On March 16, 2020, COVID19 hit and our doors were shuttered. Staff continued to work either from home or inside our building. We caught up on many projects that had been on the back burner for years. Starting May 14, 2020 we began curbside service for patrons. This service has proved to be popular and much appreciated. During this time we also planned our reopening for July 1, 2020. I can think of many words to describe the ending of FY20—unfortunate, bizarre, quiet, scary, weighty, and unknowing. These words are still with us as we begin FY21, as we are still in the midst of a pandemic. It’s hard to envision what next year will be like, although we do have some great plans for summer 2021 and are hoping life at the library will be more like the way things used to be by then.

Disregarding the last quarter of the year, the first three quarters were full of exemplary service and outstanding programs. FY 20 started with a bang—literally—with a program for youth in Bayliss Park by the Omaha Street Percussion. “Movies with Friends” in Teen Central had a huge following, both during the summer and during the school year. Our adult programming librarian enjoyed hosting a booth at the Council Bluffs Farmer’s Market where lots of interaction took place. Staffing the booth each summer gives the library staff a chance to reach people who may not ever come into the library and aren’t aware of all the wonderful services we offer.

Other highlights of the year included:

- Organizing a Hispanic Advisory committee that assists in planning Latinx programs.
- Teen book clubs at the middle and high schools.
- Intergenerational story time at local memory care centers
- Assisting patrons in our computer lab searching for Section 8 Low Income Housing Tax Credit vouchers.
- Annual visit from Santa!
- Successful completion of a new 3 year Strategic Plan with Library Strategies out of St. Paul, Minnesota.
- Migrating to a new Integrated Library System purchased from the SirsiDynix company after over 20 years with Innovative Interfaces.
- Tai Chi classes held weekly for a dedicated group of adults
- Celebrating 10 years of Teen Central serving 11-18 year old teens in our community!

FY21 will probably be different in many ways, but we are hopeful that we can again host programs, offer meeting rooms, and expand our services to many more residents in our community.

Kathy Rieger

Council Bluffs Public Library 2020 Annual Report
FY2020 STATISTICS

CIRCULATION OF MATERIALS
275,819
This number is down from last year, following a 3 and a half month closure.

PROGRAM ATTENDANCE
51,157
Down by around 13,000 which we would have probably made up in the last quarter.

Programming and circulation of materials comprise a large percentage of what we do at the library. Hopefully, the library will have better numbers next year if we are able to return to programming and keep the doors open to the public.
MORE NUMBERS

Items added to the collection - 10,431
Door Count - 182,534
Homebound items delivered - 2,388
Interlibrary Loan activity - 3,160
Downloadable circulation - 379,391
New card registrations - 2,692
Reference questions answered - 26,541
Self-checkouts - 144,241
Program Attendance - 51,157
Volunteer Hours - 810
Employees - 20 FTE
Budget FY20 - $3,133,160
Current Collection - 241,041
Meeting Room Reservations - 1,886
Closed for COVID19 stats
- Story Time videos reached - 822
- Zoom Book Clubs for teens and adults - 258
- Book Discussion via Zoom - 19
- Partnership with CBCSD for drive-thru pickup
  lunches - served 3,797
- On-line Summer Reading participants - 236
- Curbside pickup of materials - 9,107