



*community*  
IMPACT REPORT

2020

# from the director

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*Ann Kling*

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*Library Director*

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After a year of Strategic Planning in 2019, the Library Board and staff were ready to hit the road running in 2020, new plan in hand. The first two months were spent setting the stage for implementation and then in March, the world came tumbling down.

The first step in dealing with the pandemic was to suspend all library programming. Within days the library doors were closed to the public and shortly after that the staff were sent home to work remotely. And work they did. The virtual library doors were never closed; patrons could still access e-materials and databases. The staff developed a way for patrons to sign up and receive library cards without stopping into the library. The programming staff learned to record programs and present them virtually. Staff worked with library vendors to increase access to materials. In short, the staff reinvented services to deal with a worldwide pandemic.

On April 29, a little less than eight weeks after the doors were closed, the library instituted Library Takeout, curbside service. Patrons were able to request items through the online catalog and place them on hold. Once the

items were pulled, the patrons were notified and instructed to call the library and inform the staff when they would be coming to collect the items. Items were placed outside the library doors in brown paper bags, with the patron's name stapled to the bag. People were hungry for new materials, and Takeout proved to be very successful. The first day holds were opened more than 700 holds were received. With limited staff working in the building, all hands were needed to pull the holds.

As the state removed some of the initial restrictions, the library was able to open its doors with safety protocols in place on July 1. Masks were required for entrance, children under the age of 14 were required to bring an adult caregiver with them to the library, computers were limited, and no more than 50 people could be in the library at one time. These restrictions continued until November 16, when high positivity rates caused the library and bookmobile to shut their doors once again. The library and bookmobile remained closed for in-house visits throughout the rest of 2020. Virtual and Takeout services were available.

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## What we learned from the pandemic ...

- Patrons will use Takeout, but what they really like is to browse for materials. Circulation went up dramatically when we re-opened our doors to the public.
- WiFi is important even if you can only access it from the parking lot.
- Virtual programs are not a substitute for in-person programs, but they can be engaging, especially book clubs for kids.
- Outdoor programming is really important.
- Tech help is needed more than ever.
- Smiles are detectable, even when wearing a mask.
- Take and Make kits are the bees' knees.
- Staff are resilient.
- Board members are supportive.
- Health and safety protocols have been effective. The library had only one incidence of COVID-19 that caused the shut down of the building for deep cleaning.



**108,954**  
patrons served



**25,399**  
active borrowers



**12,990**  
program attendees  
(in-person only)



**268,435**  
physical items borrowed



**18,848**  
database usage



**109,150**  
virtual items borrowed



**Libraries ARE magic!  
And SO important to  
our communities. You  
will always have my  
support!”**

— Kelly L.

*new ways to ...*

## CONNECT TO RESOURCES



While the doors of the Windsor-Severance Library may have been temporarily closed due to the global pandemic, the library was always open.

Once the decision was made to close the library's physical doors, staff went to work creating new and innovative ways to connect our community with library resources. We worked to balance serving our community while providing safe and healthy conditions in an evolving situation.

Less than eight weeks after closing, we launched Library Takeout, a curbside, contactless checkout system. It was clear that in the brief pause on physical materials, our community was hungry for library resources.

Staff continued to implement new and exciting ways to connect our community with resources and help them discover new materials through Staff Picks To-Go and Unwrap and Read.

We were excited to safely reopen our doors to patrons July 1. We were amazed by the corresponding spike in circulation. In-person browsing is a critical way for our community to explore new materials.

Throughout 2020, we were proud to provide continuous service to our community.



**268,435**  
physical circulation

**36,408**  
e-text circulation

**36,596**  
e-music circulation

**109,150**  
virtual circulation

**28,554**  
e-audiobook  
circulation

**7,592**  
e-video circulation



We can't thank you enough for your library takeout service during this time! While we miss toddler storytimes, it has brought our whole family such joy to discover new books while at home! I think we will look back on this spring and summer as the time when our 2.5-year-old son's love for reading truly blossomed. I've attached a picture of him in the stroller yesterday. We walked to the library to pick up our books, and he insisted on reading some on the way home." — Mollie A.

