2019 - 2020
Annual Report

Your library is more than books.

www.kanawhalibrary.org
### 2019-2020 Highlights:

**Cleneden**
Increased community outreach and connected with local businesses who responded with strong support. Participated in Clendenen Fall Festival and spent hours at local businesses during Library Card Sign-Up Month. Focused on advertising downloadable resources and increased computer assistance for patrons. Participated in the Parents as Teachers’ Halloween Safety event. Improved use of space in the facility, rearranged graphic novels and holiday collections to improve visibility.

**Cross Lanes**
Offered a 54% increase in programming across all age groups. Embraced systemwide STEM initiative by adding STEM Saturdays and monthly program for families. Hosted twice-monthly Teen Tuesdays to offer afterschool activities such as gaming, crafts and socializing. Continued to offer more arts and crafts programs for adults, particularly sewing projects.

**Duburn**
New carpet was installed to refresh the interior of the library. The rear door was also replaced to provide a more secure building. After much public feedback, a new fax machine is now available for patrons.

**Elk Valley**
Had very successful teen events and classes over the year with consistent attendance and with at least two programs a month. Added a public, self-service fax machine. Hosted adult craft programs with full attendance. Completed the Mission Action Plan and started the year-round free snack bag collaboration with Elk River Backpack Blessings. Created STEM take-home kits as a collaboration with WVU Extension 4-H program. Most importantly, continued to safely provide service to our patrons during the pandemic.

**Riverside, Glasgow & Marmet**
At Riverside, revamped the children's area to create a play space as well as a baby-friendly area. At Glasgow, started new events and classes for children and a new book club for seniors. At Marmet, started monthly visits from the Marmet Elementary School's preschool classes. In the spring, Anthony DeMinico joined as the branch manager for these locations and the Mobile Library.

**Sissonville**
Added a new copier machine and new computer chairs for the public PCs. Participated in the free snack bag program sponsored by Elk River Backpack Blessings. Hosted the first-ever Sissonville Community Christmas, a community-wide holiday celebration featuring the Sissonville Community Choir, storytelling, crafts, caricatures, a special Veterans & Service Members Tree, music by local artist Jake Stevens and more.

**St. Albans**
Additional staff took on programming this past year with phenomenal results. St. Albans Advisory Board replaced the old copier with an updated version that allows patrons to scan to a USB drive. Branch Manager’s position was filled. Participated in Money Matters event at Hayes Middle School. Partnered with WV Extension Services to hand out STEM kits this summer.

**Marketing and Development**
Created promotional materials for major events throughout the library system and maintained KCPL's presence in media, such as radio, television, social media and more. Coordinated messaging during the pandemic closure. Designed and built a new, mobile-friendly website KCPL from Home (www.kcplfromhome.org). Hosted a successful West Virginia Book Festival. Played a key role in raising $60,597 for the 2018/2019 KCPL Annual Fund and $6,250 for the 2020 KCPL Summer Library Club.

**Mobile Library**
Two underperforming stops at Oakwood Terrace and Kenna Homes were removed and replaced with two new stops at Charleston Arbor on Washington Street and Spring Fork in Campbell’s Creek. Participated in the Charleston Downtown Christmas Parade.

**Children’s Services**
Reworked SLC program for online-only participation. Launched Kid's Kindness Club. Hosted a successful Coretta Scott King, I Love Peace children’s writing and illustration event with artwork displayed at holiday open houses. Saw a large turn-out of 662 attendees for the second annual Day of the Dead celebration. Participated in the major move effort into temporary quarters during pandemic closure.

**Public Services**
Divided and packed the collection at Main for move to temporary quarters. Assisted with library card signups during ArtWalk. Offered online virtual library cards during pandemic closure. Set up public collection at Charleston Town Center Mall space. Participated in the photo digitizing project. Converted all events and classes to online format. Focused on meeting Benedum Grant requirements.

