The building was closed September 1—30, 2020, due to COVID-19.

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
<th>% CHANGE</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Library Cards:</td>
<td>11 (+0 linked patrons)</td>
<td>126 (+10 linked patrons)</td>
<td>---</td>
</tr>
<tr>
<td>Circulation:</td>
<td>4,424</td>
<td>12,207</td>
<td>---</td>
</tr>
<tr>
<td>WiFi Hotspot Circs</td>
<td>48</td>
<td>59</td>
<td>---</td>
</tr>
<tr>
<td>Chromebook Circs</td>
<td>13</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Circulation e-Books:</td>
<td>1,126</td>
<td>814</td>
<td>---</td>
</tr>
<tr>
<td>TOTAL CIRCULATION</td>
<td>5,550</td>
<td>13,021</td>
<td>---</td>
</tr>
<tr>
<td>Curbside Transactions:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vehicle</td>
<td>1,088</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>No Vehicle</td>
<td>85</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Interlibrary Loan:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lent</td>
<td>796</td>
<td>854</td>
<td>---</td>
</tr>
<tr>
<td>Borrowed</td>
<td>1,624</td>
<td>1,954</td>
<td>---</td>
</tr>
<tr>
<td>Out-of-System Loaned</td>
<td>7 (3 OS)</td>
<td>7 (1 OS)</td>
<td>---</td>
</tr>
<tr>
<td>Out-of-system Borrowed</td>
<td>17 (8 OS)</td>
<td>37 (4 OS)</td>
<td>---</td>
</tr>
<tr>
<td>Items Added:</td>
<td>313</td>
<td>197</td>
<td>---</td>
</tr>
<tr>
<td>Reference Transactions:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Item &amp; Tech</td>
<td>430</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Readers' Advisory</td>
<td>172</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>TOTAL REFERENCE</td>
<td>602</td>
<td>797</td>
<td>---</td>
</tr>
<tr>
<td>Wi-fi Users:</td>
<td>206</td>
<td>460</td>
<td>---</td>
</tr>
</tbody>
</table>

**Book-A-Librarian:**  
Stefanie led a total of 6 virtual Book-a-Librarian sessions.

**Local History/Library Obituary Requests:**  
Laura fulfilled a total of 14 obituary and/or local history research requests

**Adult Events:**  
Laura prepared and provided Crafter Hours: Make & Take Kits for a total of 16 crafters and created an instructional video to accompany the kits. She also led 3 live virtual events in September:

- **Evening Book Club** discussed *The Nickel Boys* (Whitehead) with 6 participants.
- **Mystery Monday Book Club** discussed *The Turn of the Key* (Ware) with 4 participants.
- **No Phones Allowed Trivia Night** drew 13 players.

**Mindful Moments Series: All About Sleep** drew 7 viewers.

**WCMY AM Meeting Book Group** discussed Becoming Duchess Goldblatt (Anonymous).

**Youth & Teen Events:**  
Annette led 5 virtual sessions of *Ready, Set, Read* in September w/ a total of 41 viewers and 5 sessions of *Shake, Rattle, Read* w/ a total of 46 viewers.

- **Teresa** led Color Changing Potions w/ 2 viewers; Dream Catchers w/ 6 viewers; Pizza Box Solar Oven w/ 12 viewers; and Pool Noodle Pom Pom Shooter w/ 12 viewers. She also led 2 live interactive events: Coding Club Challenge and Zoom LIVE Coding Club.

**Kimberly** led 3 virtual events for teens in September: 1 session of Crafter’s Corner: Origami Art w/ 4 viewers and 2 sessions of Snack Time: Fall Dips w/ a total of 21 viewers.

**Youth Services Department staff** also prepared and provided Make & Take Craft Bags for a total of 135 youth patrons. Additionally, Coloring/Activity Sheets correlating with each week’s featured book display themes were provided to a total of 248 youth patrons.
Community/Media: Annette discussed youth services and events on WCMY’s Morning Mix w/ Maggie Frost. Laura provided bi-weekly library updates on WCMY’s Morning Meeting w/ Jay LeSeure. She also represented the library at a meeting of the Ottawa Historical & Scouting Heritage Museum Board.

Lisa continued to partner with Laura to provide local history-related social media content on a weekly basis; a local history post is featured on Reddick Library’s Facebook page every Sunday. Elaine, Laura, and Lisa worked together to also ensure that all new materials were photographed and promoted through feature posts on social media.

20 new videos, were published to Reddick Library’s YouTube Channel. —351 views, 167 unique viewers, 6,450 impressions & 32 subscribers in September.

Outreach: Jennifer provided homebound delivery to patrons residing at 1 partner agency and 7 personal residences.

Lisa fulfilled the book group needs for Epworth Village (11 members).

