

# Orange City Public Library

## 2020 Iowa Public Library General Information Survey

CURRENT YEAR	<i>PREVIOUS YEAR</i>
-----------------	--------------------------

### Section A - General Information

(Reporting period July 1, 2019 to June 30, 2020 - unless otherwise specified)

Due October 31, 2020

Questions relating to COVID-19 are located in sections G, H, and I.

Review the contact information below. Users cannot directly change data for questions A01 to A12. If any information has changed, answer Yes to number A13 and enter a note for the corresponding question. The State Library will verify and update the data. For Section A, report the most current information available.

A01 Library Name	ORANGE CITY PUBLIC LIBRARY	<i>ORANGE CITY PUBLIC LIBRARY</i>
A02 Library District	NW=Northwest	<i>NW=Northwest</i>
A03 Street Address	112 ALBANY AVE SE	<i>112 ALBANY AVE SE</i>
A04 City	ORANGE CITY	<i>ORANGE CITY</i>
A05 Zip	51041	<i>51041</i>
Mailing Address		
A06 Mailing Address	112 ALBANY AVE SE	<i>112 ALBANY AVE SE</i>
A07 City	ORANGE CITY	<i>ORANGE CITY</i>
A08 Zip	51041	<i>51041</i>
Other Contact Information		
A09 County	SIOUX	<i>SIOUX</i>
A10 Phone	(712) 707-4302	<i>(712) 707-4302</i>
A11 City population	6,004	<i>6,004</i>
A12 Library Size Code	E	<i>E</i>
A13 Has any information in questions A1 to A12 changed in the past year?		
YES, answer YES on the pulldown menu and enter a correction in a note.	No	<i>0</i>
NO - answer NO on the pulldown menu and continue with question A14.		
A14 Library Director/Administrator Name	Lisa Johnson	<i>LISA</i>

## Section B - Paid Staff and Salary Information

Include unfilled positions if a search is currently underway. Include all paid staff on the library's payroll. Do not report workers paid by other agencies such as Green Thumb employees or work study students. Do not report workers hired through a cleaning or landscape business. Report all positions as of June 30, 2020.

B01	Total number of paid librarians	9	15
B02	Total number of all paid librarian hours worked per week	164.00	252.58
B03	Paid librarians FTE	4.10	6.31
B04	Total number of all other paid staff	1	1
B05	Total number of all other paid staff hours worked per week	20.00	20.00
B06	All other paid staff FTE	0.50	0.50
B07	Total number of paid staff	10	16
B08	Total paid staff FTE	4.60	6.81

### Levels of Education

B09	How many of the paid librarians from line B01 have an ALA accredited masters of library science degree?	1	0
B10	Total number of hours worked per week by librarians from line B09 with an ALA accredited masters of library science degree	40.00	.0
B11	Total FTE librarians with ALA accredited masters of library science degree	1.00	0.00
B12	Starting date of current director in director's position.	08/12/2019	08/12/2019

### Salary Information

Report the hourly salary for the positions listed below if employed by your library. Do not report one staff member more than once even if they perform multiple jobs. Refer to the instructions for more detailed information on each position. Do not report assistant director or department heads unless that role is part of their official job description. Only report janitorial/building maintenance staff if they are an employee of the library. Report hourly salary amounts as of June 30, 2020.

B13	Hourly salary of the director	\$28.84	\$23.23
B14	Hourly salary of assistant director		\$15.87
B15	Hourly average salary of department heads		N/A
B16	Hourly salary of the children's librarians	\$14.54	\$14.54
B17	Hourly average salary of library clerks	\$11.67	\$11.72
B18	Hourly average salary of shelvers or pages		\$8.30
B19	Hourly average salary of janitorial or building maintenance employees	\$11.33	\$11.33

## Section C - Capital Income and Expenditures

Capital income is intended to pay for large one-time library purchases. This section should not reflect any income or expenditure used for the regular operations of the library. If your library had any major one-time capital expenditures during FY20 report them in this section. Otherwise, skip to section D.

