

Loutit District Library

407 Columbus Ave, Grand Haven MI 49417
616.850.6900 www.loutitlibrary.org

2020

July 1, 2019 - June 30, 2020
Fiscal Year

Report to the COMMUNITY

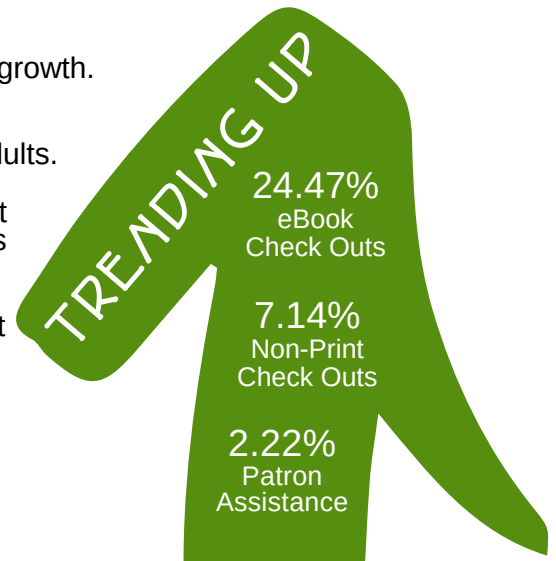
Expanding Horizons, Enriching Minds,
Engaging Community

Mission & Vision

Reading, Learning, Doing, Dreaming

GOALS & TRENDS

- Promote Loutit District Library's visibility as a community space where everyone is respected and welcome to share, learn and pursue personal growth.
- Offer excellent and financially responsible library activities, services and programs of social, economic and cultural interest for youth, teens and adults.
- Provide, facilitate and expand access to technology, and digital and print resources that meet the informational, educational and recreational needs of our library patrons.
- Collaborate with area agencies and non-profits to leverage Loutit District Library's resources to promote civic engagement, provide entertainment, and promote learning and self-improvement.
- Begin implementation of Strategic Plan that was developed over a six-month planning process in 2019.



BOARD OF TRUSTEES

Dave De Young, President	City of Grand Haven
Kathleen Osmun, Vice President	Robinson Township
Mary Jane Belter, Secretary	Grand Haven Area Public Schools
Burton H. Brooks, Treasurer	City of Grand Haven
Helen Bulthouse	Robinson Township
Caryn Lannon	Grand Haven Charter Township
Cathy Rusco	Grand Haven Charter Township
Lisa Menerick	City of Ferrysburg

LEADERSHIP TEAM

John Martin	Library Director
Michelle Moore	Assistant Director, Library Services
Sara Derdowski	Assistant Director, Finance & HR
Allison Boyer	Head of Youth Services
Ben Knight	Reference & Information
Jeanette Weiden	Local History & Genealogy
Kim Rice	Circulation
Kerry Fitzgerald	Head of Technical Services
Chelsea McCoy	Youth Services & Marketing

LDL SAID GOODBYE TO LATE FEES!

In September 2019, Loutit District Library adopted a growing trend in the library world and eliminated late fees on overdue items. The primary reason for eliminating late fees is that those charges presented a barrier to

library services for those with limited income, disabilities, and transportation issues. By eliminating this barrier, the library is able to provide equitable access to library materials for all residents. Through June 2020, LDL has retroactively forgiven \$23,131 in outstanding fines.

SHOW YOUR CARD

Loutit District Library partnered with Spring Lake District Library and Tri-Cities area businesses for the first time in September 2019 to encourage people to sign up for library cards. During the entire month of September, which is National Library Card Signup Month, card holders who showed their library card at participating local businesses were eligible for special offers including discounts and freebies. For the month of September 2019, the library issued 110 cards to new patrons.

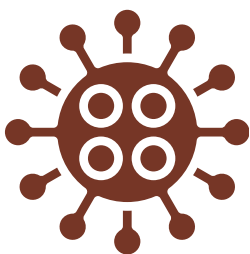
EARLY LITERACY PLAY AREA

In November 2019, the Youth Fund of the Grand Haven Area Community Foundation awarded Loutit District Library a \$4,800 grant for the creation of a new Early Literacy Family Play Area, designed to provide a free, accessible, educational space for young children to play and learn. The play area opened in January 2020. It is temporarily unavailable to patrons due to Covid precautions.



