

## Oregon Public Library Statistical Report (July 1, 2020 – June 30, 2021)

### Appendix 1: COVID-19 Response Narratives

Responses about Oregon public library services during COVID-19 pandemic

Libraries self-reported during August – November 2020. Optional free-text question, “CV16 - Other information about COVID-19 pandemic?”

LIBID	Library name	County	Library district or tax-supported cooperative	CV Other information about pandemic services (response)
OR0058	BANDON PUBLIC LIBRARY	Coos	CCLSD	Our library building was closed for 40 weeks, yet we provided daily curbside service, phone service and mailings throughout that time. The financial contributions we rely on from the Friends and Foundation were significantly reduced as the Friends have been unable to conduct their usual fundraising efforts through regular book sales.
OR0114	COOS BAY PUBLIC LIBRARY	Coos	CCLSD	Not being able to count the hours of curbside service is a shame. It was more work than having patron's in the building and yet we continued to maintain a high level of service despite not being open for the public to enter.
OR0115	COOS COUNTY LIBRARY SERVICE DISTRICT	Coos	CCLSD	We do not have a library that is open to the public. We are an office that has only outreach and ILL services. We did have to close for 2 weeks at the beginning of the pandemic due to government regulations. Our office was not able to do outreach due to facilities being locked down so we switched to mailing materials to our patrons. Towards the end of the fiscal year we were able to get into a couple facilities but also kept mailing materials to patrons. We functioned the remaining 50 weeks with limited access to the patrons we would normally serve.

OR0048	DORA PUBLIC LIBRARY	Coos	CCLSD	Curbside services should, in my opinion, count as open. We did have 10 weeks that we did not allow public access, except for computer appointments, yet we were not closed in that services were still being provided to anyone who wanted or needed them.
OR0049	FLORA M. LAIRD MEMORIAL LIBRARY	Coos	CCLSD	<p>During the pandemic, we tried our very best for our community. I am really wanting you to know that for my staff and me, our whole-hearted work was a gift to them, and us. I witnessed something sacred, which is really strange to be typing in an official report, but it is the truth. Here is what we did, even when we were just as worried and stressed and confused and upset as every other human having this collective experience:</p> <p>We did everything we could. We called every single one of our regular patrons to check in on them and see what they needed. We had conversations with the ones that needed company. We mailed books and movies and summer reading backpacks and scientific articles. We listened to the community's feelings for hours, holding space for whatever they were going through. Some of our patrons got sick and died. We wrote to their loved ones. Some of our patrons were really angry about what was going on, and they took it out on us. We tried our best not to be too bummed about it. We knew they were going through the same stuff we were.</p> <p>Libraries are so uniquely positioned to help a community through a crisis-especially one where the safest thing for people is to stay at home and away from others. We had this feeling of "Wait, we were made for this!" A patron wrote us a note last year that said we were the only thing that kept her from despair and boredom. We took that job so seriously. We had elaborate systems to remember what individual patrons loved to read. When we bought books we knew someone would like, we went ahead and put holds on them, so they could have a surprise coming. We customized full carts of books according to patron requests, wheeled them outside, and then put them all back on the shelves hundreds and hundreds of times. They might just take one book out of the seventy we had on the cart, but we wanted them to get that good browsing feeling that they were</p>

