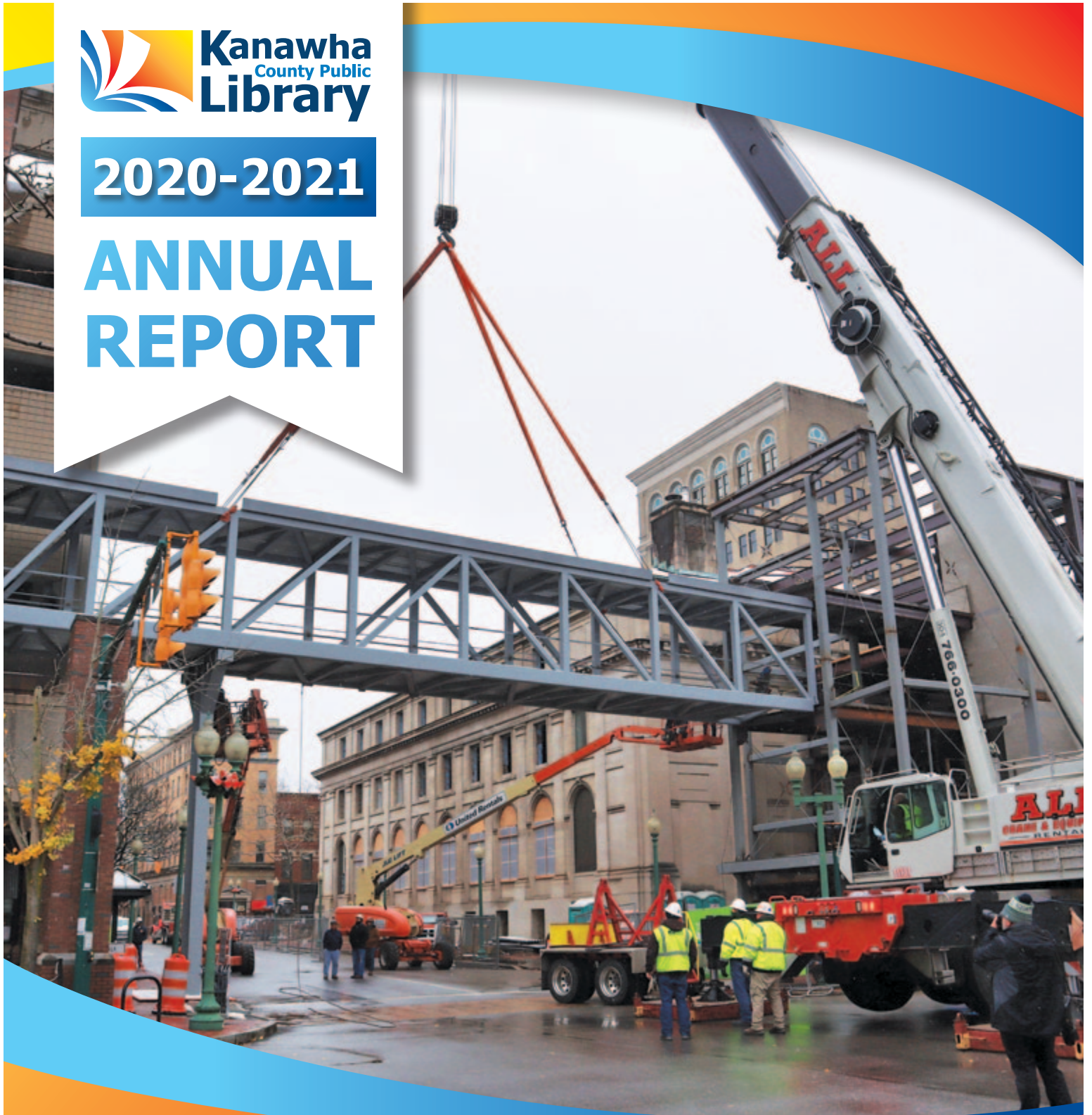




2020-2021
ANNUAL
REPORT



**Kanawha County Public Library:
Building a Brighter Future**

www.kanawhalibrary.org

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Children's Services	Terri McDougal
Main Library Public Services	Sarah Mitchell
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Clendenin	Tammy Parker
Cross Lanes	Brittany Rothausen
Dunbar	Ben Ball
Elk Valley	Ellie Teaford
Glasgow	Anthony DeMinico
Marmet	Anthony DeMinico
Mobile Library	Anthony DeMinico
Riverside	Anthony DeMinico
Sissonville	Ben Ball
St. Albans	Melissa Burchett

2020-2021 Highlights

Clendenin

Library staff and advisory board members hosted a Drive-Thru Holiday Open House outdoors. Advisory board members distributed craft kits, books and packages of snacks, and Santa Claus gave candy canes and holiday wishes. Installed new signage in collaboration with Marketing Dept. with additional signs added to the door, banister and yard signs placed around town. Participated in Clendenin Homecoming Festival in June, five years since the devastating flood that destroyed the previous Clendenin Branch Library facility. Utilized neighboring Clendenin Health Center's yard for games and StoryWalk® event, and hosted a caricature artist with prizes and refreshments provided by the advisory board. The advisory board advertised the library with a float in the parade and distributed candy and books to children.

