



## MEMO

As requested, please find enclosed a copy of the library's 2020 budget / forecast based on limited / adjusted reopening for the remainder of the year.

The library was closed March 13, 2020. During this 8 week closure, part time staff was laid off and the two full time staff worked from home with daily visits to the library to empty the book drop, answer phone messages, manage WiFi access etc.

- The CEO redesigned the website with a focus on Virtual Library Services. Access to eResources was increased with Development Charges.
  - New eResource platforms included: Hoopla, home access to Ancestry.ca, TumbleBooks and a host of school support websites and databases.
- During this period, more than 200 temporary access cards were issued to individuals who never had a membership or whose cards has expired and were purged from the system. As of September 17<sup>th</sup>, 167 of these cards have been updated to full status, 73 of them are McNab Braeside residents.
- There were 372 email inquiries for support – primarily how to use the website, resources and some assistance with devices, including tablets, home computers and smart phones.
- There was an 11% surge in usage of the boosted WiFi in the parking lot. Total bandwidth usage greatly exceeded previously recorded statistics.
- The Youth Services Librarian created a summer reading program providing families with a physical connection to the library via Curbside Service. More than 200 children were registered for this program with more than 40% of the participating children from McNab/Braeside. This unique program included a kickoff party in partnership with Valley Heritage Radio and Dominos Pizza; circulating book bundles including craft components and activities were signed out during July & August; incentives to help children maintain summer reading goals. APL was the only library in the region offering a tangible library program during this period.

Part time staff members were brought back on a gradual basis throughout the summer as Curbside Service was introduced at the end of May.

During this period the library's activity continued to be buoyed by eResource circulation, but staff remained busy circulating an average of 450 materials each day for the 3-day Curbside Service week. On August 5<sup>th</sup>, the province entered Stage 3 and the public was invited back into the library for browsing, computer usage, printing, copying, faxing etc.

Hours were adjusted to accommodate community demand and coinciding with start of school, were increased to 35 hours per week. This is a reduction from the pre-COVID public access of 47 hours per week.

Current hours: Monday – Thursday: Noon – 7pm;  
Fridays: 10am – 5pm;  
Saturdays: Curbside Service only 10:30am – 2:00pm;

Visits are by appointment thereby maintaining capacity. HomeBound delivery is back in full service. Interlibrary Loans are fully functional. Specialized Book selection service for individuals opting for Curbside only service. School Support continues for both elementary and high school classes. The popularity of the Book Bundle program has been modified and expanded to enhance at home learning and reading enjoyment.



## LINE BY LINE

### Income:

- Municipal grants are based on the JSA and do not include the approved ask for an additional programming staff member as timing did not permit for the hire and programming now on hold indefinitely.
- Town of Arnprior Development Charges – offset of augmented eResources
- Operations:
  - Reduction in revenue from photocopier, programming and fines all due to closure and continued group restrictions.
- Sundry:
  - Loss of revenue from invigilation (\$9,800), Coffee Machine, Book Sales, Room Rentals

### Expenses:

Savings from wages line will offset operating costs.

- \$50K reduction in wages from closure and gradual ramping up of hours and services in the summer; continued reduced hours
- Acquisitions (Books and other materials) based on orders already submitted for 2020.
- Operations:
  - Reflected in lack of programming and access to the physical space
- COVID costs included additional laptops for at home work; plexiglass; keyboard covers; software etc.

The new reality has opened doors to new service delivery models.

The Library Board authorized the expenditure of a portion of the Adult Programming reserve for a mobile unit that will provide WiFi on Wheels and popup library services to schools, day cares, senior residences, parks and the rural parts of the library's catchment area.

This reserve had been earmarked to celebrate the library's 125<sup>th</sup> anniversary in 2020. Instead, Curby will be providing an enhanced level of Curbside Service to all residents in Arnprior, McNab/Braeside and Lanark Highlands.

[www.arnpriorlibrary.ca/curby](http://www.arnpriorlibrary.ca/curby)

For ongoing information about the library, services and programs

[www.arnpriorlibrary.ca/newsletters](http://www.arnpriorlibrary.ca/newsletters)