			<p>missing when we were closed or limited in capacity. We did everything we could think of and everything they asked of us, as best they could. We offered a staggering variety of options for access for people: regular browsing and computer use, curbside, mail-service, virtual service, phone service, and all the while we were adapting to constantly-changing situations and guidelines.</p> <p>We started a sharing shelf on our porch and stocked it with free books, community-donated food, and information on resources about mental health and housing and public assistance. When a time-limited grant (distributed immediately, in person, through the local banks) became available, we called each of our patrons who needed it, told them about the grant, filled out the online applications for them (if they needed and wanted us to), and then scheduled their appointments for them. We made 27 appointments in the three days the money was available, and everyone we spoke to had no idea the grant was even available. We tried so hard to find hotspots to lend that would work in our area. Our meeting room (the only private space in the library) became a doctor's office for people with telehealth appointments. People attended class from the library. We taught them how to video call their families.</p> <p>We filled over 350 backpack with free books and all the supplies on their teacher's list for every child in preschool through sixth grade, during a time when the fires were so bad that it wasn't safe to breathe the air outside and the sky was orange. Because we did that, another local organization decided to buy all the middle and high schoolers their whole school supply lists, too. We gave six books and a bag of creative supplies to every kid who wanted one for summer reading. We gave a book to everyone who came to the food bank in December, and every kid with a tag on the Angel Tree. We figured out virtual programs and make-and-takes and somehow still found time to work on our big projects, like getting funding to renovate our building so that it is ADA accessible. It was a lot. It really was. We were proud to do it, though. And we know it matters. No matter what</p>
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				happens, they're our community, and it was our job to take care of them. Thank you for this space to tell you about it.
OR0064	HAZEL M. LEWIS LIBRARY	Coos	CCLSD	We are a small rural Library so, we were able to provide limited access at times to our patrons while other libraries were closed. If patrons needed copies, faxes, computers or reading materials, we would let them come in and use our services.
OR0030	LAKESIDE PUBLIC LIBRARY	Coos	CCLSD	<p>During our in person closures we were open most weeks for CURBSIDE pickup of materials. This service took a tremendous amount of time.</p> <p>We also offered a Grab and Go Summer reading program for children that was time consuming to create, put together, package and distribute to families.</p> <p>Quarantining and Sanitizing all library materials being returned via our book drop was a long, labor intensive process and was spending long hours on the phones with our patrons looking for and placing holds.</p> <p>I can't believe the weeks we offered curbside pickup and our Grab and Go Programs were not counted this year in this report because we were certainly busy and everyone was working.</p> <p>This has been incredibly stressful and we did our best to continue to offer library services to our patrons.</p>
OR0021	INDEPENDENCE PUBLIC LIBRARY	Polk	CCRLS	We reopened in a limited capacity March 15, 2021. We have not increased our hours since our initial reopening. Currently, we are open Monday, Wednesday and Friday from 11-4, and Saturday from 10-2. We offer curbside service an additional 6 hours each week, in addition to our scheduled hours.
OR0022	JEFFERSON PUBLIC LIBRARY	Marion	CCRLS	From July 1st until November 18th, the library limited its services to curbside pick-up and was open to the public half of its regular hours. From November 18th through February 25th, the library was closed to the public with curbside pickup and half hour computer reservations only. Beginning on February 27th, half hour browsing and computer use appointments were implemented along with drop-in curbside service. In April, the library started offering some walk-in browsing with a half hour time limit. On June 26th, requirements for