Cross Lanes

While the past year provided a unique set of challenges, we successfully adapted to provide virtual programs. Our adult and teen book discussion groups met monthly through virtual platforms and numerous craft programs for all ages were offered as "take and make" projects with virtual instruction provided by the staff. As restrictions lifted, we hosted a community scavenger hunt in cooperation with five local small businesses as part of our summer library club activities. We have completed several projects to refresh and enhance the library's public spaces as we eagerly welcome patrons back. These projects include redecorating the library's teen zone and the introduction of a community sharing box for children's books in the lobby.

Dunbar

Displayed artwork from local artists as part of the Dunbar Centennial. Exhibited several paintings showing famous landmarks and historical incidents from Dunbar's past. In May, participated in the city's centennial event by staging a StoryWalk® based on the book *My River* by Shari Halpern. Offered crafts and COVID-safe treats for children. Partnered with Backpack Blessings to make snack bags available to patrons. Found new ways to provide programming during the pandemic with a drive-through holiday open house with Santa Claus, and another drive-through event in the spring with the Easter Bunny. In addition, for the first time ever, Dunbar had Storytime programming on the patio outside.

Elk Valley

Staff continually adapted to changing services for the public throughout the year, whether we were open to the public or only offering curbside service. Staff created many craft kits for patrons of all ages to enjoy at home. Ellie Teaford organized systemwide craft kits for children throughout the year. Worked with the WVU Extension Service to offer STEM kits in the summer. Ivy Jackson learned to use new technology to create several virtual programs for children.

Glasgow & Marmet

Glasgow and Marmet reopened and were utilized to extend services to patrons impacted by construction-based closures at Riverside, which aided in creating a new schedule for additional services during the upcoming Riverside closure.

Riverside

Riverside faced a number of interesting challenges during the COVID-19 pandemic as we balanced our responsibilities to the school and to the public, but found ways to provide services with minimal patron impact.

Sissonville

Sissonville is still finding new ways to provide programming during the pandemic. The branch book club was held virtually throughout the year, which have proven to be very popular with our patrons. Introduced curbside service during the summer of 2020. Despite limited access to the library during the COVID-19 crisis, staff members provided patrons with craft kit bundles which included activities for children.

St. Albans

Installed new carpet in November 2020. Began plans for the replacement of the library elevator, which was originally installed in 1971. Construction is expected to be in the fall of 2021. Presented a StoryWalk® on the St. Albans City Park Nature Trail in April.

Marketing & Development

Created a new logo and color scheme and began steps to overhaul the KCPL website. Maintained KCPL affiliated websites, including KCPL from Home, Charleston Reads, and the WV Book Festival. Supplied content for the Reimagine Your Library website. Launched a new TV show, *More Than Books – Stories from the Kanawha County Public Library*, on the WV Library Commission TV Network. Created promotional materials for the library system and maintained KCPL's presence in media, such as radio, television, social media and more. Coordinated fundraising efforts which generated \$56,201 for the KCPL Annual Fund.

Mobile Library

The Mobile Library was inactive for most of the year due to the COVID-19 pandemic. In January, it was moved to the Patrick Street plaza where it offered curbside service for the Main Library's temporary quarters in the Town Center Mall.

Children's Services

Provided virtual events for children and families available on either a weekly or monthly basis: Virtual Storytime, Write a 5 Word Story, 1st Chapter Fridays, Kindness Club Storytime and Challenge, Family STEM and Family Storytime. Also offered special seasonal events virtually. Coordinated two special program offerings with assistance from Kids Connection team members: Project Build! Family STEM kits, which were funded through a grant from Space Science Institute, and our first-ever StoryWalk® events, presented in collaboration with our Clendenin, Dunbar and St. Albans libraries. Offered many Make & Take craft or activity kits in lieu of in-person events throughout the year in collaboration with branches. Coordinated purchase and implementation of KCPL's new online resource, Scholastic Teachables. Provided a successful virtual Summer Library Club, "Tails & Tales," with weekly virtual programs about animals and a reorganized prize structure well-received by patrons.

