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Edith Wheeler

MEMORIAL LIBRARY

Monthly Report –March 2020

Strategic Plan Highlights:

Goal One: Connect to Community through Outreach and Partnerships

Objective One: Expand outreach to community organizations

- Lisa worked on putting together new books and gift cards to the EWML café for the Masuk Post Prom, and book towers as a raffle gift for the Town Clerk for town's Friendship fund, both of which did not happen because of Covid-19.
- Lorna worked with Henna Ali from the Senior Center and Missy Orosz to create documentation for *Things to Do During Social Distancing* page created by the library.
- Lorna contacted the Farmer's Market and arranged for the library to have a table this year.

Goal Two: Create a Community of Readers

Objective Two: Improve marketing of current offerings

- Lisa started to bring monthly newsletter and lib flyers (from Children's and adult depts) to the Town Hall mail slots to get to all depts. Cross Posting our items as we always post theirs.

Objective Three: Expand partnership with community educational institutions

- Lorna, Michelle, and Wendy participated in the Celebration of Reading at the schools.

Goal Three: Build successful enterprises

Objective Two: Promote offerings to the business/entrepreneur community

- Lorna attended the monthly Lunch 'n Learn. She networked and promoted library services.

Goal Four: Create and share content through experiential learning

Objective Three: Increase understanding of experiential learning for staff and community

- Sharon gave makerspace tours to some circ staff members
- Gail and Sharon wrote up a set of directions for using the button maker in the makerspace.

Goal Five: Be an informed Citizen

Objective Three: Expand and promote databases and resources with reliable information

- Lauren promoted databases and online services heavily on FB for remote usage.

Goal Six: Provide Exemplary Service

Objective One: Implement staff training and professional development programs that emphasize building a creative, knowledgeable, and patron-focused team.

- Sharon made sure all upstairs volunteers were aware of the location of emergency exits.

Objective Two: Identify gaps in service

- The COVID-19 pandemic began to affect Monroe during the middle of March and library staff came to the forefront, adapting services to meet the needs of the community on an almost daily basis. Beginning on March 16th, a limited number of staff members were allowed into the building to implement a Library-to-Go service. Library doors were locked. Patrons called in or emailed requests; staff pulled the materials from the shelf, checked them out, and contacted the patron to let them know they were ready. When patrons arrived at the library, they called indoors; staff brought materials out on a cart and left it for the patron to come and pick up. Patrons loved the service and it became so popular that it was difficult to keep staff at social distances while serving the public. During that week, the library circulated 1,047 items and staff processed 17 new and updated online library card applications. For that reason, we had to shut the library down after just one week. Staff has discussed the fact that curbside pickup will be a good service to bring back for busy patrons once the library re-opens.
- The week after Library-to-Go, the full-time staff focused on finding ways to serve the public online with doors closed while working from their offices. They promoted online library card applications and renewals and created a web page with linkable documents offering ways for people to keep busy and access services while social distancing. Staff also prepared to assist the public remotely by downloading AnyDesk to laptops to allow access to library desktops from home.
- The following week, full time staff stayed mostly at home, adhering to the governor's directive. At this point, both the Children's and Adult Departments worked on converting programming to online Zoom meetings as much as possible. Lauren created guides that organized resources more efficiently based on what patrons were looking for. In addition, Lauren worked on converting instruction brochures for all downloading platforms into web friendly formats. Michelle presented her first online storytime. We have increased our PR efforts to be more community-based – offering support, joining in movements, and repeating the same basic message to direct people to our website. In addition, we have increased the effort to get people to sign up for our eblast, and will continue this. Homebound services continue to take place. Staff continued to answer a regular influx of emails and phone messages remotely.
- Dollars were shifted from hard cover books into an OverDrive P.O. that allowed staff to order ebook bestsellers.
- Sharon worked with Bibliomation to make changes to the Evergreen LIS that would improve customer experience during the library closing.
- Since the start of the library shut-down, daily changes have been made to the website to facilitate patron access to remote library services.

Adult Programs – Total: 10 programs; 86 attended

- **Oscars at the Library** – Gail's Adult Movie Night, "Ford v. Ferrari" – **22 attended**
- **Adult Book Discussion** – This month's selection was "Transcription" by Kate Atkinson, moderated by Margaret. **-12 attended**

- **Oscars at the Library** – “Once Upon a Time in Hollywood” – **13 attended**
- **Oscars at the Library** – “Beautiful day in the Neighborhood” – **20 attended**
- **Lunch & Learn** – This month’s Lunch and Learn was at the beginning of the talk of the pandemic, so the numbers had already begun to drop significantly for programs. This month, “Win-Win Problem Solving” – **10 attended**
- **Cricut Tile Coasters** – This month’s small-group class for Cricut was tile mosaic coasters. I hosted two sessions. – **6 attended**
- **Makerspace one-on-one:** Three patrons were given one-on-one Makerspace sessions (1 Glowforge photo, 1 Glowforge cutting board, one Cricut certification). – **3 attended**

Teen Programs - Total 2 program; 6 attended

- **SAT vs ACT** – This program was a huge disappointment to both the presenter and staff. Geared toward teens and their parents, this program was run by Amanda Rodrigues and focused on deciding which standardized tests were best for each student. 27 people were registered at the start of the program, even after a few cancellations. Unfortunately, only – **7 attended (3 were teens, 4 were parents – one of who did not even bring a teen as directed!)**
- **3-D Printed Heart Necklace** – While this program wasn’t successful in itself, we did end up bringing a lot of families through the Makerspace. – **3 attended (plus 14 parents)**

Children’s Programs

15 programs were held during March. Our total attendance was 283 [165 children, 85 adults, and 33 people of all ages]. Many programs were cancelled after the library closed to the public and many of the programs that were held at the beginning of the month had a much smaller number of attendees due to concerns about COVID-19.

