



PAOLI LIBRARY

A TREDYFFRIN TOWNSHIP BRANCH LIBRARY

November-December 2020 Branch Manager's Report

Programming

Online programming is extending the reach of library programming and allowing participants to revisit their favorites. Three of Stephanie Bragg's song and rhyme videos for preschoolers are in the Tredyffrin Libraries YouTube "Top 10," with hundreds of views each since they were posted in the spring.

Browsing Reservations

Patrons who use this service are very grateful, but usage has been going down.

Month	Browsing Reservations
September	185
October	138
November	106

Computer Use

Computer use has been declining over the past three months. This may be in part because we are not able to offer the tech assistance that many patrons relied on, due to limited staff and the need for social distancing. We have been offering no-contact print services, with patrons emailing documents to the library and picking up the finished prints from the curbside pickup cart.

Month	Total Uses	Total Time
September	45	18:31
October	27 (+ 3 no-shows)	12:02
November	16	4:30

Limited Services

On Monday, November 23, the library discontinued in-person services. We continue to offer curbside pickup, and we are looking into ways to better serve patrons' technology and reader's advisory needs.

Paoli part-time staff are all firmly opposed to any public access under the current conditions. Monitoring the door requires a lot of staff time and energy and brings staff into uncomfortably close contact with the public. Between answering the phone and answering the door, they are running back and forth and sometimes feeling overwhelmed. Many people assume that if we are open to anyone we are open to everyone, so they just bang on the door and expect to come in, regardless of whether they have an appointment.

We all look forward to the day when we really can let everyone come in.

Beverly Michaels
Branch Manager
December 7, 2020