

## ADVISORY COMMITTEE SUMMARY ANNUAL REPORT

**NOTE: Attach current list of members and identify officers.**

<b>Name of Committee:</b>	Library Advisory Committee	
<b>Date of Presentation:</b>	September 20, 2021	
<b>Time Period Covered:</b>	July 1, 2020, thru June 30 2021	
<b>Name of Chairperson:</b>	Jeanne Marie Patterson	
<b># of Meetings Held During Period</b> (including any special meeting or community input)	Two (virtual): 10/21/20, 06/03/21	
<b>MISSION &amp; GOALS Summarize concisely the committee's mission (charge), key goals, objectives and measures below. You also may attach as a separate document, but limit to no more than one page single-spaced.</b>		
<p>Goal 1: Represent &amp; respond to current needs &amp; issues and identify emerging trends, challenges, opportunities and needs</p> <p>Strategies</p> <ul style="list-style-type: none"> <li>_ Provide feedback on proposed policies or revisions to existing policies</li> <li>_ Work with the Library Director to advocate for library funding needs</li> <li>_ Work with the Library Director to obtain &amp; collect data to identify current needs and emerging trends</li> </ul> <p>Goal 2: Promote usage of library services and programs by all residents</p> <p>Strategies</p> <ul style="list-style-type: none"> <li>_ Identify barriers to usage of the libraries and effective ways to address them</li> <li>o Focus Area: Reaching underserved members of the community</li> <li>_ Identify and use communication strategies to reach diverse populations</li> <li>o Focus Area: Presentations and other outreach methods to churches nonprofits agencies book clubs, etc.</li> <li>_ Enhance library facilities to be inviting and as viable as possible</li> <li>_ Focus Area: signage, plantings; outdoor art, sitting areas, etc.</li> </ul>		

<b>ACCOMPLISHMENTS &amp; ACTIVITIES</b> ☐ Summarize concisely below the committee's major accomplishments and activities of the past year. This should include reports, research, projects, public input, etc. Be sure to identify how they relate to specific goals, objectives or measures. You also may attach as a separate document but limit to no more than one page single-spaced.
See attached
<b>BARRIERS &amp; CHALLENGES</b> ☐ Identify any barriers or challenges that make it difficult for the committee to achieve goals or objectives. Limit to the space provided below.
While COVID has reduced our ability to meet in-person, the Library Director has done an excellent job of keeping the committee up-to-date and soliciting advice and feedback as necessary
<b>RECOMMENDED CHANGES:</b> Please list any recommendations to the Board of Commissioners related to the changes in the advisory committee's membership, mission, goals, objectives or other related issues.
None
<b>OTHER INFORMATION:</b> Provide any other information or observations that the Board of Commissioners should know about. Provide in the space below.
2020-2021 Advisory Committee members: Jeanne Marie Patterson, Chair; Rhoda L. Berkowitz, Don Knowles, Christine Minor, Patricia Wall Poe, Julieta Pridgen, Linda Clark, County Librarian and Karen Howard, County Commission Liaison

Overall

### **Library Community Assessment**

- Karen Dash Consulting (KDC): Despite COVID restrictions, the library community assessment was successfully completed utilizing virtual methods of data gathering and Karen Dash presented the final report to the Committee on June 3, 2021. KDC specifically cited the response rate by county residents to questionnaires which, in their experience, was at a very high, unprecedented rate.
- The Advisory Committee responded favorably to the report; they noted that many of the recommendations had already been initiated, others were in the development stage, and the remainder were excellent programs/actions to be investigated and implemented as staffing and funding allowed.

### **Other**

- The 2021-22 budget was approved which included a very significant pilot program: Overdue book fines have been discontinued, following a nationwide library initiative.
- Despite limitations imposed by COVID, the library has continued to serve as a vital and informative link for the community. Using various forms of digital technology, Linda Clarke and her staff have strived to be creative and purposeful in continuing to provide classes, author events and numerous other services.

## Goldston

- Forty-three children from the Goldston area registered to participate in the Summer Reading Program. The children record the number of minutes read each day in a log. Perhaps because there were fewer competing activities, kids across the whole library system from birth through 12<sup>th</sup> grade read a total of 300,000 minutes.

## Wren

- Once the library system closed to the public, curbside pickup was introduced to ensure safe transactions. At the time the staff was unsure how patrons would adapt to curbside service. From July 2020 to April 2021 Wren Library checked out nearly 20,000 items.

## Chatham Community Library

- Created 1,443 new library card accounts during FY 20/21. An online library card application was made available to the public upon closing due to COVID. The application remains active, and the library continues to receive requests for new accounts.
- As a result of COVID the library experienced a significant increase in OverDrive users accessing electronic resources. Compared to FY 19/20, unique OverDrive users and total checkouts increased by over 90%. The County and the Friends of the Library contributed supplemental funds so that additional electronic content could be purchased due to extremely high demand.
- Adult programming transitioned to a virtual environment and included a monthly virtual open mic, monthly book discussions, and computer classes.

## COVID-related Activities

- The libraries closed to the public March 17, 2020 but maintained non-contact curbside services for patrons to pick-up library materials.
- The libraries reopened on a limited basis on April 5, 2021, and resumed normal hours May 26, 2021.
- At this time normal hours are maintained but with strictly enforced mask and distance protocol.
- Customer service is always important to the library. Since beginning curbside services, the public has expressed much appreciation for being able to read new books from the library.
- The library staff has been appreciative of the opportunity to continue working in the buildings while they have been closed to the public. They have been able to complete behind the scenes tasks such as inventorying the collection and continuing to order new books.
- Youth services staff have adapted to the situation by hosting some story times outdoors and the other programs to virtual formats.