



Director's Report to the Library Board of Trustees December 10, 2020

The Libraries continue to mitigate operations due to the COVID-19 pandemic and are currently not offering public access to the building and have extended curbside pickup hours as follows:

Tredyffrin:

- Monday, Tuesday, Wednesday & Thursday 10 am – 7 pm
- Friday 10 am – 2 pm
- Saturday 10 am – 2 pm
- CLOSED Sundays

Paoli:

- Monday, Tuesday, Wednesday & Thursday 10 am – 5 pm
- Friday 10 am – 2 pm
- Saturday 10 am – 2 pm
- CLOSED Sundays

Currently, 9 out of 18 library buildings in the Chester County Library System are closed to public access. 2 of the 9 are offering PC access to some degree by appointment. Some libraries are offering limited public access hours and encouraging only short visits (seating not available). All libraries continue to evaluate the risk of offering in-person library services and are adjusting access accordingly.

Building and Grounds

- I expect to be scheduling the Tredyffrin Public Library's first floor LED lighting replacement soon and plan to have the project completed by March 31, 2021.
- I had to close Tredyffrin Public Library on November 1, 2020 due to our HVAC system being disabled. The control board was no longer communicating with the software or the equipment and this caused 2 of 3 air handlers to go completely offline. Herman Goldner was brought in to evaluate the problem and determined that the controller would need to be replaced. They also bypassed the controller and brought all of the air handlers back online. Quotes for the replacement controller and system reprogramming ranged between \$14,000 to \$16,000. Herman Goldner has been contacted to install a replacement controller and reprogram the system I am waiting for a call back to schedule this. The Township has agreed to cover the expense for the replacement.
- Work is currently being performed to patch cracks in the front entrance walkway before the weather gets colder.
- I met with the Tredyffrin Township Environmental Action Committee to discuss ideas for potential stormwater management projects around the library. The EAC has also performed



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some maintenance on the plants along the front walkway of the building and re-planted some of the space with native plants.

- I worked with a local Eagle Scout (Aaron Ryder) to help him complete his Eagle Scout Service Project. Aaron pressure washed the area outside the Children’s Department and assembled, etched checkboards into, and weather-coated two picnic tables for families to use.

Building Access

For November 2020, 3,560 visits were recorded for Tredyffrin and 987 visits were recorded for Paoli. Comparing 2019 to 2020, library visits have decreased by 143,977. Given the reduced operating hours and decrease in service offerings, door count numbers will remain significantly lower than usual for the remainder of 2020. The Libraries were closed to the public April, May, and June and those months have been excluded from this table.

		Jan	Feb	Mar	Jul	Aug	Sep	Oct	Nov	Total
Sun	Paoli	342	305	183	0	0	0	0	0	830
	Tredyffrin	1,634	1,440	699	0	0	0	0	0	3,773
Mon	Paoli	862	771	450	230	311	182	224	296	3,326
	Tredyffrin	1,846	2,017	754	399	866	510	492	544	7,428
Tues	Paoli	19	26	8	165	141	290	165	161	975
	Tredyffrin	2,189	2,108	867	402	469	871	616	1,304	8,826
Wedns	Paoli	807	833	427	295	281	345	251	173	3,412
	Tredyffrin	1,687	1,693	858	460	485	722	569	332	6,806
Thurs	Paoli	991	739	406	179	248	186	251	140	3,140
	Tredyffrin	2,516	1,917	959	535	536	631	649	489	8,232
Fri	Paoli	896	740	386	208	215	180	226	119	2,970
	Tredyffrin	1,909	1,374	922	302	463	377	483	325	6,155
Sat	Paoli	483	752	154	108	113	119	137	98	1,964
	Tredyffrin	1,986	2,828	607	254	761	749	943	566	8,694
Total Paoli		4,400	4,166	2,014	1,185	1,309	1,302	1,254	987	16,617
Total Tredyffrin		13,767	13,377	5,666	2,352	3,580	3,860	3,752	3,560	49,914
Libraries Combined		18,167	17,543	7,680	3,537	4,889	5,162	5,006	4,547	66,531

	2020 YTD	2019 YTD	Difference	% Increase or
Paoli	16,617	51,632	-35,015	-67.8%
Tredyffrin	49,914	158,876	-108,962	-68.6%
Total	66,531	210,508	-143,977	-68.4%

