

# Annual Report FY20-21

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**Kingsport  
Public Library**

*gather. learn. grow.*

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**Kingsport Public Library**



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# Table of Contents

Letter from the Library Manager	4
Highlights	5
Goal 1: Lifelong Learning and Literacy	6
Goal 2: Ease of Use of Resources and Services	7
Goal3: Collections and Technology	8
Goal 4: Awareness of and Support for Library Services	9
By the Numbers	10
Summer Reading	12

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*This year's Annual Report is different for a number of reasons, some positive and some quite challenging. The Annual Report is now formatted to reflect the goals of the Strategic Plan that was approved and put in place in January 2020.*

*COVID-19 continued to have a huge impact on the world and the library. As cases surged the library building closed to the public on December 15, 2020. During the building closure the library continued to provide services including curbside pickup, virtual programs, and a variety of digital resources to the community. The building reopened to the public on March 1, 2021.*

*In-person, indoor programs were suspended for all of FY20-21. In April 2021, after vaccinations became more readily available, in-person programs were moved outdoors to Glen Bruce Park. The use of the outdoor space allowed for the community to safely gather to participate in library programs.*

*This year the library safely provided support and services to the community by being thoughtful and creative. We look forward to continuing to support the community in creative ways in the future.*

*Chris Markley*

**Library Manager**



# Highlights of the Year



**LSTA Technology Grant presentation  
With Secretary of State Hargett**



**Installation of StoryWalk®  
in Glen Bruce Park**



**Virtual Gaming and Trivia Nights**



**Take Home Activities**



**Programs in Glen Bruce Park**

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## **Goal 1: Lifelong Learning and Literacy**

**Foster lifelong learning and increase literacy across the community to enhance the lives of community members**

A StoryWalk® was installed in Glen Bruce Park. The StoryWalk® combines literacy with movement to provide an activity families can enjoy together.

Adjustments to program times were made to meet the needs of community members. Virtual programs allowed for more experimentation with the time of day, day of the week and the type of programs offered. More evening and weekend programs were added to reflect the wants and needs of the community. The most popular virtual programs were Trivia nights and Among Us nights. The virtual program platform allowed engagement with popular authors that would not normally be possible, including an Evening in Conversation with best-selling Young Adult authors Ruta Septys and Sharon Cameron. This evening was made possible through a partnership with Humanities Tennessee and was viewed by over 270 people.

The library continued to provide assistance to community members seeking jobs, even when closed for Covid-19. Job Fair at Home was available in a variety of locations and provided resources for job seekers.

In June the partnerships with the Senior Center to provide programming at their facility utilizing the expertise of the library staff resumed. In this popular partnership the library staff offers technology and device assistance by appointment at the Senior Center.

*®The StoryWalk® Project was created by Anne Ferguson of Montpelier, VT and developed in collaboration with the Kellogg-Hubbard Library. Storywalk® is a registered service mark owned by Ms. Ferguson.*

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## **Goal 2: Ease of Use of Resources and Services**

### **Advance the ease of use of collections, programs, and other offerings to support community needs**

Library assistants were cross-trained and are now deployed to assist in all areas of the library. To further enhance continuity in training a new staff onboarding program was introduced in March 2021.

Curbside service, which was introduced in June 2020, continues to be available to patrons. This service allows materials to be placed on hold and delivered to a patron's car. Curbside pickup was used over 3,000 times.

Next Reads was offered to the community to provide patrons assistance in finding their next book to read. This service was particularly useful when the library building was closed and patrons were not able to browse the collection to find their next book.

The self-checkout station was moved to the Youth Service department. In the first month in the new location in Youth Services self-checkout usage increased by 114% over FY18-19 usage (last preCovid19 statistics).

In June 2021 the library hours were adjusted to meet the needs of the community. The library is now open Monday-Saturday at 8:30 a.m. to accommodate early patrons. The library is remains open until at least 6:00 p.m. Monday-Saturday to address the needs of the community for library hours after work.

The library is looking to the future and has contracted Cain Rash West to begin a planning process for future renovation of the library. The planning process is focusing on current and future needs and incorporating the findings from the Building Analysis, completed in January 2020 as part of the Strategic Plan, into the library renovation plans.

