

# Iowa City Public Library

## 2021 Iowa Public Library General Information Survey

### Section A - General Information

(Reporting period July 1, 2020 to June 30, 2021 - unless otherwise specified)

Due October 31, 2021

Questions relating to COVID-19 are located in sections G, H, and I.

Review the contact information below. Users cannot directly change data for questions A01 to A12. If any information has changed, answer **Yes** to number A13 and enter a note for the corresponding question. The State Library will verify and update the data. For Section A, report the most current information available.

A01	Library Name	IOWA CITY PUBLIC LIBRARY
A02	Library District	SE=Southeast
A03	Street Address	123 S LINN ST
A04	City	IOWA CITY
A05	Zip	52240
	Mailing Address	
A06	Mailing Address	123 S LINN ST
A07	City	IOWA CITY
A08	Zip	52240
	Other Contact Information	
A09	County	JOHNSON
A10	Phone	(319) 356- 5200
A11	City population (2010 decennial population, do not report estimates)	67,862
A12	Library Size Code	H
A13	Has any information in questions A1 to A12 changed in the past year?	

YES, answer YES on the pulldown menu and enter a correction in a note. No

NO - answer NO on the pulldown menu and continue with question A14.

A14 Library Director/Administrator Name Elsworth  
Carman

## Section B - Paid Staff and Salary Information

Include all paid staff on the library's payroll. Include unfilled positions if a search is currently underway. Do not report workers paid by other agencies such as Green Thumb employees or work study students. Do not report workers hired through a cleaning or landscape business. Report all positions as of June 30, 2021.

B01	Total number of paid librarians	15
B02	Total number of all paid librarian hours worked per week	600.00
B03	<b>Paid librarians FTE</b>	15.00
B04	Total number of all other paid staff	90
B05	Total number of all other paid staff hours worked per week	2302.00
B06	<b>All other paid staff FTE</b>	57.55
B07	<b>Total number of paid staff</b>	105
B08	<b>Total paid staff FTE</b>	72.55

### *Levels of Education*

B09	How many of the paid librarians from line B01 have an ALA accredited masters of library science degree?	15
B10	Total number of hours worked per week by librarians from line B09 with an ALA accredited masters of library science degree	600.00
B11	<b>Total FTE librarians with ALA accredited masters of library science degree</b>	15.00
B12	Starting date of current director in director's position.	01/02/2019

### *Salary Information*

Report the hourly salary for the positions listed below if employed by your library. Do not report one staff member more than once even if they perform multiple jobs. Refer to the instructions for more detailed information on each position. Do not report assistant director or department heads unless that role is part of their official job description. Do not report workers paid by other agencies such as Green Thumb employees or work study students. Do not report workers

hired through a cleaning or landscape business. Only report janitorial/building maintenance staff if they are an employee of the library. Report hourly salary amounts as of June 30, 2021.

B13	Hourly salary of the director	\$65.23
B14	Hourly salary of assistant director	N/A
B15	Hourly average salary of department heads	\$45.99
B16	Hourly salary of the children's librarians	\$33.67
B17	Hourly average salary of library clerks	\$24.68
B18	Hourly average salary of shelvers or pages	\$13.80
B19	Hourly average salary of janitorial or building maintenance employees	\$19.14

### **Section C - Capital Income and Expenditures**

Capital income is intended to pay for large one-time library purchases. This section should not reflect any income or expenditure used for the regular operations of the library. If your library had any major one-time capital expenditures during FY21 report them in this section. Otherwise, skip to section D.

*For Capital Income and Expenditures*

*Show all sources of capital funds for FY21 (July 1, 2020 - June 30, 2021).*

If your library does not receive capital income from a source, enter a 0 (zero).

If your library receives capital income from a source, but the amount is unknown, enter N/A.

Report all capital income and expenditures in whole dollars only. Round to the nearest dollar.

