Branch	22,287	8,057	1,222	484	32,050	50,607	-36.67%
Gere Branch	57,778	16,402	1,311	481	75,972	111,054	-31.59%
South Branch	8,326	3,492	486	490	12,794	17,712	-27.77%
Walt Branch	37,450	10,958	1,029	461	49,898	76,962	-35.17%
Williams Branch	321	470	27	100	918	2,676	-65.70%
Lied Bookmobile	1,079	310	4	0	1,393	2,340	-40.47%
InterLibrary Loan	172	0	0	0	172	313	-45.05%
SUBTOTAL	160,672	58,209	7,302	2,412	228,595	349,112	-34.52%
DownloadStream Audio	25,185	0	0	0	25,185	21,219	18.69%
Download/Stream eBooks	24,748	0	0	0	24,748	18,924	30.78%
Stream Video	1,217	0	0	0	1,217	1,003	21.34%
TOTAL LOANS WITH ELECTRONIC USE	211,822	58,209	7,302	2,412	279,745	390,258	-28.32%

WiFi Sessions	107,625	142,684	-24.57%
WiFi Users	11,267	17,188	-34.45%
Website Users	51,517	53,449	-3.61%
Website Sessions	123,129	121,818	1.08%
Database Use	7,862	6,551	20.01%

Holdings Report	PRINT		NON PRINT		Total
	Adult	Youth	Adult	Youth	
Owned	369,396	300,234	74,619	35,651	779,900
Added	2,199	2,899	214	291	5,603
Withdrawn	-1,708	-2,740	-108	-816	-5,372
Current	369,887	300,393	74,725	35,126	780,131

Registrations	3	10	-70.00%
Total Purged			

Active			
Resident	191,674	182,976	4.75%
ConnectED	47,485	39,979	18.77%
County	12,645	13,436	-5.89%
NonResident	1,019	960	6.15%
Reciprocal	747	701	6.56%
Limited Use	10,353	9,902	4.55%
Total Active	263,923	247,954	6.44%

**March 2020 Use Compared to March 2019
Lincoln City Libraries**

Location	Print Checkouts		Print Loan	Non-Print Checkouts		Non-Print	Total Checkouts		Total Loan
	2020	2019	Change	2020	2019	Loan Change	2020	2019	Change
BMPL	10,122	14,747	-31.36%	4,205	6,591	-36.20%	14,327	21,338	-32.86%
Anderson	8,798	11,080	-20.60%	3,061	5,525	-44.60%	11,859	16,605	-28.58%
Bethany	5,645	8,010	-29.53%	1,428	2,212	-35.44%	7,073	10,222	-30.81%
Eiseley	18,023	23,512	-23.35%	4,264	7,426	-42.58%	22,287	30,938	-27.96%
Gere	47,277	61,645	-23.31%	10,501	15,576	-32.58%	57,778	77,221	-25.18%
South	6,515	8,249	-21.02%	1,811	2,554	-29.09%	8,326	10,803	-22.93%
Walt	30,239	44,798	-32.50%	7,211	10,934	-34.05%	37,450	55,732	-32.80%
Williams	199	692	-71.24%	122	612	-80.07%	321	1,304	-75.38%
Lied Bookmobile	879	1,450	-39.38%	200	326	-38.65%	1,079	1,776	-39.25%
InterLibrary Loan	172	313	-45.05%	0	0	0.00%	172	313	-45.05%
TOTAL CHECKOUTS	127,869	174,496	-26.72%	32,803	51,756	-36.62%	160,672	226,252	-28.99%
Download/Stream Audio	0	0	0.00%	25,185	21,219	18.69%	25,185	21,219	18.69%
Download/Stream eBook	0	0	0.00%	24,748	18,924	30.78%	24,748	18,924	30.78%
Stream Video	0	0	0.00%	1,217	1,003	21.34%	1,217	1,003	21.34%
TOTAL WITH DOWNLOADS	127,869	174,496	-26.72%	83,953	92,902	-9.63%	211,822	267,398	-20.78%

