



SPOKANE
PUBLIC LIBRARY

20
20

ANNUAL
REPORT



2020

was a year to pivot. As the COVID-19 pandemic swept across the world, the library closed in March and remained closed through the end of 2020 to protect the public and staff. Digital usage surged and the library implemented a curbside pickup system to circulate physical materials. In June, the systemic racism endemic to the country rose to the surface and led the library to make a statement in solidarity with Black Lives Matter. The ongoing pandemic, political upheaval, and hazardous wildfire smoke added to a tumultuous and memorable year.

59,125 Video Views on YouTube + Facebook



2 Temporary locations opened while Shadle (Northtown Mall) and Downtown (STA Plaza) closed for renovation



1,549 Financial Helpline calls, connecting citizens with resources for financial hardship due to COVID-19

36,241 CURBSIDE APPOINTMENTS



285,356 collection count with **+33,909** items added in 2020

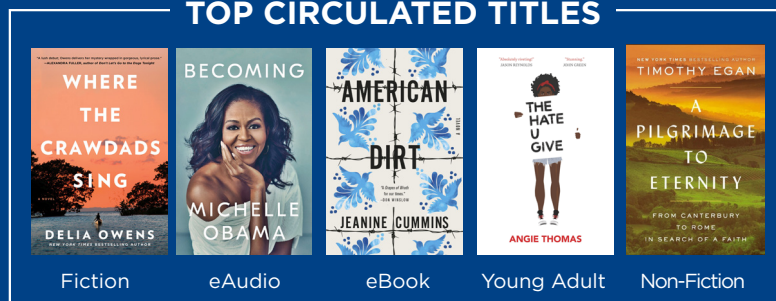
1,050,058

TOTAL ITEMS CHECKED OUT
529,093 DIGITAL + 520,965 PHYSICAL

218,932 eBook
157,672 eAudiobook
63,137 Music
49,018 Magazine
40,334 Video

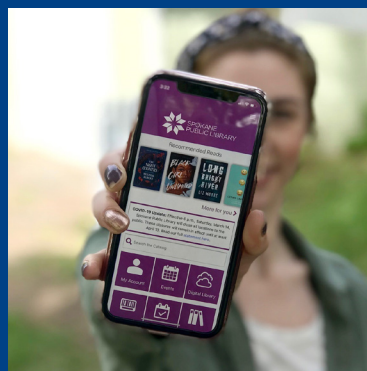


TOP CIRCULATED TITLES



1 Location (Downtown) Converted to Temporary Homeless Shelter

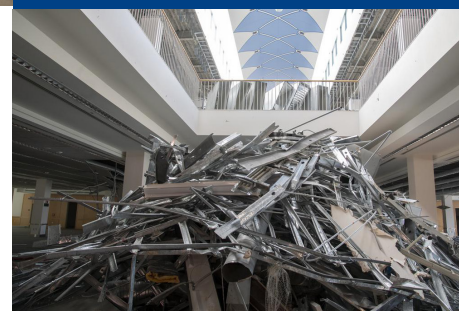
513,924 WEBSITE SESSIONS



1 NEW MOBILE APP



March 14, 2020
Date libraries closed due to pandemic, leading to rush to check out materials



5 NUMBER OF ACTIVE CONSTRUCTION PROJECTS FUNDED BY 2018 BOND

NUMBER OF IN-PERSON EVENTS AFTER MARCH 13

The Library Under Construction

In 2020, five new and renovated libraries were under construction, funded by the \$77 million bond voters passed in 2018.

Fortunately, there were no major COVID-19 pandemic implications to the construction timelines. Four of the five active projects will open on schedule in 2021.



Liberty Park

Located adjacent to the aquatic center at Liberty Park, this building is nearly double in size to the existing East Side Library that it will replace. This location will feature beautiful westward views of the park and a Sasquatch-themed children's area. The library also includes a quiet reading room, two group study rooms, and a large event space. This building is expected to open in summer 2021.



