MARGARET E. HEGGAN FREE PUBLIC LIBRARY

ANNUAL REPORT 2020



2020 STATISTICS

CIRCULATION 77.567

PHYSICAL ITEMS ADDED TO COLLECTION 7.241

PROGRAM ATTENDANCE 4.381

TOTAL PROGRAMS OFFERED 254

> **VISITORS** 22.887

INTERLIBRARY LOANS SENT AND RECEIVED 99

REFERENCE QUESTIONS 4.772

NEW CARDHOLDERS 350

TOTAL CARDHOLDERS 18,232

DOWNLOADABLE MATERIALS BORROWED

9,513

LOGIN ITEMS SENT AND RECEIVED 2.657

MUSEUM PASSES BORROWED 157

> **AMERICAN GIRL DOLLS BORROWED** 52

2020 was an unusual and challenging year for everyone. In March, the library, and the rest of the world, shut down. All of the programs and activities that were planned for spring and summer had to be cancelled.

During the extended closure of the library, the staff worked from home, filling time by taking professional development courses, keeping patrons up to date via social media and the website, ordering supplies to make the library safe for the staff to return, ordering and processing books and other materials, and increasing the library's online resources.

The selection of ebooks and audiobooks available through OverDrive was increased, and AudioBook Cloud, Romance Book Cloud, and Teen Book Cloud were added. Many of the library's most popular magazines became available with the addition of Flipster. Artist Works, which offers online musical instrument lessons, and Creative Bug, which offers craft instruction, also became a part of the library's offerings. Brainfuse and Universal Class offer online learning courses for personal and professional growth. And Tumble Math, Bookflix, and Watch & Learn Library were added for children.

With gatherings being restricted, many events became virtual. The library has been offering video game nights, book discussions, lectures, and teen and tween events online. The Summer Reading program went digital, with patrons logging their accomplishments in Beanstack.

In July, staff returned to the building and curbside service began. In addition to curbside service, patrons could now schedule appointments to come in and browse some of the collection, use a computer, or meet with a librarian.

INVENTORY

We were able to conduct an inventory of the library's holdings.

PRINT BOOKS IN THE COLLECTION 83.093

PRINT MAGAZINE COPIES IN THE COLLECTION 1,624

> MUSIC CDs IN THE COLLECTION 3.371

AUDIOBOOK CD TITLES IN THE COLLECTION 3.490

> MOVIE TITLES IN THE COLLECTION 10.256

EBOOK TITLES IN OVERDRIVE/LIBBY 17.784

AUDIOBOOK TITLES IN OVERDRIVE/LIBBY 7.449