				browsing and computer use appointments were eliminated. Drop in curbside service remained available throughout the year. Masks were required inside the building throughout the year.
OR0122	MARY GILKEY PUBLIC LIBRARY	Yamhill	CCRLS	We offered services online such as chat and virtual reference. Items were available curbside (delivered to cars via a staff member) and contact-free (placed in a bin outside our door), or via home delivery. We also offered take-and-make kits contact-free from our re-purposed newspaper machine.
OR0047	MT. ANGEL PUBLIC LIBRARY	Marion	CCRLS	Bi-weekly STEAM activity packets for children and teens. Monthly bi-lingual storywalks. Sidewalk obstacle course. Mobile wifi hotspot devices for checkout.
OR0101	WILLAMINA PUBLIC LIBRARY	Yamhill	CCRLS	Our library offered window pick-up services and delivery services during the fiscal year of the pandemic. In-person building use of the library was closed, however, we did allow for appointments to use computers or for other in-person reference services needed.
OR0051	NEWPORT PUBLIC LIBRARY	Lincoln	LCLD	Restocking of Little Free Libraries around the city, passive activity boxes in front of the library for patrons, mobile hotspot program, amplified Wi-Fi on the outside of the library, Library take out services. We have offered eCards, created several "how to" videos, collaborated with community partners to put together activity kits, and put together a Trail Tail behind the library. We also offered grab and go delivery along school bus routes, school lunch site locations, and day use areas. We recorded storytimes and booktalks. We also partnered with local organizations for community events such a Virtual Marine Science Day, Día de los Niños, World Read-a-Loud Day. We started checking out fishing equipment through a partnership with ODFW. We expanded our Library2Advantage program, offered Tumblebooks database, started offering Tech Talks, and assisted at the Lincoln County Call Center.
OR9017	SILETZ PUBLIC LIBRARY	Lincoln	LCLD	The library offered curbside service for 29 of the 45 weeks I have indicated we were "closed."
OR0088	TOLEDO PUBLIC LIBRARY	Lincoln	LCLD	We offered curbside during this time (C14 + C15). On Time Burden we spent 23 hours but the program won't measure it.

OR0097	WALDPORT PUBLIC LIBRARY	Lincoln	LCLD	We offered drive up service and curb side service during the time the building was closed. We also offered online programming and take-n-makes.
OR0029	LAKE OSWEGO PUBLIC LIBRARY	Clackamas	LINCC	We continued to provide services to patrons through setting up services in our parking lot, delivering and mailing materials when needed, and providing curbside services. During the heat wave in June, we opened to full capacity in the building.
OR0043	LEDDING LIBRARY	Clackamas	LINCC	We were able to offer curbside, reference, holds assistance, grab-n-go craft bags, virtual programs for all ages. We were a visible, yet non-physical, part of the community that was greatly used and appreciated.
OR9999	LIBRARY INFORMATION NETWORK OF CLACKAMAS COUNTY	Clackamas	LINCC	We are a centralized service office and we are not open to the public.
OR0044	MOLALLA PUBLIC LIBRARY	Clackamas	LINCC	We started offering curbside service in May 2020. We began offering a hybrid of curbside and in person materials pick up in April 2021. Approx. 650 grab and go kits for all ages with crafts, recipes, and STEM materials were handed out each month. There was a live storytime presented each week for approx. 35 weeks. Materials were delivered to five households that were unable to access curbside service. We offered curated bundles of materials - both personalized and general topics for patrons. Over 50 curated book boxes with books, movies, snacks, and games were created as programming for YA and adults.
OR0071	SANDY PUBLIC LIBRARY	Clackamas	LINCC	Sandy and Hoodland Libraries started curbside service by appointment before July 2020. Starting in August 2020, we offered curbside service on a first come first served basis. By July 2020 we were offering virtual storytimes, crafts, and early literacy activities on our Facebook storytime parents group. By July 2020 we were offering book clubs virtually. We started offering computers by appointment on September 21, 2020. We have been offering a Take and Make craft for three age groups: kids, teens, and adults each month starting in October 2020.