Public Services

During the COVID-19 pandemic, the department continued to provide research services, help with digital services and more even when staff worked remotely from home. Adult Services staff logged in remotely during library closures to help patrons with what they needed. Programming moved online, and patron favorites like the Great Decisions series resumed. Patrons were very appreciative. At the return of Great Decisions, patrons told staff, "It is finally something that is normal."

Tech Services

Added 31,611 new items, 6,467 magazines and newspapers, and pursued hundreds of Inter-Library Loan requests from KCPL patrons and other libraries throughout the nation. Increased digital collections by launching CloudSourceOA (an open access research tool), expanding Hoopla services, and enlarging the WVDEL collection. Began implementing data-driven, patron focused acquisitions by launching LibraryIQ for collection and circulation statistics.

Friends of The Library Foundation of Kanawha County, Inc.

Provided over \$22,000 in funding this year to support programs and project not covered by the KCPL budget. The Friends debuted their first virtual basket auction, which raised over \$21,000. Continued membership outreach efforts with a new dedicated Facebook page, decals, bookmarks, and simplified membership forms.



A Letter from the Board President

With the pandemic receding and our facilities open and vibrant again, we begin a new fiscal year with insatiable excitement! While in-person gatherings were curtailed over the past year, the Library worked valiantly to provide curbside service as well as digital downloadable materials for our patrons. At every turn of uncertainty, our staff found innovative ways to bring library services into homes across the county. So now as we reopen, we curiously find ourselves in a time of growth and expansion, aspiring to serve the many facets of our communities.

A few highlights for the coming year include:

- *Return of the WV Book Festival, including prominent national and regional authors.*
- *Installation of a materials vending machine in Clendenin, to augment the services provided at the community branch.*
- *Additional hours at some of our smaller branches, including Glasgow and Marmet.*
- *A systemwide collection revamp tailored to patron interests.*
- *An improved website, providing a platform to easily access online resources.*
- *A newly renovated Main Library, bringing the very best of the 21st century library to our valley.*

Through our highly skilled and creative staff we serve our patrons, schools, civic organizations, businesses, and communities. We endeavor to foster learning, personal development, leadership, collaboration, compassion, creativity, community, and entertainment. Our professionals, para-professionals, and customer service staff have emerged from this pandemic emboldened to offer patron and community inspired facilities, collections and services, unveiling a new era of library service in Kanawha County. Insatiable excitement indeed!

Updates from the Library Director

A year like no other, the Kanawha County Public Library system weathered the turmoil of COVID-19 and its impact on library service. As national, state, and local health guidelines regularly changed throughout the pandemic, our library teams had to adapt to closures and limited services. Curbside pickup and virtual programming have become so successful that the branches plan to continue providing them indefinitely. Also of interest, digital resources have become popular mainstays post-pandemic. While the library system has always had a large collection of digital books, audiobooks, magazines, and videos to download, library customer service staff connected reluctant digital users with downloadable lending services throughout “the year most everyone stayed home.” As result, 60% to 65% of the library system’s monthly circulation last year was digital.

A year in seclusion challenged the library system’s role to provide quality service to communities. However, the library system continued to innovate in reaching patrons at home through social media campaigns. And, with cautious reopening, the library system returned to in-person services with social distancing measures. During this time, library administration focused on facility improvements throughout the county and took the opportunity for critical analysis to improve the customer service experience.

Programming teams developed virtual programs, some through grant opportunities, to engage patrons in learning and creativity, to support the school curriculum throughout the year, and to reach life-long learners through innovative “take-home” and “at-home” crafts and online learning. Internet “hotspots” – or devices that allow households to connect to the Internet – was the most in demand library service. As a result, we are more than doubling the devices that we circulate provided to us through a federal grant program.

Although much of this year was a reaction to COVID-19 and striving for creative ways to keep the library in the hands and minds of our communities, the library system began its long waited for Main Library renovation. This massive \$32 million, privately funded project which began last Spring is scheduled to be completed by December 2021. A grand, 100-day celebration will begin sometime in February 2022 to showcase the wonderful, local contributions and will be a premier public library destination throughout the state. As with the library branches, the new Main Library will be the heart of the local community, connecting patrons to learning, conversation, and information discovery in the modern era of library and technology services.