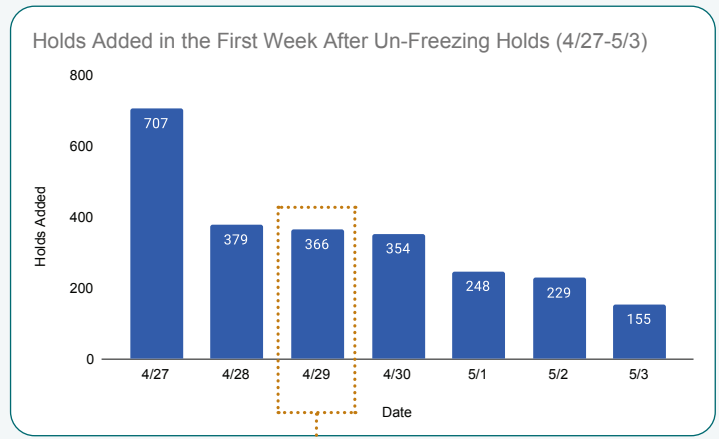


"This was our family's entire evening last night — we were SO excited to get our new books! (And note the library up on the computer — already working on our next round of holds!) We all agreed missing our multiple weekly library trips has been one of the hardest parts of the quarantine. THANK YOU for continuing to work so hard to keep us connected to our favorite family pastime! You all are so appreciated!" — Niel S.



## LIBRARY TAKEOUT

A new curbside checkout process began Wednesday, April 29. Patrons were able to place a hold through the catalog and then arrange contactless pickup in front of the Windsor-Severance Library. Our community was eager for new materials! We saw a record-breaking 707 requests for materials when we allowed holds again on April 27.



Takeout & Staff Picks Available

# 227

## STAFF PICKS TO-GO

Staff developed a new way for patrons to experience the serendipity missing from browsing our shelves while the building was closed — Staff Picks To-Go. After patrons complete a short online form, librarians get to work making surprise selections based on previous reading selections and the request.

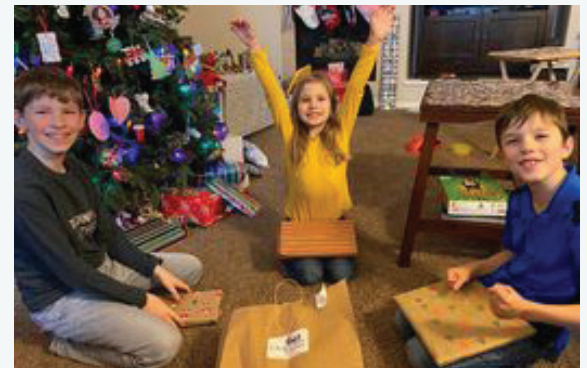


Photo: Mary M.

To add a little holiday cheer to Staff Picks To-Go, we developed Unwrap and Read. "This was so cute!" said Jeromey B. "My daughters loved opening their 'gifts'!"

*new ways to ...*

## ENGAGE TOGETHER



On March 13, we suspended all programming at the Windsor-Severance Library. In just eight short days, our staff began the transition to virtual programming.

Virtual programming was a completely new service offering in our district. Staff rallied to transform in-person programming to an engaging virtual experience that could maintain connections in, what could be, an isolating global pandemic. During the Stay at Home order, living rooms and home offices became recording studios, with staff navigating new platforms and technology on the fly.

Looking to continue to innovate and further the virtual experience, we piloted program kits that patrons could pick up through Library Takeout to complete activities in real time. The pilot program proved to be successful, and we continue to implement kits into 2021.

Plans were already in motion for Summer Adventure Program when the effects of the pandemic hit. On a dime, staff completely redesigned the program in a virtual format. The planning process normally takes three to six months. In a herculean feat, staff completed the redesign in a month in order to launch as scheduled.



**Thank you so much for this awesome book club! Paxton loved it and so did I. The crafts that went along with the book were so great!!” — Cheryl C.**

**584**  
virtual  
programs

**3,367**  
virtual  
program attendees

**489**  
in-person  
programs

**12,990**  
in-person  
program attendees



## SUMMER ADVENTURE PROGRAM

Members of our community journeyed with us to the land of make believe and kingdoms far, far away through our first virtual Summer Adventure Program, "Imagine Your Story." Patrons of all ages had the chance to complete five literary-themed quests — paired with resources and programs — that led them to treasure.

We also offered a summer full of fairy-tale and story-themed programs. Maybe you joined Miss Andrea for storytime when she read the story of *The Three Little Pigs* and then did *The Three Little Pigs* challenge. Perhaps

you joined Chelsey during Getting Crafty when she made Whipple Scrumptious Fudgemallow Delight Chocolate Bars from *Charlie and the Chocolate Factory* and then completed the challenge where you have to recreate a recipe from a book! With each challenge, we were witness to our community growing closer together with the challenges becoming a family affair. Ultimately, that's our goal with Summer Adventure Program — to ignite the love of reading in all ages while bringing us closer together.

873

registered participants



This was such a fun challenge as I LOVE the *Little Red Riding Hood* story!! Had my picnic outside with the 'big bad wolf' who kept trying to eat my snacks!"

— Haylie G. (and Mom)





## CLEARVIEW READS: THE BOY WHO HARNESSSED THE WIND AUTHOR VISITS

William Kamkwamba — author of *The Boy Who Harnessed the Wind* — shared his inspirational journey with our community on Saturday, Feb. 22, as part of the Clearview Reads author series.