### For Capital Income and Expenditures

Show all sources of capital funds for FY20 (July 1, 2019 - June 30, 2020).

If your library does not receive capital income from a source, enter a 0 (zero).

If your library receives capital income from a source, but the amount is unknown, enter N/A.

Report all capital income and expenditures in whole dollars only. Round to the nearest dollar.

#### For Capital Income

Report all income for major capital expenditures, by source of income. Include funds received for:

- Site acquisition
- New buildings, additions to buildings, or renovation of library buildings
- Furnishings, equipment, and initial collections for new buildings, additions, or renovations
- Major building updates or repairs including roof, painting, carpeting, furnace, central air, etc.
- New computer hardware and software used to support library operations, link to networks, or run information products
- Replacement and repair of existing furnishings and equipment
- New vehicles
- Other major one-time projects

#### DO NOT REPORT INCOME FOR:

- Regular purchase of library materials - Report in section D
- Payments for regular operating costs such as utilities, insurance, etc. - Report in section D
- Investments for capital appreciation
- Income passed through to another agency
- Funds unspent in the previous fiscal year (e.g., carryover).

Did your library have any major one-time capital projects in FY20?

NO - Skip to section D.

Yes

YES - check the box and click the SAVE button to display questions C01 - C06.

#### Capital Income

C01 Capital funds from local government (city, county)	\$16,000	\$0
C02 Capital funds from state sources	\$0	\$0
C03 Capital funds from federal sources	\$0	\$0
C04 Capital funds from private sources	\$0	\$0
C05 Total capital income	\$16,000	\$0

#### Capital Expenditures

C06 Total capital expenditures	\$25,314	\$17,389
--------------------------------	----------	----------

### Section D - Operating Income and Expenditures

#### OPERATING INCOME

Operating income covers the current and recurrent costs necessary to support the provision of library services. Report income used for operating expenditures by source. Include federal, state, local, and non-governmental income.

## REPORT ALL SOURCES OF FUNDS FOR FY20 (JULY 1, 2019 - JUNE 30, 2020).

- If your library does not receive operating income from a source enter a 0 (zero)
- If your library receives operating income from a source, but the amount is unknown, enter N/A
- Report all income in whole dollars only. Round to the nearest dollar

## DO NOT REPORT

- Income for capital expenditures as reported in Section C
- Contributions to endowments
- Income passed through to another agency
- Funds unspent in the previous fiscal year – carryover
- The value of any contributed or in-kind services
- The value of any non-monetary gifts and donations
- E-Rate discounts as income

*Total Governmental Operating Income*

D01	City income received from the city's general fund (exclude income from special levies)	\$427,000	\$427,000
D02	City income received from special levies	\$0	\$0
D03	County income received from all counties	\$38,743	\$37,515
D04	Income received from contracting cities in Iowa. Do not report income from your own city on this line.	\$1,200	\$1,200
D05	Other governmental income received	\$0	\$0
D06	Total local government operating income received	\$466,943	\$465,715
D07	State income received from the State Library of Iowa (Enrich Iowa - Direct State Aid, Open Access, ILL Reimbursement) Prefilled and locked by the State Library.	\$7,134	\$7,901
D08	Other income received from the State of Iowa	\$0	\$0
D09	Total state government operating income received	\$7,134	\$7,901
D10	Total federal government income received	\$0	\$0

*Non-Governmental Operating Income*

D11	Total non-governmental grants received	\$0	\$0
D12	Endowments and gifts received (only report if money was spent in FY20)	\$1,000	\$1,000
D13	Fines and/or fees received	\$3,889	\$5,877
D14	Other income received	\$6,580	\$21,870
D15	Total non-governmental operating income received	\$11,469	\$28,747

*Total Operating Income*

D16	Total operating income received	\$485,546	\$502,363
-----	---------------------------------	-----------	-----------

## OPERATING EXPENDITURES

Operating expenditures are the current and recurrent costs necessary to support the provision of library services. Significant costs, especially benefits and salaries, that are paid by other taxing agencies (government agencies with the authority to levy taxes) "on behalf of" the library may be included if the information is available. Only such funds that are supported by expenditure

documents (such as invoices, contracts, payroll records, etc.) at the point of disbursement should be included.

