

LIBRARY DIRECTOR'S REPORT

August 2020

COVID-19 continues to turn library services (almost) upside down. Libraries are operating with a 25% capacity limit, so we continue to limit visits to an hour at a time. People continue to spend a relatively short time with us, either picking up holds placed previously, or quickly browsing displays and shelves. Visits to the library are half what they were in August 2019.

The library is doing no in-person programming or special events. We continue to learn more about how best to present programming virtually. Staff is planning ways of addressing the needs of families with children who are learning at home instead of attending school in person.

Circulation of materials (book, DVDs, CDs) is down 21% in comparison to August 2019. However, use of downloadable materials is up 21%. Overall, then, total circulation declined 13.68% when compared with August 2019.

Library Board member Marthaelen Florence completed her seven-year term on the Library Board. Jackie Ostrowicki has been appointed to the vacant position by the City Council.

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 as seen in:

Interactions Between People

- Gere and South Library Manager Brenda Ealey reported, “Diane had a customer with a hearing impairment who needed assistance printing and scanning a multipage document. Communication through masks was difficult, so the customer left his mask in place and Diane lifted hers so he could see her lips and they were able to quickly complete the task. As Diane said: ‘This interaction highlighted the difficulty the hearing impaired community faces due to the pandemic and to think about how to better serve customers with hearing issues.’”
- Interim Public Services Coordinator LeeAnn Sergeant reported, “Rio noted one particularly enjoyable interaction, ‘I helped a lady get her first library card and she was so happy! Her granddaughter was taking her picture with books and they were celebrating.’”

Technology

- One of the strengths of library technology is the staff support available for people who need it, as reported by Walt Branch Manager Jodene Glaesemann in this interaction, “Meagan assisted a young woman in search of books on diversity for a school class. She approached wanting to register for a library card, as it was her first time in one of the Lincoln City Libraries branches.

During the registration she explained to Meagan what she was looking for and Meagan was able to access the link to Lincoln Public Schools M.O.S.A.I.C. lists from 2020 and years past. They found a few titles that fit her needs and Meagan gave her a tutorial for how to utilize the catalog, as well as the steps for placing holds. She was especially excited to learn that she could have access to the catalog and some titles from her smart phone, as digital items were also acceptable for her classwork."

Outreach

- Eiseley/Williams/Bookmobile Branch Manager Lisa Olivigni reported, "We are working on resuming children's outreach for several sites. Naomi and Celeste will be providing this programming. Librarian Susan Steider will work with them on items related to the Health Department's Directed Health Measure specifically for childcare centers."

Areas of Excellence and Focus

Primary Area of Focus—Early Childhood

- Youth Services Coordinator Vicki Wood noted "Teagan and I resubmitted the Community Health Endowment (CHE) grant we were working on pre-pandemic. This grant seeks to educate expectant mothers in the WIC program about the importance of reading aloud to their child during the last trimester of pregnancy."

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

All Students

- Youth Services Coordinator Vicki Wood reported "Several staff created booklists for Lincoln Public Schools' teachers to read aloud to their students during "mask breaks" each day."

Low-income Families

- Anderson and Bethany Manager Kim Shelley reported, "A gentleman came to Anderson Branch Library and informed staff that he needed headphones to use on the computer. She told him that libraries are not currently lending headphones due to the COVID-19 situation. He went on to tell her that he needed to listen to training sessions as part of his bankruptcy filing. He said that he has Multiple Sclerosis, and he has accrued thousands of dollars in debt due to medical treatments. His only options were to pay the bills or to file bankruptcy. Since he doesn't have the money, he opted to file for bankruptcy. After listening to his tragic story, Kim allowed the man to use the computer in her office. The customer stated that he is not good with computers, so Kim helped him access the website he wanted and helped him create an account with the company assisting him with his bankruptcy. The customer was then able to listen to the information on the computer he needed as well as maintain some privacy during what was quite obviously a difficult time.

Employment

- Gere and South Branch Manager Brenda Ealey passed along this staff story, "Diane shared this interaction: 'A customer who is a new child care provider came into the library to use the computers to complete her background check. She said she was not familiar with the process and asked for assistance. We successfully logged into the site she needed and she began the process. She needed to print a document, have it notarized, and then scan it back in to upload to the site. So after showing her how to print and assuring her she could come back after she

visited the notary she left. When she returned we successfully scanned and she completed her transaction. She expressed how grateful she was that we were here to not only provide the equipment she needed but the assistance to successfully use it.”

