

Staff and Volunteers:

Staff returned to the building on June 8. The first two weeks were partially staffed. Once shared offices were divided, and procedures were developed to maintain social distancing, regular scheduling resumed on June 22.

Amina Chaudhri, Children's Librarian II, resigned her full-time position. The position will remain vacant until Library operations resume to normal.

Staff have been readily complying with mask-wearing and filling out a daily questionnaire to monitor their own health. Remote work continues for those whose job responsibilities can be executed in that fashion.

Collections:

Curbside and portico pickup of New City Library materials began on June 15. Only telephone reserves were accepted. On June 22, the online catalog was opened to allow reserves from patrons remotely. This service is provided during our regular hours of operation.

The Support Services Team and the librarians all pitched in to create, develop, and improve this new type of service delivery. Some kinks had to be ironed out, but now they've found a rhythm, and the patrons are very pleased to get library materials once again.

Programs:

Local History Librarian Joe Barbieri hosted an online presentation with the *Nyack Mask Makers*, a volunteer organization that rose to the challenge of producing masks for healthcare workers during the COVID-19 crisis.

Social media stats are up: Facebook followers climbed to 628 (+25), Instagram has 793 followers (+37), and Twitter has 145 followers (+7).

We are discovering that live Children's programming is not attracting the attendance we had hoped for. Registrations were good, but when it came to the

event, very few families logged on to watch. Pre-recorded YouTube content fares better.

Live adult programming online is popular, however, attendance numbers compare favorably to our in-house attendance. An art history lecture on *Gustav Klimt* drew 71 viewers. Fifty-five people logged on for a talk on the history of *Jews in Italy*. Altogether, there were 12 sessions of online programs for the month.

Building and Facilities:

The bookdrops were opened on June 10.

Shared staff offices have been broken up in cases where social distancing could not be achieved. The conference room, the mini-makerspace, and the Literacy Solutions tutoring room have all been put into service as offices.

Technology:

Our IT consultant returned to perform overdue updates on all the public internet machines as we prepare to open the building for internet use soon.

All internet and phone lines were out for most of the day on June 17. A security update to our firewall performed by RCLS remotely was the reason. RCLS sent a technician immediately to resolve the issue, and Optimum had to perform a reboot of the phone lines to complete the repair.

Miscellaneous:

Some noteworthy patron comments:

“...Being able to receive books electronically from the New City Library during this time of COVID-19 has been a lifesaver for me. Thank you also to everyone at the Library who has continued to make this possible.”

“My husband and I are truly looking forward to the day the Library will be fully open again. We miss the resources and recommendations of Library staff who got to know us and our preferences. All around, the staff members are some of the friendliest, nicest people in the community. You make us feel valued and welcome! Truly, when we think about retiring one day to elsewhere in the

country, the New City Library is at the top of our list of reasons to stay right where we are.”

“Thank you so much. I have really enjoyed the Library’s trying to keep us informed, entertained and saving us from boredom!! I have ravaged my own book shelves for good reads that I bought at Costco and never got to but I am glad we can get books now since I am almost at the end of my own selections!!!”

“Thank you so very much and please thank Veronica as well! I wish I’d have reached out sooner. It would’ve saved me a couple bad in person experiences at well known shipping companies. You all are extremely gracious and much appreciated. I’ll follow the instructions you’ve provided the next time I need to print.” (patron receiving assistance for remote printing)

Respectfully submitted,
Marianne Gallagher, Director
NEW CITY LIBRARY
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MG/kc