#### REPORT ALL EXPENDITURES INCLUDING GRANTS AND COOPERATIVE ARRANGEMENTS.

- If your library does not expend operating funds for an item, enter a 0 (zero)
- If your library expends operating funds for an item, but the amount is unknown, enter N/A
- To ensure accurate reporting, consult your business officer or city clerk regarding this section
- Report only money expended during FY20 (July 1, 2019 - June 30, 2020), regardless of when the money may have been received
- Report all expenditures as whole dollars only. Round fractions to the nearest whole dollar

#### DO NOT REPORT

- The value of free items
- Estimated Costs
- Capital expenditures as reported in Section C
- E-Rate discounts as expenditures

D17	Total salaries and wages expenditures (before deductions)	\$205,229	\$183,076
D18	Total employee benefits expenditures (health insurance, Social Security tax, retirement, etc.) This amount cannot be \$0. If you are unsure of benefits amount, report N/A.	\$63,460	\$62,217
D19	Total staff expenditures	\$268,689	\$245,293
D20	Print physical collection expenditures	\$40,280	\$42,205
D21	Audio physical collection expenditures -- All physical formats, including tape, CDs, etc. Do not report downloadable expenditures on this line.	\$636	\$1,228
D22	Video physical collection expenditures -- All physical formats, including tape, Blu-Ray, DVD, etc. Do not report downloadable expenditures on this line.	\$6,052	\$4,254
D23	Other physical collection expenditures for any materials not listed above (puzzles, art prints, puppets, cake pans, etc.)	\$60	\$0
D24	Total physical non-print collection expenditures	\$6,748	\$5,482
D25	Total physical collection expenditures	\$47,028	\$47,687
D26	Bridges e-book collection expenditures. Report Bridges e-book expenditures only. Prefilled and locked by the State Library.	\$588	\$529
D27	All other e-book collection expenditures. Report Advantage e-book expenditures on this line.	\$4,388	\$5,789
D28	Total e-book collection expenditures	\$4,976	\$6,318
D29	Bridges downloadable audio collection expenditures. Report Bridges expenditures only. Prefilled and locked by the State Library.	\$588	\$529
D30	All other downloadable audio collection expenditures. Report Advantage downloadable audio expenditures on this line.	\$5,295	\$980
D31	Total downloadable audio collection expenditures	\$5,883	\$1,509
D32	Bridges downloadable video collection expenditures. Report Bridges expenditures only. Prefilled and locked by the State	\$24	\$22

Library.

D33	All other downloadable video collection expenditures. Report Advantage downloadable video expenditures on this line.	\$158	\$0
D34	Total downloadable video collection expenditures	\$182	\$22
D35	Gale, Credo, Transparent Languages, and Bridges Magazine expenditures. Prefilled and locked by the State Library.	\$385	\$385
D36	All other Electronic Information collection expenditures. Do not report expenditures for products subsidized or managed by the State Library such as Gale, Credo, Transparent Languages, or Bridges.	\$8,185	\$5,193
D37	Total Electronic Information collection expenditures	\$8,570	\$5,578
D38	Total downloadable and Electronic Information collection expenditures	\$19,611	\$13,427
D39	Total collection expenditures	\$66,639	\$61,114
D40	All other operating expenditures (phone, lights, heating, cooling, Internet access, insurance, etc.)	\$106,119	\$75,258
D41	Total of all operating expenditures	\$441,447	\$381,665

### Section E - Library Collection

NUMBER HELD AT START OF YEAR - The number of volumes owned by the library at the start of the fiscal year (July 1, 2019).