Molly delivered Make & Take Craft Bags, prepared by Youth Services Department staff, to the Ottawa PADS Shelter 2 times in the month of September.

Meetings: Diane, Elaine, Jan, Jennifer, Kimberly, Laura, Laurie, Pam, Rachel, Stefanie, Teresa, and Tyler attended a Circulation meeting led by Rici.

Elaine attended a meeting of the RAILS Technical Services Networking Group.

Laura represented the library at the biannual OMNI Overdrive Membership meeting, and also attended a meeting of the RAILS Community Engagement Networking Group.

Stefanie attended a PrairieCat User Experience Committee meeting.

Continuing Ed: Annette completed Reaching Forward Fridays: Programing 101 (ILA webinar) and Virtual Customer Service Strategies (RAILS webinar) in addition to 4 webinars from the ILA Noon Network Series: Hosting a 100% Virtual Battle of the Books; Multi-Generational Story Time Field Trips; Virtual Library Environment: What’s Working?; and We Can Walk Together: Creating Meaningful Dialogue on Race in Our Communities.

Annette and Rachel viewed the archived recording of PUG Day’s All-Ages Programming Panel.

Diane reviewed 5 Searching Tips in 5 Minutes (P-Cat Talent LMS) and completed the following 3 webinars: 21st Century Librarians for 21st Century Libraries (RAILS); Everything Library Trustees Need to Know During COVID-19 (IHLS/ILA/RAILS); and Failure IS an Option (RAILS).

Diane and Rachel completed Crash Course in Literary Fiction (Novelist webinar) and Extreme Self Care for Extreme Times (RAILS webinar).

Greg completed a total of 4 RAILS webinars: 10 Easy Steps to Improve Your Technology Skills; Be a Talking Book Ambassador: Learn How Talking Books Can Benefit Your Community; Better Together: Libraries in the Sharing Economy; and Promoting Your eCollection.

Kellie completed a total of 4 Novelist webinars: Crash Course in Fantasy; RA Prescriptions; Unlocking Themes to Improve Your Readers’ Advisory; and Where Does RA Fit in Your 21st Century Library?

Laura completed Getting Started with OverDrive Marketplace (OverDrive webinar) and viewed RAILS Online Roundtable: Passport Services.

Laurie viewed the archived recording of PUG Day’s Fine-Free Panel (PUG Day Webinar Series).

Lisa, Rici, and Stefanie viewed PrairieCat Mobile App Demo (PUG Day Webinar Series).
**Pam** completed a total of 10 WebJunction webinars: Assisting Patrons with eReaders; Tactics for Teaching & Troubleshooting; Basic PC Troubleshooting; Cloud Computing 101; Cloud Computing: What Is It?; Dazzling Displays; Excel for Librarians; Graphic Novel Collection & Programming; Making the Most of the Cloud; What You Need to Know About Library Technology; When I’m 64: Financial Literacy Resources for Those Nearing and in Retirement. She also viewed Reading & Talking about Race: Great Stories Club Part 1, Deeper than Our Skins (ALA webinar) and completed 4 self-paced online courses: Evaluating Reference Sources; Online Reference Basics; The Reference Interview; Shelving with Dewey (WebJunction).

**Rachel** viewed The Marketing Funnel & the My Library Is...Campaign (PUG Day Webinar Series) and completed 3 additional webinars: Actively Anti-Racist Readers’ Advisory (LibraryReads); Meditation: Benefits & Practice (RAILS); and Virtual Customer Service Strategies (RAILS).

**Rachel** and **Rici** viewed Graphic Design beyond Publisher and New Resources from RAILS (PUG Day Webinar Series).

**Rici** managed the onboarding process and coordinated Circulation training for new staff member **Tyler**.

**Stefanie** completed Extreme Customer Service, Every Time (WebJunction self-paced course), Make Curbside Pickup Easy with CapiraCurbside (OCLC webinar), and 2 additional WebJunction webinars: Getting Started with Virtual Story Times and Strengthen Equity, Diversity, and Inclusion Practice Through Self-Paced Learning.

**Tyler** completed 5 Searching Tips in 5 Minutes; Encore Basics; How to Place Holds Parts 1-4; How to Search Sierra Parts 1-4; Sierra Circulation Classes 1-3; and Sierra Essentials (P-Cat Talent LMS). He also completed Sexual Harassment Prevention in the Workplace (RAILS interactive training).

**Personnel:**

1 part-time Circulation Assistant resigned, effective September 23, 2020.

**Building:**

*Arrow Service & Sales* performed the annual inspection of fire extinguishers. *Commercial Electronic Systems (CES)* was on-site twice in September to identify and resolve an issue with the BPS unit that triggered the fire alarm panel.

**Donations:**

N/A

**Grants:**

N/A

**Investments:**

N/A