*For Capital Income*

Report all income for major capital expenditures, by source of income. Include funds received for:

- Site acquisition
- New buildings, additions to buildings, or renovation of library buildings
- Furnishings, equipment, and initial collections for new buildings, additions, or renovations
- Major building updates or repairs including roof, painting, carpeting, furnace, central air, etc.
- New computer hardware and software used to support library operations,

- link to networks, or run information products
- Replacement and repair of existing furnishings and equipment
- New vehicles
- Other major one-time projects

**DO NOT REPORT INCOME FOR:**

- Regular purchase of library materials - Report in section D
- Payments for regular operating costs such as utilities, insurance, etc. - Report in section D
- Investments for capital appreciation
- Income passed through to another agency
- Funds unspent in the previous fiscal year (e.g., carryover).

Did your library have any major one-time capital projects in FY21?

NO - Skip to section D.

Yes

YES - check the box and click the SAVE button to display questions C01 - C06.

*Capital Income*

C01	Capital funds from local government (city, county)	\$62,422
C02	Capital funds from state sources	
C03	Capital funds from federal sources	
C04	Capital funds from private sources	
C05	<b>Total capital income</b>	\$62,422

***Capital Expenditures***

C06	Total capital expenditures	\$62,422
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**Section D - Operating Income and Expenditures**

**OPERATING INCOME**

Operating income covers the current and recurrent costs necessary to support the provision of library services. Report income used for operating expenditures by source. Include federal, state, local, and non-governmental income.

REPORT ALL SOURCES OF FUNDS FOR FY21 (JULY 1, 2020 - JUNE 30, 2021).

- If your library does not receive operating income from a source enter a 0 (zero)
- If your library receives operating income from a source, but the amount is unknown, enter N/A
- Report all income in whole dollars only. Round to the nearest dollar

## DO NOT REPORT

- Income for capital expenditures as reported in Section C
- Contributions to endowments
- Income passed through to another agency
- Funds unspent in the previous fiscal year – carryover
- The value of any contributed or in-kind services
- The value of any non-monetary gifts and donations
- E-Rate discounts as income

### *Total Governmental Operating Income*

D01	City income received from the city's general fund (exclude income from special levies)	\$3,956,730
D02	City income received from special levies	\$1,169,324
D03	County income received from all counties	\$529,920
D04	Income received from contracting cities in Iowa. Do not report income from your own city on this line.	\$77,509
D05	Other governmental income received	\$3,796
D06	<b>Total local government operating income received</b>	<b>\$5,737,279</b>
D07	State income received from the State Library of Iowa (Enrich Iowa - Direct State Aid, Open Access, ILL Reimbursement) Prefilled and locked by the State Library.	\$61,849
D08	Other income received from the State of Iowa	\$0
D09	<b>Total state government operating income received</b>	<b>\$61,849</b>
D10	Total federal government income received	\$231

### ***Non-Governmental Operating Income***

D11	Total non-governmental grants received	\$8,750
D12	Endowments and gifts received (only report if money was spent in FY21)	\$77,244
D13	Fines and/or fees received	\$56,815
D14	Other income received	\$5,759
D15	<b>Total non-governmental operating income received</b>	<b>\$148,568</b>

### ***Total Operating Income***

D16	<b>Total operating income received</b>	<b>\$5,947,927</b>
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## OPERATING EXPENDITURES

Operating expenditures are the current and recurrent costs necessary to support the provision of library services. Significant costs, especially benefits

and salaries, that are paid by other taxing agencies (government agencies with the authority to levy taxes) "on behalf of" the library may be included if the information is available. Only such funds that are supported by expenditure documents (such as invoices, contracts, payroll records, etc.) at the point of disbursement should be included.

