

FROM THE EXECUTIVE DIRECTOR

"Out of adversity comes opportunity."

- Benjamin Franklin

What a sad day it was for us when we closed the entire library system on March 13, 2020. It was the deadly Covid-19 virus that forced us to shut down. Shortly after closing, we began to focus on how best to continue providing the valued programs and service.

to continue providing the valued programs and services needed by the people of Detroit.



In July 2020, our courageous frontline staff boarded the Mobile Library to visit parks, schools, food distribution sites, and recreation and community centers. Since September 2020, we have reopened select locations, while observing all safety precautions to help keep everyone safe.

The silver lining to the impact of Covid-19 was that it provided the opportunity to focus on strengthening our abilities to offer meaningful and fun-filled library services and programs in a digital environment. To that end, we began offering online chat reference service, we enhanced and promoted our electronic collections, we circulated laptops, we offered digital library cards, and we entered the world of virtual programming.

Finally, all of our accomplishments are the result of the hard work and diligence of our dedicated staff during the pandemic. That commitment is the only reason the Library is able to continue its programs and services at this time.

Joanne & Mondowney

PROVIDING SERVICE DURING THE PANDEMIC

CHAOS; ON EVERY SIDE WHILST HE LIVES, TO SCATTER THE SEEDS OF SCIENCE AND OF SONG, THAT CLIMATE, CORN, ANIMALS, MEN, MAY BE MILDER, AND THE GERMS OF LOVE AND BENEFIT MAY BE MULTIPLIED.

DAREST WALK KNOWI WHERE NOR A



On March 13, 2020 the Detroit Public Library closed its doors to the public due to the COVID-19 Pandemic, but behind the scenes, work continued as normal—now in a virtual environment. Staff rose to the occasion, answering questions and creating content at home, while the Detroit Library Commission continued to meet and conduct business. The public library became an essential service, and library staff frontline workers.



REOPENING THE LIBRARY



COVID-19 CONTROLS CHECKED by NSF...



Detroit Public Library



NSF is an independent, global organization committed to protecting and improving human health and safety.

Checked by NSFs means that NSF has reviewed all safety measures that have been implemented to miligate CoVID-19 and continues to verify ongoing compilance and improvement.

Learn more at veww.nsfehecked.ora

Valid through: 02/2022



The Main Library, six (6) branches and the Mobile Library reopened to the public with limited service on September 28, 2020. The six branches selected, based on geographic locations and ability to accommodate social distancing. were Campbell, Edison, Jefferson, Parkman, Redford and Wilder. Limited services included visits restricted to one hour per day. children under 15 accompanied by an adult, one-hour computer sessions by appointment, and pickup of previously reserved materials. The limitations were put in place to assure the health and safety of staff and customers-and earned the library a 'COVID-19 Controls Safety Certification' from the National Sanitation Foundation.

In addition, to help keep staff and customers safe, our DPL Foundation funded a Detroit Public Library mask giveaway to show pride in our organizational grit as well as a gift for our enduring customers.

NEW INITIATIVES





To connect with customers while the library was closed, a new live chat feature was added to the website. The "Chat with a Librarian" feature has been very popular--customers can receive immediate answers to questions. Over the summer, the library began "Reserved Item Pick-Up" at Main Library. Customers were now able to request books and then make an appointment to pick up the items which staff would bring outside.



LAPTOP TO GO



The library now offers a laptop rental program for customers to check out a laptop for 90 days. Through the support of Lawrence Technological University, the library has 200 laptops available with Wi-Fi capabilities, integrated camera, speaker and microphone, as well as the Microsoft Office Suite. "Laptop to Go" allows customers the ability to access information and resources they normally do in the library.

VIRTUAL ENVIRONMENT

Social media and the website became the primary connection between the library and its customers. Facebook, Instagram and Twitter attracted a large number of new followers. Our e-newsletter, "Shortcuts," kept subscribers up-to-date on what was happening in the library. The children's librarians began to record story times for the library YouTube channel to keep our youngest customers entertained. And the library now offers a wide range of virtual programs, from author talks, journaling and creative writing workshops, book clubs, artist discussions and more—all online.



MOBILE LIBRARY

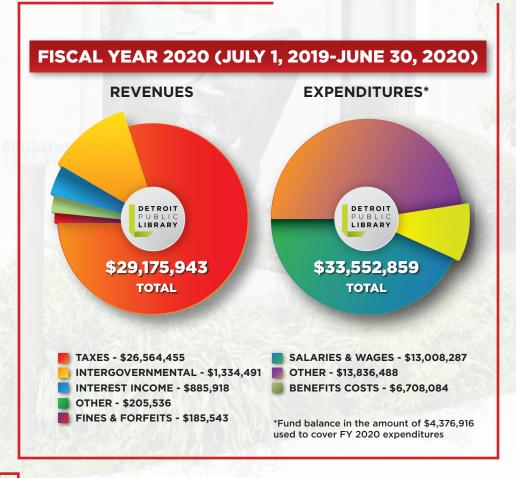






The Mobile Library served a critical role in providing library services to the neighborhoods and communities, visiting the closed branches on a weekly schedule. During the pandemic, the Mobile Library was able to giveaway 15,000 new books donated by the Detroit Kiwanis Club No. 1! Customers can schedule the Mobile Library as a holds pickup for their books, access free Wi-Fi, use a laptop or tablet for an hour, grab a "take & make" craft kit or even just take home free giveaway books. Even though their branch was closed, neighbors were excited to have the Mobile Library visit.

FINANCIAL STATEMENTS



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STATISTICS