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## **Goal 3: Collections and Technology**

**Enhance and improve physical and digital collections and access to up-to-date technologies to support the diverse needs of the community**

A CARES grant and a generous donation from Christ Fellowship Church allowed the library to add 20 digital access packs (Chromebook and hotspot) to the circulating collection and allowed the fees for hotspot circulation to be removed. This allows the library to provide digital access to community members that need it.

READS has always been popular in the community and during the library building closure due to COVID-19 was even more important as it provided access to materials from home. This led to the READs collection being a focus of collection development during FY20-21. READs usage increased by 8% in FY20-21.

The technology platform Kahoot was added to enhance trivia night programs in the virtual environment. This allowed the popular trivia program to continue.

The physical collection continues to be regularly reviewed and updated. The usage of the collection and requests are considered as changes are made. The large print collection continues to grow in popularity and number of titles. To make this collection more accessible a new bookshelf was added.

As the library continues to build a collection that meets the needs of the community video games were added in FY20-21.



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## **Goal 4: Awareness Of and Support for Library Services**

### **Increase marketing and public awareness of resources and activities**

In Spring 2021, as COVID-19 vaccines became more readily available, the Library restarted outreach activities. The library set up a pop-up library at the Farmer's Market that provided information and the opportunity to sign up for a Library card. The library also began participating in Downtown Kingsport Association's Monthly Shop and Hops setting up a booth in Centennial Park to provide a Make and Take activity and highlight the services offered at the library.

Information about the Library and its events was shared frequently with the community in the Times News. WJHL covered library news and produced and aired a piece about Haunted Happenings programs.

Speaking events were limited to virtual opportunities. Several presentations about the library and what it offers were made virtually to local community groups including the Rotary Club and the Lost State Writer's Guild.

Social media, the weekly Wowbrary collection emails, and monthly newsletter were used to share information and updates with the community. A new Facebook Youth Service page was added to allow specific content for children and families to reach the desired audience.

The Friends of the Kingsport Public Library continue to provide support to the library. Their annual gift provided matching funds for the 2021 LSTA Technology grant and provided funds for a variety of programs.

# Kingsport Public Library by the Numbers



176,990 items checked out\*

Search...



Tennessee  
**R.E.A.D.S.**  
Regional eBook & Audiobook Download System

132,880 READS check outs



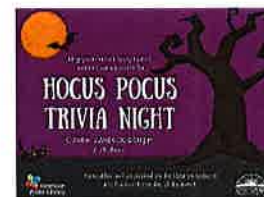
36,703 Visits\*



3,094 Curbside Pickups\*



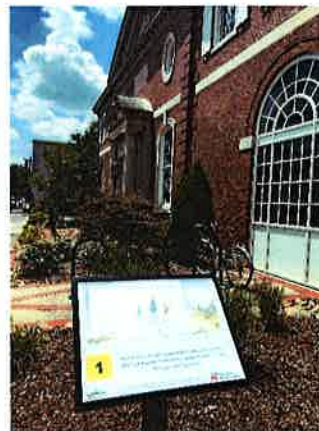
1,712 new Cardholders



282 Virtual Programs\*\*



19 Programs in Glen Bruce Park\*\*



StoryWalk® in Glen Bruce Park  
Installed

CARES Grant

LSTA Technology  
Grant

**Libraries Lead  
with  
Digital Skills**

**American Dream  
Literacy Initiative**

4 Grants Received, ~\$14,414

\*COVID-19 building limitations in place July, 2020 – June 1, 2021. Library CLOSED to public December 15, 2020 - March 1, 2021 due to COVID-19

\*\*Limited In-person programs and outreach restarted outside with distancing requirements in April 2021

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# Summer Reading Program 2020



June 1st- July 24th



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



**128 Children**  
**24 Teens**  
**88 Adults**



**Read 98,829 minutes**  
**Read 34,261 minutes**  
**Read 846 books**



**105 Virtual Summer Reading Programs**  
**1283 Attended**