MOBILE HOTSPOTS

Working with the Ottawa County Planning and Performance Improvement Department, the nine public libraries in Ottawa County joined together in submitting a successful grant request to the Library of Michigan to provide mobile hotspot devices in all areas of the county. The grant, in excess of \$80,000, was made possible in part by the Institute of Museum and Library Services through a grant administered by the Library of Michigan. The library purchased twenty mobile hotspot devices which circulate free of charge for up to three weeks. These devices have been very popular among patrons and do not sit on the shelves for long before they are checked out!



COVID RESPONSE

Library service as we knew it radically changed on March 13, 2020. Library staff immediately shifted gears and began providing remote, online service to residents via phone, computer, social media, and text messaging. Funds were shifted to provide expanded access to online materials. Storytime sessions for children were offered Friday mornings via Facebook Live. Informational programs for adults and children were offered on Facebook and via Zoom. Like everyone else, library staff pivoted rapidly to the online environment to meet the informational and recreational needs of area residents. The library reopened for curbside delivery of library materials in June and reopened, in a new way, to the public in July 2020.

DIGITAL CARDS

While the library building was completely closed during quarantine, many residents reached out to library staff requesting access to library materials. The circulation department issued 70 digital cards allowing patrons who did not have physical library cards prior to shutdown access to audiobooks, eBooks, magazines, movies and comics online through our apps Hoopla, Libby, Overdrive, RB Digital, and Kanopy.

PHONE CALLS TO SENIORS

A few of our staff members undertook the task of calling approximately 1,500 patrons over the age of 70 to ask if the library could do anything to support them during quarantine. Patrons were very happy to hear from staff checking in on their well-being. Staff also shared information about the online resources Loutit District Library offers that they could access from home during quarantine. Many patrons shared how much they love and missed the library.

PROCESSING NEW BOOKS

Even though staff was working at home from March until the beginning of June, new books were still being ordered and needed to be processed. New books were delivered to the homes of those in the Circulation Department, along with the materials needed to process books. There were hundreds of books processed at the homes of staff members so the books would be ready for patrons to check out when we reopened.

WADE ROUSE AUTHOR TALK

Wade Rouse, author of the heartwarming Viola Shipman novels, set his latest book, *The Heirloom Garden*, in Grand Haven. Although the pandemic cancelled the catered event at the Tri-Cities Historical Museum, Wade graciously agreed to hold a Facebook Live event with the library to celebrate publication. Copies of the new book were purchased and mailed to a dozen lucky participants.

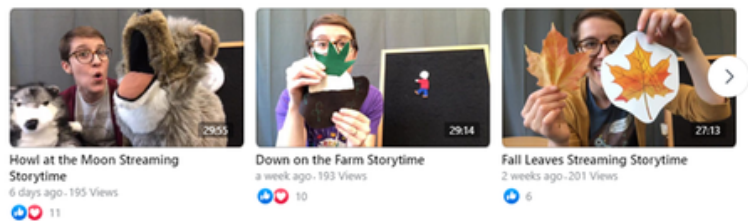


CURBSIDE PICKUP

Curbside pickup of library materials started in June, and the phones rang continuously with patrons requesting to schedule a pickup time. There were 50-60 deliveries per day as pickup times were available for both morning and afternoon. Once the library adopted a new program called Calendly, patrons were able to schedule a curbside pickup online which freed up the phone. After the library reopened in June for patrons to visit in person, curbside requests dropped in numbers. Patrons who are still not comfortable coming into the building continue to utilize this service. In the future, LDL will be able to return to curbside pickup as needed if health regulations prevent patrons from being in the building.

LSTA GRANT

The Loutit District Library was awarded a Library of Michigan Library Services Technology Act (LSTA) grant to provide an in-person gaming station. Due to the pandemic, the Library of Michigan allowed Loutit District Library to re-imagine the grant's use for a video studio to use in the creation of virtual storytime videos, Local History presentations, still photography, and more. Many patrons have been able to watch and enjoy this digital content from their own home!