NUMBER ADDED DURING FISCAL YEAR - The number of volumes added to the collection during the fiscal year whether through purchase or donation.

WITHDRAWN DURING FISCAL YEAR - The number of volumes weeded, lost, or removed for any other reason during the fiscal year.

NUMBER HELD AT END OF YEAR - The number of volumes owned by the library at the end of the fiscal year (June 30, 2020).

E01	Printed books (# of volumes), held at start of year	52,761	51,651
E02	Printed books (# of volumes), added during year	3,064	3,283
E03	Printed books (# of volumes), withdrawn during year	4,704	2,173
E04	Printed books (# of volumes), held at end of year	51,121	52,761
E05	Bridges e-books, held at end of year. Prefilled and locked by the State Library.	59781	49,444
E06	All other e-books held at end of year. Do not report Bridges or Freegal downloads here. Include Advantage titles here.	3,270	308
E07	Total e-books held at end of year	63,051	49,752
E08	Total books (print and e-books), held at end of year.	114,172	102,513
E09	Audio materials (# of physical volumes), held at start of year	3,311	3,393
E10	Audio materials (# of physical volumes), added during year	28	44
E11	Audio materials (# of physical volumes), withdrawn during year	590	126
E12	Audio materials (# of physical volumes), held at end of year	2,749	3,311
E13	Bridges downloadable audio materials, held at end of year. Prefilled and locked by State Library.	27368	22,519

E14	All other downloadable audio materials, held at end of year. Do not report Bridges or Freegal downloads here. Include Advantage titles here.	14,268	48
E15	Total downloadable audio materials, held at end of year	41,636	22,567
E16	Total audio materials (physical and downloadable), held at end of year.	44,385	25,878
E17	Video materials (# of physical volumes), held at start of year	6,839	6,731
E18	Video materials (# of physical volumes), added during year	308	485
E19	Video materials (# of physical volumes), withdrawn during year	166	377
E20	Video materials (# of physical volumes), held at end of year	6,981	6,839
E21	Bridges downloadable video materials, held at end of year. Prefilled and locked by the State Library	50	50
E22	All other downloadable video materials, held at end of year. Do not report Bridges or Freegal downloads here. Include Advantage titles here.	6	0
E23	Total Downloadable video materials, held at end of year	56	50
E24	Total video materials (physical and downloadable), held at end of year	7,037	6,889
E25	Other library materials (# of physical volumes), held at start of year	216	216
E26	Other library materials (# of physical volumes), added during year	7	0
E27	Other library materials (# of physical volumes), withdrawn during year	25	0
E28	Other library materials (# of physical volumes), held at end of year	198	216
E29	Total physical volumes, held at start of year	63,127	61,991
E30	Total physical volumes, added during year	3,407	3,812
E31	Total physical volumes, withdrawn during year	5,485	2,676
E32	Total physical volumes, held at end of year	61,049	63,127
E33	Total downloadable materials, held at end of year	104,743	72,369
E34	Total physical and downloadable volumes, held at end of year	165,792	135,496

### *Licensed Databases*

Refer to the State Library of Iowa's website to determine how databases and other electronic resources are counted. <http://www.statelibraryofiowa.org/ld/a-b/statistics/eleresannsurv>

E35	Number of licensed databases funded locally or by other non-state funded cooperative agreements (or consortia) within the state or region.	3	6
E36	Number of licensed databases funded by the state government or The State Library of Iowa. Count Gale as 41, Credo Reference as 1, Chilton Library as 1, Transparent Languages as 1, and Brainfuse as 1. Maximum amount for this line is 45. Prefilled and locked	45	45
E37	Total licensed databases	48	51