**Tech Services**
Added 36,321 new items and 6,868 new magazines and newspapers to the collection. Sent 654 items to other libraries, received 786 from other libraries, and processed hundreds of requests for our patrons through Inter-Library Loan. Played a crucial role in the July 2019 launch of the Pop-Up Library at Ronald McDonald House in Charleston. Earlier in the year, the department updated the call number information for nonfiction at the Main Library. Assisted in weeding and moving the Main Library from Capitol St. to Charleston Town Center Mall. Designed the collection layout at the Town Center with assistance from Public Services managers. Increased digital collection sizes and digital circulation limits during COVID-19 closure to offer patrons more library services as they stayed at home.

**Friends of The Library Foundation of Kanawah County, Inc.**
Provided over $40,000 in funding this year to support programs and projects not covered by the KCPL budget. Hosted ArtWalk events on behalf of KCPL and volunteered extensively at the 2019 West Virginia Book Festival.
A Letter from the Board President

Over the past year the Kanawha County Public Library has faced unprecedented challenges, while embracing change and rising to a new level of library service for our county! At mid-year, we were between directors and Assistant Director April Wallace and the senior staff seamlessly led the system through that transitional period. Also, the KCPL Board of Directors engaged Paramount Builders to renovate and expand our Main Library – a project that includes two decades of visioning, planning, and reimagining, with incredibly generous community support.

While “reimagining” our future, the COVID-19 pandemic closed our facilities and cancelled our live programming. The library staff shifted into online mode, finding new and innovative ways to continue to serve all our patrons by introducing new virtual programs and services.

In the early days of the pandemic, Erika Connelly joined us as our new Library Director, bringing great insight and energy to KCPL! During this critical time, Erika, and the Library staff, as well as numerous advisors, spearheaded the move of the Main Library to the Charleston Town Center, which will serve as the downtown library’s temporary quarters during the renovation project.

Although the pandemic still hovers, we now have a moment to breathe -- and to truly appreciate all those who have ensured that KCPL continues to provide our region with excellent library service. I offer my heartfelt thanks to:

• Our staff, first and foremost, who have led us through these challenging times.
• Our Board of Directors, who continue to provide support and vision for our system.
• Our Foundation, who financially support us in our programming and in our new Reimagine campaign.
• Our Friends, who are ever present, and ever committed to our mission.
• Our advisors, who serve the library with great vision and diligence.
• Our supporters, who give generously of their time and treasure.
• And finally, our patrons, who help us to better serve, and keep our libraries (virtual and in-person) full of laughter and purpose.

Updates from the Library Director

I was honored to be accepted as the new Library Director of the Kanawha County Public Library System in May. However, COVID-19 added a bit of a challenge to the transition. As I became a part of the KCPL team, staff were already working hard in preparing for the move of the Main Library to the Charleston Town Center Mall. By mid-July, we were settled into our new spaces, while diligently preparing for all our library locations to reopen with limited inside capacity. Our priorities were to provide quality customer service, while navigating the challenges of social distancing and statewide mandates. To this end, we established some new services, like curbside pickup, online and phone reference help, online and phone library card registrations, and purchasing more digital download e-books and audiobooks. We are developing ways to continue to provide some of these popular services into next year and beyond.

I would like to recognize the hard work of our KCPL team this past year, charting new territories for public libraries as they responded to the pandemic crisis with dedication and action to provide the public with ongoing library services. Interim Director, April Wallace, helmed the transition of not only a new Director, but continued to lead and motivate the team through the start of COVID-19 closures. She coordinated managers to establish services that include “KPCL from Home,” a website showcasing library information of interest for adults and children during the quarantine. Also, our managers across all our locations stepped up their game by brainstorming projects to do from home and bringing much of our spring and summer programming online, through live and recorded performances.

Much of the KCPL team’s hard work and planning will follow us into the new year. Our Library Board has worked tirelessly with intense planning and funding campaigns to realize this unique project with a big impact for downtown Charleston. We are still planning and dreaming of the new Main Library location, and grateful for the community support in sharing our vision for a modern public library to serve the Kanawha Valley. KCPL has long been a leading public library service innovator in the state, and our Library Board and team of dedicated employees appreciate the opportunities Kanawha County residents have given us to fulfill our information, education, and cultural mission.
2019 - 2020 Community Report

745,098 items circulated
337,423 patron visits
258,263 website visits
92,951 registered patrons

