

A Message from the Director:

The Haverford Township Free Library will launch **curbside pickup beginning Monday, June 15, 2020**, ending a nearly 10-week interruption to the lending of books and other physical material. Our library halted all in-person services in mid-March in a response to a directive by the Office of Commonwealth for Libraries designed to limit the spread of the coronavirus (COVID-19).

We are thrilled to come back and serve our passionate community. As staff and patron safety is our top most priority, we will spend the first week of the yellow phase in re-opening preparation by training staff with the new safety protocols, per CDC and the Office of Commonwealth Libraries (OCL) guidelines.

While our in-person events are on hold, our staff have been doing a tremendous job with virtual programming for all ages. Our staff have been learning and sharpening their technology skills, database knowledge, and attending professional development webinars to enhance their ability to serve our community. Below are the highlights of what our professional staff have accomplished during this time:

Reference

- The staff have been planning, creating, producing, and publicizing all aspects of the program content.
- Thus far, the Reference Department has offered more than 100 programs to the adults in the community.
- Among these are weekly favorites including Mindfulness Mondays, Reading with Reference, Tech Time with Katherine, Wine and Words Wednesdays (a storytime for adults), Covid Check-In, Quarantine Coffeehouse, Virtual Tea and Stitch, and Kick'in Cooking in Quarantine.
- Our patrons have been very receptive to these virtual programs both on our Facebook page and our YouTube channel.
- For instance, Kick'in Cooking in Quarantine even has its own Facebook group people can join and post pictures, recipes and connect online.
- Statistics show how well people are responding to our virtual content.
- Some weeks of Reading with Reference, a daily book review program, have garnered more than 90 views on YouTube.
- Tech Time with Katherine has around 300 views on YouTube
- Virtual Tea and Stitch has a Facebook reach well into the thousands and engagements of around 450.
- Kick'in Cooking is averaging 93 engagements on Facebook and programs get up to 30 views on YouTube. There are also live viewers each week.
- Special programs and events have included Family Craft Nights and Zentangle for Beginners.
- Our two Family Craft Nights have received 95 engagements on Facebook and the unique Zentangle program received 67.
- Since 3/19/20, the TOTAL reach is more than 45,000 and the TOTAL engagements are more than 2,500. What's more, we've had over 1,000 views on our YouTube channel.
- Upcoming programs include: Scams During Covid-19: Protect Yourself!, Relaxation Resources, Troubleshooting Technology, How to Read Music, and Herb Corner with Jen and Mary
- All four of our book clubs (Cookbook Club, Books on Tap, Hooked on History and Reading for Understanding) are still up and running virtually on Zoom.
- The Reference team is available to take inquiries Monday through Friday from 10am to 5pm via phone, e-mail and online chat.
- They receive an average of 15-20 inquiries per week.
- There is also a procedure in place for responding to patrons who ask questions after hours and on weekends.

- The Tech Services staff have been working on Professional Development and Cross-training.
- They have taken this opportunity to learn new technology such as Google slides, e-readers and social media for the benefit of the library as a whole once we reopen.

Youth Services

- The Youth Services Department is currently hosting up to 24 programs per week. So far we've offered over 250 virtual programs.
- The staff is virtually hosting our popular storytimes. The staff have begun to offer nighttime reading to help ease the transition from day to evening.
- For school aged children we are offering STEM, read-a-long programs, and gaming.
- For our teens we are offering book talks and gaming.
- Our youth services staff have participated in 100+ Webinars and Continuing Education opportunities.
- Youth Services staff have learned many new technologies including:
- Hosting, engaging & interactive live programs in various formats over Facebook and Instagram, with programs ranging from preschool age (Virtual Circle Time), to teens (Live Book Talks on Thursday evenings), to adults (Virtual Tea & Stitch).
- Pre-recorded programs using Zoom, Loom, various video editing software for Art, Book Read-alongs, database training, Video creation; including combining stills, video, separately recorded vocals, separate music, video transitions, time lapse video, and narrative writing.
- One of our talented staff has created an interactive scavenger hunt with original artwork and puzzles to be debuted for our Summer Program.
- Our staff members have created "Animal Crossing Club." We are continuing to develop this new platform and are working on making a virtual version of HTFL in the game, and invite library patrons to virtually come to visit and help. Each week we have a growing number of people visiting, and they are bringing items to share in the "Item Swap," and making friends with each other. We even had a dad create and donate "items" to our "island."
- We have had a total participation of over 25,000 in our Youth Services Virtual Programming.

Circulation

- Circulation staff has been concentrating on staff development projects. The staff have been enhancing their skills by reviewing the library's databases and attending educational webinars.
- Circulation staff has attended 109 webinars and reviewed 95 databases.

We are coming back to the physical building stronger than ever...with a larger footprint in the virtual world and a wealth of knowledge to better serve our patrons.

Once again, we are exhilarated with the knowledge that the time has come when we will be able to overcome the barrier of providing physical library materials by launching curbside service to our community, beginning June 15. More information on the step-by-step instructions for curbside pick-up will be forthcoming.

Best Regards,

Sukrit Goswami, Library Director