

Our Mission:

The Rock Island Public Library makes our community stronger by connecting people to resources, services, events, and each other.



2020

Annual Outcomes Report

The Pandemic Pivot

Rock Island Public Library buildings closed to the public March 17, with digital services remaining available for at-home entertainment and education. During the Illinois shutdown, staff worked from home to offer virtual programming, communicate with patrons, support digital services, plan for safe reopening, sew masks, and complete other operational tasks.

- **Full Service: January 2 to March 16**
- **Digital/Remote Service, Virtual Programs: March 17 to May 25**
- **Curbside-Only Pickup & Virtual Programs: May 26 to July 5**
- **Curbside, In-person Limited Service, Virtual Programs: July 6 onwards**
(Computer/WiFi appointments)

COVID-19 affected most of our outcomes, and we appreciate your patience and compliance with proper masking as we worked to keep patrons and staff as safe as possible. Some measures, such as digital use and program views, actually increased in 2020.

Total Visitors Inside
Library Locations

64,333



Total Number of
Physical Items in
Collection

175,615



CHECK IT OUT!
LIBRARY OF THINGS =

Service Points: Downtown Library | Mobile Library2Go | Southwest Library | Online

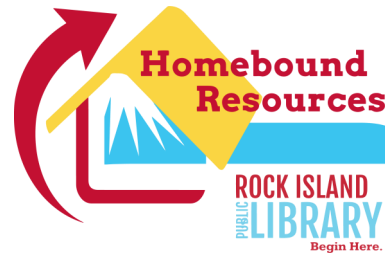


NEW in 2020

Service evolves to meet needs

- * Library2Go bookmobile—
Launched January 7, 2020!
- * Digital RIPL eCard
- * Ask a Librarian Live Chat
- * Dial-A-Story – 161 calls since May
- * Online Card Renewal
- * PrairieCat Mobile App
- * ROCKfi homework hotspots at RIPL sites & SORA eBooks app for RIMSD #41
- * Librarian Picks Personal Shopper service
- * Census Outreach & Promotion
- * Homebound Delivery
- * Virtual Programming

BRINGING THE LIBRARY *to you!*



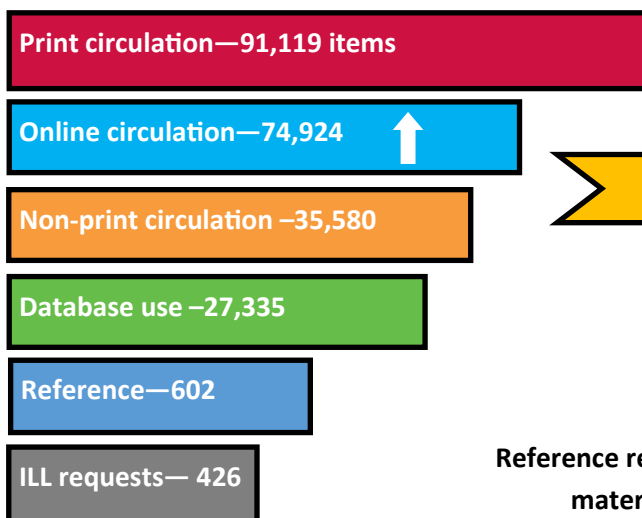
Rock Island Public Library



Curbside services delivered 7,257 items to 2,917 pickups



Items borrowed/renewed: 189,669



Reference requests, driven by patron needs for technical assistance and material selection help, reached nearly 25,000 interactions.

161,387 total patron contacts!

Staff make it work

Rising to the challenge of the new "abnormal." Staff projects included:



February: Have a Heart for Reading fine tree donations restored card use for 81 young people.



May: Staff distributed nearly 1,200 Seed Library packets by mail and via Little Free Libraries.



Summer: Imagine Your Story entrants completed 110,402 minutes of reading and logged 3,346 books. 123 virtual/take home events were offered.

KITS, KITS, KITS

1,000s of take-home kits and crafts for all ages



"This is our binder of library events ... If this doesn't prove that libraries are essential, it should, cause [they're] essential in our home."

"Thank you! You gave a grandma and grandpa a week's worth of entertainment with 2 grandkids!"

"Blow kisses to your Librarians, for they have opened the doors to virtual mind freedom during a pandemic ..." Facebook



September: Shred Day safely disposed 3,500 pounds of confidential material for patrons.



November: Release of the Quad City Quarantine Cookbook. "Best \$5 I've ever spent!" said one patron.



December: Reference created 102 senior activity kits for South Rock Island Township's holiday giveaway.

Our Staff: Small But Mighty!



In 2020, the Library said goodbye to Circulation Aide Brenda Russell who retired after 22 years, and to Circulation Director Tori Schoess who relocated out of state. We wish them well in their new chapters! (3 staff absent in above photo.)

Staff development was a key element in our Strategic Plan. Staff blew this one out of the park, completing the equivalent of about 94 hours of virtual training per person in 2020. Many, but not all, of these webinars covered COVID considerations and safe-operating practices.

181,059

minutes of staff training

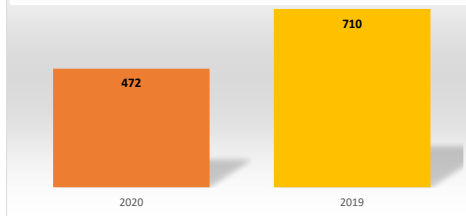
Video Stars



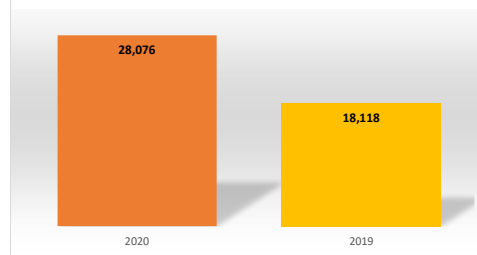
The Children's Department generated 278 programs, including on-the-road Head Start storytimes featuring backyard chickens, therapy horses, big trucks, and more. The videos opened a window to the area to preschoolers. They're also viewable on the Library's YouTube channel.

Reference added popular adult enrichment,

Though the number of 2020 programs decreased:



Attendance increased:



including summer Take-It Tuesday crafts, a Fall into a New Hobby series, and winter Spice Club. The Teen Librarian supplied video booktalks, virtual escapes/trivia, and teen kits.

Program attendance went up as patrons could view on demand



RIPL YouTube Channel



Mobile Library Keeps on Rolling



Library2Go traveled 3,755 miles in 2020, or about the same mileage as a trip to Los Angeles and back!

Though COVID-19 cancelled many events, RIPL outreach programming still reached 2,774 people in 2020.

Library2Go completed 19 special events, including Census events and a role as the Magic School Bus at the Parks Department's drive-through Fright Night.

The 459 stops in 2020 included routes as a traveling WiFi hotspot, to bring much-needed digital connectivity for remote learning, working, and more.