



GLEN RIDGE  
PUBLIC LIBRARY



# ADAPTING TO THE UNEXPECTED



Annual Report 2020

Dear Glen Ridge community,

This is our first official Annual Report. Annual Reports are a way to reflect on our past year and to show you what we've accomplished and the things we are most proud of. We can highlight the special or unique and share significant achievements with you.

We planned to issue annual reports as part of our [2020-2025 Strategic Plan](#) to demonstrate the return on investment the library provides the community. Of course, I never expected our first annual report to look back at a year such as this one. However, there is certainly a lot to reflect upon and share.

We started off 2020 with expanded hours and declared ourselves fine free as a way to remove barriers and ensure equal access to collections and services. In February, auto-renew was enabled to make your experience easier and more seamless. The [Library of Things](#) debuted. With this collection, we aim to offer the physical tools needed to support lifelong learning and creativity, and provide new ways for kids and adults to interact and explore. From sewing machines to ukuleles and metal detectors, there is something new to try all the time. Even though much of what was going on was business as usual, we were already proud of so much just a few months into the year.

Then our world shifted in March with the beginning of the COVID-19 pandemic. All NJ libraries were closed by Executive Order and our doors were shuttered far, far longer than any of us could have ever anticipated. When business as usual came to an abrupt halt and when nothing was the same anymore, all we could do was what we know how to do best:

**Continuing to serve the community every single day, in every way we could.**

Our library immediately transitioned to a complete online presence. We expanded our digital collections as quickly as possible so that our community had access to books, movies, and more from the safety of their homes.

Even though our staff could not be in the building, we could still answer questions, offer reading suggestions, and provide technology support to people through online chat, email, and phone calls. Sometimes, people sent us a quick message to say hi or just wanted someone to talk to because they were lonely. It was moments like those when we knew how important it was for us to be there for our community.

We found new and innovative ways to bring the Library into your homes, including virtual programs and bi-weekly story times. Staff quickly mastered the use of Zoom, Facebook live, and became video production experts seemingly overnight all in an effort to provide and deliver amazing content virtually. We kept in touch with you weekly through newsletters filled with digital book displays, quizzes, activities, and crafts. We felt connected to our community despite being apart.

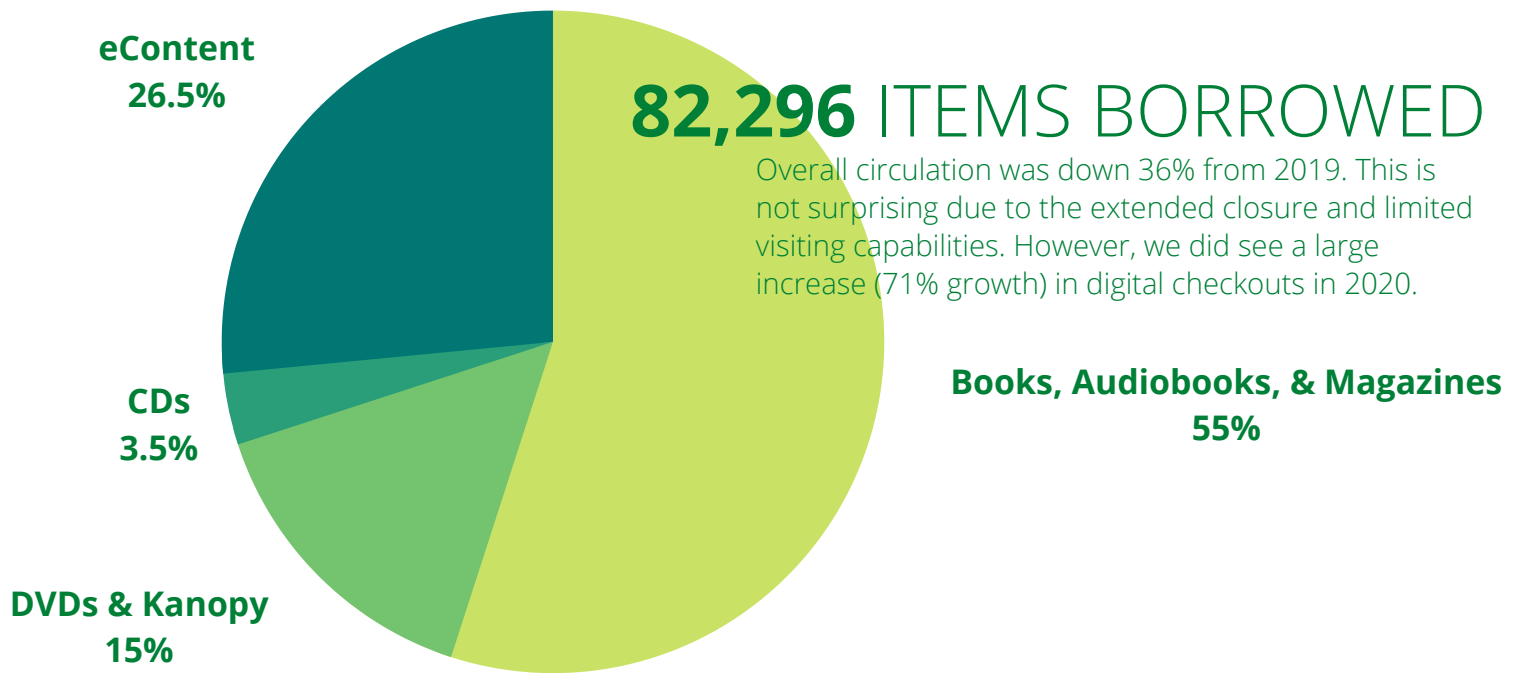
When the library reopened in early July, we began Grab & Go contactless pick-up of materials which allowed us to safely provide access to our physical collections in a no-contact way. We loan thousands of items a month through this system.