Celebrating the Diversity of our City

- Polley Music Librarian Scott Scholz reported, “I participated in the first of what is likely to be a series of Zoom meetings with New Music-connected musicians and promoters in Omaha and Lincoln. These meetings are focused on how to help elevate the voices of non-white musicians in our communities, as well as tips on getting through this unusual pandemic era.”

Building up the Culture of Lincoln

- Heritage Room Curator Diane Wilson reported, “Lincoln author Gretchen Garrison’s third book, *100 Things To Do in Lincoln Before You Die* was published this month. One of the 100 things is a visit to the Heritage Room of Nebraska Authors!”

Reading

- Support Services Coordinator Rebecca Aracena reported, “Several politicians, political journalists, and pundits will have books published this fall in advance of the election. Katie Murtha purchased more than 10 new titles related to political science to meet current demand for these materials. We work hard in this area to meet customer demand while providing a wide range of titles from a variety of schools of thought to maintain balance in our collections.”

Arts and Music

- Gere and South Branch Manager Brenda Ealey passed along this staff report, “Deb shared this customer service story: ‘I took a call from a woman who had heard a ‘rumor’ that we checked out ukuleles. After answering some questions about that process, she told me that she was a school music teacher. She said that when they play ukuleles, the remote learners have to just sit and watch. She (and I) were so excited that they would be able to check out ukuleles to be able to participate!’”

Pat Leach, Library Director
September 10, 2020

**Lincoln City Libraries
August 2020 Use Report**

Location	Loans	Visits	Computer Reservations	Program & Outreach Attendance	August 2020 Total Use	August 2019 Total Use	CHANGE
Bennett Martin Public Library	14,792	7,503	1,683	30	24,008	43,356	-44.63%
Anderson Branch	11,010	3,833	639	0	15,482	26,174	-40.85%
Bethany Branch	9,199	3,082	286	0	12,567	14,715	-14.60%
Eiseley Branch	23,334	6,045	963	0	30,342	45,516	-33.34%
Gere Branch	63,945	13,740	1,078	7	78,770	105,997	-25.69%
South Branch	9,782	2,879	359	0	13,020	17,625	-26.13%
Walt Branch	39,474	8,831	701	0	49,006	71,020	-31.00%
Williams Branch	601	699	30	0	1,330	2,390	-44.35%
Lied Bookmobile	1,945	198	2	414	2,559	6,428	-60.19%
InterLibrary Loan	0	0	0	0	0	333	-100.00%
SUBTOTAL	174,082	46,810	5,741	451	227,084	333,554	-31.92%
DownloadStream Audio	27,381	0	0	0	27,381	24,217	13.07%
Download/Stream eBooks	26,980	0	0	0	26,980	20,469	31.81%
Stream Video	935	0	0	0	935	927	0.86%
TOTAL LOANS WITH ELECTRONIC USE	229,378	46,810	5,741	451	282,380	379,167	-25.53%

Virtual Programs	Sessions	Views
Summer Reading Challenge	8	4,313
Imagination Seeds	3	570

WiFi Sessions	66,664	162,910	-59.08%
WiFi Users	6,213	18,818	-66.98%
Website Users	48,724	51,911	-6.14%
Website Sessions	117,019	119,950	-2.44%
Database Use	7,413	7,197	3.00%

		Registrations		
Total Purged		6	13	-53.85%

Holdings Report	PRINT		NON PRINT		Total
	Adult	Youth	Adult	Youth	
Owned	366,457	301,560	75,369	34,959	778,345
Added	4,180	1,487	328	290	6,285
Withdrawn	-1,867	-1,644	221	-16	-3,306
Current	368,770	301,403	75,918	35,233	781,324

	Active			
Resident	192,501	187,402	2.72%	
ConnectED	51,171	46,074	11.06%	
County	12,691	12,911	-1.70%	
NonResident	1,033	987	4.66%	
Reciprocal	751	720	4.31%	
Limited Use	10,570	10,160	4.04%	
Total Active	268,717	258,254	4.05%	