Location	Youth Checkouts		Youth Loan	Adult Checkouts		Adult Loan	Visits	Visits	Visits
	2020	2019	Change	2020	2019	Change	2020	2019	Change
BMPL	4,075	6,658	-38.80%	10,252	14,680	-30.16%	10,569	17,481	-39.54%
Anderson	5,372	7,586	-29.19%	6,487	9,019	-28.07%	4,922	9,327	-47.23%
Bethany	3,994	5,985	-33.27%	3,079	4,237	-27.33%	3,029	4,724	-35.88%
Eiseley	13,466	18,776	-28.28%	8,821	12,162	-27.47%	8,057	16,044	-49.78%
Gere	30,262	40,588	-25.44%	27,516	36,633	-24.89%	16,402	30,322	-45.91%
South	4,528	5,686	-20.37%	3,798	5,117	-25.78%	3,492	5,529	-36.84%
Walt	23,606	37,844	-37.62%	13,844	17,888	-22.61%	10,958	17,577	-37.66%
Williams	226	845	-73.25%	95	459	-79.30%	470	1,196	-60.70%
Lied Bookmobile	647	1,127	-42.59%	432	649	-33.44%	310	554	-44.04%
InterLibrary Loan	0	0	0.00%	172	313	-45.05%	0	0	0.00%
Subtotal	86,176	125,095	-31.11%	74,496	101,157	-26.36%	58,209	102,754	-43.35%
Download/Stream Audio	3,965	2,816	40.80%	21,220	18,403	15.31%	0	0	0.00%
Download/Stream eBook	4,362	2,394	82.21%	20,386	16,530	23.33%	0	0	0.00%
Stream Video	0	0	0.00%	1,217	1,003	21.34%	0	0	0.00%
TOTAL	94,503	130,305	-27.48%	117,319	137,093	-14.42%	58,209	102,754	-43.35%

Location	Program & Outreach Attendance - Youth		P&O Att - Youth	Program & Outreach Attendance - Adult		P&O Att - Adult	Computer Use		Computer
	2020	2019	Change	2020	2019	Change	2020	2019	Change
BMPL	162	634	-74.45%	34	128	-73.44%	2,162	4,124	-47.58%
Anderson	77	190	-59.47%	1	0	0.00%	799	1,886	-57.64%
Bethany	97	209	-53.59%	25	43	-41.86%	262	537	-51.21%
Eiseley	477	1,173	-59.34%	7	0	0.00%	1,222	2,452	-50.16%
Gere	438	1,121	-60.93%	43	127	-66.14%	1,311	2,263	-42.07%
South	490	311	57.56%	0	0	0.00%	486	1,069	-54.54%
Walt	440	1,104	-60.14%	21	714	-97.06%	1,029	1,835	-43.92%
Williams	100	50	100.00%	0	0	0.00%	27	126	-78.57%
Lied Bookmobile	0	0	0.00%	0	0	0.00%	4	10	-60.00%
Data Base Use	0	0	0.00%	0	0	0.00%	0	0	0.00%
TOTAL	2,281	4,792	-52.40%	131	1,012	-87.06%	7,302	14,302	-48.94%