146,642 -- questions answered
1,281 -- events & classes for children and families
28,865 -- attended events & classes for children and families
600 -- events & classes for adults and teens
5,479 -- attended events & classes for adults and teens
53,730 -- public computer sessions
31,793 -- hours on public computers
11,441 -- people used KCPL meeting rooms
755 -- teen volunteer hours
1,018 -- adult volunteer hours
258,263 -- KCPL website visits
474,535 -- KCPL website page views

2019-2020 Kanawha County Public Library Budget

<table>
<thead>
<tr>
<th>Income</th>
<th>Expenditures</th>
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<tr>
<td>Levying Authorities</td>
<td>$7,161,780</td>
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<td>State Grants</td>
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<tr>
<td>Other</td>
<td>$357,327</td>
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<tr>
<td>Total</td>
<td>$8,477,904</td>
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84.48% 63.41%
11.31% 12.38%
4.21% 24.21%
100% 100%
The COVID-19 Pandemic

The Kanawha County Public Library faced one of the most serious situations in its history in 2020 – the COVID-19 pandemic. In March, public buildings, including KCPL branches, and businesses across the state closed their doors in an effort to contain the respiratory illness that has devastated the health of millions of Americans.

Although our doors were shut for three months, KCPL staff continued to serve the public with enhanced online programs and other innovative services. KCPL launched a new, mobile-friendly website, KCPL from Home, which provided patrons with free access to dozens of websites and thousands of books, movies, magazines, and other items. KCPL also introduced a series of online services, including virtual story times and live online presentations. During the closures, KCPL staff continued to work – some from their homes, others at branch locations across the county.

In June, KCPL gradually reopened its branches – first with the introduction of curbside services and later by opening buildings to the public. Social distancing practices were put into place to ensure the safety of patrons and staff. For instance, a limited number of patrons were permitted in each location based on state and local guidelines. Staff members were required, and patrons encouraged, to wear face coverings while visiting KCPL branches.

When construction began on the Reimagine Your Library project in June, KCPL’s Main Library temporarily relocated to the Charleston Town Center. While dealing with the COVID-19 pandemic, KCPL staff worked hard to box up the downtown library’s physical collection of more than 500,000 books, DVDs, magazines, and other materials. The most popular segments of the library’s collection were transported to the Town Center location, which will be Main Library’s home until 2022.
Thank you to all who contributed to the 2019/2020 Annual Fund.

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Mike and Laura Lee Albert
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and James S. Arnold
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Todd and Maureen Wright

Honor and Memorial Gifts
Matthew W. Brown,
in memory of Robert R. “Bob” Brown and in honor of Carole “Cookie” Glasser
Ricklin Brown and Sarah G. Sullivan,
in memory of Jeanette M. Alexander
Kathy and Marty Becker,
in memory of Nelle Ratrie Chilton
Mr. and Mrs. R. Ruffner Alexander,
in memory of Nelle Ratrie Chilton
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in memory of Dr. Robert J. Singleton
Georganna Francke,
in memory of Nelle Ratrie Chilton
Cookie Glasser,
in memory of Lakin Ray Cook and Gary Ellis
Christopher Goldsmith,
in memory of Nelle Ratrie Chilton
Priscilla M. Haden,
in memory of Nelle Ratrie Chilton
Cheryle M. Hall,
in memory of Nelle Ratrie Chilton
Martha M. Hall,
in memory of Nelle Ratrie Chilton
William R. Hall,
in memory of Nelle Ratrie Chilton
John and Sara Hoblitzell,
in memory of Nelle Ratrie Chilton
Ted and Shelley Kanner,
in memory of Gary Ellis
KVP Partners,
in memory of Nelle Ratrie Chilton