**August 2020 Use Compared to August 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	11,542	14,522	-20.52%	3,250	6,259	-48.07%	14,792	20,781	-28.82%
Anderson	8,410	10,970	-23.34%	2,600	4,871	-46.62%	11,010	15,841	-30.50%
Bethany	7,700	7,667	0.43%	1,499	1,786	-16.07%	9,199	9,453	-2.69%
Eiseley	19,464	21,845	-10.90%	3,870	6,581	-41.19%	23,334	28,426	-17.91%
Gere	53,988	62,314	-13.36%	9,957	16,254	-38.74%	63,945	78,568	-18.61%
South	8,090	8,535	-5.21%	1,692	2,617	-35.35%	9,782	11,152	-12.28%
Walt	33,126	41,542	-20.26%	6,348	10,822	-41.34%	39,474	52,364	-24.62%
Williams	444	591	-24.87%	157	472	-66.74%	601	1,063	-43.46%
Lied Bookmobile	1,734	1,787	-2.97%	211	353	-40.23%	1,945	2,140	-9.11%
InterLibrary Loan	0	333	-100.00%	0	0	0.00%	0	333	-100.00%
TOTAL CHECKOUTS	144,498	170,106	-15.05%	29,584	50,015	-40.85%	174,082	220,121	-20.92%
Download/Stream Audio	0	0	0.00%	27,381	24,217	13.07%	27,381	24,217	13.07%
Download/Stream eBook	0	0	0.00%	26,980	20,469	31.81%	26,980	20,469	31.81%
Stream Video	0	0	0.00%	935	927	0.86%	935	927	0.86%
TOTAL WITH DOWNLOADS	144,498	170,106	-15.05%	84,880	95,628	-11.24%	229,378	265,734	-13.68%

Location	Youth Checkouts		Youth Loan	Adult Checkouts		Adult Loan	Visits	Visits	Visits
	2020	2019	Change	2020	2019	Change	2020	2019	Change
BMPL	5,087	6,061	-16.07%	9,705	14,720	-34.07%	7,503	17,962	-58.23%
Anderson	4,779	6,999	-31.72%	6,231	8,842	-29.53%	3,833	8,240	-53.48%
Bethany	5,357	5,556	-3.58%	3,842	3,897	-1.41%	3,082	4,648	-33.69%
Eiseley	14,681	16,971	-13.49%	8,653	11,455	-24.46%	6,045	13,923	-56.58%
Gere	35,141	41,091	-14.48%	28,804	37,477	-23.14%	13,740	24,677	-44.32%
South	5,628	5,950	-5.41%	4,154	5,202	-20.15%	2,879	5,261	-45.28%
Walt	26,145	34,515	-24.25%	13,329	17,849	-25.32%	8,831	16,812	-47.47%
Williams	454	680	-33.24%	147	383	-61.62%	699	1,186	-41.06%
Lied Bookmobile	1,329	1,523	-12.74%	616	617	-0.16%	198	2,390	-91.72%
InterLibrary Loan	0	0	0.00%	0	333	-100.00%	0	0	0.00%
Subtotal	98,601	119,346	-17.38%	75,481	100,775	-25.10%	46,810	95,099	-50.78%
Download/Stream Audio	4,179	3,155	32.46%	23,202	21,062	10.16%	0	0	0.00%
Download/Stream eBook	4,803	2,534	89.54%	22,177	17,935	23.65%	0	0	0.00%
Stream Video	0	0	0.00%	935	927	0.86%	0	0	0.00%
TOTAL	107,583	125,035	-13.96%	121,795	140,699	-13.44%	46,810	95,099	-50.78%

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	0	428	-100.00%	30	123	-75.61%	1,683	4,062	-58.57%
Anderson	0	194	-100.00%	0	0	0.00%	639	1,899	-66.35%
Bethany	0	0	0.00%	0	56	-100.00%	286	558	-48.75%
Eiseley	0	342	-100.00%	0	0	0.00%	963	2,825	-65.91%
Gere	0	158	-100.00%	7	52	-86.54%	1,078	2,542	-57.59%
South	0	17	-100.00%	0	0	0.00%	359	1,195	-69.96%
Walt	0	86	-100.00%	0	0	0.00%	701	1,758	-60.13%
Williams	0	15	-100.00%	0	0	0.00%	30	126	-76.19%
Lied Bookmobile	0	1,890	-100.00%	414	0	0.00%	2	8	-75.00%
Data Base Use	0	0	0.00%	0	0	0.00%	0	0	0.00%
TOTAL	0	3,130	-100.00%	451	231	95.24%	5,741	14,973	-61.66%