VIRTUAL STORYTIMES

Friday morning storytimes continued even with the library being closed! Since March 20, Streaming Storytime with Miss Elizabeth airs live every Friday morning at 10:00 on Facebook Live. To date, the youth department has produced 27 storytimes (and counting!) allowing families to share stories, songs, and activities even while in-person storytimes are on hiatus.



SUMMER READING REIMAGINED

The Youth and Reference & Information departments worked together to adapt our Summer Reading Clubs from a paper-based challenge to an online challenge using a new web-based program, Beanstack. With the uncertainty of whether the library would be open in time for the Summer Reading Club, Beanstack allowed the library to still provide the community with a unique reading challenge with 565 participants of all ages reading and completing activities.

STORYWALK®

In June 2020 the Youth Department, in collaboration with Spring Lake District Library, the Tri-Cities Historical Museum, Ottawa County Parks and Recreation, the City of Grand Haven, and the Village of Spring Lake, debuted the first in a series of StoryWalks® at Hemlock Crossing Park. For each Storywalk®, pages from a picture book are posted on signs along a path or trail for families to read together, as well as ideas for activities to do as they stroll. To date, Loutit District Library has offered 7 Storywalks®, encouraging families to read and explore at Hemlock Crossing Park, Central Park, Connor Bayou Park, Grand Haven Waterfront, Duncan Park, and Rosy Mound Natural Area. Due to the very positive reception, the youth department plans to continue offering StoryWalks® throughout the seasons.



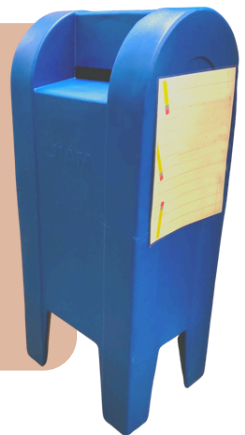
GRAPHIC NOVEL TALKS

In the spirit of a book club, short (2-3 minute) videos talking about graphic novels and comics were created and posted weekly on Facebook promoting graphic novels available through Hoopla. Comparing Jul 2019 to Jul 2020 we have seen a 292% increase in Hoopla comics checkouts.



LETTERS TO A LIBRARIAN

Having to think outside the box on how the library could connect to patrons while our building was closed, our staff came up with the idea of "Letters to a Librarian." Families could sign up their children and youth librarians would send each child a personalized letter in the mail. Many joyful photos were received of kids holding their letters and the letters they sent back were precious and hilarious.



TAKE AND MAKE

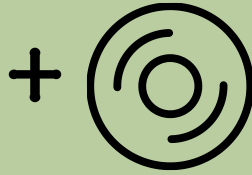
While in person programs were not on the horizon, staff found a way to bring library events directly into patron's homes. Starting in early July, Take and Make kits were offered for littles, kids, and teens to take home and make their own creation including play dough, a catapult, tie dye face masks and candy sushi. This fall, the offering was expanded to adults with mini macramé plant holders, book pumpkins, and gnome ornaments. Due to the very positive reception, the library plans to continue offering Take and Make kits.



PHYSICAL MATERIALS



191,466
Print Material
Checkouts



95,061
Non-Print
Material
Checkouts

= 286,527
Physical Materials
Checked Out

DIGITAL MATERIALS



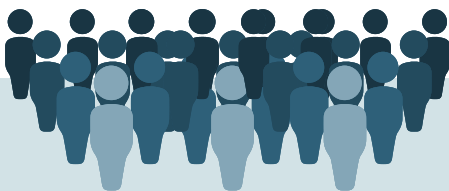
83,776 eBooks &
eAudiobook
Checkouts

+



4,818 eMagazine
Checkouts

88,594
Digital Materials
Checked Out



111,966
People Visited Us

INTERNET & COMPUTERS



12,678
Computer
Sessions



224,294
Wireless
Sessions

CIRCULATION BY MUNICIPALITY

MUNICIPALITY	2019 - 2020	% TOTAL
Grand Haven Charter Township	112,476	39.26%
City of Grand Haven	88,835	31.00%
Robinson Township	24,352	8.50%
City of Ferrysburg	14,666	5.12%
Port Sheldon Township (partial)	5,747	2.00%
Non-Resident	40,451	14.12%
TOTALS	286,527	100.00%

The numbers above reflect the circulation of print and audio-visual materials within the Lakeland Library Cooperative. They do not include digital circulation and loans outside the cooperative.