Circulation

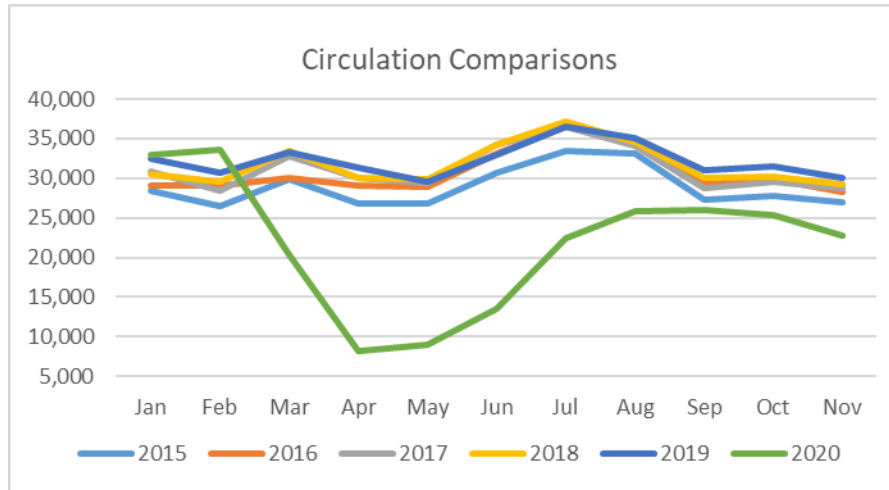
While there has been a decrease in library visits, circulation numbers remain high due to allowing public access, increasing curbside pickup of materials, and increased purchasing of e-materials. A summary of circulation transactions (for both print and electronic) by month over the past 5 years is included below.



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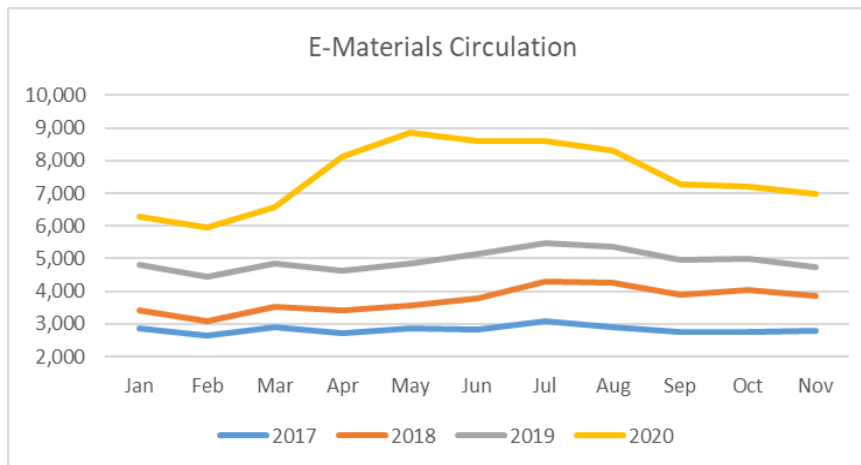
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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2016	29,112	29,095	30,008	29,071	28,985	33,163	36,592	34,309	29,413	29,917	28,226
2017	30,829	28,503	32,762	30,000	29,348	34,212	36,580	34,142	28,763	29,508	28,724
2018	30,450	29,542	33,492	30,027	29,914	34,180	37,196	34,597	30,110	30,224	29,311
2019	32,444	30,670	33,220	31,319	29,629	32,899	36,563	35,057	31,093	31,583	29,987
2020	32,884	33,602	20,374	8,202	8,923	13,557	22,464	25,791	25,925	25,290	22,762



The table below totals checkouts of e-materials for January through August over the past four years.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
2017	2,861	2,650	2,895	2,713	2,851	2,822	3,087	2,896	2,763	2,772	2,794
2018	3,426	3,082	3,544	3,434	3,573	3,799	4,286	4,264	3,887	4,032	3,868
2019	4,823	4,437	4,851	4,644	4,864	5,127	5,464	5,349	4,942	4,981	4,741
2020	6,275	5,945	6,591	8,115	8,871	8,611	8,599	8,297	7,260	7,213	6,988





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Curbside pickup numbers are included below. This chart includes only curbside pickups marked as completed in the system for the months indicated.

