



PAOLI LIBRARY

A TREDYFFRIN TOWNSHIP BRANCH LIBRARY

August 2020 Branch Manager's Report

Reopening

We are settling into a new routine for library operations. With only a skeleton crew, everyone has to multitask and do whatever is most pressing, including van bags, holds, curbside pickup, checkouts, helping patrons with the computers and printer, and shelving. And then we have to sprint to answer the phone when it rings, with callers asking about their accounts, placing holds, and making appointments for browsing and curbside pickup. Fortunately, most patrons have been patient when they have to wait. It's never boring!

Circulation

Circulation is picking up as people become more familiar with curbside pickup and the opportunities for browsing and computer use.

August circulation is on track for a 45% increase over July

Jul 2020	1-18 Aug 2020	Projected August	% Change
2727	1981	3962	45.29%

We have added an additional hour for browsing on Mondays and Wednesdays, 5:00-6:00, to accommodate people who are back at work.

Browsing and computer appointments have been steadily increasing since we reopened.

	Browsing	PCs
July 13-31	65	19
August 1-18	96	31

Curbside pickup rates have remained steady, with 670 reservations in the past 30 days. We saw no drop-off after we opened for browsing.

Staff and Patron Safety

Patrons visiting the library so far have all been cooperative with regard to wearing masks and mindful of social distancing.

Wells Fargo e bank itself is open only by appointment and access is only via the front door. We have posted signs on the back door with the phone numbers of both the library and the bank, saying to call for an appointment, only to learn once again that people don't read. They prefer to pound on the locked door and pull at the handle.

Personnel

Jeanene Willcox is coming back from furlough to replace AdunOluwa Laniya, who is leaving August 22 to accept a fulltime job in her field. Adun just started at the library in January, but quickly became a valued member of the staff. We're sorry to see her go.

Beverly Michaels, Branch Manager
August 18, 2020