**REPORT ALL EXPENDITURES INCLUDING GRANTS AND COOPERATIVE ARRANGEMENTS.**

- If your library does not expend operating funds for an item, enter a 0 (zero)
- If your library expends operating funds for an item, but the amount is unknown, enter N/A
- To ensure accurate reporting, consult your business officer or city clerk regarding this section
- Report only money expended during FY21 (July 1, 2020 - June 30, 2021), regardless of when the money may have been received
- Report all expenditures as whole dollars only. Round fractions to the nearest whole dollar

**DO NOT REPORT**

- The value of free items
- Estimated Costs
- Capital expenditures as reported in Section C
- E-Rate discounts as expenditures

D17	Total salaries and wages expenditures (before deductions)	\$3,327,945
D18	Total employee benefits expenditures (health insurance, Social Security tax, retirement, etc.) This amount cannot be \$0. If you are unsure of benefits amount, report N/A.	\$1,184,142
D19	<b>Total staff expenditures</b>	<b>\$4,512,087</b>
D20	Print physical collection expenditures	\$198,327
D21	Audio physical collection expenditures -- All physical formats, including tape, CDs, etc. Do not report downloadable expenditures on this line.	\$18,855
D22	Video physical collection expenditures -- All physical formats, including tape, Blu-Ray, DVD, etc. Do not report downloadable expenditures on this line.	\$20,356
D23	Other physical collection expenditures for any materials not listed above (puzzles, art prints, puppets, cake pans, etc.)	\$1,827
D24	<b>Total physical non-print collection expenditures</b>	<b>\$41,038</b>
D25	<b>Total physical collection expenditures</b>	<b>\$239,365</b>

D26	Bridges e-book collection expenditures. Report Bridges e-book expenditures only. Prefilled and locked by the State Library.	\$0
D27	All other e-book collection expenditures. Report Advantage e-book expenditures on this line.	\$174,378
D28	<b>Total e-book collection expenditures</b>	\$174,378
D29	Bridges downloadable audio collection expenditures. Report Bridges expenditures only. Prefilled and locked by the State Library.	\$0
D30	All other downloadable audio collection expenditures. Report Advantage downloadable audio expenditures on this line.	\$121,908
D31	<b>Total downloadable audio collection expenditures</b>	\$121,908
D32	Bridges downloadable video collection expenditures. Report Bridges expenditures only. Prefilled and locked by the State Library.	\$0
D33	All other downloadable video collection expenditures. Report Advantage downloadable video expenditures on this line.	\$42,782
D34	<b>Total downloadable video collection expenditures</b>	\$42,782
D35	Gale, Credo, Transparent Languages, and Bridges Magazine expenditures. Prefilled and locked by the State Library.	\$4,097
D36	All other Electronic Information collection expenditures. Do not report expenditures for products subsidized or managed by the State Library such as Gale, Credo, Transparent Languages, or Bridges.	\$108,984
D37	<b>Total Electronic Information collection expenditures</b>	\$113,081
D38	<b>Total downloadable and Electronic Information collection expenditures</b>	\$452,149
D39	<b>Total collection expenditures</b>	\$691,514
D40	All other operating expenditures (phone, lights, heating, cooling, Internet access, insurance, etc.)	\$800,226
D41	<b>Total of all operating expenditures</b>	\$6,003,827

## Section E - Library Collection

NUMBER HELD AT START OF YEAR - The number of items owned by the library at the start of the fiscal year (July 1, 2020).

NUMBER ADDED DURING FISCAL YEAR - The number of items added to the collection during the fiscal year whether through purchase or donation.

WITHDRAWN DURING FISCAL YEAR - The number of items weeded, lost, or removed for any other reason during the fiscal year.

NUMBER HELD AT END OF YEAR - The number of items owned by the library at the end of the fiscal year (June 30, 2021).