## Section F - Circulation

Report circulation for FY20 (July 1, 2019 to June 30, 2020). Circulation should only be counted for items checked out of the library's collection for use outside of the library, including renewals. DO NOT count automatic renewals as circulation. DO NOT count in-house use or computer use as circulation. *COVID-19 note: make sure to report items checked out through curb-side service as circulation.*

### *Circulation Transactions of Physical Items*

F01	Adult books	26,894	36,276
F02	Young adult books	4,052	4,888
F03	Children's books	53,004	58,818
F04	Video recordings (physical formats)	18,956	25,802
F05	Audio recordings (physical formats)	4,163	6,108
F06	Serials (physical formats)	476	707
F07	All other physical items (CD-ROM based products, puzzles, art prints, pamphlets, cake pans, puppets, etc.)	860	1,843
F08	Total PHYSICAL circulation by material type	108,405	134,442

Lines F09 and F10 should be reported as individual counts. They do not need to add up to a total. These counts are part of the physical total as reported on line F08. Do not count electronic use for lines F09 or F10.

F09	Circulation to the rural population of your own county	10,697	13,563
F10	Total physical circulation of all materials cataloged as "children's"	53,445	58,818

### *Use of Downloadable Material*

F11	Bridges e-books, including use of Advantage titles. Prefilled and locked by the State Library.	7704	5,489
F12	All other e-books	669	22
F13	Total use of e-books	8,373	5,511
F14	Bridges downloadable video recordings, including use of Advantage titles. Prefilled and locked by the State Library.	6	03
F15	All other downloadable video recordings - do not include Freegal or similar.	357	0
F16	Total use of downloadable video recordings	363	3
F17	Bridges downloadable audio recordings, including use of Advantage titles. Prefilled and locked by the State Library.	5549	3,898
F18	All other downloadable audio recordings - do not include Freegal or similar.	198	0
F19	Total use of downloadable audio recordings	5,747	3,898
F20	Bridges electronic serials - including use of Advantage titles. Prefilled and locked by the State Library.	398	165
F21	All other electronic serials - Include RB Digital or similar.	0	413
F22	Total use of electronic serials	398	578
F23	Total use of downloadable materials	14,881	9,990

### *Successful Retrieval of Electronic Information (Database Use)*

F24	Successful retrieval of Electronic Information from Gale, Credo, Transparent Languages and Brainfuse. This used to be called Licensed database use. Prefilled and locked by the State Library.	525	769
-----	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----	-----



F25	Successful retrieval of all other Electronic Information funded locally or by other non-state funded cooperative agreements. Do not count users, sessions, website hits, or online catalog use. This used to be called Licensed database use.	7,300	11,998
F26	Total successful retrieval of Electronic Information.	7,825	12,767
<i>Circulation and Use Totals</i>			
F27	Total Circulation of physical and downloadable materials (This is the same as Total circulation by material type on previous year's surveys).	123,286	144,432
F28	Total Electronic materials use (Total downloadable use plus Total successful retrieval of Electronic Information)	22,706	22,757
F29	Total Collection use (Total circulation of physical and downloadable items plus successful retrieval of Electronic Information. This is not the total of F27 + F28).	131,111	157,199

*Interlibrary Loan*

The State Library will automatically fill in data from the SILO ILL service. If your library only uses SILO for ILL, you can skip F30 to F35. Examples of other ILL services are OCLC or print forms.

F30	ILL Received from other libraries using the SILO ILL service. Prefilled and locked by the State Library.	539	547
F31	ILL Received from other libraries using all other ILL services. Do not report SILO ILL on this line.	11	16
F32	Total Interlibrary Loan received from other libraries	550	563
F33	ILL Provided to other libraries using the SILO ILL service. Prefilled and locked by the State Library.	381	680
F34	ILL Provided to other libraries using all other ILL services. Do not report SILO ILL on this line.	0	0
F35	Total Interlibrary Loan provided to other libraries	381	680
F36	Current total number of registered users as of June 30, 2020	5,703	4,656

**Section G - Program Attendance and Other Services***Program Attendance*

When reporting the number of programs, count the total number of events. A story time held once a week for a year is counted as 52, not as one.

