





BY THE NUMBERS

2020 | ANNUAL REPORT

 +  +  = **329,424**
ITEMS BORROWED


173,638
LIBRARY VISITS
25,985
NEW CARDS
120,776
LIBRARY CARDHOLDERS
38,079
Wireless Internet Sessions
334,342
Website Visits
23,345
Reference Questions
943
Meeting Room Reservations
23,571
Computer Lab Sessions
272
VIRTUAL PROGRAMS

70,641
PROGRAM VIEWS

245
IN-PERSON PROGRAMS

4,720
ATTENDANCE

SERVICES ADDED IN RESPONSE TO COVID-19:

- Virtual & Social Distanced Programs
- Curbside Pickup
- Live Chat on Website
- Expanded Wi-Fi Services
- Craft Kits
- Expanded Digital Resources

2020 YEAR IN REVIEW

INTRODUCING VIRTUAL & SOCIALLY DISTANCED PROGRAMS

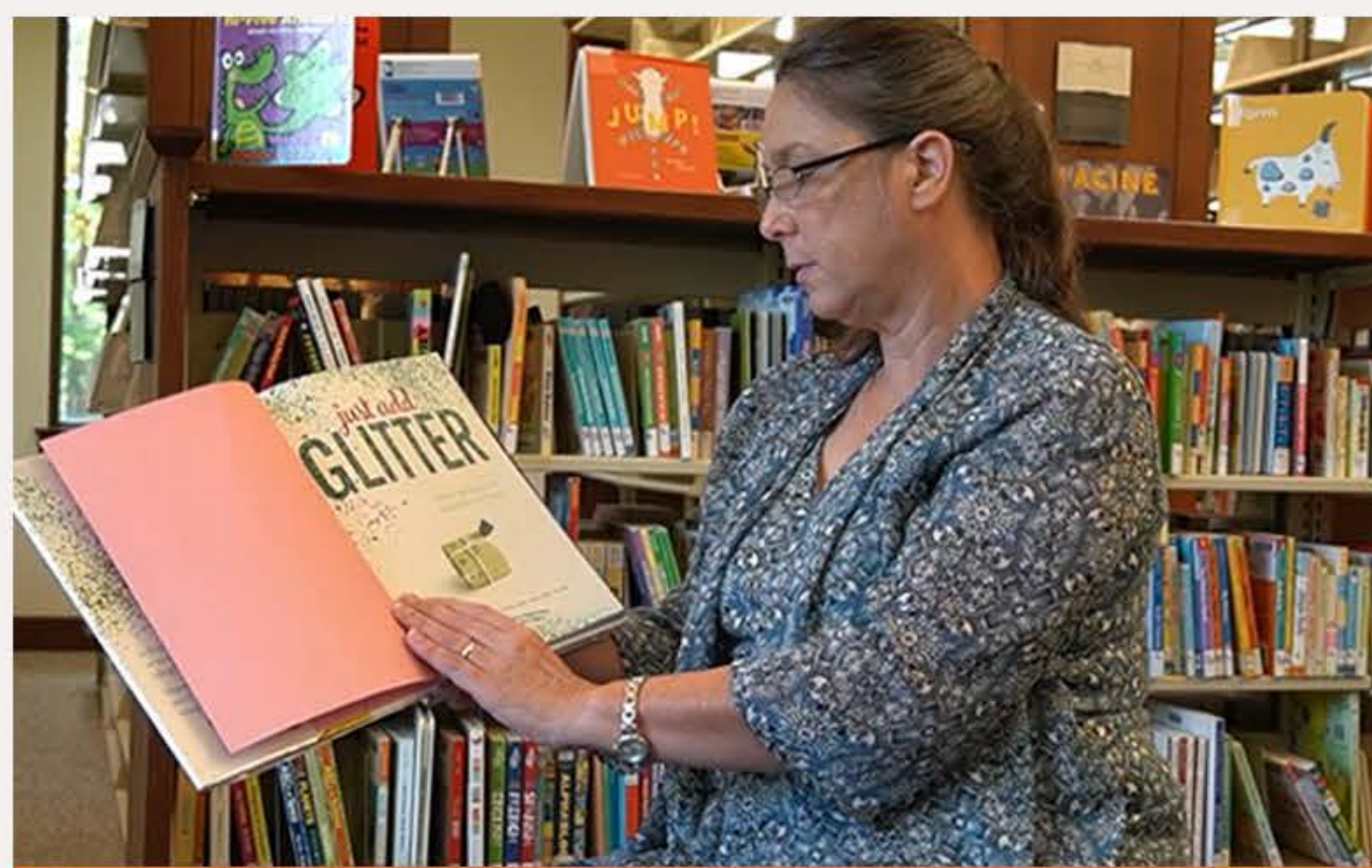
Twenty-twenty was a memorable year that forever changed the way that our Library connects with patrons. The year began like any other; but when mid-March arrived, our doors temporarily closed due to the COVID-19 pandemic. However, through the tireless efforts of our talented staff, we were able to quickly devise new ways to engage with patrons. Library staff stepped up and acted quickly to film content from their homes, and as a result of their dedication, homebound patrons were able to virtually participate in crafts, storytimes, author interviews, and more. From March to December, library employees produced 272 virtual programs, resulting in over 70,000 views on the Library's social media and YouTube channel.

