

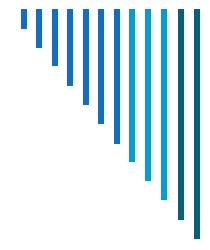
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## Waterford Township Public Library

Annual Report  
2020



## Staff

### *Administration / Technical Services*

Joan Rogers, Director

### *Adults' & Outreach Services*

Jean Hansen, Department Head

### *Children's Services*

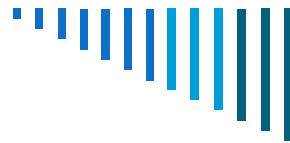
Cynthia Walker, Department Head

### *Circulation Services & Page Staff*

Jonathan Deahl, Department Head

*Our sincerest thanks to these benefactors. The Library needs and appreciates contributions from patrons and community members.*

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Waterford, MI 48329  
Phone: 248.674.4831  
[waterfordmi.gov/library](http://waterfordmi.gov/library)



## From the Director

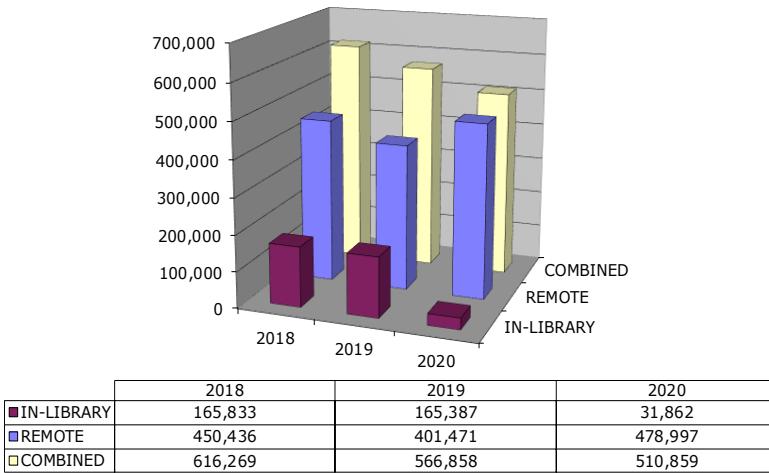
The Library's response to the COVID-19 pandemic was successful. Closed to the public for 6 months, from mid-March through mid-September, we formed a plan for phased reopening to ensure the safety of patrons and staff. Our focus was on remote access to as many library services as possible. These included

- ◊ Curbside delivery of materials June through October
- ◊ Increasing the size of our eContent materials
- ◊ Doubling the number of checkouts of eContent through Hoopla
- ◊ Adding online chat access for Reference Service
- ◊ Offering virtual programs, e.g. storytimes, craft projects, and a cooking demonstration
- ◊ Library cards are now issued remotely
- ◊ Overdue fines have been suspended

These types of workarounds helped us shape the new normal will be as we reinstated services. Patrons and staff alike have been wonderfully flexible in adapting to changing conditions, including the spike in the infection rate in mid-November that cause us to close to the public once again. This time we offered contactless delivery of materials in our entryway in lieu of curbside.

We also managed to take advantage of the closure to complete one capital improvement project, replacing the carpeting in the Circulation Lobby.

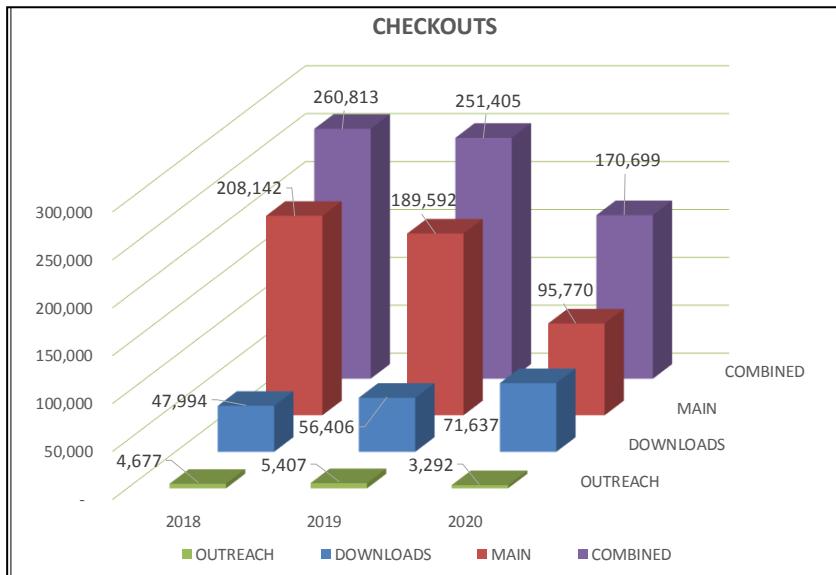
LIBRARY VISITS - 3 YEAR COMPARISON



REFERENCE REQUESTS



CHECKOUTS



LIBRARY REVENUES 2020