Monika Jaensson
KCPL Board President



Erika Connelly
Library Director

550,270
Items Circulated

96,245
Patron Visits

179,169
Main Website Visits

85,040
Registered Patrons

417,640
*Items
in Collection*

84,048
*Questions
Answered*

6,131
*Hours Spent
on Public Computers*

214
*Events & Classes
for Children & Families*

255
*Events & Classes
for Adults & Teens*

19,439
*Attended Events & Classes
for Children & Families*

1,284
*Attended Events & Classes
for Adults & Teens*

180,187
*Total Visits
to KCPL Websites*

312,402
*Total Views
of KCPL Websites*

2020-2021 Kanawha County Public Library Budget

Income			Expenditures		
Levying Authorities	\$5,729,425	83.35%	Salaries/Benefits	\$4,721,708	68.69%
State Grants	\$800,341	11.64%	Materials	\$750,144	10.91%
Other	\$344,460	5.01%	Other	\$1,402,374	20.40%
Total	\$6,874,226	100%	Total	\$6,874,226	100%

Our New Look

Kanawha County Public Library's new logo represents the dawn of a new era of library service in West Virginia. The creation of the new logo was a process in which many ideas and design concepts were whittled down and sculpted into the new face of the brand. Concepts created by the KCPL Marketing & Development Department involved bringing a sense of place to the logo, instilling within the viewer feelings of community, familiarity, inspiration and ownership. As a result, our graphics are brighter and bolder, and text is more dynamic and legible. The new design represents KCPL's renewed commitment to serve the people of Kanawha County and beyond.



Service During the Pandemic

Throughout the COVID-19 pandemic, KCPL continued to respond to the fluid situation in ways that best served the public while keeping safety as a top priority. Over the summer, KCPL gradually reopened its branches with curbside services and opened its doors to the public while maintaining social distancing practices and requiring face coverings. As the situation in West Virginia developed, winter saw a temporary closure of library locations in response to the community COVID-19 case levels. Curbside services continued to be offered, and the Mobile Library began offering curbside pickup at the Patrick Street Plaza for the Main Library's temporary location inside the Charleston Town Center. In March, locations began reopening to the public.

As spring progressed and community cases decreased, KCPL expanded its operating hours, patron capacity and services. Online services and virtual programming remained available, providing patrons with free access to thousands of books, movies, magazines and more through KCPL from Home and the library's main website.



More Than Books!

KCPL ventures into the world of television! *More Than Books – Stories from the Kanawha County Public Library* debuted in August 2020 on the WV Library Commission TV Network. Each month, the show highlights news, activities and events in the library system and provides patrons with a glimpse at the inner workings of a public library. *More Than Books* is available on Suddenlink Channel 17 in Kanawha and Putnam counties, as well as on the Library Television Network's YouTube channel.



THANK YOU

to all who contributed
to the 2020/2021
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Marsha Albert and the Pushkin Kids,
in memory of Bert McEldowney
Mr. and Mrs. R. Ruffner Alexander,
in memory of Sue Hancock Bradford
Judy Baird,
in memory of Sue Hancock Bradford
Betty H. Barrett,
in memory of Nelle Ratrie Chilton
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in memory of Nelle Ratrie Chilton
Matthew W. Brown,
in memory of Marty Glasser
and in honor of Cookie Glasser
Charleston Area Alliance,
in memory of Nelle Ratrie Chilton
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in memory of Nelle Ratrie Chilton

Cookie R. Glasser,
in memory of Nelle Ratrie Chilton,
Susan B. Simon and Allen Lee West
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 Jo Ellen Yeary

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 in unincorporated areas
 of Kanawha County are asked
 to raise a portion of their
 operating expenses.**

**Our THANKS to the following
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 to these branch libraries:**

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Arnold L. Stewart,

in memory of Joseph L. Darnell

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Ronald L. Warren

Benita Whitman

Wildwood Homeowners Association,

in memory of Joseph L. Darnell

Women of Wildwood,

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Main Library Renovation Nears Completion

KCPL's \$32 million Reimagine Your Library construction project continues to change the face of the Library's iconic downtown building. Bulldozers and construction crews began the project in June of 2020 and work continued through the spring and summer of 2021.

When complete, the project will include:

- 20,000 square feet of new space in an open, flowing layout
- Updated, innovative technology
- Expanded public areas for use as a business, marketplace, and training center
- More meeting rooms to accommodate everything from book clubs to community conferences
- A beautiful third-floor covered walkway attached to the Summers Street parking garage

Nearly all of the funding for this transforming project stems from private donations from the Charleston area community. KCPL expects to reopen the Main Library in early 2022.



See more at:

www.reimagineyourlibrary.com



Vision

We envision the Kanawha County Public Library as the people's premier source of information in a community where learning and reading are revered and being well-informed is valued.

Mission

- To provide free and equal access to information
- To provide citizens with job training and career development information that will prepare them for a competitive job market
- To enrich individual and family lives through satisfying educational, recreational and cultural experiences
- To enable patrons to access new information technology
- To provide opportunities for lifelong learning
- To serve as the center of community life
- To use available resources efficiently
- To seek additional resources

www.kanawhalibrary.org