

LIBRARY DIRECTOR'S REPORT

September 2020

Libraries have been operating at 25% of usual capacity in response to the current Directed Health Measures due to the COVID-19 pandemic. Library staff continues to greet customers as they arrive, to ensure face-coverings are worn while in the library. We are allowing one-hour visits, with an additional hour available if capacity isn't reached. Staff has observed that most of our customers are keeping their visits short, using the library's holds service, and quickly browsing front-door book displays. We are doing no in-person programming or special events.

Brenda Ealey, Gere Branch Manager, was elected as the Nebraska Library Association's (NLA) representative to the American Library Association Council, which sets national policy and priorities. Wyatt Packard of Gere Branch Library was elected chair of the NLA Intellectual Freedom Roundtable.

Traci Glass began her work as assistant library director on September 24. Traci is new to Lincoln, with substantial library experience in Eugene and Multnomah County, Oregon. We're very pleased to have Traci join our team.

Ballot boxes have been placed in all library locations so voters can drop off their early ballots. Boxes were made available to the public on September 28. This service has been heavily used and very well-received. Sample ballots are available at all library locations and four libraries will serve as polling places on November 3. The library appreciates these opportunities to contribute to our democratic process.

Behind-the-scenes, library Administration staff has been adjusting to a new City-wide payroll system, working with staff and supervisors to develop new processes while ensuring that staff is effectively using the new system.

Circulation of all library materials was down 10% in comparison to September of 2019. Circulation of items (books, DVDs, CDs) was down 16%, but use of downloadable materials was up 17%. We saw a 25% increase in use of downloadable eBooks, a pattern that began when libraries were closed (except for pickup service) March through June of this year.

The following reports 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 as seen in:

Interactions Between People

- As is often noted, our customers rely not only on library technology, but also on staff assistance, as Gere and South Branch Manager Brenda Ealey noted in a staff report, "Wyatt shared this South Library customer interaction: 'While working at South one evening, a regular customer

who conducts genealogy research asked if we could help him locate an obituary online for his aunt who had passed away a week earlier. I was able to locate and print a copy of the obituary. While looking, we found that the family had also made a memorial video with photos. Upon seeing this, the customer asked if there was a way to print those. As they were in a video, there was not an immediate way to print, but I said that I would see if there was a solution. I was able to use the snipping tool to take screenshots of the pictures in the video and copy them into Word where we could print. I explained to the customer that while this was not a service we could regularly provide; I was glad to do so as we had the time that evening. The customer was very appreciative while paying for the photos as he shared that many he did not have previously and some included his mother.”

Technology

- Heritage Room curator Diane Wilson reported, “Two Ames Reading Series programs were filmed in the Heritage Room on September 24 without an audience due to COVID-19 restrictions, and will be aired via YouTube in October and November.” Work is ongoing to ensure that previous Ames Readings have been preserved digitally and are available through the Heritage Room’s NebraskaAuthors.org website resource.

AREAS OF EXCELLENCE AND FOCUS

Primary Area of Focus—Early Childhood

- Interim Public Services Coordinator LeeAnn Sergeant noted, “Kim reported, ‘I did our first in-person (since March) Pop-in Storytime at Morrill Hall on September 3. Our theme was First Peoples of the Plains. I did the Storytime using a PowerPoint presentation so that all guests could be socially distanced yet still be able to see the pages from the book. We went through several steps to insure that both the library and the museum were comfortable with the rules we had in place to ensure the safety of presenters and museum guests as well. I used a personal microphone and speaker system since I did the Storytime while wearing a mask. This way the guests could hear me as I read the stories and sang songs. We had a good turnout for our first time back!’”
- The library is presenting weekly storytimes virtually. Pam at Eiseley Branch recorded a storytime at her home, which is on a farm. Lisa Olivigni, Eiseley Branch Library Manager, passed along this staff report, “Susan Steider and I thought that Pam did such a wonderful job with her story time From the Farm. We heard from customers when it wasn’t available at its advertised time. We haven’t seen any numbers about the two viewings, but we have had comments from a few patrons in-house indicating their children really enjoyed it.”