- **Trumbull Monroe Headstart Field Trip: Tuesday, 3/3** - 35 children and 6 adults visited the library for a tour, field trip, and craft.
- **Creative Kids: Tuesdays, 3/3 & 3/10** - In total, 10 children colored coloring pages.
- **Lego Club: Tuesday, 3/3** -9 children and 4 adults enjoyed building with the library’s Lego® bricks.
- **Wooden Eggs: Wednesday, 3/4** - 33 people of all ages used paint, yarn, colored thread, and other decorative items to decorate wooden eggs. Each family was also given a small nest in which to place their eggs after they were decorated. Wendy planned this program.
- **Build a Cardboard Treehouse: Monday, 3/9** - 4 children used low temp hot glue guns to build miniature treehouses out of cardboard, paper towel tubes, packing paper, and other items. Michelle ran this activity.
- **ONLINE Sing-Along Stories: Friday, 3/27** - 17 children attended a virtual storytime via a Zoom meeting with Michelle.
 - **8 sessions of our regular Storytimes were held during the month.**
 - **Stay & Play - Tuesday am**, presented by Michelle, 18 children and 16 adults in total.
 - **Play Café - Wednesday am**, presented by Michelle, 20 children and 15 adults in total.
 - **Sing-Along Stories - Thursday am**, presented by Michelle, 40 children and 29 adults in total.
 - **Preschool Lab - Thursday pm** presented by Tiffany, **and Friday am**, presented by Wendy, 12 children and 12 adults in total.

Personnel

- Volunteer hours – 66
- Little Libraries – Closed for the winter
- Lauren and Lorna continued to interview for the P/T Reference position at the beginning of the month. There were no acceptable candidates. The reference area was down two part time people.
- Mike Manoni was interviewed for the Technology and Information Services position at the end of February and then forwarded to the First Selectman for a follow-up interview. He started on March 30th in online mode. Lauren and Lorna discussed work he could do remotely. Lorna spent considerable time getting everything set up ahead of time so he would be able to work online. Both Lorna and Sharon worked remotely with him to begin the training process.
- Lorna spent most of the second half of the month dealing with personnel issues caused by changes to staff hours related to COVID-19. We went from full staffing to minimal staffing to all part-time staff at home with and most full timers working remotely. All full time staff were outfitted with AnyDesk remote access to their library desktops. Part time staff were assigned as much work as possible and offered the option to take sick time when available or unemployment. Lorna was in frequent contact with the HR Director to understand all of these options and to present them appropriately to staff. Required online CIRMA (Town insurance) classes were pushed out to part time staff as another way to get paid.
- Volunteer Reception (originally planned for April) (Lisa) – the invites went out, the gifts were bought and purchased. The menu was being worked on. This will probably be re-scheduled for early fall

Meetings, Training & Outreach

- Full time staff met early in the month to discuss future goals as they relate to the strategic plan.
- Lisa attended a POCD meeting
- Michelle, and Lorna read books at the schools to participate in the Celebration of Reading.
- Lorna attended four or five Town Directors' meetings to get updates on the COVID-19 action plan as it progressed.
- Lorna met with three different marketing groups to discuss options for the library and get information to help her with an LSTA Planning grant
- Michelle attended a Zoom meeting with other children's librarians to discuss using Zoom to provide virtual programming to our patrons.
- Michelle attended a virtual CLC meeting to discuss virtual library programs for children.
- Michelle viewed a LinkedIn webinar on Zoom meetings.

Everything Else

- Pertinent dates:
 - 3/14/2020 – last day open to public
 - 3/16-3/20 – Library-To-Go; full time staff plus limited part time staff
 - 3/23 – Full time staff started working remotely, coming in occasionally. Part time staff: a few people with remote hours except custodian who has remained in the building painting walls.

- All in-house programming was cancelled after the second week in March due to COVID-19 and the library shut down in stages, week by week as the seriousness of the situation became more apparent. This required a great deal of upheaval and change for library staff.
- All full time staff has been extremely busy making changes to services required by the COVID-19 emergency. Everyone brought home projects thinking they would have plenty of down time to get unfinished work done. Nothing could have been further from the truth. They have been busier than ever keeping up with online patron assistance, making changes to services, and sending out PR to let patrons know about online services. Perhaps as social distancing continues, there may be time to do back projects, but it is hard to know.
- Lisa ordered prizes for the Passport to CT Public Libraries which is currently on hold until September.

Library Story: Sharon spoke to each of our home delivery patrons each week we have been closed and reached out to the emergency contacts of those she couldn't get a hold of by phone or email.

Unfortunately one of our ladies had passed away. Her daughter told Sharon that the Homebound service was a godsend to her mother and it is such a wonderful service. Thanks go to part time staff: Lynn Harrison, Stephanie Mulreed, and Linda Suhr for taking care of this every two weeks.

Respectfully submitted by Lorna Rhyins, Michelle Turbak, and Lauren Obach