



**ERICSON  
PUBLIC LIBRARY**



# **ANNUAL REPORT 2021**

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## LETTER FROM THE DIRECTOR



JAMIE WILLIAMS  
DIRECTOR

Each year we spend time doing thoughtful analysis of the past fiscal year. This essential process allows us to share what we are most proud of accomplishing while focusing on how we plan to tackle some of the challenges we face. The annual report reflects these hurdles and showcases stories, statistics and information on where we are at and where we are going.

This year we spent many days answering the same question from many of our library users calling in... Yes! We are open!

We officially opened to the public July 6, 2020 with reduced hours and added Saturdays in April 2021. We found new ways to serve and support our community. Shifting services to better serve those who were coming in and those who felt they had to stay safe at home. We extended online renewal policies, expanded online checkout services, and added virtual programming. We incorporated craft and STEAM kits, supported distance learning, and, significantly, boosted our technology offerings.

Our annual report highlights the programs and services we provided and the invaluable lessons we learned during this transitional year. With our curbside service our door count was substantially lower, we also noticed that digital materials, database use and website visits were all up. Even physical materials increased from the previous year as well as card holders and recorded program views.

**With COVID-19 precautions and our shifting of services to better accommodate our patrons, we offered more online programming, added three new online resources and offered curbside pickup service.**

This is also a time to acknowledge my gratitude for our Board, staff, patrons and community. Our librarians have continued their dedication and creativity in coming up with new ways to connect and engage with our community- with our intention to enrich all those lives we can with access to resources, services and programs!

# THE NUMBERS



Digital Materials Circulated



9,118

Public Computer Sessions



Physical Materials Circulated



41,816 VISITS  
3,966 REFERENCE QUESTIONS



Website Visits

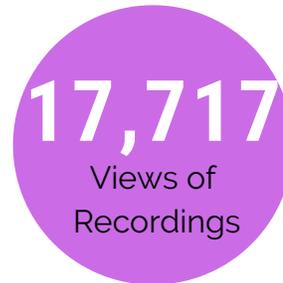


Database Uses



Wi-Fi Sessions

# THE FUN



# THE FINANCES

## Income Sources

### City of Boone

General Fund

\$378,473

Capital Income

\$76,086

Contract Cities

\$1,160

Boone County

\$63,700

State

\$7,931

Federal

\$3,000

Fines/Fees

\$8,159

Gifts/Grants

\$35,922

Capital Income (private) \$22,612

## Operating Expenditures

Materials

\$50,586

Salaries

\$291,695

Benefits

\$157,292

Other Operational

Expenses

\$119,254

## Capital Expenditures

\$ 103,171



# THE STORIES

## School Partnership Success Story

"We are so thankful for the library's meeting room and Onescreen. It has been great to get out into the community and have a change of scenery. Our administrators have enjoyed using the space!" -Julie Trepa



## Library updates

In 2021 we accomplished several important things from our strategic plan. We upgraded our firewall and technology components based off our network assessment from FY20. We updated technology in the Children's department by switching out old computers to new tech literacy stations as well as adding an interactive play touch table funded through United Way. We also chose to tackle some updates to the building and grounds to make it safer.

Specifically we planned the Greene Street Parking project funded through LOST, which makes parking, entering and exiting as well as walking much safer for our patrons. We also updated tile floors in the Children's department- original to the remodel that were popping up as tripping hazards. We added two large industrial air purifiers with AARP grant funding, providing better air quality making it safer for our patrons. We added several new online offerings through a Beckwith grant to provide more resources for our community. We restored cracking paint from our Children's stairwell to a beautiful piece of artwork welcoming all! We received a donation to add a drive through book return to provide a more convenient return option which minimizes damage to materials incurred from outdoor elements. Many projects were funded with grant dollars and donations! -Director

## Student Success Story

"This fourth grader has struggled with finding a book to get lost in. After visiting with the student and his teacher, I worked with them and Mr. Z and the student became ecstatic and couldn't wait to get his hands on a new series. This wouldn't have occurred if I hadn't had the help and support from the library and Mr. Z."