As we head into 2021, the challenges and changes caused by COVID-19 continue to arise and impact our services. For now, know we continue to be the "community's chameleon" keeping our core values while we adapt to our surroundings. We will keep doing what we know how to do best through these remarkable times. Even though the ways we serve you continue to change, we are here for you Glen Ridge.



**Jennifer Breuer**  
Library Director

## USAGE STATISTICS



**238 NEW LIBRARY CARDS ISSUED**



**353 VIRTUAL PROGRAMS HELD**



**\$570 WORTH OF MATERIAL BORROWED BY THE AVERAGE USER**



**21,627 ITEMS BORROWED AND LOANED TO BCCLS**

## LIBRARY COLLECTIONS



Adult Fiction	<b>9,003</b>
Adult Non Fiction	<b>8,549</b>
Children's Books	<b>12,211</b>
Young Adult Books	<b>2,685</b>
Library of Things	<b>74</b>



DVDs	<b>6,432</b>
CDs	<b>3,780</b>
Audiobooks	<b>689</b>



**4,735** Library Card Holders



**3,029** New Items Added



**30,628** Website Visits



**381** Items Borrowed from the Library of Things



**856** Reference & Research Questions Answered





Books and Movies picked up at Grab & Go

20K

# GRAB & GO PICKUP

**WE RESTRUCTURED** services in July to offer doorside pickup. Grab & Go helps us to provide continued access to physical collections in a no-contact process.

# VIRTUAL PROGRAMS

**WE PROVIDED** online events and programs for all ages. From magic shows to book clubs, Dungeons & Dragons, paranormal investigators, and learning how to create the perfect drink with a professional mixologist, programs were held on a weekly basis.



# TAKE & MAKE CRAFTS

**WE SUPPLIED** weekly crafts kits for children, tweens, and teens. Kits have all the necessary instructions and materials included. We have distributed **624** Take & Make crafts since September.

# ONLINE STORYTIME

**WE BEGAN** offering bi-weekly story times in April. Each week, Ms. Joan and Ms. Kathy read a new story that is available on Facebook and YouTube. Storytime sparks creativity, helps with listening and language development, and cultivates a love of reading.



84 storytimes viewed 65,000 times

# STORYTIME TAKE OUT

**WE CATERED** to your child's reading interests. By completing an online form, our youth services staff put together a specialized selection of books based on their unique interests.



# DIGITAL COLLECTIONS

**21,290**

**WE'VE INVESTED** more in eBook and digital audiobook collections this year in response to user trends. In April, we started offering Kanopy streaming film service. During the pandemic, more people than ever are reading digital books and streaming movies.

**eBooks, Audiobooks, & Digital Magazines Were Checked Out**

**71%**

**Annual increase in digital checkouts**

**2,237**

**Films and Documentaries Streamed on Kanopy**

# ONLINE TUTORING

**WE OFFERED** tutor.com which provides live, on-demand online tutoring to students in grades K-12, college level, and adult learners. This service eliminates barriers to high-quality tutoring, and provides equitable access to enhanced learning and support. The service is offered 7-days per week from 2:00 pm - 9:00 pm.

**Since its start in September, there have been 68 tutoring sessions**

*"I really enjoyed learning the next thing ahead of me and just learning something new and I think my tutor taught it to me very well." - 6th grade user*

*"It's really helpful if you are struggling."  
- 7th grade user*

**Tutor.com is generously sponsored by the Friends of the Glen Ridge Library**



## LIBRARY OF THINGS

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**Glen Ridge Public Library**

240 Ridgewood Avenue

Glen Ridge, NJ 07028

973-748-5482 | [glenridgelibrary.org](http://glenridgelibrary.org)