LINCOLN CITY LIBRARIES

Monthly Categorical Report

March 31, 2020

	Budget Amount	Budgeted Year-to-Date	Expended Year-to-Date	Balance	Current Month Expended
Administration-Div. 1					
Personnel	\$ 733,772.00	\$ 428,033.67	\$ 467,278.84	\$ 266,493.16	\$ 60,658.52
Supplies	28,000.00	16,333.33	15,582.17	12,417.83	2,710.60
Services & Charges	79,104.00	46,144.00	47,494.36	31,609.64	2,001.59
Other	-	-	-	-	-
Total	\$ 840,876.00	\$ 490,511.00	\$ 530,355.37	\$ 310,520.63	\$ 65,370.71
Percent Expended		58.33%	63.07%		
Buildings & Grounds-Div. 2					
Personnel	\$ 93,392.00	\$ 54,478.67	\$ 58,902.80	\$ 34,489.20	\$ 8,181.44
Supplies	30,000.00	17,500.00	12,573.31	17,426.69	1,639.50
Services & Charges	1,057,302.00	616,759.50	461,096.97	596,205.03	59,961.56
Other	-	-	45,415.82	(45,415.82)	-
Total	\$ 1,180,694.00	\$ 688,738.17	\$ 577,988.90	\$ 602,705.10	\$ 69,782.50
Percent Expended		58.33%	48.95%		
Public Service-Div. 3					
Personnel	\$ 5,391,058.00	\$ 3,144,783.83	\$ 2,936,688.88	\$ 2,454,369.12	\$ 412,276.61
Supplies	46,960.00	27,393.33	18,857.10	28,102.90	1,057.45
Services & Charges	56,300.00	32,841.67	45,313.40	10,986.60	15,907.78
Other	-	-	-	-	-
Total	\$ 5,494,318.00	\$ 3,205,018.83	\$ 3,000,859.38	\$ 2,493,458.62	\$ 429,241.84
Percent Expended		58.33%	54.62%		
Support Services-Div. 4					
Personnel	\$ 1,317,480.00	\$ 768,530.00	\$ 603,539.68	\$ 713,940.32	\$ 80,684.83
Supplies	61,000.00	35,583.33	23,185.26	37,814.74	2,290.34
Services & Charges	271,675.00	158,477.08	123,025.95	148,649.05	34,828.74
Other	866,300.00	505,341.67	531,946.19	334,353.81	64,059.06
Total	\$ 2,516,455.00	\$ 1,467,932.08	\$ 1,281,697.08	\$ 1,234,757.92	\$ 181,862.97
Percent Expended		58.33%	50.93%		
Total Library Operational					
Personnel	\$ 7,535,702.00	\$ 4,395,826.17	\$ 4,066,410.20	\$ 3,469,291.80	\$ 561,801.40
Supplies	165,960.00	96,810.00	70,197.84	95,762.16	7,697.89
Services & Charges	1,464,381.00	854,222.25	676,930.68	787,450.32	112,699.67
Other	866,300.00	505,341.67	577,362.01	288,937.99	64,059.06
Total	\$ 10,032,343.00	\$ 5,852,200.08	\$ 5,390,900.73	\$ 4,641,442.27	\$ 746,258.02
Percent Expended		58.33%	53.74%		
Other Library Fund Appropriations					
	Amount Appropriated		Expended Year-to-Date	Balance	Current Month Expended
FY 2018-19 Encumbrances	\$ 141,619.60		\$ 141,103.56	\$ 516.04	\$ -

LINCOLN CITY LIBRARIES - FUND BALANCES
March 2020

	Beginning Balance	Receipts	Expended	Ending Balance
<u>GRANT FUNDS</u>				
Net Lender Fund	\$ 711.92	\$ -	\$ -	\$ 711.92
NLC Internship Grant 2020	4,000.00	-	-	4,000.00
State Aid 2018	7,831.36	-	6,459.94	1,371.42
State Aid 2019	28,427.08	-	2,130.49	26,296.59

DONATED FUNDS

Heritage Room	\$ 107,515.80	\$ 105.40	\$ 2,372.44	\$ 105,248.76
Polley Music Library	199,245.92	265.87	6,474.97	193,036.82
Joseph J. Hompes	49,926.34	61.81	80.35	49,907.80
Misc. Library Donations	464,271.31	555.58	929.97	463,896.92
Alice Nielsen	78,191.95	100.36	-	78,292.31
Dorothy Holland	112,475.54	144.37	-	112,619.91
Glennis Leapley	59,828.53	76.79	-	59,905.32
Lincoln Cares	5,132.15	466.35	-	5,598.50
Read Aloud Lincoln	2,873.47	2,234.38	1,929.64	3,178.21

APPROPRIATED FUNDS

	Budget	Expended		Balance
		Mar 2020	Exp-to-Date	
Heritage Room FY 2019-20	\$ 34,826.00	\$ 2,372.44	\$ 17,924.62	\$ 16,901.38
Polley Music Library FY 2019-20	113,180.00	6,474.97	45,303.58	67,876.42
Keno FY 2018-19	47,881.00	-	47,881.00	-
Keno FY 2019-20	840,840.00	11,777.62	50,055.48	790,784.52
Capital Improvement Projects				
FY 2017-18 Gere HVAC	363,800.00	-	363,800.00	-
FY 2018-19 Anderson Parking Lot	307,100.00	-	-	307,100.00
FY 2018-19 Energy Savings Projects	1,812,663.00	-	1,703,839.83	108,823.17