

2020/2021

ANNUAL REPORT

BOOTH & DIMOCK MEMORIAL LIBRARY



YEAR IN REVIEW

The 2020/2021 fiscal year was an exciting period of change, progress, and growth for the Booth & Dimock Memorial Library.

In August of 2020, the Library finalized migration to its new consortium, Bibliomation. A few months later in November 2020, the Library renovation plan was passed at referendum. In April 2021, local resident Sondra Astor Stave generously donated \$75,000 to support the renovation project with the hope that community members would match the donation. A fundraiser by the Library's Board of Trustees raised an

additional \$55,000, bringing the Library 87% to its goal of \$150,000!

Library staff overcame many of the continued challenges presented by the pandemic by creating and offering curbside services and reimagining library programming. Out of this creativity emerged a new fan-favorite program "Science Thursdays," and comprehensive "Take & Make" program bags.

The Library looks forward to another great year of new books, fun programs, and helping visitors.

The mission of the library is to provide materials and services to help all residents meet their informational, educational, cultural, and creative needs.

COVID-19

Like all other business and institutions, COVID-19 had a great impact on the Library's operations. From a mandated closure to the public, to restrictions set by the State, to guidelines from the local health district, there was much to take into account in developing a COVID plan.

The Library staff developed creative ways to continue to provide resources (and entertainment) to the community, including implementing a curbside service for checkouts, a book match program to substitute the browsing experience, and alternative platforms for

programming. In addition, library staff created Zoom Guides, answered hundreds of phoned-in reference questions, and provided access to the internet.

As we learned over the last year, life is unpredictable. The Library will continue to prioritize the health and safety of its patrons and staff, and remain dedicated to meeting the needs of our wonderful patrons.

Bottom left: an unknown patron left sidewalk chalk appreciation to library staff in September 2020.

Bottom right: library staff set up a table outside to accommodate the overflow of curbside orders in August 2020. Staff monitored the online catalog, picked orders from the shelves, and assembled an average of 286 curbside bags each month.



LIBRARY STAFF

Margaret Khan, MLIS Library Director

Kayla Fontaine, MLIS Head of Teen Services

Christa Kiedaisch, MLIS Head of Children's Services

Jennifer Chretien, MLIS Adult Services Librarian

Rose Datum Library Assistant I

Nora Dexter Library Assistant I & Shelver

Juliana Didero-Mullen Library Assistant I & Shelver

Karen Duhamel Lambert Library Assistant I

Barbara Hall Library Assistant II

Rachel Hora Library Assistant I

Donna Murphy Library Assistant II

Tasha Murtha Shelver

Margaret Norris Library Assistant I

Joyce Peterson Library Assistant II

Erin Riley Library Assistant I & Shelver

Manny Rodrigues Custodian

Janette Smith Library Assistant II

LIBRARY USE AND PATRONS

6,780

Visits into the library building. A visit is defined by the State Library as a person crossing the threshold; Therefore, curbside service, outdoor programs, take & make programs, and visits to our library via the online catalog do not count as visits.

3,435

Visits to our curbside library.

1,475

Participants in take & make and outdoor programming.

5,152

Reference questions asked and answered by library staff. That's 99 questions a week!

5,117

Residents with a library card.

200

New library cards issued to residents.

To accommodate patrons who were unable or uncomfortable visiting the library in person, staff created Temporary Cards - cards that could be used to checkout e-books and place holds for curbside service. Full borrowing privileges can be added when the patron is ready to visit in person.

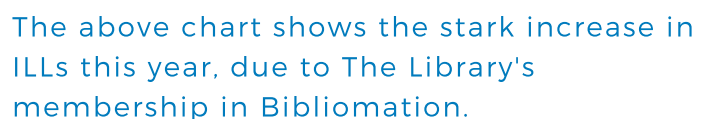
Physical items in the library's collection.

New items added to the library over the year.

The Library's total circulation! Broken down, the Library circulated 29,156 books, 3,512 e-books, 1,315 magazines, 1,142 audio books, 2,827 e-audiobooks, 2,337 videos, 574 e-videos, and 559 "other items," such as puzzles, games, or library kits.

Inter-library loans we lent to other libraries. The Connecticut State Library reimburses the Library for each item loaned through inter-library loan.

Inter-library loans we received from other libraries



PROGRAMMING

316

Programs offered. Popular programs included a Curriculum Booster series for school-aged children featuring math, science, and the humanities. Adult programs featured book clubs, crafting take & make program bags, and a Hygge (Danish for creating a mood of coziness) series.

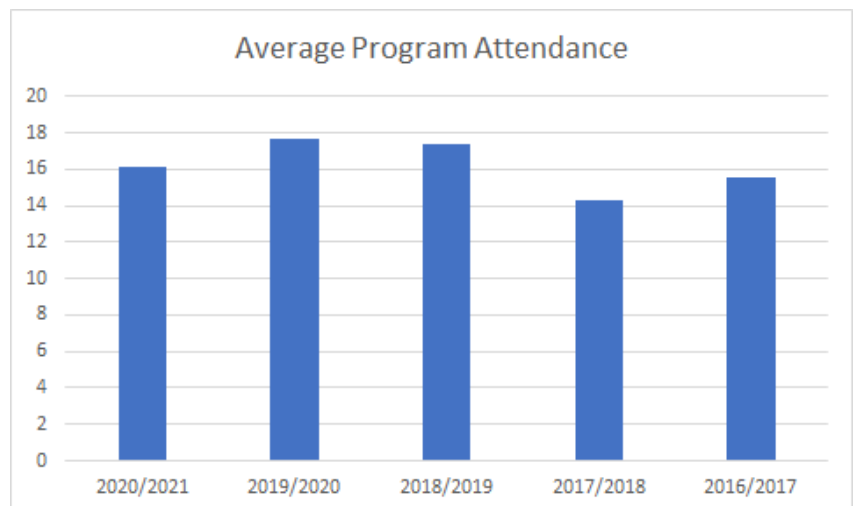
5,109

People participated in our programs. Individuals had many ways to participate this year, including live virtual programs, recorded or prepared virtual programs, take & make program bags, passive in-house activities, or in person.

460

Individuals participated in the 2020 Summer Reading Program - "Imagine Your Story." 100 adults, 52 teens, and 308 children registered for Summer Reading.

COVID-19 affected the way the library offered programs and activities. In the past, all programs were offered live, in-person, and on-site. However, this year patrons could participate in programs a variety of ways, including: live on zoom, pre-recorded or pre-posted on Facebook, with take & make bags, or outdoors in-person. The library will continue to offer take & make bags well into the future due to their popularity.



This year, average program attendance exceeded that in both 2016/17 and 2017/18.

DIGITAL DOINGS



Above, Stevie the Cat poses with the book "Mice" by Rose Fyleman. Stevie and many other Coventry pets were featured on the Library's Facebook page for Pet Book Reviews - an online initiative to engage community members by having them share photos of their pets and a book they love. Library staff then posted the picture along with a brief description of the book.

Another popular online initiative is Thursday Thoughts - a monthly book review video created by our Adult Services Librarian and prolific reader, Jenn.

To the right: a happy patron leaves a review on our Facebook page, January 11, 2021.

469

Public computer sessions. The number of computers available to the public was temporarily reduced to accommodate social distancing.

43,767

Public Wi-Fi sessions. Patrons are able to use the library's Wi-Fi any time of day or night in our parking lot or outside on picnic tables and benches.

530

Original content posts staff created for our Facebook page.

97,866

Facebook Engagements (people looking at or reading a post).

8,690

Facebook interactions (people taking the time to like, comment, or share a post).

