**Due to COVID-19, Reddick Library was closed March 16, 2020 — March 31, 2020**

<table>
<thead>
<tr>
<th>Category</th>
<th>2020</th>
<th>2019</th>
<th>% CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendance:</td>
<td>4,314</td>
<td>8,990</td>
<td>---</td>
</tr>
<tr>
<td>New Library Cards:</td>
<td>22 (+0 linked patrons)</td>
<td>66 (+2 linked patrons)</td>
<td>---</td>
</tr>
<tr>
<td>Circulation:</td>
<td>7,193</td>
<td>12,252</td>
<td>---</td>
</tr>
<tr>
<td>Self-Check Users:</td>
<td>189 (736 items)</td>
<td>393 (1,170 items)</td>
<td>---</td>
</tr>
<tr>
<td>WiFi Hotspot Circs:</td>
<td>35</td>
<td>42</td>
<td>---</td>
</tr>
<tr>
<td>Circulation-eBooks:</td>
<td>1,318</td>
<td>1,057</td>
<td>---</td>
</tr>
<tr>
<td>TOTAL CIRCULATION</td>
<td>8,511</td>
<td>13,309</td>
<td>---</td>
</tr>
<tr>
<td>Interlibrary Loan:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lent</td>
<td>480</td>
<td>1,010</td>
<td>---</td>
</tr>
<tr>
<td>Borrowed</td>
<td>946</td>
<td>1,758</td>
<td>---</td>
</tr>
<tr>
<td>Out-of-System Loaned</td>
<td>3 (2 OS)</td>
<td>6 (1 OS)</td>
<td>---</td>
</tr>
<tr>
<td>Out-of-system Borrowed</td>
<td>28 (4 OS)</td>
<td>66 (6 OS)</td>
<td>---</td>
</tr>
<tr>
<td>Items Added:</td>
<td>201</td>
<td>334</td>
<td>---</td>
</tr>
<tr>
<td>Reference Transactions:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child</td>
<td>93</td>
<td>270</td>
<td>---</td>
</tr>
<tr>
<td>Adult &amp; YA</td>
<td>218</td>
<td>764</td>
<td>---</td>
</tr>
<tr>
<td>Technology Transactions:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Child</td>
<td>7</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Adult &amp; YA</td>
<td>133</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Book-a-Librarian Sessions:</td>
<td>4</td>
<td>1</td>
<td>---</td>
</tr>
<tr>
<td>Notary Services:</td>
<td>22</td>
<td>5</td>
<td>---</td>
</tr>
<tr>
<td>Computer Use:</td>
<td>681+66 guests=747</td>
<td>1,452+67 guests=1,519</td>
<td>---</td>
</tr>
<tr>
<td>Wi-fi Users:</td>
<td>507</td>
<td>463</td>
<td>---</td>
</tr>
<tr>
<td>Phone Conference Room Use:</td>
<td>25</td>
<td>38</td>
<td>---</td>
</tr>
<tr>
<td>Study Room Sessions:</td>
<td>157</td>
<td>303</td>
<td>---</td>
</tr>
<tr>
<td>Local History Room Sessions:</td>
<td>19</td>
<td>51</td>
<td>---</td>
</tr>
<tr>
<td>Meeting Room Use (External)</td>
<td>3</td>
<td>4</td>
<td>---</td>
</tr>
</tbody>
</table>

### Adult Events:
- **WCMY Morning Meeting Book Group** discussed *Bad Blood* (Carreyrou).
- **Wednesday Evening Book Group** discussed *Sing, Unburied, Sing* (Ward).
- **Chair Yoga** was offered 2 times in March, with 15-18 patrons attending each session.
- **The Loop Group** met 2 times during the month of March.
- **BINGO for Adults** drew 9 players.
- **Medicare Basics** presented by Drew Reynolds (Prudential Financial) drew 17 attendees.
- **Mindful Moments Series: Natural Cleaners** drew 4 attendees.

### Youth & Teen Events:
- **Annette** led *Dr. Seuss’s World* with 13 children & 9 adults; *Flower Power* with 11 children & 11 adults; and *Lions & Lambs* with 1 child & 1 adult in attendance.
- **Teresa** led *Let’s Get Messy* with 12 children & 6 adults; *Chalk Art* with 7 tweens & 2 adults; and *Coding Club* with 3 tweens & 1 adult in attendance.
- **Kimberly** led *PJs & Pancakes* with 15 children & 9 adults in attendance.

### Media:
- **Annette** discussed youth services and events on WCMY’s *Morning Mix*.
- **Laura** provided bi-weekly library updates on WCMY’s *Morning Meeting*.

### Community:
Reddick Library’s Community Room served as a polling location for the March 17, 2020 Primary Election.
**Meetings:**

Allison, Diane, Jan, Jennifer, Rachel, Pam, and Shane attended two (2) Circulation meetings led by Rici (via ZOOM).

Annette, Elaine, Laura, Laurie, Lisa, Rici, and Stefanie attended one (1) in-person and three (3) virtual Management meetings led by Molly.

Elaine, Laura, Laurie, Lisa, Molly, Rici, and Stefanie attended the RAILS Emergency Member Update (via ZOOM).

Elaine, Laura, Laurie, Lisa, Rici, and Stefanie attended a PrairieCat Member Update (via ZOOM).

Elaine, Laurie, Lisa, Molly, Rici, and Stefanie attended the RAILS Special Member Update (via ZOOM).

Ellen and Sydney attended two (2) Page meetings led by Elaine (via ZOOM).

Greg, Kimberly, and Teresa attended a Youth Services Department meeting led by Annette (via ZOOM).