OR0023	ASTORIA PUBLIC LIBRARY	Columbia	NONE	The library closed March 16, 2021 reopening June 2020 for holds pick-up only In lieu of curbside service. The majority of staff were furloughed effective April 1, 2020 leaving 3.5 FTE to operate the library. We shifted quickly to online services focusing on internal processes we could complete in order to prepare for a greatly anticipated Phase 1 renovation.
OR0108	BROWNSVILLE COMMUNITY LIBRARY	Linn	NONE	We were closed from March 17, 2020 through June 6, 2020. As of June 9, 2020 we opened with limited building capacity and have remained open through the pandemic.
OR9011	C. GILES HUNT MEMORIAL LIBRARY	Douglas	NONE	Curtailed in-person programs for adults and children during especially high frequency COVID periods.
OR0107	CHETCO COMMUNITY PUBLIC LIBRARY	Curry	NONE	Summer youth activity bags: 4,525 bags Youth storytime and craft bags: 1,230 Book giveaways for book clubs: 563 Spice-of-the-Month bags: 340 Adult craft bags: 412 Other adult bags: 84 (origami, resume building) Movie night bags (frozen pizza, snacks, 3 themed movies): 33 Mailed (or pickup) monthly book subscription boxes: 96
OR0119	CORVALLIS-BENTON COUNTY PUBLIC LIBRARY	Benton	NONE	We continued delivery services which we started after the initial closure due to Covid.
OR0065	CROOK COUNTY LIBRARY	Crook	NONE	Library building closed to the public for 12 weeks but we still offered curbside/telephone/virtual services.
OR0091	DESCHUTES PUBLIC LIBRARY DISTRICT	Deschutes	NONE	none
OR9007	HALSEY CITY LIBRARY	Linn	NONE	Our library was open between July 1, 2020 and June 30, 2021. We kept our front door locked until mid-March, but still required patrons to wear masks while in the building. While the door was locked, we required patrons to come in either by appointment or knocking on the door. Only one family at a time could come in.
OR0014	JOSEPHINE COMMUNITY LIBRARY DISTRICT	Josephine	NONE	Pandemic services not recorded in Part 7 "Programs" included 2,843 activity kits for all ages distributed during curbside service, passive book clubs attended by 143 Facebook participants, and a winter reading program with 206 registered participants.

OR0063	MULTNOMAH COUNTY LIBRARY	Multnomah	NONE	MCL had a rolling reopening, which began with 5 libraries opening their doors in June 2021: Capitol Hill, Gresham, Holgate, Kenton and Midland libraries reopened for modified, in-building access to patrons on June 1. Except for these 5 locations in June, MCL buildings were closed for the duration of FY2021. Note for Question 809 Website Visits: we're including website and MyMCL/Bibliocommons sessions.
OR0062	PORT ORFORD PUBLIC LIBRARY	Curry	NONE	We increased our online programming and are rebuilding our website. Our inventory of devices available for check-out has also increased. We have also seen a huge jump in the number of calls requesting assistance in logging in, using Libby, placing holds, the list goes on and on.
OR0072	SCAPPOOSE PUBLIC LIBRARY DISTRICT	Columbia	NONE	We increased our electronic access during Covid adding circulating laptop computers and hotspots and extra copies of ebooks aimed at children's education. We held no in person programming during the past year due to Covid. We also closed the meeting room to the public for the entire year. We did substitute weekly take and make activities for children. We restarted in person programming for children in July 2021, but shut it down again when the summer surge hit and we are currently (October 2021) doing only virtual and take away activities for children. We restarted adult programming in June 2021 and continue with that but in a hybrid format for all activities. Many of the accommodations we made for Covid are going to be permanent. We are going to continue hybrid activities and meetings. We are going to continue curbside pickup. We are going to continue and expand electronic devices that we check out.
OR0074	SEASIDE PUBLIC LIBRARY	Clatsop	NONE	We spent over \$12,000 in covid supplies during the first year of the pandemic. We also went through 8 different models of service based on current CDC, State, OSHA, County, and City Governance. Some practices changed weekly. At times we had more limited hours (minimum was 5-6 hours open daily) but still remained open Tuesday-Sunday all weeks except when curbside only.



