

**Newtown Public Library
Library Director's Report for October 2020
November 19, 2020**

Statistics:

Although the library doors remained closed to patrons in September, our circulation of materials did not stop. The library's circulation in October (3,530 items) was down slightly when compared to September (3,713 items). Normally, circulation drops in October so this is not unexpected. Also, we circulated about 50% of what we circulate normally in October (7,000 items on average) which is excellent when compared to other libraries who are only doing contactless pick-up.

Our eBook circulation in October (1,467 items) is up 6% when compared to September (1,380 items). This number is still much higher than our pre-pandemic eBook circulation average (830 items). The eMagazine circulation jumped up again October (148 items) which is nearly half of what was checked out in September (74 items). This is the highest circulation of eMagazines to date.

Our Wifi use continues, despite being closed to the public. Patrons can use our Wifi from the front parking lot. In October, there were 4,496 WiFi sessions. This is half the amount of sessions that the library normally sees.

Youth Services Update

From Angela Hegadorn, Youth Services Librarian:

"In October, we continued our popular take-home crafts kits, and added a simple Calm Down kit in recognition of Mental Health Awareness Week. It contained simple tools and suggestions kids could use when they feel upset. The number of craft kits we gave out doubled from last month to 150. They are a lot of work to assemble, but patrons really seem to enjoy them. We get a lot of positive feedback and pictures of completed crafts. We also continued music and story time programs on Zoom, as well as our monthly Family Zoom Bingo. We're doing a complete inventory of the children's section, which we started in August. My goal is to have this project finished by the end of the year."

Total virtual attendance was 115.

Total kits distributed 190.

Miscellaneous

Responses from the contactless pick up satisfaction survey that was created in mid-September is are still coming in. Some new responses include:

"Awesome response and super helpful people"

"Very happy with this service! Also love when you have some books for sale!"

"The library staff is doing such a great job. Thank you for this invaluable service."

“Your customer service is fabulous- items were ready very quickly. We liked the addition of the book sale cart and YA display. My daughter did not find anything on the display that she wanted to check out, but did find something she liked on the sale cart. Thank you for being a contact-less pickup only location. As a person who has a complex health history, I only enter public buildings when absolutely necessary.”

“It is perfect!!! Thank you so much for all that you do. What wonderful service and amazing and caring staff! Much appreciated.”

“Keep up the good work, we are so appreciative of this service!”

“You guys provide excellent service”

“None whatsoever. Your staff is always pleasant and willing to do what it takes to make a satisfied client. Thank them all from us.”

“Great adaptation to the COVID world. I congratulate and thank the staff for their creative and effective approach to keeping the lending services working flawlessly.”

“The library staff go above and beyond to provide efficient and friendly service. Thank you!”

The self-check station’s credit card processing module has arrived and will be installed in the coming weeks. We are grateful to the help from Delaware County Libraries staff who have gone above and beyond to help with this new service.

Arlene attended the virtual Pennsylvania Library Association’s Annual Conference in October. The conference included programs about inclusion and diversity, online programming, human resources management, fundraising and planning.

Respectfully submitted,

Arlene Caruso

Director, Newtown Public Library