in memory of Jeanette M. Alexander
in memory of Nelle Ratrie Chilton
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in memory of Gary Ellis
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in memory of Nelle Ratrie Chilton
in memory of Nelle Ratrie Chilton
in memory of Nelle Ratrie Chilton
in memory of Gary Ellis
in memory of Nelle Ratrie Chilton
in memory of Nelle Ratrie Chilton
in memory of Nelle Ratrie Chilton
Dr. and Mrs. J.L. Leef, Jr., in memory of Gary Ellis
McGriff Insurance Services, in memory of Nelle Ratrie Chilton
Paula McLaughlin, in memory of Nelle Ratrie Chilton
Ruth Vanderwilt McVey, in memory of Mr. and Mrs. C.J. Vanderwilt and Mary Ellen Vanderwilt
Todd A. Mount and Denise Lea Workman, in memory of Nelle Ratrie Chilton
Mercedith Thomas Persinger, in memory of Nelle Ratrie Chilton
Betty J. Ramsey, in memory of Phyllis Sloneker
Mrs. John L. Ray, in memory of Nelle Ratrie Chilton
Sharon and Steve Rubin, in memory of Gary Ellis
Arya Shirazi, in memory of Nelle Ratrie Chilton
Woman’s Club of Charleston, in memory of Pamela Reynolds
The Greater Kanawha Valley Foundation
CAMB Fund
F.M. Davis Family Fund
Lejeune-Farley Fund
Robert Lawson Fund

Woman’s Kanawha Literary Club
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Joann Bryant Daley
Sallie Hart
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Neva G. Lusk
Sallie F. McClaugherty
Dina M. Mohler
Patricia M. Meyers
Danita Nellhaus
Barbara Payne Nolan
Phyliss P. Payne
Julia W. Robinson
Jane Beattie Shepherd
Anne Ray Silbernagel, in memory of Lakin Ray Cook
Jo Ellen Diehl Yeary

Branch libraries located in unincorporated areas of Kanawha County are asked to raise a portion of their operating expenses. Our THANKS to the following donors who directed their Annual Fund contribution to these branch libraries:

**Clendenin**
AmazonSmile Foundation (2)
Anonymous
Terrell Ellis
Tina M. Hall
Betty L. Jones
Sharon Parker, in honor of Tammy Parker
Gregory S. Proctor
Mardi Gras Casino & Resort

**Cross Lanes**
Debra Gail Alford
Frank and Joyce Andrews
Ashley Atkins
Larry and Sharlene Behner
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Gary and Sandra Orr
Lien Parrish
William R. Peckol

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Stanley and Dewilla Cavender
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**Riverside**
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Barbara Cook
John E. Fleck
Kelly Harmon
Larry L. Rowe
Nancy and David Siders
Catherine S. Turner

**Sissonville**
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T.L. Auman
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Rethia Bumgardner
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Nancy Cunningham
Gary Facemyer
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David Allen Joplin
Peggy Kenyon
Betty Kirby
Brenda K. Layne
Mardi Gras Casino & Resort
Kyle McGraw
Tom and Linda Morgan
Agnes Lenora Moriarty
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Mr. and Mrs. Paul Ostand
Yvonne Povick
Darrell Rolston
Dr. and Mrs. David A. Santrock
Glenda J. Sisson
Sissonville Lions Club
Deloris L. Warner
Lala C. Wiley
Terri Williamson

Debby Walker
Ronald Warren
Benita Whitman
Joyce Williams
Adrienne Worthy and Brian Barkas
Carrie A. Young

Thank you!
Construction Underway

KCPL’s long-awaited Reimagine Your Library project broke ground in June 2020. The $24 million development will renovate the downtown library’s existing 60,000 square feet and add 20,000 new square feet of space to the current building.

The renovation of this iconic landmark in downtown Charleston will feature beautifully sculpted glass walls, an enlarged children’s floor, more study rooms and meeting spaces, a new technology center, and a covered walkway attached to the Summers Street Parking Garage. The facelift includes an open, flowing layout that will enhance patron access and provide more efficient services for KCPL’s more than 92,000 card holders. Construction is expected to be completed in early 2022.

Visit our website to see more construction progress photos.

www.reimagineyourlibrary.com

www.bit.ly/kcpl-photos

Vision

We envision the Kanawha County Public Library as the people’s premier source of information in a community where learning and reading are revered and being well-informed is valued.

Mission

- To provide free and equal access to information
- To provide citizens with job training and career development information that will prepare them for a competitive job market
- To enrich individual and family lives through satisfying educational, recreational and cultural experiences
- To enable patrons to access new information technology
- To provide opportunities for lifelong learning
- To serve as the center of community life
- To use available resources efficiently
- To seek additional resources

www.kanawhalibrary.org