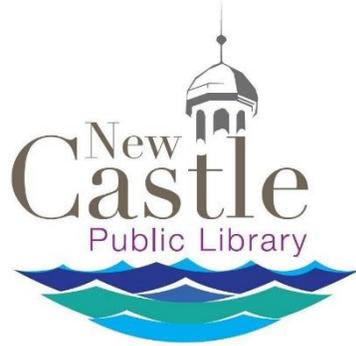


**New Castle County Department of Community Services**

**New Castle Public Library**



**FY 2021  
End of Year Report  
And  
Goals for FY2022**

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**New Castle Public Library - End of Year Report  
Accomplishments for FY21 and Goals for FY22**

## **Mission and Vision Statement**

**Mission:** The New Castle Public Library's mission is to facilitate the community's pursuit of knowledge and enjoyment through provision of materials, information services, access to technology, and community events.

**Vision:** New Castle Public Library values the historic heritage and diversity of its community. We seek to engage the community in lifelong learning, provide access to established and emerging technology, and be a safe gathering place where people and ideas come together.

The staff, as ambassadors of the library, provide outstanding customer service, ensure freedom of access to information and technology, and offer materials and programs that entertain and inspire.

## **Significant Accomplishments for the New Castle Public Library – FY2021**

### Facility enhancements

- After the worst leaks experienced to date, the roof was repaired and all leaks have been resolved.
- Ceiling tiles were replaced.
- An outlet and pump were installed in area by vault to accommodate a dehumidifier.
- The walls where repair work had been done, pillars, and other areas needing touch-ups were painted.

### Training

- All staff attended a 2-part workshop on self-care and appreciation in the workplace. These were designed specifically for New Castle Library staff.
- All full-time and some part-time staff participated in webinars on topics such as marketing, customer service, and collection development and maintenance.
- Library Executive Director participated in multiple webinars to improve skills in performance reviews, customer service, and financial oversight.
- Library Executive Director participated in monthly networking events hosted by DANA, targeted specifically to Executive Directors.

### Partnerships

- The New Castle Library Friends membership remained level. They were unable to participate in fundraisers, including assistance with A Day in Old New Castle, and the

annual book sale due to the pandemic. They still provided funding to the library for programs, digitizing New Castle Weekly, the walk-in collection, and other operating expenses.

- The Friends Board did not meet throughout the year but communicated via email often, continued to send out their quarterly newsletter and held their membership drive. A mini book sale was held in June as part of the library's outdoor summer opening program.
- The library partnered with BVSPCA and Faithful Friends for a pet adoption at the outdoor event to kick off the summer reading challenge.
- Adult Services Librarian partnered with New Castle Historical Society in creating videos for the Society on the topics of elections in City of New Castle and historical cooking methods for the holidays.
- Adult Services Librarian partnered with Delaware State Parks Archives located in Delaware City for an outdoor display of artifacts from around the state.
- The Charles Parks statues that were on loan from Delaware Historical and Cultural Affairs were returned.

## Staff

- Two part-time positions were eliminated. A new position was created; an Administrative Library Aide, to assist the executive director in administrative tasks as well as provide support for programming and tech desk coverage.
- Part-time Library specialist, Patty O'Brien retired. However, she is remaining on payroll to continue her role as bookkeeper 3-6 hours per month.
- Staffing transitions and promotions included PLA Nicole Ballance taking on the role of Library Specialist, performing book processing tasks in addition to keeping her social media and website responsibilities. Jennifer Wilson, recently hired as the Administrative Library Aide, promoted to part-time PLA. Jessica Hitchens was hired as the Administrative Library Aide.
- Staff actively participated or co-chaired in county library projects and initiatives including but not limited to 1000 Books Before Kindergarten, 500 Books Before Middle School, Longwood Garden Community Reads and Read for the Record. Dolly Parton Imagination Library, and Blue Hen Awards are state-wide initiatives.
- Many staff are active members of Delaware Library Association. Jen Wilson is President; Tyler Antoine is nominating chair; Sara Thomas is membership chair; Nicole Ballance is communications chair and compiles the quarterly bulletin/newsletter. Jen and Tyler are

active in the Social Justice Committee. Julie Kirk is a member of the Awards and Scholarships committee.

- Library Executive Director continued to serve on the Public Library Steering Committee.
- Library Assistant took an extended leave of absence for health reasons.
- A circulation aide fell, requiring emergency medical care and an extended leave. She resigned as she did not feel able to return to work although she was medically cleared. Workers compensation claim was made.