When reporting attendees, count total number of attendees regardless of the age. A children's program attended by 10 children and 10 adults is counted as 20, not as 10.

Live, virtual programs are conducted via a Web conferencing or webinar platform during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time. These are considered programs for survey purposes and should be added into programming counts as indicated below.

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 list to on-demand. Do not include promotional or marketing content.

Recordings of program content are counted separately as indicated below.

Programs designed for adults, families, cross generational, all-ages, etc. should be reported on lines G13 TO G18.

G01	Total number of in-person library programs for children (NEW)	174	
G02	Total number of live virtual library programs for children (NEW - COVID)	24	
G03	Total number of library programs for children	198	218
G04	Total number of people attending in-person library programs for children (NEW)	4,031	
G05	Total number of people attending live virtual programs for children (NEW - COVID)	280	
G06	Total number of people attending library programs for children	4,311	5,122
G07	Total number of in-person library programs for young adults (NEW)	47	
G08	Total number of live virtual programs for young adults (NEW - COVID)	0	
G09	Total number of library programs for young adults	47	23
G10	Total number of people attending in-person library programs for young adults (NEW)	489	
G11	Total number of people attending live virtual programs for young adults (NEW - COVID)	0	
G12	Total number of people attending library programs for young adults	489	427
G13	Total number of in-person library programs for adults, families, etc. (NEW)	102	
G14	Total number of live virtual programs for adults, families, etc. (NEW - COVID)	3	
G15	Total number of library programs for adults, families, etc.	105	156
G16	Total number of people attending in-person library programs for adults, families, etc. (NEW)	1,433	
G17	Total number of people attending live virtual programs for adults, families, etc. (NEW - COVID)	5	
G18	Total number of people attending library programs for adults, families, etc.	1,438	867
G19	Total number of library programs	350	397
G20	Total number of people attending library programs	6,238	6,416
G21	Total number of recordings of program content for children (NEW - COVID)	13	
G22	Total number of recordings of program content for young adults (NEW - COVID)	0	
G23	Total number of recordings of program content for adults, families, etc. (NEW - COVID)	3	
G24	Total number of recordings of program content (NEW - COVID)	16	
G25	Total number of views of recordings of program content for children (NEW - COVID)	564	
G26	Total number of views of recordings of program content for	0	

young adults (**NEW - COVID**)

G27	Total number of views of recordings of program content for adults, families, etc. ( <b>NEW - COVID</b> )	91	
G28	Total number of views of recordings of program content ( <b>NEW - COVID</b> )	655	
<b>Other Services</b>			
G29	Door count annually - do not count curbside delivery or other services provided while the library is physically closed to the public as door count.	70,439	101,245
G30	Is annual door count based on an annual count (i.e. with a door counter) or an annual estimate based on a typical week or weeks? ( <b>NEW</b> ) Choose one of the options listed below:	Annual Count	
G31	Total number of reference transactions annually	4,287	3,970
G32	Is number of annual reference transactions based on annual count (i.e. year-long tally marks) or an annual estimate based on a typical week or weeks? ( <b>NEW</b> ) Choose one of the options below:	Annual Count	
G33	Number of Internet computers for public use	12	14
G34	Number of uses of public Internet computers <u>ANNUALLY</u>  (You may count a typical week and multiply by 52)	10,257	11,014
G35	Number of wireless sessions annually - for libraries subscribing to the statewide WhoFi service. Prefilled and locked by the State Library. ( <b>NEW</b> )	7,214	7,405
G36	Number of wireless sessions annually - for libraries without the statewide WhoFi service. ( <b>NEW</b> )		
G37	Total number of wireless sessions annually	7,214	7,405
G38	Website visits for PLOW website annually. Prefilled and locked by the State Library.	0	0
G39	Website visits for all other libraries annually. Libraries unable to collect a count of their website visits should report N/A. Libraries without websites should report -3.	10,962	13,456
G40	Total website visits annually	10,962	13,456

