



TRAVERSE AREA  
DISTRICT  
LIBRARY

# ANNUAL REPORT



2020



## THE YEAR OF COVID19...

I bet all those patrons who enjoy science fiction and horror were better prepared for what happened during 2020 than the rest of us. As we reflect back we saw unbelievable things happen - starting with a stunning closure March 13, 2020. Libraries thrive on helping people in need so closing that Friday the 13th was heartbreaking for all of us.

The Leadership Team gathered Monday March 16 to make a plan. How do we not only survive but thrive? This, of course, had to take into consideration our staff, our patrons, and our communities. While this report will be different from all others, we hope it portrays how we greeted these challenges with fiscally-sound and helpful ideas, services, and programs. This is the story of a year that none of us expected but one that created an opportunity for us to drill down to the essence of what we do, why we do it, and inspired all of us to work tirelessly to provide for our patrons during this time of need.

Michele P. Howard  
*Library Director*



## January - March 13

2020 started out just like any other year, with no hint of what was to come. We started our first ExoLab, and welcomed astronaut Greg Johnson to the Main Library March 3.

## March 13 - June 22

During Michigan's mandated shutdown library buildings were closed but the digital services were still accessible anytime anywhere. The afternoon of June 1 TADL received notice that the libraries could possibly open again, preparations started immediately, and the Main Library building opened to the public on June 22.

## June 22 - August

Programs moved outside - including Summer Reading Club - and everyone became proficient at video conferencing! Staff used all their considerable ingenuity to develop outdoor, distancing-friendly programs and discovered some new hits with our patrons - such as our outdoor cardboard castle-building days! Curbside service continued, for anyone who was still uncomfortable coming into the building.



### Infographic - June Restart

## TADL BY THE NUMBERS

What a difference a month can make!

### SINCE WE STARTED CURBSIDE JUNE 15

#### HOLDS

We've processed:

**21,953**



You've picked up:

**17,762**



#### CURBSIDE BEST



**967** items in one day!

290 orders scheduled, filled, and delivered to cars on our busiest curbside day!

### 36,075 RETURNS

items returned to the library for processing - after a three-day quarantine we check them back into circulation!



#### NEW CASTLE 1

the fish in Youth Services are enjoying a beautiful new castle to celebrate the Summer Reading Club!