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

Celebrating the diversity of our city

- Walt Branch Library Manager Jodene Glaesemann reported, “Recognizing and celebrating Hispanic Heritage Month, children’s, teen/adult, and cooking displays were put up in the facility. Visitors to Walt Branch were welcomed by a folklorico dancer and sign created by Therese and aide Ryann. For this month, Lisa created social distancing signage with the 6-foot distance indicated by a folklorico dancer’s skirt.”
- Youth Services Coordinator Vicki Wood noted this comment received from a colleague at Gere Branch, “I just wanted to pass on a customer compliment that was just shared. The customer was checking out a big stack of picture books with me and I mentioned that many of them

looked new. She said that she is a preschool teacher and the mother of a biracial child, and that the library is always getting amazing books with different types of families and people featured. She said that being able to check out these books for her class and for her own family has meant a lot to her." As Vicki noted, "There has been a strong emphasis in the past few years to diversify our collection and the books we feature, use in our storytimes, and display."

Reading

- Part of the library's "Bound to Please" service during the pandemic involves library staff creating pre-made bundles of children's books, so that busy families can pick up a number of books for the children without having to spend a lot of time selecting them.
- Anderson and Bethany (referred to as NESU or the Northeast Service Unit) manager Kim Shelley noted these responses to this service: "NESU staff members heard great things from customers about the Book Bundles. A sampling of comments is included below."
 - On September 1, a mother with several rambunctious children was hurrying to get everyone out of the library. A staff member overheard her tell the kids, 'They have these nice little bundles. We can just get these bundles and be done!'
 - The next day (September 2), a customer approached an NESU staff member and asked, 'Are these groups of books to check out?' The staff member replied, 'They sure are!' So, the customer checked out 2 bundles!
 - On September 5, a customer said, 'Those book bundles are really great--we love those!'"
- Gere and South Manager Brenda Ealey passed along this staff report, "Diane had a customer stop by the greeter table on her way out to say thank you so much for providing materials throughout the pandemic that has meant so much to her. She told Diane she keeps track of the number of pages she reads and since the first of the year she has reached 34,000 pages read with 95% being library items."
- Library Webmaster Peter Jorgensen noted this staff report, "there were four new booklists posted to BookGuide in September, including content from staff at Bennett Martin Public Library, and the Anderson and Bethany branch libraries. One highlight: a list of reading recommendations based on the historical background of the Hamilton musical."
- Walt Branch Manager Jodene Glaesemann wrote, "Meagan reports one of her favorite interactions with a patron this month revolved around an OverDrive question. [OverDrive is the service that provides downloadable audiobooks and eBooks.] The patron called wanting to know what brands and types of devices would support OverDrive. She had narrowed down her choices to three different styles. Through searching on the OverDrive website Meagan was able to determine that two of the three would support the application. The patron thanked Meagan for her help stating that she had helped her to make her decision and joked that she was a better resource than Consumer Reports."
- The library engages with two companies, OverDrive and hoopla, to provide downloadable audiobook, eBooks, and some videos. With the pandemic, our customers' use of downloadable materials has increased substantially. Library Support Services Coordinator Rebecca Aracena passed along this staff interaction, "One customer requested several Malcom Gladwell eAudiobooks be purchased through hoopla even though those titles were available through OverDrive (Libby). Katie Murtha wrote the customer explaining the difference between hoopla and OverDrive. She also explained how to download the Libby app or how public service staff could assist her in borrowing the titles. The customer wrote back, "Thank you so much for

directing me in the right direction to find these audiobooks. I will definitely download Libby and borrow those books. You were so helpful. Thanks so much!"

Arts and Music

- Polley Music Librarian Scott Scholz reported, "My collaboration with Lincoln Calling resulted in our first livestreamed Polley event, the 2nd year of our hosting a "Finding the Right Sound in the Studio" discussion panel. This year, I was the moderator for the event, which we livestreamed on the evening of September 29 through Lincoln Calling's Facebook and YouTube channels."