OR0008	SIUSLAW PUBLIC LIBRARY DISTRICT	Lane	NONE	We offered computer access throughout the summer and fall of 2020, suspending that through the winter when community COVID rates rapidly increased. Computer access resumed in early spring. We opened to in-person browsing beginning on April 1, 2021, and that has continued every since, although with limited hours. Curbside service has been accessible to patrons throughout the fiscal year, and staff created virtual browsing videos that streamed on YouTube in addition to telephone and internet based reader's advisory. The library has offered take-home activity kits for young people, and created summer reading kits (complete with an OBOB-nominated book) for each student in kindergarten to 8th grade for both Siuslaw and Mapleton school districts. Online tutorials and phone-based tech assistance has been offered and accessed throughout the year. Librarians also participated in a peer learning group that put us in contact with various local nonprofit organizations and focused on connecting with the community through online formats like Zoom and etc. In the past year, librarians also assisted residents with scheduling vaccination appointments via telephone, and advertised this service in conjunction with Lane County Public Health.
OR0079	SPRINGFIELD PUBLIC LIBRARY	Lane	NONE	We provided service by phone Monday-Saturday from 10am-5pm without interruption. The library was open two hours per day, Monday-Friday. We provided computer access by appointment and accommodated walk-ins. Daily Monday-Saturday, we provided curbside pickup and digital cards processing. We connected to local organizations for outreach, signing people up for library cards and providing free books. We added wireless remote printing service and hotspots circulation. We provided virtual programming for all ages.
OR0084	SWEET HOME PUBLIC LIBRARY	Linn	NONE	We reduced the number of hours that staff worked each week. The Library Director retired in January 2021, resulting in budget savings that stopped staff furloughs from being implemented in 2021.
OR0087	TILLAMOOK COUNTY LIBRARY	Tillamook	NONE	I am a new director, arriving in February 2021. There has been a learning curve on learning many things and operating a new library system during a pandemic.

OR0096	VERNONIA PUBLIC LIBRARY	Columbia	NONE	The Library continued to offer outside pick-up through the Spring of 2021. We moved only to inside services due to lack of demand for outside pick-up and reduced restrictions. All Summer Reading programs for 2021 were held outside, starting in June with an outside storytime and a performer.
OR0137	WARRENTON COMMUNITY LIBRARY	Clatsop	NONE	We offered drive up services throughout the building closure.
OR9020	WINSTON PUBLIC LIBRARY	Douglas	NONE	Our patrons are very happy that we are open as many of the county libraries are closed at this time; thanks to the CARES Grant we were able to purchase extensive supplies including face masks and sanitizing equipment allowing our library to remain open during the second shut-down. Patrons have been very cooperative and understanding regarding PPE requirements and social distancing measures.
OR9016	YONCALLA PUBLIC LIBRARY	Douglas	NONE	The library was closed but offered curbside service 6 hours/week.
OR0013	ARLINGTON PUBLIC LIBRARY	Gilliam	NONE	We have installed touchless hand sanitizer dispensers at the front door and in the children's area. There are masks available at the door and the public computers are not being used at full capacity. The children's programming has been at the PreSchool building during the school year and all other programs have been outdoors whenever possible. Also during periods of increased Covid cases in the county we have cancelled programs or substituted with curbside kits. The library has also purchased extra kits from the Museum of Natural and Cultural History to deliver to the K-4th grades at the Elementary school.
OR0024	GRANT COUNTY LIBRARY	Grant	NONE	The library was never open to patrons to come into the library, but we did do curbside service so we were still checking out books and creating cards. No patrons could get on our computers.
OR0109	HARNEY COUNTY LIBRARY	Harney	NONE	Our hours have been reduced for the whole fiscal year.
OR0016	HELIX PUBLIC LIBRARY	Umatilla	NONE	I offered outdoor pick up service for any check outs that patrons needed. I also checked out bulk amounts of books so patrons didn't have to travel often or go out as much. There were also grab and go

