

Voluntary COVID Annual Report Questions

The collection timeframe for these questions runs from March 2020-September 30th, 2020.

Part II: Outlets

- 1. The number of weeks during the year that due to the Coronavirus (COVID-19) pandemic, an outlet building was physically closed and the public could not enter when it otherwise would have been open.**

Definition: Round to the nearest whole number. If building did not close to the public due to the pandemic, enter zero. Totaling Open Weeks and this indicator Item should equal or be less than 52 weeks.

An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or “curbside” services outside the building

- 2. The number of weeks during the year that an outlet implemented limited public occupancy practices for in-person services at the library building in response to the Coronavirus (COVID-19) pandemic.**

Definition: Round to the nearest whole number. If building did not have a limited occupancy or similar practice due to the pandemic, enter zero. Examples of practices could include limits on the number of public members inside the physical building, appointment only on-site library use, visitor time limits, or closed stacks.

Part III: Open Hours and Square Footage Summary

- 1. Were any of the library's physical locations closed to the public for any period of time due to the Coronavirus (COVID-19) pandemic?**

Definition: An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles. A building can be physically closed but still offer virtual or “curbside” services.

- 2. Did any staff continue to provide services to the public during any portion of the period when the building was physically closed due to the Coronavirus (COVID-19) pandemic?**

Definition: This would include curbside services, electronic reference, virtual programming and any other services the library staff provided to the public during a period in which patrons could not access your building due to the COVID-19 pandemic.

3. How many hours of alternate service were provided due to the Coronavirus (COVID-19) pandemic?

Definition: The total number of hours library staff provided alternative public services during the COVID-19-period. Do not include WiFi availability as a part of this data element. (Reference services, Curbside Pickup, Virtual Programming, etc.)

To Calculate: If you are unable to provide an exact count of alternative hours of service, use the average number of alternate service hours offered on a typical day during the Covid-19 service period and multiply that value by the total number of days alternate service was provided. E.g. A library offered on average 4 hours of alternate service provided on 17 of the 23 days the library was closed. To determine approximate alternate service hours $4 \times 17 = 68$ hours

Part IV: Paid Staff

1. Did the library have any temporary staffing reductions due to the COVID-19 Pandemic?

Definition: Report yes if the library had any temporary reductions in staffing due to the COVID-19 Pandemic from March 2020 to September 30th 2020.

2. If your library reduced staffing hours provide an approximate total of the hours reduced.

Definition: If staffing hours were reduced between March 2020 and September 30th 2020 calculate the total hours reduced by multiplying the number of hours reduced per week by the number of weeks the reductions were in effect

3. Were library staff re-assigned to assist other government agencies or nonprofit organizations with Coronavirus (COVID-19) pandemic -related efforts?

Definition: Report yes if any staff for any period of time were reassigned to work in a government or nonprofit organization during the COVID-19 pandemic.

Part V. C.: Operating Income Summary

1. Did your library experience budget reductions due to the COVID-19 Pandemic?

Definition: Please report yes if your library's budget was reduced due to the COVID-19 pandemic during the March 2020 to September 30th 2020 time frame.

2. If your budget was reduced due to COVID-19, please enter the approximate amount of the reduction.

Definition: Enter the approximate amount the library's budget was reduced due to the COVID-19 pandemic from March 2020 to September 30th 2020.

Part IX: Library Collection

1. Did the library add or increase access to electronic collection materials due to the Coronavirus (COVID-19) pandemic?

Definition: Did the library increase digital collections to meet anticipated service needs due to the COVID-19 Pandemic.

Types of electronic materials include e-books, audio and video downloadables, e-serials (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library. These materials can include those the library did not pay for itself, such as Vendor-provided increases to downloads.

Part X: Library Services C. Program Attendance

1. Did the library provide live, virtual programs via the Internet during the Coronavirus (COVID-19) pandemic?

Definition: Live, virtual programs (see definition of Total Number of Library programs, data element #600) are conducted via a Web conferencing or Webinar platform such as Facebook, YouTube, Zoom, etc. during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time.

2. Did the library create and provide recordings of programs via the Internet during the Coronavirus (COVID-19) pandemic?