Pat Leach, Library Director

October 16, 2020

**Lincoln City Libraries
September 2020 Use Report**

Location	Loans	Visits	Computer Reservations	Program & Outreach Attendance	September 2020	September 2019	CHANGE
					Total Use	Total Use	
Bennett Martin Public Library	13,904	7,451	1,583	59	22,997	41,414	-44.47%
Anderson Branch	11,774	3,651	574	0	15,999	5,438	194.21%
Bethany Branch	8,943	2,833	264	45	12,085	19,392	-37.68%
Eiseley Branch	21,724	5,701	910	0	28,335	45,325	-37.48%
Gere Branch	61,099	13,095	1,068	15	75,277	98,996	-23.96%
South Branch	8,833	2,626	383	0	11,842	15,841	-25.24%
Walt Branch	37,485	8,361	772	9	46,627	65,809	-29.15%
Williams Branch	680	613	54	0	1,347	3,038	-55.66%
Lied Bookmobile	2,323	181	1	653	3,158	1,539	105.20%
InterLibrary Loan	0	0	0	0	0	220	-100.00%
CHECKOUT SUBTOTAL	166,765	44,512	5,609	781	217,667	297,012	-26.71%
DownloadStream Audio	25,901	0	0	0	25,901	23,465	10.38%
Download/Stream eBooks	24,652	0	0	0	24,652	19,713	25.05%
Stream Video	933	0	0	0	933	873	6.87%
DOWNLOAD SUBTOTAL	51,486	0	0	0	51,486	44,051	16.88%
TOTAL LOANS	218,251	44,512	5,609	781	269,153	341,063	-21.08%

Vitural Events	Sessions	Views
Library Learning Time	8	601
One Book - One Lincoln Announcement	1	1600
Library Learning Time Commercials	2	1470

WiFi Sessions	18,633	151,629	-87.71%
WiFi Users	2,571	17,828	-85.58%
Website Sessions	114,686	114,243	0.39%
Website Users	48,938	49,127	-0.38%
Database Use	7,551	8,108	-6.87%

Registrations			
Total Purged	9	13	-30.77%

Holdings Report	PRINT		NON PRINT		Total
	Adult	Youth	Adult	Youth	
Owned	368,770	301,403	75,918	35,233	781,324
Added	3,076	2,252	415	186	5,929
Withdrawn	-1,382	-3,265	-158	-288	-5,093
Current	370,464	300,390	76,175	35,131	782,160

Active			
Resident	192,853	188,556	2.28%
ConnectED	51,691	46,480	11.21%
County	12,696	12,863	-1.30%
NonResident	1,033	994	3.92%
Reciprocal	753	722	4.29%
Limited Use	10,579	10,202	3.70%
Total Active	269,605	259,817	3.77%

Lincoln City Libraries

Location	Print Checkouts			Non-Print Checkouts			Total Checkouts		
	2020	2019	Change	2020	2019	Loan Change	2020	2019	Change
BMPL	10,678	13,876	-23.05%	3,226	6,061	-46.77%	13,904	19,937	-30.26%
Anderson	9,068	3,175	185.61%	2,706	1,149	135.51%	11,774	4,324	172.29%
Bethany	7,537	9,867	-23.61%	1,406	2,771	-49.26%	8,943	12,638	-29.24%
Eiseley	18,063	22,540	-19.86%	3,661	5,943	-38.40%	21,724	28,483	-23.73%
Gere	52,160	58,677	-11.11%	8,939	14,075	-36.49%	61,099	72,752	-16.02%
South	7,448	7,710	-3.40%	1,385	2,310	-40.04%	8,833	10,020	-11.85%
Walt	31,775	38,593	-17.67%	5,710	9,302	-38.62%	37,485	47,895	-21.74%
Williams	486	975	-50.15%	194	405	-52.10%	680	1,380	-50.72%
Lied Bookmobile	2,138	1,197	78.61%	185	133	39.10%	2,323	1,330	74.66%
InterLibrary Loan	0	220	-100.00%	0	0	0.00%	0	220	-100.00%
TOTAL CHECKOUTS	139,353	156,830	-11.14%	27,412	42,149	-34.96%	166,765	198,979	-16.19%
Download/Stream Audio	0	0	0.00%	25,901	23,465	10.38%	25,901	23,465	10.38%
Download/Stream eBook	0	0	0.00%	24,652	19,713	25.05%	24,652	19,713	25.05%
Stream Video	0	0	0.00%	933	873	6.87%	933	873	6.87%
TOTAL WITH DOWNLOADS	139,353	156,830	-11.14%	78,898	86,200	-8.47%	218,251	243,030	-10.20%