Shadle Park

The Shadle Park Library renovation nearly doubles the size of the existing library to 30,000 square feet. Visitors to the new Shadle Park Library will enjoy access to a large event space, several private study rooms, a maker studio, and an enhanced children's area called Moose's Market. Shadle Park Library is expected to open in summer 2021.



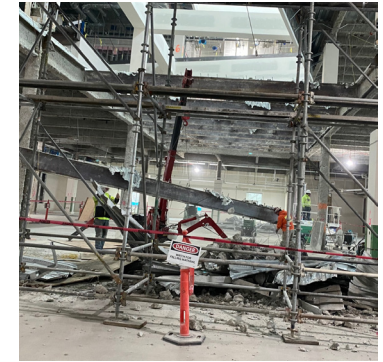
Hillyard

The new Hillyard Library will be located on the Shaw Middle School campus. The library's partnership with Spokane Public Schools efficiently uses tax-payer funds to expand services to the community. The new library boasts a mountain-themed children's area, three private group study rooms, a large event space, and a maker studio. The new Hillyard Library is expected to open in fall 2021.



The Hive™

In partnership with Spokane Public Schools, the library is building a cutting-edge facility in the Sprague Union District. This building will provide training facilities and offices for Spokane Virtual Learning as well as studio spaces for local artists. This building already won an architecture award from The American Institute of Architects Spokane chapter. The Hive™ will open in summer 2021.



Central

After reopening in 2022, Spokane's main library, the 117,000 square foot space located downtown, will be renamed Central Library. Highlights of the new Central Library include large event spaces overlooking Spokane Falls, a public recording studio, an underwater-themed children's area, and plenty of room for the library's collection. Ample meeting and small study rooms will punctuate each floor of the building, offering a variety of choices for community use.

The Library Adapts to Life in 2020

When the COVID-19 pandemic forced the library to close its doors in March of 2020, many were hopeful the drastic measure would be temporary. But as time passed, it became clear it would be a long-term closure and operations would need to adjust.

The library was in a fortunate place financially, able to sustain pay and employment for staff—a comfort not every library in the country could enjoy. Staff worked hard throughout the year to find alternative ways to deliver services to the community. Here are a few of those highlights:

Temporary Homeless Shelter

Offices and storage rooms on the ground floor of the Spokane Public Library were converted to a temporary homeless shelter in March 2020 after social distancing rules meant local shelters couldn't help as many people and the City needed

additional real estate. The library had already closed for renovation and the temporary use did not impact the construction timeline.



Curbside Service

The library innovated a curbside pickup model using technology tools Communico and Patron Point, allowing customers to schedule an appointment and pick up physical materials in a socially distanced way. Returned materials were quarantined for minimum of 72 hours to reduce potential exposure to the virus.

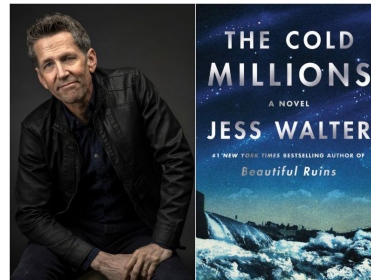
Financial Helpline

The City of Spokane partnered with the library to provide a Financial Helpline for businesses and individuals trying to access COVID-19 financial recovery programs. Library staff operated as

"Resource Navigators" to connect callers with local, regional, state and federal resources for assistance.

Read and Walk

Using CARES Act funding intended to improve digital equity, the library constructed a portable Read and Walk activity in local parks, telling the story of popular children's book *Duck on a Bike*, complete with physical activities at each station.



YouTube Video Programming

The library took programming virtual and created popular video programs including: Art Break, Urban Homesteading, Storytime, Nursery Rhyme Time and more. Local author Jess Walter appeared for a video interview about his new book, *The Cold Millions*.

Meals on Wheels Partnership

Spokane Public Library arranged for Meals on Wheels to deliver library materials to clients using the Meals on Wheels service. These individuals are isolated and vulnerable to COVID-19 and often the only human connection is with MOW volunteers.

