2020

ANNUAL REPORT

"A year like no other"

SMITHS FALLS
PUBLIC LIBRARY

LETTER FROM THE BOARD CHAIR

2020 has been a year like no other. The COVID-19 pandemic caused the library to shut down in March. Never in our history of operation has this happened. The Government of Ontario and the Town of Smiths Falls reacted deliberately to protect our residents and staff. Suddenly, a beloved meeting space for our community was closed and patrons were greatly impacted. Karen Schecter (CEO) and staff quickly adapted to the ever-changing landscape. We needed to continue to offer services to our patrons while keeping their health and well-being in mind. Safety practices such as the cleaning and quarantining of material, wearing of PPE, social distancing, and remote work were implemented to provide access to library material. Curbside pickup service commenced in May. The staff took advantage of the existing online booking system, but continued to assist patrons without access to the internet by phone. Programming was moved online and our e-resources were put to the test. Social media was utilized in a greater capacity than ever before. Understanding and changing to meet the needs of the community posed many challenges. Public computer access for those without internet service was unavailable until the end of June. We have never refused this before and it goes against our core values. COVID-19 completely changed the way the library operated and has forever changed how we will conduct ourselves and our services.

Thank you so much to our dedicated patrons who continued to support the library in this new landscape. An enormous thank you to the staff. Without your dedication and adaption as well as your commitment to our community, all of this would not have been possible.

At last we must say goodbye to Karen. It is so hard to do as you have been a part of this wonderful facility for over 25 years. Your impact on the library will not go unnoticed. Thank you from the Board for the many wonderful years working together to deliver an exceptional experience for our patrons and staff.

We welcome our new CEO Amanda Foster! We are so pleased to have you join the library and look forward to you placing your imprint on it as well.

Amanda Guerin
Board Chair

Library Services Changed Drastically During the COVID-19 Pandemic

During the COVID-19 pandemic, the library board and staff had to change the way that library service was delivered. The Board is committed to the health and safety of both library staff and users. After the complete shutdown in March, curbside pickup began on May 16. We were able to open for computer access on June 22. By July 22, the library was open to the general public with a few limitations on service including limits to capacity, and length of time of visit as well as physical distance protocols. Of utmost importance was the handling of returned library materials. The library followed established guidelines. All materials returned to the library were quarantined for 72 hours.

Our biggest change was the move to virtual programming in place of in-person programming. Our book clubs moved to the Zoom platform while other programs used Facebook, YouTube and TikTok. Our staff were creative and designed programs that could be completed at home with our family members. Take and Make kits were created for children and teens to complete at home. Our popular children's summer activities moved online. Attendance at the online programs was down significantly over in-person programs, but we did have some loyal attendees!

THANK YOU FOR YOUR SUPPORT!

Town of Smiths Falls

Township of Montague

Friends of the Library

Film Night International

Young Canada Works

Knights of Columbus

The Board wishes to thank all of our donors and volunteers for their support throughout the year.

LIBRARY BOARD

Amanda Guerin, Chair
Sarrahlynn Martin, Vice-Chair & Montague Rep.
Lorraine Allen, Town of Smiths Falls Council
Rebecca Cauley
Chantel McCordick
Nancy McLean
Sarah McLean-Knapp
David Thomas

Karen Schecter, CEO

Debra Kuehl with the winner of the children's library card design contest, Olivia M.

THE YEAR IN NUMBERS

ANNUAL CIRCULATION

Books/Magazines/DVDs . . . . . 37,706 (-13%)
E-books & E-magazines . . . . . 12,932 (+33%)
CELA (Braille, Audio, e-Text) . . 2629
Online products . . . . . 297 sessions

INTERLIBRARY LOANS

Loaned to other libraries 579
Borrowed from other libraries . . 204

LIBRARY SERVICES

Computer Use . . . . . 1,197 sessions
Curbside pickups 452

PROGRAMMING ATTENDANCE

Adult Programs 180
Teen Programs 317
Babytime & Storytime 73
Activities for Age 3+ 154

TAKE & MAKE KITS

Childrens 165
Teens 53