When the Library reopened, staff worked diligently to welcome back our patrons. To pair along with the Library's new virtual programming, staff began preparing take-home craft kits so patrons could participate in our virtual craft sessions. Each week, more than 150 kits were prepared and distributed across all five branches. Additionally, as statewide stay-at-home orders were lifted, staff began creating socially-distanced programs for patrons to enjoy.

Although the year presented many challenges, the Library proved to be a thriving community hub, even in the midst of a pandemic.



Movies Under the Stars



Storytime



Wacky Wiggles



Crafts

A NEW WAY TO BORROW... CURBSIDE PICKUP

In response to COVID-19 pandemic, LPL introduced a new way for patrons to engage with their library in 2020. Curbside Pickup allowed patrons to borrow books, DVDs, video games, and more without leaving their vehicles. To take advantage of the new service, patrons only needed to visit the LPL website or contact their local branch to place an item on hold. Once the item is ready, patrons could drive up and park in a designated spot to have their items delivered to them.



DIGITAL LIBRARY & eRESOURCES EXPANDED

Life during quarantine proved to quickly become difficult for many. To help make the extra time spent at home more manageable, the Library expanded its vast digital collection with more resources to help patrons continue their educational growth, entertain family members, and learn new skills.

New resources added include:

- **Rosetta Stone** - An easy-to-use language learning database offering more than 30 languages.
- **Medici.TV** - The world's leading classical music channel featuring a library of nearly 3,000 master classes, documentaries, operas, balets, and more.
- **Heritage Quest** - A comprehensive genealogical resource containing local and family histories, convenient research guides, and interactive census maps. This resource contains over 4.4 billion records dating back to the 1700s.
- **Scholastic Teachables** - A great resource for teachers, parents, and homeschooling families to help support their student's learning. Scholastic Teachables offers unlimited access to 25,000-plus educational materials, including lesson plans, mini-books, and activity sheets for all grade levels and subjects.
- **Gale: Udemy** - An online learning platform for adults who want to improve work-related skills or further develop personal interests.

Additionally, during the quarantine period, the LPL Digital Library (which offers downloadable eBooks, eAudiobooks, magazines, movies, music, and more) received a considerable increase of available items to entertain patrons.

LPL OFFERS FREE WI-FI IN BRANCH PARKING LOTS FOR PUBLIC USE

Community members without access to the internet were invited to access Wi-Fi available in the parking lot of all five LPL branches and the administrative building in Livingston during the coronavirus pandemic. While branch doors remained closed, the Library's Wi-Fi signal was expanded to extend beyond building walls, providing high speed internet access to patrons 24/7. Additionally, Wi-Fi coverage was expanded to Circle Drive Park near the Library's administrative building in Livingston.