TOTAL PROGRAMS 528

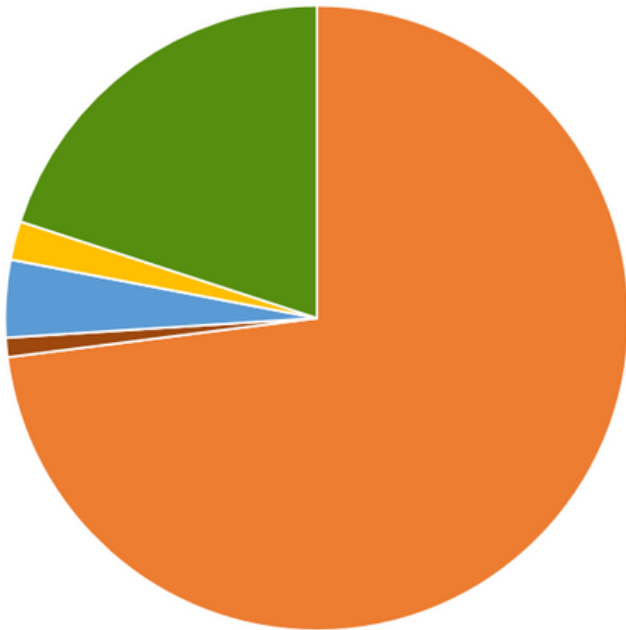
Program Attendance 17,799

Children's 10,327

Teen 732

Adult 6,740

REVENUE



Property Taxes.....	\$2,139,312	73%
Property Sale of Robbins Road.....	\$579,920	20%
County Penal Fines.....	\$114,482	4%
Donations & Misc.....	\$75,782	2%
State Aid.....	\$28,452	1%

Total \$2,937,948

Other Financing Sources

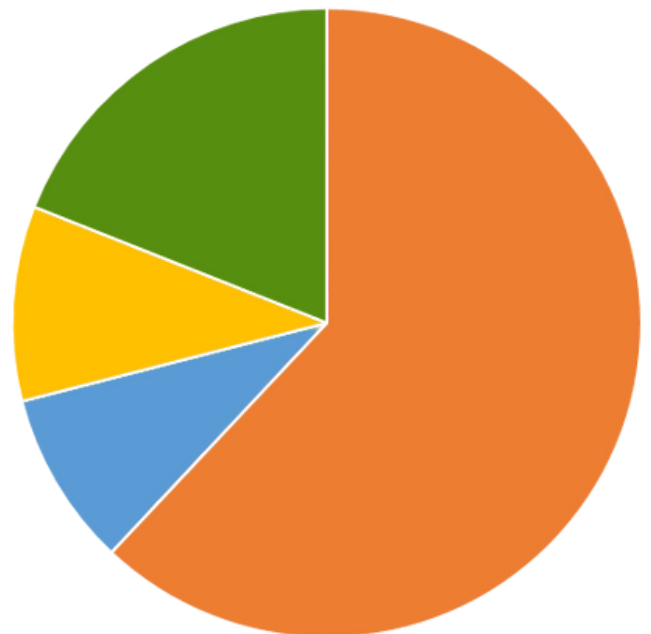
Transfer From Maintenance Fund.....\$111,234

EXPENDITURES

Employee Benefits & Wages.....	\$1,312,873	62%
Building & Equipment.....	\$391,173	19%
Library Programs & Collections*	\$220,244	10%
Other Expenses.....	\$182,734	9%

Total \$2,107,025

**Books, Audiobooks, eBooks, CDs, DVDs, Magazines*



Other Financing Uses

Transfers to Debt Service Fund.....\$321,300

Please see our audited financial statements for more details at loutitlibrary.org.