E01	Printed books (# of items), held at start of year	178,061
E02	Printed books (# of items), added during year	16,523
E03	Printed books (# of items), withdrawn during year	17,288
E04	Printed books (# of items), held at end of year	177,296
E05	Bridges e-books, held at end of year. Prefilled and locked by the State Library.	0
E06	All other e-books held at end of year. Do not report Bridges or Freegal downloads here. Include Advantage titles here.	27,166
E07	Total e-books held at end of year	27,166
E08	Total books (print and e-books), held at end of year.	204,462
E09	Audio materials (# of physical items), held at start of year	20,132
E10	Audio materials (# of physical items), added during year	715
E11	Audio materials (# of physical items), withdrawn during year	1,065
E12	Audio materials (# of physical items), held at end of year	19,782
E13	Bridges downloadable audio materials, held at end of year. Prefilled and locked by State Library.	0
E14	All other downloadable audio materials, held at end of year. Do not report Bridges or Freegal downloads here. Include Advantage titles here.	14,751
E15	Total downloadable audio materials, held at end of year	14,751
E16	Total audio materials (physical and downloadable), held at end of year.	34,533
E17	Video materials (# of physical items), held at start of year	22,101
E18	Video materials (# of physical items), added during year	2,607
E19	Video materials (# of physical items), withdrawn during year	2,435
E20	Video materials (# of physical items), held at end of year	22,273
E21	Bridges downloadable video materials, held at end of year. Prefilled and locked by the State Library	0
E22	All other downloadable video materials, held at end of year. Do not report Bridges or Freegal downloads here. Include Advantage titles here.	738
E23	Total Downloadable video materials, held at end of year	738

E24	Total video materials (physical and downloadable), held at end of year	23,011
E25	Other library materials (# of physical items), held at start of year	1,802
E26	Other library materials (# of physical items), added during year	98
E27	Other library materials (# of physical items), withdrawn during year	253
E28	Other library materials (# of physical items), held at end of year	1,647
E29	Total physical items, held at start of year	222,096
E30	Total physical items, added during year	19,943
E31	Total physical items, withdrawn during year	21,041
E32	Total physical items, held at end of year	220,998
E33	Total downloadable items, held at end of year	42,655
E34	Total physical and downloadable items, held at end of year	263,653

### *Licensed Databases*

Refer to the State Library of Iowa's website to determine how databases and other electronic resources are counted.

<https://www.statelibraryofiowa.gov/index.php/libraries/search/survey/elecresfy21>

E35	Number of licensed databases funded locally or by other non-state funded cooperative agreements (or consortia) within the state or region.	41
E36	Number of licensed databases funded by the state government or The State Library of Iowa. Count Gale as 41, Credo Reference as 1, Chilton Library as 1, Transparent Languages as 1, and Brainfuse as 1. Maximum amount for this line is 45. Prefilled and locked by the State Library.	45
E37	Total licensed databases	86

## **Section F - Circulation**

Report circulation for FY21 (July 1, 2020 to June 30, 2021). Circulation should only be counted for items checked out of the library's collection for use outside of the library, including renewals. DO NOT count automatic renewals as circulation. DO NOT count in-house use or computer use as circulation. *COVID-19 Note: make sure to report items checked out through curbside service as circulation.*

### *Circulation Transactions of Physical Items*

F01	Adult books	219,189
F02	Young adult books	14,811
F03	Children's books	202,106
F04	Video recordings (physical formats)	97,749
F05	Audio recordings (physical formats)	21,935
F06	Serials (physical formats)	2,923
F07	All other physical items (CD-ROM based products, puzzles, art prints, pamphlets, cake pans, puppets, WiFi Hotspots, tools, video games, etc.)	6,539
F08	<b>Total PHYSICAL circulation by material type</b>	<b>565,252</b>

Lines F09 and F10 should be reported as individual counts. They do not need to add up to a total. These counts are part of the physical total as reported on line F08. Do not count electronic use for lines F09 or F10.

