

**Plainville Public Library
Annual Report Fiscal Year 2020**

Vision Statement

The Plainville Public Library will be an essential public asset for the informational and recreational needs for the townspeople of Plainville, which will exceed their expectations in every way. The library will enrich, empower, and educate our community in varied and suitable formats in an environment that is welcoming, clean, safe, comfortable and user-friendly.

Mission Statement

To provide the greatest possible access to the widest range of resources for all the residents of Plainville; to satisfy the diverse reading needs and interests of the community; to promote reading and literacy; to foster learning and lifelong education; to encourage the natural inquisitiveness of each individual; and to treat each person with dignity and respect.

Services

The Plainville Public Library continues to be a lifeline to our community. The Library is open 39 hours over 6 days a week during the school year and 35 hours over 5 days a week in the summer; or at least we were until March and the Covid19 Pandemic hit. The pandemic closed our doors to the public on March 16, but we were able to continue offering checkout of local materials through contactless takeout. Initial steps included extending all due dates to July 9, even overdue items, not charging late fees, allowing customers to have up to 100 items at home and purchasing more eBooks. Contactless Takeout continued through June 2020 as our staff worked inside the library maintaining our collections and building, answering the phone and helping where we could.

The pandemic shifted our focus to online access: we purchased more eBooks for adults and children, provided online exercise videos as the gyms closed, and offered support through our new Self Help and Social Services web pages. We partnered with the Parks Department for Virtual Spirit Week in April and the Lego Challenge in May and encouraged a drive around town to find classic scavenger hunt signs. We participated in the national "We're Going on Bear Hunt", posted home scavenger hunt lists, created "Life Skills 101" and "STEM at Home" web pages and posted a lot on social media from #thecookandthebook to #bookbundles to #kindnessrocks.

At the start of the Fiscal Year in July 2019, the library instituted Automatic Renewals to the benefit of our customers. This means items not on hold for others would automatically have the due date extended once as a courtesy to help mitigate late fees charged. Between July and February, the library circulated 62,074 items, an increase of 33% in part due to the automatic renewals, and making for very happy customers. But even with the Pandemic the total circulated was 72,796 items this year, a slight increase over last year. With the estimated population of Plainville increasing to 9,230 circulation averages out to 7.8 items circulated per capita.

<u>FY 20 Circulation</u>		
Books:	Adult	15,799
	Children	24,102
Audio:	Adult	2,296
	Children	1,696
Movies/TV:	Adult	8,889
	Children	6,156
Electronic Format		10,582
Kits/puppet/puzzles		825
Magazines		470
Museum Passes/Equipment		1,981
Total		72,796

<u>Local Collection</u>		
Books:	Adult	15,990
	Children	17,806
Audio:	Adult	2,177
	Children	828
Movies/TV:	Adult	4,009
	Children	1,627
Electronic Format		57,816
Kits/puppets/puzzles		174
Magazine volumes		97
Museum Passes/equipment		21
Total		100,545

Aside from the local collection above, all library customers could to borrow materials from any of the 45 SAILS network libraries' one million items as well as access the Commonwealth Catalog for all libraries across the state. Despite the pandemic shutting down interlibrary loan from March through May, there were still over 22,900 items circulated to and from our library for customers via statewide delivery. The library features downloadable music, movies and books, available through our Overdrive collection, including our Partner libraries throughout the state. Due to everyone staying home, our eBook usage jumped two fold between March and June 2020, compared to the same time last year.

Two Scholastic online resources for children, parents and teachers: BookFlix and Teachables, were life savers in the time of remote schooling as we saw a 100% usage increase. The Library offers online arts and crafts classes with Creativebug in addition to statewide databases of periodical articles. Throughout the pandemic the Library sought opportunities to bring more electronic content to our customers; we did so with free access to Tumblebooks, Tumblemath, Teen Book Cloud, Romance Book Cloud, Rosetta Stone, and Test Prep books.

The Library encourages Plainville Residents to get a Boston Public Library eCard in order to have access to the greatest variety of online ebooks and eaudio through Hoopla and Overdrive as well as Zinio online magazines. Instructions can be found at <http://www.plainvillepubliclibrary.org/digital-resources.html>.

The Plainville Public Library web site located at www.plainvillepubliclibrary.org, has up to date website content including interactive library calendar, museum pass booking, ebooks, and LibraryAware newsletters. Library customers should increase their access to library materials by downloading library apps on their devices including Libby by Overdrive (ebooks), Access My Library (journals and newspapers) and SAILS Mobile (library catalog and account access). The library maintains a social media presence with Twitter, Facebook, Instagram and Pinterest, as well as a monthly email newsletter. Events for the Town of Plainville are brought together on Burbio.com for the ease of visually seeing all that is going on in town on any particular day.