				craft/art kits to replace in-person programs. Patrons were able to still have access to inter-library loans during the pandemic.
OR0018	HERMISTON PUBLIC LIBRARY	Umatilla	NONE	While an occupancy limit was in place, it was never reached.
OR0053	NYSSA PUBLIC LIBRARY	Malheur	NONE	We didn't limit occupancy because we don't usually have a lot of people in at the same time anyway. The larger groups we have are families with a lot of kids.
OR0082	STANFIELD PUBLIC LIBRARY	Umatilla	NONE	Our library provided our Summer Reading in the Public Park to help give space to participants, while providing a much needed place for the community to gather and have fun.
OR0098	WALLOWA PUBLIC LIBRARY	Wallowa	NONE	From December 2020 thru April 2021 we did browsing by appointment and only one family/cohort at a time. In May we opened up to browsing without appointment but limited it to 10 people inside the building at one time including staff. We have continued throughout 2020/2021 to offer curbside/at the door pick up and front porch drop off for those sick or in quarantine.
OR0100	WESTON PUBLIC LIBRARY	Umatilla	NONE	The Library was open all weeks of the fiscal year, although with limited capacity, masks required, and no use of the library's public access computers. Patrons could use their own devices in the building or outside, using the library wifi. Fines were suspended all year. No preschool story time was held. Materials were delivered curbside for those who preferred not to come in the building. Home delivery of library materials was offered as well. Both of these services (curbside and home delivery) will continue indefinitely.
OR9010	ALOHA COMMUNITY LIBRARY	Washington	WCCLS	Curbside service was scheduled 6 days per week/3 hours per day July 2020 - May 2021 and served approximately 10,000 patrons. We reopened the library June 1, 2021. Our delivery service started in January 2021. We continue to serve 1-5 households each week.
OR0138	BANKS PUBLIC LIBRARY	Washington	WCCLS	We really missed having programs for all ages and since our patrons had indicated that virtual programming was not of much interest to them, our staff got creative in finding ways to engage our patrons. Some examples: 1) We created and handed out more than 870 take-and-make craft kits for early learners, Grades 1-6 and teens. 2) We posted displays on the windows facing our driveway. 3) We sent out

				our regular monthly newsletters and and created special newsletters, like ones for our 'Homesteading Programs' patron list, featuring gardening-related tips and pictures from staff gardens, simple Holiday crafts, etc. 4) We even called some of our regular patrons who weren't using curbside services to check on how they were doing. (Small libraries can do that!) We were fortunate, with our square footage and small staff numbers, to be able to continue to work in the building and remain distanced and masked. Being able to work together as a staff helped us all to maintain a positive attitude and support each other.
OR0128	CEDAR MILL COMMUNITY LIBRARY	Washington	WCCLS	For 31 weeks, users were served curbside and via phone, email, web and other e-access. We opened gradually with a small browsing collection and added more services access and hours. By July 2021, we opened most of the library and added back all but 3 pre-pandemic hours of opening.
OR0118	CORNELIUS PUBLIC LIBRARY	Washington	WCCLS	Because our community has low broadband subscriptions rates, high poverty and unemployment rates, it was critical to our community to offer services. Our staff were completely supportive and we were open more and offered more services than every library in our county. We were open nights and weekends. We checked out laptops and wifi hotspots. We offered curbside. We offered appointments for people to use a computer, browse or ask account or reference questions. We offered programs online and outside.
OR0009	FOREST GROVE CITY LIBRARY	Washington	WCCLS	Forest Grove City Library continues to offer three types of service: inside, curbside, and virtual. Inside services were restored in April, 2021 with limited hours. (20) We added more open hours in July (56) , but have not yet restored evening hours. Inside service includes circulation, reference, printing, copying and faxing. We've maintained our curbside service since it is very popular with the patrons that use it and there are some who do not wish to come back in the building. Virtual service has been utilized for the Adult and Teen programming, story times, Teen Library Council , Library Commission and Friends of