#### VISIT US TODAY! HOURS & INFO ONLINE:



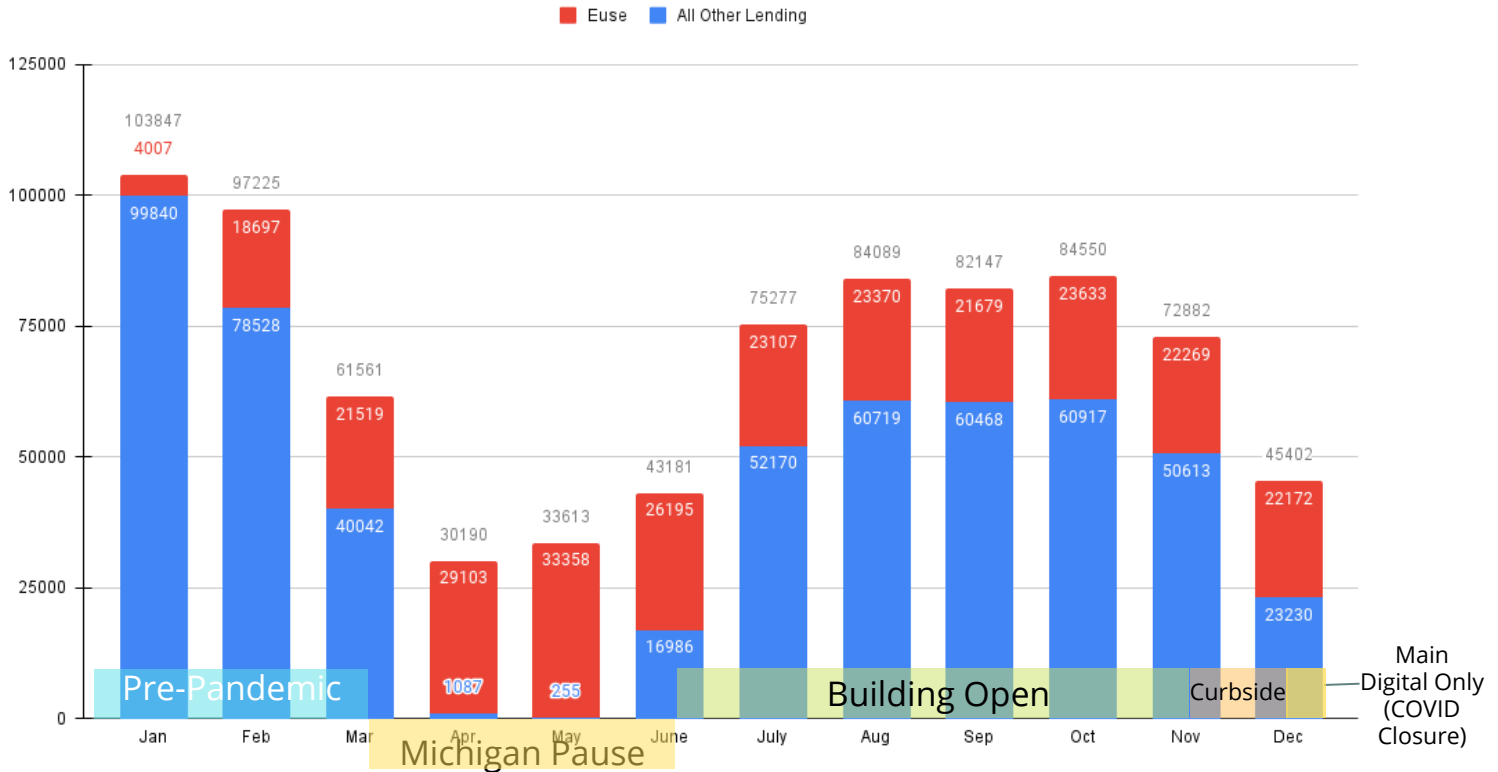
tadl.org



## September - December

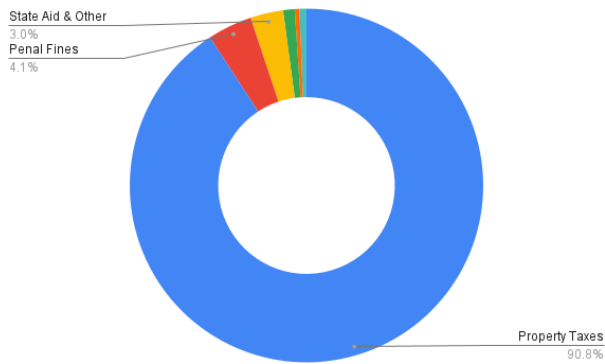
Programs continued outside until the end of October, staff continued to develop quality outreach (Student Success Portal) and maintain cherished traditions (pumpkins & drive-through Santa visits!). As positivity continued to climb, we reverted to curbside-service only again Nov. 15. On Dec. 14 the Main Library reverted to digital materials only for two weeks due to a staff COVID19 exposure.





<p><b>Compared to 2019</b></p> <p><b>98%</b></p> <p>of Active Borrowers Continued to Use the Library</p>	<p><b>Compared to 2019</b></p> <p><b>75%</b></p> <p>of 2019 MEL Requests were Made</p>	<p><b>Compared to 2019</b></p> <p><b>81%</b></p> <p>of Virtual Visits to tadl.org</p>	<p><b>Compared to 2019</b></p> <p><b>51%</b></p> <p>Increase in Ebooks Added to Collection</p>	<p><b>Compared to 2019</b></p> <p><b>100%</b></p> <p>of Staff Retained!</p>
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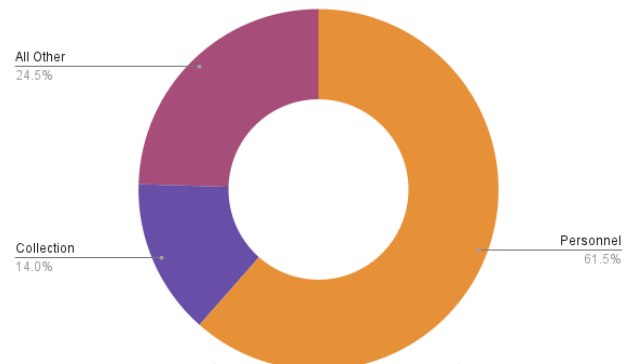
2020 Operating Revenue  
\$5,494,743



Property Taxes	\$4,988,837
Penal Fines	\$224,147
State Aid & Other Grants	\$165,022
Charges for Services	\$57,881
Investment Income	\$23,890
Contributions (& Other Income)	\$34,966

2020 Audit, Fig. A-4

2020 Operating Expenses  
\$5,127,910



Personnel	\$3,153,344
(Includes \$110,000 allocated to unfunded pension balance.)	
Collection	\$716,463
(Books, Music, Video, Digital)	
All Other	\$1,258,103
(Service Charges, Capital Outlay)	

2020 Audit, Fig. A-4



# LOOKING AHEAD - 2021 & BEYOND

What a year! As we look toward a hopefully brighter future we have a few big goals in mind. Top goal will be to keep the library safe and open to the public. We will continue to monitor all local, state and federal information and guidance to make sure your library experience is as safe as possible.

Our second goal will be completing a Strategic Planning process to help guide decisions for the next three years. This process will involve extensive digital community input and direct interviews. We hope everyone will share their ideas and experiences with us and help inform our planning!

Finally, we are looking forward to completing some facility related projects including updating our lighting and getting a new roof!

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*Thank you  
 donors!*