Location	Youth Checkouts			Adult Checkouts			Visits		
	2020	2019	Change	2020	2019	Change	2020	2019	Change
BMPL	4,397	5,822	-24.48%	9,507	14,115	-32.65%	7,451	16,854	-55.79%
Anderson	5,572	2,088	166.86%	6,202	2,236	177.37%	3,651	833	338.30%
Bethany	5,449	6,717	-18.88%	3,494	5,921	-40.99%	2,833	5,783	-51.01%
Eiseley	13,724	17,419	-21.21%	8,000	11,064	-27.69%	5,701	13,027	-56.24%
Gere	33,529	39,217	-14.50%	27,570	33,535	-17.79%	13,095	22,839	-42.66%
South	4,897	5,181	-5.48%	3,936	4,839	-18.66%	2,626	4,724	-44.41%
Walt	24,800	32,061	-22.65%	12,685	15,834	-19.89%	8,361	15,053	-44.46%
Williams	495	1,109	-55.37%	185	271	-31.73%	613	1,276	-51.96%
Lied Bookmobile	1,733	902	92.13%	590	428	37.85%	181	208	-12.98%
InterLibrary Loan	0	0	0.00%	0	220	-100.00%	0	0	0.00%
Subtotal	94,596	110,516	-14.41%	72,169	88,463	-18.42%	44,512	80,597	-44.77%
Download/Stream Audio	3,780	3,072	23.05%	22,121	20,393	8.47%	0	0	0.00%
Download/Stream eBook	3,485	2,415	44.31%	21,167	17,298	22.37%	0	0	0.00%
Stream Video	0	0	0.00%	933	873	6.87%	0	0	0.00%
TOTAL	101,861	116,003	-12.19%	116,390	127,027	-8.37%	44,512	80,597	-44.77%

Location	Program & Outreach Attendance - Youth			Program & Outreach Attendance - Adult			Computer Use		
	2020	2019	Change	2020	2019	Change	2020	2019	Change
BMPL	9	311	-97.11%	50	662	-92.45%	1,583	3,650	-56.63%
Anderson	0	149	-100.00%	0	0	0.00%	574	132	334.85%
Bethany	0	180	-100.00%	45	43	4.65%	264	748	-64.71%
Eiseley	0	1,427	-100.00%	0	175	-100.00%	910	2,213	-58.88%
Gere	0	1,069	-100.00%	15	42	-64.29%	1,068	2,294	-53.44%
South	0	184	-100.00%	0	0	0.00%	383	913	-58.05%
Walt	7	1,253	-99.44%	2	36	-94.44%	772	1,572	-50.89%
Williams	0	230	-100.00%	0	0	0.00%	54	152	-64.47%
Lied Bookmobile	587	0	0.00%	66	0	0.00%	1	1	0.00%
Data Base Use	0	0	0.00%	0	0	0.00%	0	0	0.00%
TOTAL	603	4,803	-87.45%	178	958	-81.42%	5,609	11,675	-51.96%