Definition: Recorded content includes video or audio recordings created by a library staff person (or other party sponsored by the library) and posted to a video or audio hosting

platform for the audience to view or listen to on-demand. Do not include promotional or marketing content.

3. Children's Virtual Programs Offered (Live Events Only) Question repeated for Teen, Adult & General

Definition: Report Virtual programs under the targeted audience for which the program was intended (Children's, Teens, Adult General)

A virtual program (a live event single event on a single day) is any library planned event which introduces the group attending to any of the broad range of library services or activities or which directly provides information to online participants, where the audience will view the content virtually as it is created (Live). Virtual Programs may cover use of the library, library services, or library tours. Programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need.

To Calculate: Count all virtual programs, hosted and performed or sponsored by the library. If virtual programs are offered as a series, count each program in the series. For example, a reoccurring story-time series on Facebook offered once a week for 4 weeks should be counted as four virtual programs. The live audience attending this program should be reported as attendees.

4. Children's Virtual Program Attendance (Live Events Only) Question repeated for Teen, Adult & General

Definition: The number of attendees at a virtual program (a virtual program being defined as: a live single event on a single day. Count only the participants watching the program as it airs (Live Audience). Do not count views of the program after the offered program has concluded (i.e. recordings) for inclusion in this category.

5. The number of Library Created Virtual Recorded Program Content Offered

Definition: A recorded virtual program is any library planned event which introduces the group attending to any of the broad range of library services or activities or which directly provides information to online participants, where the audience will view the content as a recorded event (Not Live). Virtual Programs may cover use of the library, library services, or library tours. Programs may also provide cultural, recreational, or educational information, often designed to meet a specific social need.

To Calculate: Count all virtual recorded programs, hosted and performed or sponsored by the library. If virtual programs are offered as a series, count each program in the series. For example, a reoccurring story-time series

posted on the libraries webpage or other media channel offered once a week for 4 weeks should be counted as four virtual programs. If the original airing of this content was live **do not** record the program offered here. DO report the recorded views of the formerly live content in Library Created Virtual Program Recorded Views.

6. Total Library Created Virtual Program Recorded Views

Definition: Report the number of views of library created virtual content such as programming intended for live audiences and then archived for future viewing. Only report data for programming created and produced by the library. Do not include live views in this count.

•Timeframe: Report the total number of recorded views as of Sept. 30 2020.

Part X: Library Services D. Circulation Transactions

1. Did the library provide ‘outside’ services for circulation of physical materials at any outlets during the Coronavirus (COVID-19) pandemic

Definition: This refers to any contactless or minimal contact provision of circulation items. Similar terms could include curbside, vestibule, or porch pickups or dropoffs, etc.

2. Due to the COVID-19 Pandemic, did your library circulate electronic devices capable of providing remote internet access (Hotspots, laptops with mobile broadband, etc)

Definition: Answer yes if you provided any device for circulation that can provide its own internet access such as mobile hotspots, laptops or tablets with data plans, etc. Do not include devices that are not allowed to leave library property.

3. Circulation of Internet Devices

Definition: Total circulation of internet devices provided in response to the COVID-19 pandemic.

Part X: Library Services E. Reference Transactions

1. Did the library provide reference service via the Internet or telephone during the Coronavirus (COVID-19) pandemic?

Definition: Reference Transactions are information consultations in which library staff recommend, interpret, evaluate, and/or use information resources to help others to meet particular information needs.

Part X: Library Services H. Uses of Wireless Logins Per Year

- 1. Did the library provide WiFi Internet access to users outside the building, at any outlet, before the Coronavirus (COVID-19) pandemic?"**

Definition: Includes "parking lot access," bookmobiles or other mobile facilities with WiFi capabilities.

- 2. Did the library provide or increase access to WiFi Internet access to users outside the building, at any outlet, during the Coronavirus (COVID-19) pandemic?**

Definition: Includes "parking lot access", bookmobiles or other mobile facilities with WiFi capabilities.

Part X: Library Services I. Number of Registered Borrowers

- 1. Did the library issue library cards electronically before the Coronavirus (COVID-19) pandemic?**
- 2. Did the library issue library cards electronically during the Coronavirus (COVID-19) pandemic?**