				<p>the Library Meetings.</p> <p>Our Summer Reading program was a joint partnership with the Forest Grove School district meal program. Staff distributed 2,246 free books at these sites and at the library. We also partnered with the City's Parks and Recreation department and had 5 live performers in area parks.</p> <p>This fall, our youth Service Librarian began doing weekly Storytime's in the Park and plans to continue as long as the weather holds. He has had a very good response.</p> <p>Our Friends group has not had an in-person in two years, but have making almost the same amount via on-line sales. That is largely due to the great donations we have been getting since the pandemic began. Due to patrons request, we began taking donation in August, 2020 as part of our curbside service.</p> <p>We currently have a survey out to patrons regarding Adult programming. Like most libraries, we are kind of in a holding pattern until we have more information about patron behavior and use of the library. It is clear that library patrons, like most people, do not yet know how or if they will resume their pre-pandemic lives. In the meantime, we will continue to try to be responsive to the ever-evolving changes and continue to provide our very best library services.</p> <p>Throughout the pandemic the Forest Grove library staff has been remarkable. Their commitment and passions for what we do here has made the challenges of the last 19 months much easier to negotiate. They were flexible, creative and supportive. Kudos to all of them.</p> <p>Colleen Winters Director Forest Grove City Library</p>
OR0139	GARDEN HOME COMMUNITY LIBRARY	Washington	WCCLS	<p>Our library rents our space inside Garden Home Recreation Center from Tualatin Hills Park &amp; Recreation District (THPRD). All THPRD facilities closed down entirely on March 14, 2020, and we ended up being closed out of our building until our re-opening proposal was accepted several months later. We started curbside holds pickup by</p>

				<p>appointment on June 23, 2020. In order to avoid crowding in our small space, we had to maintain an appointment system until our last day of curbside only service on July 10, 2021. As all public library workers now know, it's a lot of work to provide curbside service, but our patrons were so grateful. Over the 2020 winter holidays, we also had the unique situation of our two closest neighboring libraries closing down for various lengths of time, causing many new patrons to discover us. For several months during the pandemic, we actually circulated quite a few MORE items compared to the prior, pre-COVID year! In addition to curbside service, we partnered with West Slope Community Library to purchase and circulate mobile Wi-Fi hotspots, which were especially popular with older members of our community. Although our small staff was very busy with the hands-on aspects of curbside service, we did also provide some wonderful virtual programs for all ages, made some very fun videos, and handed out make and take crafts and STEAM activities every Saturday. We were thrilled to open our doors again on July 12, 2021, and we look forward to the return of in-person programs in the not-too-distant future.</p>
OR0141	NORTH PLAINS PUBLIC LIBRARY	Washington	WCCLS	<p>We provided outdoor holds pickup and phone/email service July-September, then added to this the option of indoor entryway holds pickup September-March, then added to those the option of open hours inside the library March-June. So March-June, patrons could pick up holds outside or in the entryway, and/or come in to use the full-service library.</p>
OR0133	SHERWOOD PUBLIC LIBRARY	Washington	WCCLS	<p>Curbside services were provided this entire year.</p>
OR0086	TIGARD PUBLIC LIBRARY	Washington	WCCLS	<p>Immediately before this report period began (on June 22, 2020), we started offering Library Takeout, which included express holds pickup, book stacks, take-and-make bags, and more. Our total number of Library Takeout visits and phone calls was 41,016. Our building reopened to the public on Monday, April 26, 2021. Beginning April 26, we offered Library Takeout 17 hours per week, and in-building services 22 hours per week, for a total of 39 hours per</p>

				<p>week. We limited almost all check-outs to our self-check machines. Most seating was removed to discourage all but brief visits. Restrooms were open but drinking fountains were unavailable for use. Our study rooms, the Technology Room, the Local History Room, the Houghton Room, and the Community Room were closed to patrons. Access to a few computers was available without appointment during in-building open hours. We offered virtual programming.</p>
OR0090	TUALATIN PUBLIC LIBRARY	Washington	WCCLS	<p>Tualatin Library's pandemic closure was extended until June 2020 because of our construction project.</p>
OR9018	WEST SLOPE COMMUNITY LIBRARY	Washington	WCCLS	<p>The library was closed from Nov. 22, 2020 - June 16, 2021 for an unexpected remodel. The remodel was an opportunity created by COVID but our remodel closure was not covid related.</p>