The Plainville Public Library has four public use computers. Prior to the pandemic, 30 people a week used our three public internet computers within the library to check email, investigate products, apply for health care, search for jobs and more. Many more use the Comcast provided wifi with their own devices to complete their tasks. Wifi is available from the picnic table and benches outside the library.

Four staff members are trained Passport Agents who can accept U.S. Passport Applications on behalf of the Department of State, which brings in additional revenue to be used by the Library for Passport related services and staffing. Library staff processed 334 passport applications before we were closed to the public.

Programming

The Library sponsored 208 children's programs for all ages. Over 3,066 parents and children attended these events. These included weekly story-times, science programs, the Teddy Bear Picnic, Lego Club, movies, craft programs, and school vacation programming. Over 200 children registered for our 2019 Summer Reading program featuring the statewide "A Universe of Stories" theme. The Library hosted an outdoor concert for families at Telford Park with funding from the Plainville Cultural Council and the Friends of the Plainville Public Library, Inc. and help from the Park Department.

The library hosted 22 family and adult events, which were attended by 688 people. Family programming included the Pinterest Can't Fail Club for adults and teens, the Annual Scavenger Hunt, and Adult & Teen Summer Bingo. The Sixth Annual Book Character Pumpkin Decorating Contest benefited the Plainville Food Pantry.

We support our community by being a location to drop off food for the Plainville Food Pantry, Toys for Tots, and the Boston Bruins/Cradles to Crayons PJ Drive. The Library collected over 226 toys for Toys for Tots and 42 new children's pajamas for the Boston Bruins and Cradles to Crayons Pajama Drive in February. The Library was present at the annual Lions

Club Fall Festival. The library director runs a Senior book discussion group at the senior center. Additional services available include home delivery of books to Seniors.

Building & Grounds

The flower barrel was planted and maintained this year by the Zander Family. The library building continues to grow older and requires more care. While the library was closed to the public the staff made changes to the circulation desk and furniture layout to accommodate Covid19 restrictions, and the director painted the children's room walls and caulked and painted the window trim. The bathrooms were re-wallpapered, outside benches were stained, and the handicapped toilet was replaced along with the catch on the staff bathroom sink. The garden areas at the front of the library are still being worked on by volunteers and the Director.

Recognition

The Plainville Public Library would like to thank the Friends of the Plainville Public Library, Inc. for purchasing the passes to the Trustees, Southwick's Zoo, Showcase Cinemas, Mystic Aquarium, Mystic Seaport, Roger Williams Zoo, Easton Children's Museum, Providence Children's Museum, Boston Children's Museum, Plimouth Plantation, New England Aquarium, Butterfly Place, and the Museum of Science. They also sponsor four magazine subscriptions, and many programs at the library. The Friends are able to do so much because of the funds raised through their ongoing book sales and the amazing puzzle sale.

Thank you to all of the persons who have given donations in honor of a loved one this year. Three volunteers donated a total of 145 hours to the library this year before we closed to the public. Numerous donations of books flowed in for the Friends of the Library book sale. Without the generous support of the citizens of Plainville, the Library would not be as nice a place as it is now. Thank you to the Trustees of the Plainville Public Library; Paula Mealy, Sherrill Minch and Brenda Watkinson for their dedicated hard work to making sure the library is a welcoming, friendly, and resourceful place for everyone in the Town of Plainville.

Your Plainville Public Library is a Fiscal Year 2020 State of Massachusetts certified public library as certified by the Massachusetts Board of Library Commissioners in accordance with Massachusetts General Law Chapter 78, Section 19B. This ensures we receive our State Aid amounting to \$14,550 and a Small Libraries in Networks grant of \$2,450 in Fiscal Year 2020; we are eligible to apply for state and federal grants; and our customers can borrow items freely from any library in Massachusetts as members in good standing with the SAILS Library Network and the Commonwealth Catalog. The Town of Plainville expends just .72% of the total town budget on the library or \$24.33 per resident for library services [based on FY17 data]. The average spending of libraries with similar population is 1.5% of their town budget at \$48.53 per capita. For each dollar the town invests in the library, the residents of Plainville receive over \$35 worth of services.

Respectfully Submitted,
Melissa Campbell
Director