2020 brought uncertainty and changes as never anticipated. YDL staff reacted with deep concern for those in our community cut off from resources and information by the COVID lockdown. Our top priorities were safety of patrons and staff, outreach to vulnerable populations, and transitioning services to a contactless format. Many improvements to access are here to stay, such as upgraded wi-fi, virtual access to events, and online card registration. Tremendous thanks to the community for recognizing the effort and making use of your library despite closed doors!

Lisa Hoenig, Director

“I look forward to picking up holds from the library as a highlight of my week during COVID. I feel safe and protected by your procedures, and I am so, so, so grateful for the many resources you all make available to me! ... You all do a LOT with not a ton of resources and I am very grateful. It makes a big difference in my life!”

-- Katy, YDL Patron
LESSONS FROM A PANDEMIC: REACTING, ADAPTING, AND SHIFTING FOR THE FUTURE

March 13: "Temporary" COVID closure
- March 14: COVID resource page posted online
- March 17: Spring Challenge Activity Badges available
- April 29: Doubled e-lending limits on hoopla
- Virtual Summer Challenge begins
- June 1: Stay-at-home order lifted

Aug 19: Printing request service begins
- March 17: Introduced online card application
- July: Began checking out supply kits
- July 22: Curbside service starts
- June 13: Drop boxes reopen/Staff return part-time

Whittaker is public COVID testing site w/ WCHD
- Sept 26: First pop-up browsing event
- Oct 9: Mobile hotspots available for checkout
- Nov 14: "For all the World to See" Virtual exhibit posted
- Dec 22: Air purification system installation complete
- Dec 30:
LESSONS FROM A PANDEMIC: REACTING, ADAPTING, AND SHIFTING FOR THE FUTURE

REACTING
Prioritizing safety, setting up staff to work remotely, and reaching vulnerable patrons. YDL:

- Held staff and Board meetings online
- Fielded reference calls from home
- Made 2,913 calls to check in on and assist seniors
- Posted COVID support resources on our website and social media

ADAPTING
Serving the community effectively while our buildings were closed. YDL:

- Hosted virtual programs including: storytimes, the NEH travelling exhibit, and the Summer Challenge (with staff still working remotely)
- Let patrons request free print outs
- Printed *The Loop* more often to reach those without internet
- For gave most overdue fines

SHIFTING
Finding long-term fixes for barriers to access COVID revealed. YDL:

- Made an interactive online card application
- Started curbside pickup
- Created virtual and video-based events
- Made mobile hotspots available for checkout
- Improved our WiFi so it reaches parking lots
- Developed more web pages, programs, and booklists devoted to racial justice issues
WHAT WAS HAPPENING WHILE YOU WERE OUT

In November we released the first episode of "Ypsi Stories," a monthly podcast where local experts share stories about Ypsilanti's rich history.

501(C)3 STATUS

YDL now has more grant and fundraising prospects as an official 501(c)3 nonprofit.

HOUSEKEEPING

We completed a number of building projects, including: painting at Michigan Avenue; window repair, rearranging the reception desk area, and installing new lighting at Whittaker; installing air purification systems at Whittaker and Michigan Avenue.

YPSI STORIES

From home, staff created and managed the Summer Challenge, helping people stay active and engaged. Our community in turn sent us pictures (see left) of the resulting art, cooking, and other outlets that made their summer special.
The powerful NEH *For All the World to See* touring exhibit explored how visual media impacted the way people viewed racial injustice during the civil rights movement. To make sure the community could still view these timely and relevant materials, we created a virtual experience. We set up the display in our community room and made a video tour that we posted on the YDL Exhibits page. There, people could view the materials and complete activities that helped them engage with and reflect on the subject.

**OUR FIRST VIRTUAL EXHIBIT**

**BY THE NUMBERS**

- **Circulation**
  - Whittaker Rd: 97,095
  - Michigan Ave: 17,739
  - Superior/Bookmobile: 7,092
  - eProducts: 76,320

- eProduct usage was up almost 8,000

- **14,126 curbside appointments** at all three YDL locations
- **7,180 new digital materials** (5,965 added in 2019)
- **3,398 people attended**
  - 388 events and classes
## FINANCIAL REPORT

### REVENUE

<table>
<thead>
<tr>
<th>Description</th>
<th>FY 2019-2020</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Taxes</td>
<td>$ 5,290,728</td>
<td>95%</td>
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<tr>
<td>Penal Fines</td>
<td>$ 84,478</td>
<td>2%</td>
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<tr>
<td>State Aid</td>
<td>$66,428</td>
<td>1%</td>
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<tr>
<td>Interest &amp; Other</td>
<td>$57,915</td>
<td>1%</td>
</tr>
<tr>
<td>Grants, Donations, Friends of YDL</td>
<td>$68,990</td>
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<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$5,568,539</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

* $1.5M designated to Superior Library building Fund

### EXPENDITURES

<table>
<thead>
<tr>
<th>Description</th>
<th>FY 2019-2020</th>
<th>% of total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries &amp; Benefits</td>
<td>$2,657,576</td>
<td>65%</td>
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<tr>
<td>Library Materials</td>
<td>$371,514</td>
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<tr>
<td>Contractual</td>
<td>$296,570</td>
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<tr>
<td>Automation &amp; Capital Outlay</td>
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<tr>
<td>Utilities &amp; Repairs</td>
<td>$312,245</td>
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<tr>
<td>Other</td>
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<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>$4,069,055</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Due to rounding, percentages may not add to 100%**