



# 2019 - 2020 Annual Report



Your  
library  
is more  
than  
books.

[www.kanawhalibrary.org](http://www.kanawhalibrary.org)

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**Circulation Services Supervisor,** Susan Murphy

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**Branch Managers and Librarians:**

<b>Clendenin</b> .....	Tammy Parker
<b>Cross Lanes</b> .....	Brittany Rothenhausen
<b>Dunbar</b> .....	Ben Ball
<b>Elk Valley</b> .....	Ellie Teaford
<b>Glasgow</b> .....	Anthony DeMinico
<b>Marmet</b> .....	Anthony DeMinico
<b>Mobile Library</b> .....	Anthony DeMinico
<b>Riverside</b> .....	Anthony DeMinico
<b>Sissonville</b> .....	Ben Ball
<b>St. Albans</b> .....	Melissa Burchett

## 2019-2020 Highlights:

### Clendenin

Increased community outreach and connected with local businesses who responded with strong support. Participated in Clendenin 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.

### Dunbar

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](http://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 Kids' 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 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 Kanawha 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.





**Monika Jaensson**  
*KCPL Board President*

## 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.



**Erika Connelly**  
*Library Director*

## 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 “KCPL 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

Income			Expenditures		
Levying Authorities	\$7,161,780	84.48%	Salaries/Benefits	\$5,376,087	63.41%
State Grants	\$958,797	11.31%	Materials	\$1,049,431	12.38%
Other	\$357,327	4.21%	Other	\$2,052,383	24.21%
<b>Total</b>	<b>\$8,477,904</b>	<b>100%</b>	<b>Total</b>	<b>\$8,477,901</b>	<b>100%</b>

# 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.



Images from top left: Library Director, Erika Connelly, Foundation President, Tom Heywood, and KCPL Board President, Monika Jaennson, at grand opening of Main Library temporary space at the Charleston Town Center Mall; Children's area of Main Library temp. space; Popular Materials area of Main Library temp. space; David Blake provides patrons with curbside service at Sissonville Branch Library; Social distancing signage at Elk Valley Branch Library.

# Thank you to all who contributed to the 2019/2020 Annual Fund.

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*in memory of Robert R. "Bob" Brown  
and in honor  
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*in memory of Jeanette M. Alexander*  
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*in memory of Nelle Ratrie Chilton*  
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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*  
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Jane Beattie Shepherd  
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*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  
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Sharon Parker, in honor of Tammy  
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**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.



[www.reimagineyourlibrary.com](http://www.reimagineyourlibrary.com)

Visit our website to see more construction progress photos.  
<https://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](http://www.kanawhalibrary.org)