

LIBRARY REPORT

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SERVICES

The library remains closed to help prevent the spread of COVID-19. Libraries are in Stage 2 of Alberta's re-launch strategy. The province has stated Stage 2 may begin on June 19, 2020, though nothing is confirmed. The library is continuing to serve the community by answering phone messages daily, offering live chat services, providing access to e-resources, and hosting a suite of virtual programs on our social media platforms. We began offering curbside holds pickup of pre-COVID 19 holds on May 19, 2020.

Chat Service

Since May 19, 2020, Beaumont Library has been offering patrons access to live-chat with staff via a chat box hosted on our website (<https://beaumontlibrary.com/chat>). Chat service is available Monday-Friday, 10am-6pm and Sat-Sun, 1pm-4pm. We have had 27 chat interactions to date. Interactions have included questions about card sign-up, questions about reopening and lots of questions about curbside holds pickups.

Curbside Pick-up of Pre-Closure Holds

Our pilot curbside holds project was a huge success:

- **209 patrons have picked up 561 items, to date**
- 26 patrons requested their holds cancelled and material returned
- 3 noted immune issues and opted to extend holds until further notice
- 5 patrons have been unreachable (no answer, messages not returned)
- 5 patrons are scheduled for upcoming evening pick-ups

I have prepared a proposal for extending curbside pickup service to allow customers to place holds on new material (see separate proposal).

PROGRAMS AND EVENTS

Beaumont Library continues to offer a daily virtual children's storytimes on Facebook and Instagram. Two of the weekly children's storytimes are delivered in French. We offer two weekly adult storytimes (currently reading *Little House on the Prairies*). Storytimes are pre-recorded and released at 10:30am (children) and 2:00pm (adult) Monday-Friday. In April, we added a weekly virtual Tickle Time on Mondays at 11:00 and a Harry Potter Family Book Club on Thursdays at 2:00. We have also started posting monthly challenges to our Girls Book Club members (though we invite everyone and anyone to participate). So far, we have 3 challenge videos up.

To conclude the Harry Potter Bookclub, we are hosting a Harry Potter Horcrux Hunt. Videos with clues are posted twice weekly and lead to 7 horcruxes hidden around Beaumont. Patrons are invited to submit a photo of the horcrux when they find it and each photo qualifies them for 1 entry into a draw for a Harry Potter prize pack.

Meghan continues to host our French Conversation Circle on Zoom and Deepa is now hosting our ESL group via Zoom as well.

The Senior's Tea challenge wrapped up in May and a photo contest winner was crowned and gifted a Chartier Gift Card, courtesy of the Friends.

Our two summer programmers start Monday June 8 and will be prepping our Virtual Summer Reading Club. We are already recruiting volunteers for a virtual Reading Buddies program.

Deepa will be hosting a Virtual Father's Day Pizza making program on June 18.

We have a number of social media posts planned for June to celebrate Indigenous History Month and Pride Month, as well as some #BlackLivesMatter booklist posts. Programmers are ensuring we increase the number of LGBTQI2+ and Indigenous reads we are doing in our virtual programs.

Our TRES exhibit from the AGA is due to arrive in mid-June. If we are not open to the public, we will display the material out our windows and advertise an outdoor art walk. Once we re-open, material will be displayed as usual.

STATISTICS

Virtual Programming and Social Media

Facebook, last 28 days:

- Post reach: 8813 (up 136%)
- Engagement: 8813 (up 11%)
- New page likes: 18 (up 50%)

Instagram, last 7 days:

- Reach: 230
- Followers: 838
- Impressions: 929

Pinterest, last 21 days:

- Impressions: 6380 (up 27%)
- Audience: 5070 (up 49%)
- Engagements: 194 (up 65%)
- Top 3 boards: Girls book club, Teen Scene, Romance

Youtube (launched May 4):

- Views: 243
- Watch time: 9.8 hours
- 18 subscribers

STAFFING

Staff are working on-site more often. Vicky Kruppke, Patti Rude and Jo-Anne Knieper are all working their hours in-branch. Taryn Gauthier and Kathryn Heyde work part-time in-branch. Remaining staff continue to work from home.

Once curbside pick-up is instituted, circulation staff will return to work in-branch in order to ensure adequate staffing to complete the work. I will begin working in-branch next week.

PROJECTS

Community Profile

We continue to work on our community profile. I hope to complete this project by mid-summer. The community profile may fulfil the Plan of Service requirement for a community needs assessment.

Collection Audit

We continue to work on our collection audit. We may use this work to propose revisions to our Collection Development Policy. It will inform our weeding project and will be used to codify Weeding Guidelines and a weeding schedule.

Professional Development

All staff continue to work together on the University of Alberta's Indigenous Canada MOOC. Staff are completing one module weekly and we meet to discuss content every Friday.

Plan of Service

I have not yet completed our Project Plan for our upcoming Plan of Service. I hope to have this completed for our next board meeting.

Phased Re-opening Plans

Our Phased Re-Opening Plan is complete and awaiting board approval (see separate document)