Other New Services and Programs

- New mobile app
- Historic and spooky walking tours
- Teen Minecraft server and discord server
- Online book club
- 3D printing mask bands and sewing masks for COVID-19 protection
- Mailing seed packets to homes
- Research support for Spokane Regional Health District
- Online store selling themed t-shirts to library fans
- Online tutoring platform called BrainFuse

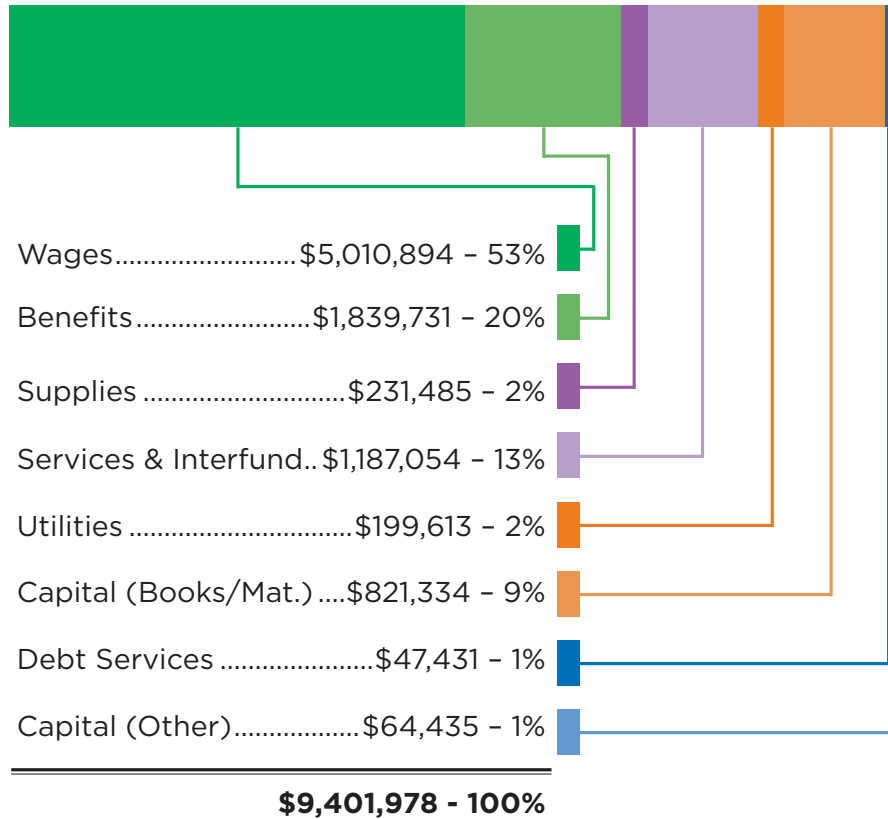
BLACK LIVES MATTER

While the unprecedented impact of COVID-19 set the stage for a "new normal," 2020 was also filled with all-too-familiar demonstrations of racism's enduring harm and deep roots. Facing increased barriers to resources and health services, Black and other marginalized communities lost their lives to COVID-19 at a disproportionate rate.

During this same period, the U.S. witnessed the racist murders of George Floyd, Ahmaud Arbery, and Breonna Taylor.

The library issued a statement in June of 2020 to stand against racism and violence toward the Black community and recommitted to the library's diversity value by forming a Diversity, Equity, and Inclusion (DEI) Advisory Council.

2020 Expenses



2020 Spokane Public Library Board of Trustees

Mary Starkey, Chair
 Lara Hemingway, Vice Chair
 Nathan G. Smith
 Jim Kershner
 Casey Linane-Booe IV

Library Executive Director: Andrew Chanse

The Spokane Public Library Board of Trustees meets on the 3rd Tuesday of every month. Due to COVID-19 these meetings are held virtually via Zoom and are live streamed on YouTube.

Friends of the Spokane Public Library

An all-volunteer group dedicated to funding special projects for the library through funds raised from used book sales and membership fees.

spokanelibrary.org/friends

Spokane Public Library Foundation

A nonprofit organization governed by a Board of Directors, the Foundation enhances programming, services and resources offered by the library through advocacy, partnerships and private dollars.

spokanelibraryfoundation.org