F09	Circulation of physical items to the rural population of your own county:	42,326
F10	Total physical circulation of all materials cataloged as "children's"	222,611

### *Use of Downloadable Material*

F11	Bridges e-books, including use of Advantage titles. Prefilled and locked by the State Library.	0
F12	All other e-books	140,812
F13	<b>Total use of e-books</b>	<b>140,812</b>
F14	Bridges downloadable video recordings, including use of Advantage titles. Prefilled and locked by the State Library.	0
F15	All other downloadable video recordings - do not include Freegal or similar.	52,379
F16	<b>Total use of downloadable video recordings</b>	<b>52,379</b>
F17	Bridges downloadable audio recordings, including use of Advantage titles. Prefilled and locked by the State Library.	0
F18	All other downloadable audio recordings - do not include Freegal or similar.	99,158
F19	<b>Total use of downloadable audio recordings</b>	<b>99,158</b>
F20	Bridges electronic serials - including use of Advantage titles. Prefilled and locked by the State Library.	0
F21	All other electronic serials - Include RB Digital or similar.	35,880
F22	<b>Total use of electronic serials</b>	<b>35,880</b>
F23	<b>Total use of downloadable materials</b>	<b>328,229</b>

### Successful Retrieval of Electronic Information (Database Use)

F24	Successful retrieval of Electronic Information from Gale, Credo, Transparent Languages and Brainfuse. This used to be called Licensed database use. Prefilled and locked by the State Library.	1,566
F25	Successful retrieval of all other Electronic Information funded locally or by other non-state funded cooperative agreements. Do not count users, sessions, website hits, or online catalog use. This used to be called Licensed database use.	358,627
F26	<b>Total successful retrieval of Electronic Information.</b>	<b>360,193</b>
<i>Circulation and Use Totals</i>		
F27	<b>Total Circulation of physical and downloadable materials (This is the same as Total circulation by material type on previous year's surveys).</b>	<b>893,481</b>
F28	<b>Total Electronic materials use (Total downloadable use plus Total successful retrieval of Electronic Information)</b>	<b>688,422</b>
F29	<b>Total Collection use (Total circulation of physical and downloadable items plus successful retrieval of Electronic Information. This is not the total of F27 + F28).</b>	<b>1,253,674</b>

### *Interlibrary Loan*

The State Library will automatically fill in data from the SILO ILL service. If your library only uses SILO for ILL, you can skip F30 to F35. Examples of other ILL services are OCLC or print forms.

F30	ILL Received from other libraries using the SILO ILL service. Prefilled and locked by the State Library.	1,716
F31	ILL Received from other libraries using all other ILL services. Do not report SILO ILL on this line.	607
F32	<b>Total Interlibrary Loan received from other libraries</b>	<b>2,323</b>
F33	ILL Provided to other libraries using the SILO ILL service. Prefilled and locked by the State Library.	640
F34	ILL Provided to other libraries using all other ILL services. Do not report SILO ILL on this line.	227
F35	<b>Total Interlibrary Loan provided to other libraries</b>	<b>867</b>
F36	Current total number of registered users as of June 30, 2021	45,755

## **Section G - Program Attendance and Other Services**

### ***Program Attendance***

When reporting the number of programs, count the total number of events. A story time held once a week for a year is counted as 52, not as one.

When reporting attendees, count total number of attendees regardless of the age. A children's program attended by 10 children and 10 adults is counted as 20, not as 10.

Live, virtual programs are conducted via a Web conferencing or webinar platform during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time. These are considered programs for survey purposes and should be added into programming counts as indicated below.

Recordings of program content include 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 list to on-demand. Do not include promotional or marketing content. Recordings of program content are counted separately as indicated below.

Programs designed for adults, families, cross generational, all-ages, etc. should be reported on lines G13 TO G18.

G01	Total number of in-person library programs for children	83
G02	Total number of live virtual library programs for children	379
G03	<b>Total number of library programs for children</b>	462
G04	Total number of people attending in-person library programs for children	2,378
G05	Total number of people attending live virtual programs for children	10,217
G06	<b>Total number of people attending library programs for children</b>	12,595
G07	Total number of in-person library programs for young adults	10
G08	Total number of live virtual programs for young adults	42
G09	<b>Total number of library programs for young adults</b>	52
G10	Total number of people attending in-person library programs for young adults	64
G11	Total number of people attending live virtual programs for young adults	518
G12	<b>Total number of people attending library programs for young adults</b>	582
G13	Total number of in-person library programs for adults, families, etc.	1