-Tiffany Carpenter



## Helping the Elderly

One of our elderly patrons has been struggling with dementia, health issues, and was a victim of online fraud. Without any family, he has been seeking help from us for technology and housing assistance along with legal referrals to the State Library. He also just needs a connection to someone who cares and who he can trust! -Assistant Director

## Providing the best service

"My husband, Phillip and I are benefiting greatly by the excellent collection of reading materials at the Library. The creative educational adult programs provide delightful learning on new and expanded awareness of pertinent topics. All library staff assist us with courteous proficiency. In gratitude!" -Cyndi Riggerberg

## NASA @My Library Program

"For a small town, this program helped to transform services to families" - Theo

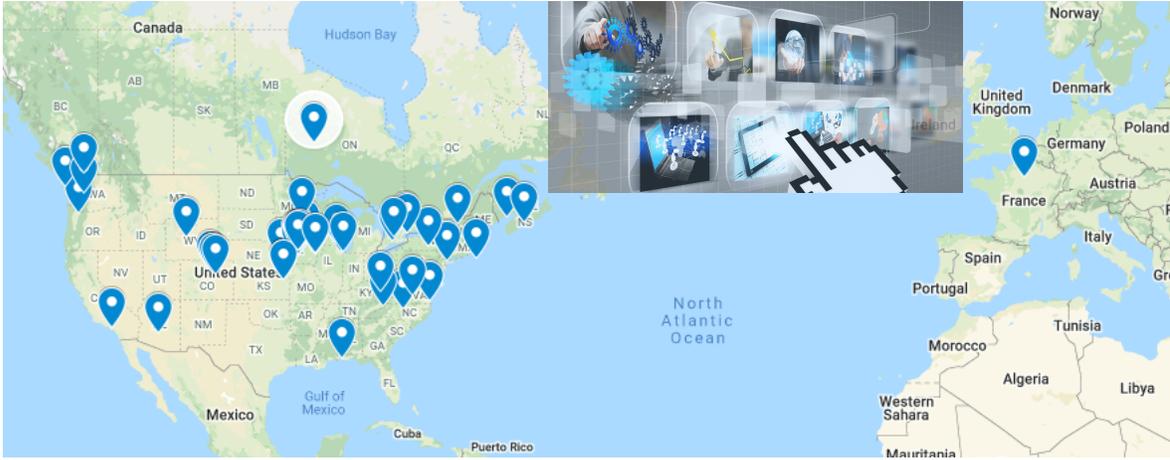
## Activating Community Voices

"This program can continue to build stronger family partnerships and look to include more perspectives on our district committees so that voices are at the table for not only input but also decision-making" -Symposium attendee

## DMACC and Library partnerships

"I can't emphasize enough how grateful I am for you involving DMACC in last week's program. I wish I could have been around for the whole day! But that first keynote was really, really important and I've nearly finished the book."- Drew Nelson, Provost

# MAPPING THE IMPACT



**With Virtual Programming we continue to increase our reach from Boone to Canada to France!**

We created this map last year to show where program attendees and partners have come from. We have continued to update it as **we work more outside our traditional roles to make a bigger impact.**

Although our goal is to support local community, this shows the impact libraries can have not only across the state, but outside the United States! We are so lucky to have innovative and creative staff bringing their great ideas to life and drawing in people from all over! Our librarians have reimagined the possibilities and taken advantage of new opportunities. Through these opportunities we were able to provide amazing programs and draw in interested parties from Canada, France, California, Colorado and more! We know this has impacted not only their perspectives and positive experiences with our library but with their desire to come to our community. **We play a role in economic development and tourism, and are culturally iconic.**

As gateways to knowledge and culture, libraries play a fundamental role in society. The resources and services we offer create opportunities for learning, support literacy and education, and help shape the new ideas and perspectives that are central to a creative and innovative society. Public libraries today are deeply involved with people, technology, and quality of life. **We have tremendous reach geographically and virtually.** We offer collections and programs that support early literacy, workforce readiness and small businesses. As such, we are an important and dynamic part of the community's learning infrastructure which supports local economic development and quality of life issues. And we will continue to show everyone why Boone is a great place to live, learn and succeed.

- Canadian patron
- Iowa patrons
- Microsoft Employee Participated in our Co...
- Program
- Nantucket, MA
- Seattle, WA
- Richmond Hill, ON Canada
- Portland, OR
- Lingo Lakes, MN
- Fairhope, Alabama
- Ames, IA
- Omaha, NE
- Los Angeles, CA
- Ithaca, NY
- Bloomington, IL
- Greensboro, NC
- Delavan, WI
- London, ON Canada
- Ogden, IA
- Norwalk, IA
- Forks, WA
- Johnson City, TN
- Thelma, KY
- Norfolk
- Boulder
- Denver, CO
- Phoenix
- Point 29
- Topeka, KS
- Point 30
- Winterset, IA
- Boone, IA
- Ames, IA
- Ames, IA
- Des Moines, IA
- Maple Valley, WA
- Nevada, IA
- West Branch, IA
- Denver, CO
- Topeka, KS
- Point 42
- Story City, IA
- Ames, IA
- Solon, IA
- Chicago, IL
- Chilliwack, B.C. Canada
- Saint John, N.B. Canada
- Danforth, Toronto Area Ontario
- Virginia, US
- Stratford, ON Canada
- Vermont, USA
- Nova Scotia, Canada
- Paris, France