Molly represented the library at the Ottawa Complete Count Census Committee meeting. She also attended a special meeting of the City of Ottawa’s Board of Health.

Rici represented the library at a meeting of PrairieCat’s PUG Day Planning Team.

Stefanie represented the library at a meeting of PrairieCat’s User Experience Committee.

**Continuing Ed:**

Allison completed Microsoft Office 365 Training (online course).

Allison, Andru, Annette, Diane, Elaine, Ellen, Greg, Jan, Jennifer, Kellie, Laura, Laurie, Lisa, Molly, Rachel, Pam, Shane, Stefanie, Sydney, and Teresa completed Libraries & Homeless Patrons, a webinar presented by Ryan Dowd.

Allison, Annette, Diane, Greg, Kellie, Pam, Rachel, and Shane completed Five Things to Know in Top Genres (RAILS webinar).

Allison, Diane, Greg, Jan, Jennifer, Kellie, Pam, and Shane completed Dealing with Angry Customer Behaviors (RAILS webinar).

Allison, Diane, Jan, Jennifer, Kellie, Laura, Pam, and Shane completed How to Place Holds (PrairieCat training via Talent LMS).

Allison, Diane, Pam, Rachel, and Shane completed Handling Difficult Customers (RAILS webinar).

Annette completed Accompanying the Young Reader: Helping to Choose Appropriate Books and Supercharged Storytimes (Webjunction online courses). She also viewed five (5) RAILS webinars: C is for Common Core & Collection Development, Coaching Skills for Library Supervisors, Coding for Librarians: Part 1, Feel the Need to Weed, and Inclusive Programming for Adults with Developmental Disabilities.

Annette, Elaine, and Kellie completed Helping Patrons Complete the 2020 Census: What Front-Line Staff Need to Know (RAILS webinar).


Diane completed two (2) RAILS webinars: FRBR: Functional Requirements of Bibliographic Records and Introduction to Library Security.

Diane, Jan, Jennifer, Kellie, Pam, Rachel, and Shane completed Keeping Patrons Safe: Our Responsibilities During High Risk Situations (RAILS webinar).

Diane, Jan, Kellie, Pam, and Rachel completed Demystifying Genre: How to Help Every Type of Reader (RAILS webinar).

Diane, Jennifer, Pam, and Shane viewed Serving Patrons with Dementia (RAILS webinar).
Diane, Kellie, Pam, and Rachel completed the following two (2) RAILS webinars: Customer Service Workshop and Readers’ Advisory Prescription.
Diane and Pam completed Beyond Assistive Technology: Improving Library Services to People with Disabilities (RAILS webinar).
Elaine, Laurie, Lisa, Molly, and Ricì completed Coronavirus: Employer Q&A (HR Source webinar).
Elaine, Ricì, and Stefanie completed Strategies for Managing Teams Remotely (HR Source webinar).
Elaine and Stefanie completed the following three (3) Library 2.0 webinars: Self-Care During a Crisis: Breath-Think-Grow, Serving Patrons in a Crisis, and Why & How to Promote Your Online Services During the Quarantine.
Ellen completed JJ’s List: Disability Awareness Training (RAILS webinar).
Ellen, Pam, and Shane completed Opie Users in Your Library: From Behavior Management to Overdoses (RAILS webinar).
Jennifer viewed Navigating the Changing Landscape of Library Privacy (RAILS webinar).
Jennifer, Kellie, Pam and Rachel completed Be a Talking Book Ambassador: Learn How Talking Books Can Benefit Your Community (RAILS webinar).
Jennifer and Pam completed You Belong @ Your Library: Welcoming & Serving the LGBTQIA Community (RAILS webinar).
Lisa completed two (2) RAILS webinars: Conducting More Effective Board Meetings and A Librarian’s Crash Course in Marketing: Guide to Promoting Your Collection & Events.
Molly attended Navigating the SNAP Time Limit for ABAWDs, a workshop presented by the Chicago Coalition for the Homeless in partnership with Youth Service Bureau of IL Valley. She viewed the IL State Library’s Annual Library Certification Webinar prior to completing the ILLINET Interlibrary Loan Traffic Survey and annual library certification process.
Pam and Shane completed Creating a Friendly Environment for English Language Learners (RAILS webinar).
Rachel completed two (2) RAILS webinars: 10 Steps to Improve Your Technology Skills and Assessing and Staying on Top of Adult Leisure Reading & Collection Development Trends.
Ricì completed Communication Strategies for Managing Change (RAILS webinar).
Stefanie viewed Interacting w/ the Homeless: Safety, Security & Service for Library Staff and Preparing Your Digital Branch for Increased Use (Library 2.0 webinars), The Quickstart Guide to YouTube (YouTube Creator Academy), and three (3) TechSoup webinars: CyberSecurity 101: How to Become a Human Firewall, CyberSecurity 201: How to Make Your Organization Safe, and CyberSecurity 201: Ask the Expert. She also completed Coronavirus Mitigation Resources (TechSoup online course) and four (4) Lynda.com online courses: Productivity Tips: Finding Your Productive Mindset, Thriving @ Work: Leveraging the Connection Between Well-being & Productivity, Time Management: Working from Home, and Working Remotely.
**Building:**  
*Johnson Controls* was on-site to troubleshoot and resolve a communication issue with the Network Automation Engine (NAE-1) device.  
A new toilet seat was installed in the southeast public restroom.

**Investments:**  
*General Fund 2* CD reached maturity on 3/20/2020. The CD was closed out on 3/21/2021; all funds were immediately deposited into the General Fund Checking Account @ Ottawa Savings Bank.

**Donations:**  
N/A

**Grants:**  
N/A

**Personnel:**  
N/A