G14	Total number of live virtual programs for adults, families, etc.	123
G15	Total number of library programs for adults, families, etc.	124
G16	Total number of people attending in-person library programs for adults, families, etc.	20
G17	Total number of people attending live virtual programs for adults, families, etc.	1,842
G18	Total number of people attending library programs for adults, families, etc.	1,862
G19	Total number of library programs	638
G20	Total number of people attending library programs	15,039
G21	Total number of recordings of program content for children	183
G22	Total number of recordings of program content for young adults	6
G23	Total number of recordings of program content for adults, families, etc.	51
G24	Total number of recordings of program content	240
G25	Total number of views of program content recordings for children	81,094
G26	Total number of views of program content recordings for young adults	3,201
G27	Total number of views of program content recordings for adults, families, etc.	22,408
G28	Total number of views of program content recordings	106,703
<b>Other Services</b>		
G29	Door count annually - do not count curbside delivery or other services provided while the library is physically closed to the public as door count	56,186
G30	Is annual door count based on an annual count (i.e. with a door counter) or an annual estimate based on a typical week or weeks? Choose one of the options listed below:	CT - Annual Count
G31	Total number of reference transactions annually	12,108
G32	Is number of annual reference transactions based on annual count (i.e. year-long tally marks) or an annual estimate based on a typical week or weeks? Choose one of the options below:	CT - Annual Count
G33	Number of Internet computers for public use	12
G34	Number of uses of public Internet computers <u>ANNUALLY</u> (You may count a typical week and multiply by 52)	3,550

G35	Is the number of uses of public Internet computers based on an annual count (i.e. year-long tally marks) or an annual estimate based on a typical week or weeks? <b>(NEW)</b> Choose one of the options listed below:	CT - Annual Count
G36	Number of wireless sessions annually - for libraries subscribing to the statewide WhoFi service. Prefilled and locked by the State Library.	0
G37	Number of wireless sessions annually - for libraries without the statewide WhoFi service.	17,972
G38	<b>Total number of wireless sessions annually</b>	17,972
G39	Is number of wireless sessions based on an annual count (i.e. year-long tally marks) or an annual estimate based on a typical week or weeks? Choose one of the options listed below. Libraries that use WhoFi only should report as an annual count. If unsure, leave blank and skip to G40: <b>(NEW)</b>	CT - Annual Count
	Annual Count	
	Annual Estimate based on typical week(s)	
G40	Website visits for libraries with a PLOW website annually. Prefilled and locked by the State Library.	0
G41	Website visits for all other libraries annually. Libraries unable to collect a count of their website visits should report <b>N/A</b> . Libraries without websites should report <b>-3</b> .	542,892
G42	<b>Total website visits annually</b>	542,892

## Section H - Library Buildings - Hours and Square Footage

Make sure to consider closures due to COVID-19 when calculating number of hours and weeks open. For example, if your library is normally open for 52 weeks, but was closed for 20 weeks due to COVID-19, report 32 on line H02.

H01	Total number of hours open to the public during FY21 (July 1, 2020 to June 30, 2021) at the main library only:	750
H02	Total number of weeks open to the public during FY21 (July 1, 2020 to June 30, 2021) at the main library only (round to the nearest whole number of weeks):	14
H03	Square footage of main library. Prefilled and locked by the State Library.	81,276
H04	Total number of weeks the main library was closed to the public during FY21 (July 1, 2020 to June 30, 2021) due to COVID-19.	38
H05	Total number of weeks the main library had limited occupancy during FY21 (July 1, 2020 to June 30, 2021)	14

due to COVID-19.

## Section H Part 2 - Branches and Bookmobiles

Enter information for each branch or bookmobile on separate lines. Click the "Add Group" button to report multiple branches or bookmobiles. Do not include information for your main library in this section - that is already covered by questions H01-H05.

Make sure to consider closures due to COVID-19 when calculating the answers for H07 and H08. For example, if your branch or bookmobile is normally open for 40 weeks, but was closed for 10 weeks due to COVID-19, report 30 on line H08.