LINCOLN CITY LIBRARIES

Monthly Categorical Report

August 31, 2020

	Budget Amount	Budgeted Year-to-Date	Exp. & Enc. Year-to-Date	Balance	Current Month Exp. & Enc.
Administration-Div. 1					
Personnel	\$ 733,772.00	\$ 733,772.00	\$ 778,667.63	\$ (44,895.63)	\$ 53,346.42
Supplies	28,000.00	28,000.00	29,325.92	(1,325.92)	3,271.14
Services & Charges	79,104.00	79,104.00	58,529.07	20,574.93	2,227.78
Other	-	-	-	-	-
Total	\$ 840,876.00	\$ 840,876.00	\$ 866,522.62	\$ (25,646.62)	\$ 58,845.34
Percent Expended		100.00%	103.05%		
Buildings & Grounds-Div. 2					
Personnel	\$ 93,392.00	\$ 93,392.00	\$ 102,854.42	\$ (9,462.42)	\$ 8,641.70
Supplies	30,000.00	30,000.00	19,224.63	10,775.37	1,219.29
Services & Charges	1,057,302.00	1,057,302.00	776,106.58	281,195.42	95,691.95
Other	-	-	90,831.64	(90,831.64)	-
Total	\$ 1,180,694.00	\$ 1,180,694.00	\$ 989,017.27	\$ 191,676.73	\$ 105,552.94
Percent Expended		100.00%	83.77%		
Public Service-Div. 3					
Personnel	\$ 5,391,058.00	\$ 5,391,058.00	\$ 5,041,787.16	\$ 349,270.84	\$ 420,907.48
Supplies	46,960.00	46,960.00	43,647.88	3,312.12	6,545.86
Services & Charges	56,300.00	56,300.00	52,396.48	3,903.52	1,445.45
Other	-	-	-	-	-
Total	\$ 5,494,318.00	\$ 5,494,318.00	\$ 5,137,831.52	\$ 356,486.48	\$ 428,898.79
Percent Expended		100.00%	93.51%		
Support Services-Div. 4					
Personnel	\$ 1,317,480.00	\$ 1,317,480.00	\$ 1,041,900.00	\$ 275,580.00	\$ 86,674.93
Supplies	61,000.00	61,000.00	47,168.02	13,831.98	6,887.82
Services & Charges	271,675.00	271,675.00	254,769.54	16,905.46	15,699.45
Other	866,300.00	866,300.00	913,519.18	(47,219.18)	123,676.37
Total	\$ 2,516,455.00	\$ 2,516,455.00	\$ 2,257,356.74	\$ 259,098.26	\$ 232,938.57
Percent Expended		100.00%	89.70%		
Total Library Operational					
Personnel	\$ 7,535,702.00	\$ 7,535,702.00	\$ 6,965,209.21	\$ 570,492.79	\$ 569,570.53
Supplies	165,960.00	165,960.00	139,366.45	26,593.55	17,924.11
Services & Charges	1,464,381.00	1,464,381.00	1,141,801.67	322,579.33	115,064.63
Other	866,300.00	866,300.00	1,004,350.82	(138,050.82)	123,676.37
Total	\$ 10,032,343.00	\$ 10,032,343.00	\$ 9,250,728.15	\$ 781,614.85	\$ 826,235.64
Percent Expended		100.00%	92.21%		
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
AUGUST 2020**

	Beginning Balance	Receipts	Expended	Ending Balance
<u>GRANT FUNDS</u>				
Net Lender Fund	\$ 138.00	\$ -	\$ 138.00	\$ -
NLC Internship Grant 2020	4,000.00	-	-	4,000.00
State Aid 2018	2,271.42	-	-	2,271.42
State Aid 2019	24,851.25	-	-	24,851.25
State Aid 2020	49,880.00	-	-	49,880.00

DONATED FUNDS

Heritage Room	\$ 95,033.04	\$ 108.93	\$ 2,629.08	\$ 92,512.89
Polley Music Library	167,058.05	193.96	6,670.13	160,581.88
Joseph J. Hompes	56,583.20	6,163.67	20.28	62,726.59
Misc. Library Donations	452,815.53	498.38	6,000.00	447,313.91
Alice Nielsen	78,773.83	87.41	-	78,861.24
Dorothy Holland	113,312.53	125.73	-	113,438.26
Glennis Leapley	60,273.75	66.88	-	60,340.63
Lincoln Cares	7,459.23	454.93	-	7,914.16
Read Aloud Lincoln	2,712.97	2,234.43	2,148.16	2,799.24

APPROPRIATED FUNDS

	Budget	Expended		Balance
		Aug 2020	Exp-to-Date	
Heritage Room FY 2019-20	\$ 34,826.00	\$ 2,629.08	\$ 31,385.21	\$ 3,440.79
Polley Music Library FY 2019-20	113,180.00	6,670.13	79,122.10	34,057.90
Keno FY 2018-19	47,881.00	-	47,881.00	-
Keno FY 2019-20	840,840.00	166,485.93	573,111.85	267,728.15
Capital Improvement Projects				
FY 2017-18 Gere HVAC	363,800.00	-	363,800.00	-
FY 2018-19 Anderson Parking Lot	307,100.00	-	262,905.85	44,194.15
FY 2018-19 Energy Savings Projects	1,812,663.00	-	1,812,663.00	-