#### Programs:

- The library was not able to have volunteers this year due to COVID.
- Virtual programming was offered throughout the year, utilizing a cooperative format that included programs hosted by libraries throughout the county and state. The library worked closely with New Castle County libraries to provide a wide variety of programs to meet many interests.
- Popular programs hosted by New Castle Public Library included trivia, bingo, PJ Story time, and the introduction of a new program Real to Reel with Hockessin library.
- Jigsaw puzzle giveaways occurred several times throughout the year.
- The adult book discussion resumed virtually.
- The library held a recognition event for long-time board member Carlo Viola. In May of 2020 he was to receive an award from DLA which needed to be postponed. The library board also wished to pay him tribute for his 18 years of service to the library, especially his role in the renovation. At the event, attended by his family and library board and staff, in the garden, he received a plaque from DLA and a plaque from the library as well as a resolution from the governor's office. The Friends provided refreshments.

#### Library Operations

- Applied for and received forgiveness on the loan for the Paycheck Protection Program.
- Board meetings were held virtually each month.
- Library received an annuity check from the estate of a patron.
- A new website was launched. It was created and is hosted by DDL.
- In an attempt to keep the public engaged in library activities, the library purchased passes to the Tyler Arboretum and the Brandywine Zoo for patrons to checkout. The Brandywine passes were especially popular.
- Through the generosity of DDL, the library was provided 5 Chromebook laptops and 5 hotspots to circulate to patrons.
- The back door counter was replaced by DDL with Sensusource.

## Challenges

- Bats were entering the building causing motion alarms. The point of entry was identified. Remedial action was taken but was not 100% effective.
- Dealing with dual cases of COVID proved challenging due to the inexperience of staff in handling such situations.
- The Community Room developed a musty odor, the source of which could not be identified. Several tactics to ameliorate proved ineffective.
- Several heat pumps required major maintenance. The heat pump for the director's office stopped working completely at the beginning of air conditioning season. (June).
- The roof leaks worsened throughout the year resulting in major damage to walls, window frames and ceiling tiles. Some books were also lost to water damage.

## COVID

- Library director attended weekly meetings with county and state about reopening plans.
- Curbside pickup of circulated items expanded to include printing.
- Two positive cases of COVID resulted in the library closing for a week.
- Virtual programming continued for adults and youth. Trivia and bingo were popular.
- The library and staff collaborated with New Castle County libraries and DDL on programming for summer 2021.
- The library continued to accept plastic bags from the community for recycling through Eco Plastic Products of Delaware with the collection bin on the front porch.
- Plexiglas shields for the main service desks were installed.
- Reopened in April on a limited basis with computer reservations, and browsing in the NEW section. Curbside service continued on days not open.

## Goals for FY22

- Recruit, nominate and interview new board members to bring the board back to full strength. Orientation of new board members within the first few months of service is ideal.
- Return the library to full operations: hours and services will be as extended.
- Work with staff to create new opportunities for the Bike Bookmobile for summer 2022.
- Add the non-circulating Delaware collection in the Rodney Room locked cases to the Delaware Library Catalog.

- Create and encourage team building activities to improve communication, cooperation, and foster creativity among the staff.
- Seek alternative funding opportunities to supplement a potential shortfall in state aid.
- Develop new partnerships and maintain current ones through collaboration, education of library services, and creating opportunities for mutual benefit.

Statistical Measures:

In FY20, the library was open until March 2020, almost 3 full quarters.

In FY21, the library was closed until April 2021 when the library opened 3-4 days per week with reduced hours and services.

<b>Measure</b>	<b>FY19</b>	<b>FY20</b>	<b>FY21</b>	<b>% Change FY19 FY20</b>
<b>Hours Open</b>	2462	1723	272	-84.21%
<b>User Visits</b>	72794	50684	7643	-84.92%
<b>Circulation</b>	77513	57357	32910	-42.62%
<b>Registered Patrons</b>	6788	6381	5479	-14.14%
<b>Reference Transactions</b>	10022	8016	2855	-64.38%
<b>Programs Held</b>	541	504	214	-57.54%
<b>Program Attendance</b>	4428	4957	2918	-41.13%
<b>Time Used on Public Computers</b>	12713	8170	180	-97.80%
<b>Wireless Use</b>	7254	2584	999	-61.34%
<b>Meeting Room usage</b>	416	317	7	-97.79%
<b>Summer Reading Club</b>				
<b>Registered</b>	105	31	36	16.13%
<b>Completed</b>	49	6	6	0.00%
<b>Completion Rate</b>	46.67%	19.30%	16.22%	-15.96%
<b>Turnover</b>	2.07	1.57	n/a	