



FY20 Public Library Annual Report

Data Elements Related to COVID-19

IMLS Required COVID-19 Questions

Answer <Y>es or <N>o to questions 1.30 – 1.42

1.30 Were any of the library’s outlets physically closed to the public for any period of time due to the Coronavirus (COVID-19) pandemic?

An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles regardless of staff access. A building can be physically closed but still offer virtual, WI-FI, or “curbside” services outside the building.

1.31 Did any staff continue to provide services to the public during any portion of the period when the building was physically closed to the public due to the Coronavirus (COVID-19) pandemic?

Services to the public can include activities such as

- answering calls, emails, or texts with answers to information requests from the public;
- hosting virtual programming or recorded content;
- offering “curbside” delivery (mail or drop-off), or drive-thru circulation of physical materials;
- managing IT services to ensure external WI-FI access; and
- providing other types of online and electronic services,

regardless of the location of library staff when they provided services (i.e., working from home or in the building that was closed to the public).

1.32 Did the library add or increase access to electronic collection materials due to the Coronavirus (COVID-19) pandemic?

Adding or increasing materials can include

- increasing the concurrent or monthly borrowing limits for electronic materials,
- increasing the number of electronic materials and holdings, or
- otherwise augmenting the public’s ability to use electronic materials.

These materials can include those the library did not pay for itself, such as those provided through the state library administrative agency, library consortium, or vendor at no cost in response to the pandemic.

Types of electronic materials include e-books, audio and video downloadable, e-serials (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library.

1.33 Did the library allow users to complete registration for library cards online without having to come to the library before the Coronavirus (COVID-19) pandemic?

Online library cards provide users access to electronic collection materials and databases without having to be physically present at the library outlet to register for the card. Refer to the definition of Number of Register Users.

1.34 Did the library allow users to complete registration for library cards online without having to come to the library during the Coronavirus (COVID-19) pandemic?

Online library cards provide users access to electronic collection materials and databases without having to be physically present at the library outlet to register for the card. Refer to the definition of Number of Register Users.

1.35 Did the library provide reference service via the Internet or telephone when the building was physically closed to the public during the Coronavirus (COVID-19) pandemic?

Refer to the definition of Reference Transactions. Include reference service provided via email, chat and text.

1.36 Did the library provide 'outside' service for circulation of physical materials at one or more outlets during the Coronavirus (COVID-19) pandemic?

Includes any no-contact or minimal contact provision of circulation items. Similar terms could include curbside, vestibule, or porch pickups, delivery (mail or drop-off), drive-thru, etc.

1.37 Did the library provide live, virtual programs via the Internet during the Coronavirus (COVID-19) pandemic?

Live, virtual programs are conducted via a Web conferencing or Webinar platform such as Facebook, YouTube, or Zoom, during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time.

1.38 Did the library create and provide recordings of program content via the Internet during the Coronavirus (COVID-19) pandemic?

Recordings of program content include video or audio recordings created by a library staff person (or other party sponsored by the library) and posted to a video or audio hosting platform for the audience to view or listen to on-demand. Do not include promotional or marketing content.

1.39 Did the library provide Wi-Fi Internet access to users outside the building at one or more outlets before the Coronavirus (COVID-19) pandemic?

Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities.

1.40 Did the library intentionally provide Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (COVID-19) pandemic?

Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities.

1.41 Did the library increase access to Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (COVID-19) pandemic?

Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities. Increasing access could mean removing restrictions on sign-in authorizations, expanding router reach, leaving Wi-Fi service on 24 hours, installing or moving access points to promote or improve external access, etc.

1.42 Did library staff work for other government agencies or nonprofit organizations instead of, or in addition to, their normal duties during the Coronavirus (COVID-19) pandemic?

Include reassignments to other government agencies (e.g. to process unemployment claims), as well as other activities such as the use of library staff to distribute school lunches and other materials. Volunteering during work hours would count but volunteering during off hours would not.

1.43 Number of Weeks an Outlet Closed Due to COVID-19

This is the number of weeks during the year that due to the Coronavirus (COVID-19) pandemic, an outlet building was physically closed and the public could not enter, when it otherwise would have been open.

Round to the nearest whole number. If building did not close to the public due to the pandemic, enter zero.

An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or “curbside” services outside the building.

1.44 Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19

This is the number of weeks during the year that an outlet implemented limited public occupancy practices for in-person services at the library building in response to the Coronavirus (COVID-19) pandemic.

Round to the nearest whole number. If the building did not have a limited occupancy or similar practice due to the pandemic, enter zero.

Limited public occupancy practices can include reduced number of public members inside the physical building, appointment only on-site library use, visitor time limits, closed stacks, or meeting rooms, etc.

State Required COVID-19 Questions

1.45 Did the library purchase mobile Wi-Fi hotspots to loan out during the Coronavirus (COVID-19) pandemic?

1.46 How many mobile Wi-Fi hotspots did the library purchase to loan out during the Coronavirus (COVID-19) pandemic?

1.47 Total Number of Take & Make Kits Handed Out

Virtual Programs (Children's, YA, and Adult)

4.1vp Virtual Children's Programs

4.3vp Virtual Young Adult Programs

4.5vp Virtual Adult Programs

Virtual programs are delivered via an online platform such as Zoom, Facebook, YouTube, Instagram, WebEx, Google Meet or Discord, to name a few. The programs could be offered live and/or as pre-recordings. Count a virtual program, whether live or pre-recorded, as 1 program.

- Count virtual programs **separate** from physical program counts.
- Count each instance of a virtual program as one program (i.e., each story-time counts as one program).
- If you pre-record a program to broadcast at a scheduled time, count it as a virtual program **only** when it airs for the first time.
- Separate the virtual programs by intended audience (children's, YA, adult), just as you do for physical programs.

Virtual Program Attendance

4.2va Virtual Children's Program Attendance

4.4va Virtual Young Adult Program Attendance

4.6va Virtual Adult Program Attendance

Count attendance (viewers) at a virtual program **while the program is live or airs for the first time.**

- Count the views for a **scheduled** showing of a pre-recorded program during the scheduled time frame (e.g., for a pre-recorded 30-minute storytime shown at 9 am, count views from 9 – 9:30 am).
- **Do not** count asynchronous views of a recorded program as attendance.

4.8rp Views of Recorded Programs

Enter the total number of views of programs produced, recorded and posted online by the library for watching at any time.

- If you posted a video to multiple library social media accounts or to multiple platforms, add the views in each account and each platform.
- If a library sponsored program is hosted on a presenter's or non-library platform, report views if the count is available.
- Final views count as of the date you remove the recording or the last day of the reporting period.

4.14a Total Number of Curbside Visits

If your library offered curbside pickup this year, report the total number of no-contact or limited contact curbside visits to the library. One curbside transaction is equal to one curbside visit.

Example. James and his three children drive to the public library for curbside service. James picks up 12 books that he requested.

What counts? Curbside visit = 1 and circulation of physical materials = 12