If the Branch or Bookmobile name, address, or phone number has changed since last year, contact Scott Dermont at [scott.dermont@iowa.gov](mailto:scott.dermont@iowa.gov) for corrections.

**NOTE: Libraries without branches should skip questions H06 to H11 and leave them blank.**

H06	Branch or bookmobile name.	Iowa City Public Library Bookmobile
H07	Total number of hours open to the public during FY21 (July 1, 2020 to June 30, 2021) at the branch or bookmobile:	263
H08	Total number of weeks open to the public during FY21 (July 1, 2020 to June 30, 2021) at the branch or bookmobile:	20
H09	Square footage of branch library (do not report bookmobile square footage - you may leave it blank or report an N/A)	N/A
H10	Total number of weeks the branch or bookmobile was closed to the public during FY21 (July 1, 2020 to June 30, 2021) due to COVID-19:	28
H11	Total number of weeks the branch had limited occupancy during FY21 (July 1, 2020 to June 30, 2021) due to COVID-19:	16

## Section H Totals

H12 Total number of hours open annually at the main library and all branches. (Click the SAVE button to calculate the 1,013

H13	total) Total number of weeks open annually at the main library and all branches (Click the SAVE button to calculate the total.)	34
H14	Total square footage of main and all branch libraries (Click the "SAVE" button to calculate the total.)	81,276

## Section I - COVID 19 related questions

The following questions were added in the FY20 survey in order to assess the impact of the COVID-19 pandemic on library services. The impact extended into FY21, so we will continue with most of these questions this year. Answer Yes or No to the following questions if you know for sure that you provided the listed service or not. If you aren't sure, leave the question blank.

- I01 Were any of the library's outlets physically closed to the public for any period of time due to the Coronavirus (COVID-19) pandemic? (YES/NO)
- Hours open clarification: An outlet is considered physically closed when the public cannot access any Yes library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual or "curbside" services outside the building.
- I02 Did library staff continue to provide services to the public during any portion of the period when the building was physically closed to the public due to the Coronavirus (COVID-19) pandemic? (YES/NO)
- Services to the public can include providing Yes reference service, hosting virtual programming or recorded content, curbside delivery, etc. Staff can be located or home or in a closed library while providing these services.
- I03 Did the library allow users to complete registration for library cards online without having to come to the library DURING the Coronavirus (COVID-19) pandemic? (YES/NO) Yes
- I04 Did the library provide reference service via the Internet or telephone during the Coronavirus (COVID-19) pandemic? (YES/NO) Yes
- I05 Did the library provide 'outside' service for circulation of physical materials at one or more outlets during the

Coronavirus (COVID-19) pandemic? (YES/NO)

- Includes any contactless or minimal contact provision of circulation items. Similar terms could include curbside, vestibule, or porch pickups, delivery (mail or drop-off), drive-thru, etc. NOTE: Circulation of these items should be reported as circulation in the appropriate category in section F. Yes
- I06 Did the library intentionally provide access to Wi-Fi Internet access to users outside the building at one or more outlets DURING the Coronavirus (COVID-19) pandemic? (YES/NO) Yes
- I07 Did the library increase access to WI-FI Internet access to users outside the building at one or more outlets during the Coronavirus (COVID-19) pandemic? (YES/NO) Yes
- I08 Did library staff work for other government agencies or nonprofit organizations instead of, or in addition to, their normal duties during the Coronavirus (COVID-19) pandemic? (YES/NO)
- NOTE: Include reassignments to other government agencies (e.g., to provide unemployment claims), as well as other activities such as the use of library staff to distribute school lunches and other materials. Volunteering during work hours would count, but volunteering off hours would not. No
- I09 Does the library check out WIFI hotspots for use outside the library? (YES/NO) Yes

All libraries submitting an annual survey must also submit a Signature Page to certify accuracy. This document is also included in the Print Application Form. Click [here](#) to print off the form, sign it, and return it to Toni Blair as listed on the document.