LINCOLN CITY LIBRARIES

Monthly Categorical Report

September 30, 2020

	Budget Amount	Budgeted Year-to-Date	Expended Year-to-Date	Balance	Current Month Expended
Administration-Div. 1					
Personnel	\$ 736,615.00	\$ 61,384.58	\$ 48,111.73	\$ 688,503.27	\$ 48,111.73
Supplies	29,000.00	2,416.67	2,020.12	26,979.88	2,020.12
Services & Charges	76,962.00	6,413.50	331.05	76,630.95	331.05
Other	-	-	-	-	-
Total	\$ 842,577.00	\$ 70,214.75	\$ 50,462.90	\$ 792,114.10	\$ 50,462.90
Percent Expended		8.33%	5.99%		
Buildings & Grounds-Div. 2					
Personnel	\$ 107,891.00	\$ 8,990.92	\$ 8,181.44	\$ 99,709.56	\$ 8,181.44
Supplies	22,000.00	1,833.33	526.05	21,473.95	526.05
Services & Charges	964,080.00	80,340.00	76,864.31	887,215.69	76,864.31
Other	90,900.00	7,575.00	-	90,900.00	-
Total	\$ 1,184,871.00	\$ 98,739.25	\$ 85,571.80	\$ 1,099,299.20	\$ 85,571.80
Percent Expended		8.33%	7.22%		
Public Service-Div. 3					
Personnel	\$ 5,302,264.00	\$ 441,855.33	\$ 374,352.41	\$ 4,927,911.59	\$ 374,352.41
Supplies	48,000.00	4,000.00	154.97	47,845.03	154.97
Services & Charges	63,400.00	5,283.33	114.79	63,285.21	114.79
Other	-	-	-	-	-
Total	\$ 5,413,664.00	\$ 451,138.67	\$ 374,622.17	\$ 5,039,041.83	\$ 374,622.17
Percent Expended		8.33%	6.92%		
Support Services-Div. 4					
Personnel	\$ 1,133,224.00	\$ 94,435.33	\$ 81,028.81	\$ 1,052,195.19	\$ 81,028.81
Supplies	62,000.00	5,166.67	2,414.14	59,585.86	2,414.14
Services & Charges	304,474.00	25,372.83	11,938.22	292,535.78	11,938.22
Other	863,000.00	71,916.67	111,707.86	751,292.14	111,707.86
Total	\$ 2,362,698.00	\$ 196,891.50	\$ 207,089.03	\$ 2,155,608.97	\$ 207,089.03
Percent Expended		8.33%	8.76%		
Total Library Operational					
Personnel	\$ 7,279,994.00	\$ 606,666.17	\$ 511,674.39	\$ 6,768,319.61	\$ 511,674.39
Supplies	161,000.00	13,416.67	5,115.28	155,884.72	5,115.28
Services & Charges	1,408,916.00	117,409.67	89,248.37	1,319,667.63	89,248.37
Other	953,900.00	79,491.67	111,707.86	842,192.14	111,707.86
Total	\$ 9,803,810.00	\$ 816,984.17	\$ 717,745.90	\$ 9,086,064.10	\$ 717,745.90
Percent Expended		8.33%	7.32%		
Other Library Fund Appropriations					
	Amount Appropriated		Expended Year-to-Date	Balance	Current Month Expended
FY 2019-20 Encumbrances	\$ 28,965.91		\$ 2,300.00	\$ 26,665.91	\$ 2,300.00

**LINCOLN CITY LIBRARIES - FUND BALANCES
SEPTEMBER 2020**

	Beginning Balance	Receipts	Expended	Ending Balance
<u>GRANT FUNDS</u>				
Net Lender Fund	\$ -	\$ -	\$ -	\$ -
NLC Internship Grant 2020	4,000.00	-	-	4,000.00
NLC NE eReads Grant 2020	-	41,315.00	-	41,315.00
State Aid 2018	2,271.42	-	556.25	1,715.17
State Aid 2019	24,851.25	-	-	24,851.25
State Aid 2020	49,880.00	-	-	49,880.00

DONATED FUNDS

Heritage Room	\$ 92,512.89	\$ 170.22	\$ 2,449.44	\$ 90,233.67
Polley Music Library	160,581.88	299.43	6,550.89	154,330.42
Joseph J. Hompes	62,726.59	104.68	87.71	62,743.56
Misc. Library Donations	447,313.91	797.02	12,016.67	436,094.26
Alice Nielsen	78,861.24	140.67	-	79,001.91
Dorothy Holland	113,438.26	202.35	-	113,640.61
Glennis Leapley	60,340.63	107.63	-	60,448.26
Lincoln Cares	7,914.16	456.12	-	8,370.28
Read Aloud Lincoln	2,799.24	2,236.23	2,137.76	2,897.71

APPROPRIATED FUNDS

	Budget	Expended		Balance
		Sep 2020	Exp-to-Date	
Heritage Room FY 2020-21	\$ 32,191.00	\$ 2,449.44	\$ 2,449.44	\$ 29,741.56
Polley Music Library FY 2020-21	109,197.00	6,550.89	6,550.89	102,646.11
Keno FY 2019-20	265,728.15	-	-	265,728.15
Keno FY 2020-21	920,661.00	3,373.48	3,373.48	917,287.52
Capital Improvement Projects				
FY 2018-19 Anderson Parking Lot	307,100.00	-	262,905.85	44,194.15
FY 2020-21 Eiseley/Walt Parking	332,300.00	-	-	332,300.00
FY 2020-21 Eiseley/Walt Roofs	238,000.00	-	-	238,000.00