His freshman year, William had to drop out of school because his family couldn't afford the school fees. Undeterred, he borrowed books from his primary school's lending library. One book he borrowed triggered a series of events that would change his life: "Using Energy." The textbook inspired a journey to bring electricity to his family in Malawi by constructing a windmill from scraps.

Today, William is a speaker, innovator, TED Fellow, and New York Times bestselling author.

In addition to sharing his story with our community, Kamkwamba visited Windsor Middle School, Rangeview Elementary, and Windsor Charter Academy. At Rangeview, students built windmills that they tested with hairdryers. And, at Windsor Charter Academy, elementary students made wind-powered cars.

"His story is so inspirational, and our students noticed this and thought he had done incredible things, especially considering his circumstances. Hearing powerful stories like William's helps them have a more global view of our world," said Heather Moon, Windsor Middle School Librarian.

“ This was an amazing night!!! Thank you so much for bringing such an amazing inspiration to share his story. It was so wonderful to see so many kids excited about innovation and meeting William. A special evening for my girls and me!!!”  
— Annie B.

891 attendees

From algae to snakes and robots to turbines, the Clearview Reads Innovation Fair was full of hands-on STEM (Science, Technology, Engineering, Mathematics) activities! It was the perfect lead up to Clearview Reads: An Evening with William Kamkwamba, New York Times bestselling author of *The Boy Who Harnessed the Wind*. More than 20 organizations participated in the showcase.







**Olivia and James loved the book today because they love patterns! Especially rainbows.”**

— Tammy B.



**We’re loving your story times Miss Andrea! Thank you!”**

— Rebecca H.



**These [ program kits ] are so amazing! We picked up mason jar light supplies today! Thank you for this great opportunity!”**

— Erin C.



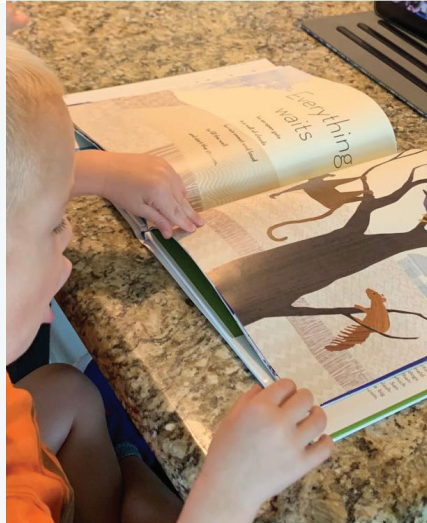
**Thank you for this [ Storytime ]!”**

— Tracy Lyn T.



**Thank you Andrea for continuing Story Explorers! We love it as always!”**

— Jenny F.



**Clearview Library District is awesome — glad you’re my little library with a host of big programs for all age groups!!!”**

— Pamela W.



**Yay! Storytime started up again. I love that it's in the park. Thank you Clearview Library District.”**

— Megan G.



**You put a lot of time putting these [ kits ] together and we appreciate it!”**

— Stephanie G.

# new ways to ...

## EXPLORE ONLINE



Rain or shine. Pandemic or not. Our digital library is always open. While community members stayed at home, we saw significant increases in digital platform use.

Our IT & Technical Services team made it possible for our staff to continue library services in a remote capacity, implementing a new districtwide phone system and equipping staff with mobile workstation technology — all of which enabled our staff to launch 19 new services and transition many existing services to the virtual world.

In addition to maintaining the technological infrastructure, our team worked with vendors to increase access to our more-than-40 digital platforms.

A new catalog system was implemented in October. This major undertaking was an upgrade from previous systems that provided more efficiencies for staff and a more powerful search system for patrons.

**20,220**  
active virtual  
borrowers

**36,408**  
e-text circulation

**36,596**  
e-music circulation

**2,537**  
computer users

**3,032**  
wifi users

**7,592**  
e-video circulation

**18,848**  
database usage

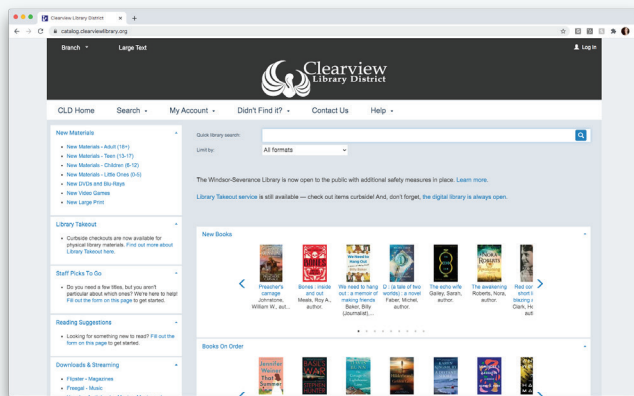
**230,563**  
homepage visits



## POLARIS: NEW CATALOG SYSTEM

“Over the last several years, we’ve noticed that our catalog hasn’t kept up with other library systems’ improvements, and we wanted to create a better patron experience,” explained IT & Technical Services Manager Bud Hunt. “As we looked into the easiest and most cost effective way to make this happen, we discovered that the move to Polaris could radically improve the day-to-day patron experience.”