### Section H - Library Buildings - Hours and Square Footage

H01	Total number of hours open <u>ANNUALLY</u> at the main library only. Prefilled by the State Library.	3,224	3,224
H02	Total number of weeks open <u>ANNUALLY</u> at the main library only (round to the nearest whole number of weeks). Prefilled by the State Library.	52	52
H03	Square footage of main library. Prefilled and locked by the State Library.	16,330	16,330
H04	Total number of weeks the main library was closed due to COVID-19 ( <b>NEW - COVID 19</b> )	6	
H05	Total number of weeks the main library had limited occupancy due to COVID-19 ( <b>NEW - COVID 19</b> )	0	

### Section H Totals

H12	Total number of hours open annually at the main library and all branches. (Click the SAVE button to calculate the total.)	3,224	3,224
H13	Total number of weeks open annually at the main library and all branches (Click the SAVE button to calculate the total.)	52	52
H14	Total square footage of main and all branch libraries (Click the "SAVE" button to calculate the total.)	16,330	16,330

## Section I - COVID 19 related questions

The following questions have been added to the FY20 survey in order to assess the impact of the COVID-19 pandemic on library services. Answer Yes or No to the following questions if you know for sure that you provided the listed service or not. If you aren't sure, leave the question blank.

- I01 Were any of the library's outlets physically closed to the public for any period of time due to the Coronavirus (COVID-19) pandemic? (YES/NO)
- Hours open clarification: 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 or "curbside" services outside the building. Yes
- I02 Did library 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? (YES/NO)
- Services to the public can include providing reference service, hosting virtual programming or recorded content, curbside delivery, etc. Staff can be located or home or in a closed library while providing these services. Yes
- I03 Did the library add or increase access to electronic collection materials due to the Coronavirus (COVID-19) pandemic? (YES/NO) Yes
- I04 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?" (YES/NO) No
- I05 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? (YES/NO) Yes
- I06 Did the library provide reference service via the Internet or telephone during the Coronavirus (COVID-19) pandemic? (YES/NO) Yes
- I07 Did the library provide 'outside' service for circulation of physical materials at one or more outlets during the Coronavirus (COVID-19) pandemic?" (YES/NO) Yes

- Includes any contactless or minimal contact provision of circulation items. Similar terms could include curbside, vestibule, or porch pickups, delivery (mail or drop-off), drive-thru, etc. NOTE: Circulation of these items should be reported as circulation in the appropriate category in section F.
- I08 Did the library provide live, virtual programs via the Internet during the Coronavirus (COVID-19) pandemic? (YES/NO)
- NOTE: 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. Yes
- I09 Did the library create and provide recordings of program content via the Internet during the Coronavirus (COVID-19) pandemic? (YES/NO)
- NOTE: 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. Yes
- I10 Did the library provide Wi-Fi Internet access to users outside the building at one or more outlets BEFORE the Coronavirus (COVID-19) pandemic?" (YES/NO)
- Includes "parking lot access," bookmobiles or other mobile facilities with Wi-Fi capabilities. Yes
- I11 Did the library intentionally provide access to Wi-Fi Internet access to users outside the building at one or more outlets DURING the Coronavirus (COVID-19) pandemic? (YES/NO)
- Yes
- I12 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? (YES/NO)
- No
- I13 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? (YES/NO)
- NOTE: Include reassignments to other government agencies (e.g., to provide 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 off hours would not. No

I14 Does the library check out WIFI hotspots for use outside the library? (YES/NO) No

All libraries submitting an annual survey must also submit a Signature Page to certify accuracy. This document is also included in the Print Application Form. Click [here](#) to print off the form, sign it, and return it to Toni Blair as listed on the document.