	Jun	Jul	Aug	Sep	Oct	Nov	TOTAL
Tredyffrin	973	851	360	402	341	483	3410
Paoli	335	614	639	687	673	625	3573
TOTAL	1308	1465	999	1089	1014	1108	6983

Programming Notes

The libraries continue to develop virtual programs and staff have recently begun incorporating “take home” craft project kits for kids, teen, and adults in an effort to develop programs that involve less screen time. The Adult Programs and Community Outreach Librarian has also been working to host an off-site trivia night at a local establishment (following that locations social distancing protocols). While this event has proven to be successful, many places continue to revise their in-person safety protocols and it is unknown as to whether or not this in-person program will continue.

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	TOTAL
Adults 18+	983	945	296	318	881	322	382	641	1,499	6,267
Adults 18+ (Outreach)	82	46	0	0	0	0	15	157	186	486
Children ages 0-5 (Infants, Toddlers & Preschool)	822	843	503	426	451	524	669	375	637	5,250
Children ages 0-5 (Infants, Toddlers & Preschool) (Outreach)	0	0	0	0	0	0	0	0	0	0
Children ages 5-11 (Elementary)	364	402	309	396	560	869	757	580	449	4,686
Children ages 5-11 (Elementary) (Outreach)	0	0	0	0	0	0	0	0	0	0
Young Adult ages 12-17	196	199	48	278	390	213	386	172	126	2,008
Young Adult ages 12-17 (Outreach)	0	0	0	0	0	0	172	0	0	172
TOTAL	2,447	2,435	1,156	1,418	2,282	1,928	2,381	1,925	2,897	18,869

The following charts and accompanying graphs illustrate the number of library programs and program attendance each year beginning with 2015. Due to how program attendance is recorded, the asynchronous program content on social media and YouTube is not included in these totals, however, this additional content has been extensively developed by staff as part of our overall initiatives to engage the community during the pandemic.

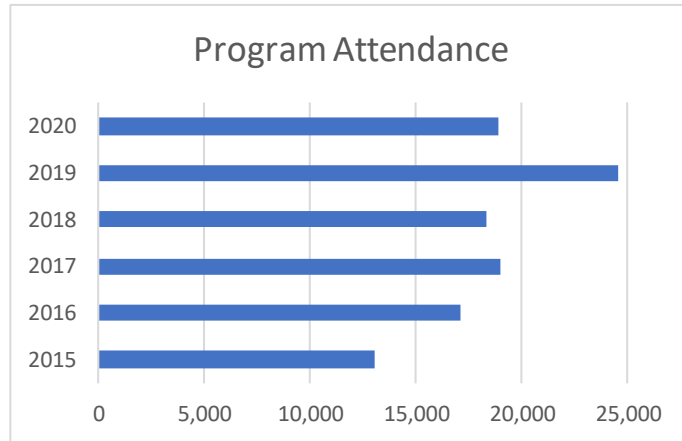


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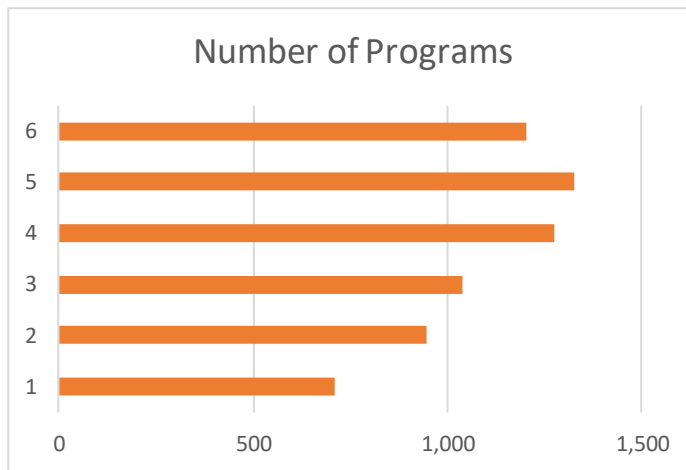
Program Attendance

2015	13,071
2016	17,071
2017	18,999
2018	18,293
2019	24,562
2020	18,869



Number of Programs

2015	708
2016	944
2017	1,039
2018	1,276
2019	1,328
2020	1,204



Respectfully submitted by Christopher Kibler