In addition to a better patron experience, Polaris integrates with the Prospector Interlibrary Loan system, which vastly increases our borrowing network. The system will allow you to check out 30 million materials from more than 50 public, academic, and special libraries — more extensive than our previous Interlibrary Loan system, SWIFT.



Moving from SWIFT to Prospector was a repeated request in the Strategic Plan feedback process. It also helps us to better maximize our space while increasing collection options.



Yessss! So excited for Prospector! #librarynerd” — Mollie A.



Ask a Geek, our tech support program, transitioned to virtual service in March, providing no cost, one-on-one tech support for our community members.

“Why oh why haven’t I used Ask a Geek before? What a wonderful service to our community! Please let the library know they’re doing a great job!” said Bev D.

**619**  
tech sessions

## CYBERSECURITY SAFETY PARTNERSHIP

With more online access than ever, cybersecurity safety is top of mind. We partnered with the Town of Windsor and Town of Severance to produce three cybersecurity safety videos: password safety, phone scams, and software updates. The videos launched in October to coincide with Cybersecurity Safety Month.



*new ways to ...*

## STRENGTHEN COMMUNITY



Now, more than ever, we are aware of how important it is that library services extend beyond the four walls of our building to support and strengthen our community.

Celebrating its 10th anniversary, the bookmobile continued its work in all three of the communities we serve, at a minimum delivering materials when individuals couldn't board, and at best, continuing its tradition of outstanding neighborhood service.

A new StoryWalk experience opened at Lakeview Park in Severance October 21. This outdoor literary experience provides a much needed activity for families. In December, leaders from organizations across the district came together for a live reading of a *Visit from St. Nicholas*.

Business Librarian Kelly Hall worked to support local businesses in many ways, including the launch of a new podcast, "Clearview on Business," which showcases businesses within the district. Hall and Technology Librarian Michael Ross partnered to use the library's 3D printer to print and deliver mask extenders to frontline / essential workers.

Last, but certainly not least, we partnered with the Weld RE-4 School District to support students, teachers, and parents in remote learning with increased access to materials and mobile internet hot spots.



**Thank you for all the creative ways you all are still bringing the library to our community."**

— Jenny F.



## SHARING RESOURCES TO SUPPORT ONLINE LEARNING

Over the summer, the Weld RE-4 School District was able to evaluate their digital classroom needs and plan for a variety of learning contingencies in the fall.

“Our school libraries have a very limited number of e-book and audiobook options,” shared Weld RE-4 School District’s Mollie Amundson. “When we transitioned quickly to remote learning, we realized our huge need for digital reading material.”

Library IT & Technical Services Manager Bud Hunt discovered a way for Weld RE-4 classrooms to access the library’s entire digital collection through the Sora app. With Sora, the Weld RE-4 School District can utilize the library’s digital materials, while filtering content for age-appropriateness. The school district can also purchase their own digital materials and add to the collection.

# 26

**internet hot spots were provided to students**

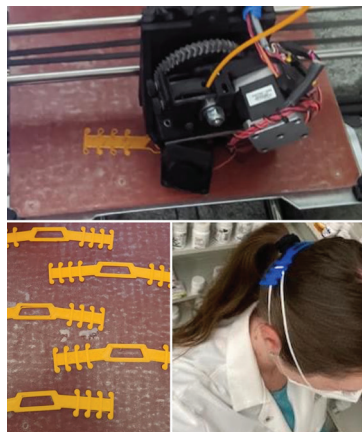


**Thanks for keeping the bus moving!"**  
— Katie W.



## SUPPORTING ESSENTIAL WORKERS

Technology Librarian Michael Ross created mask extenders on our 3D printer for essential workers who wear an over-the-ear mask for long periods of time each day. These handy devices help to save ears. Business Librarian Kelly Hall personally delivered each one.



**From the bottom of my heart thank you so much for doing this for other frontline and essential workers. It brought tears to my eyes after a 12-hour shift. You folks are an asset to the community, and I know I miss my local library so much!"**

— Jessica W.

## MISSION

***Cultivate*** Curiosity  
***Enlighten*** the Mind  
***Strengthen*** the Community

## VISION

We aspire to be a launching point for discovery — creating innovative and adaptive spaces where everyone can ***explore, imagine, create,*** and ***learn*** on the path of lifelong learning to improve ourselves and our communities.



[clearviewlibrary.org](http://clearviewlibrary.org)

