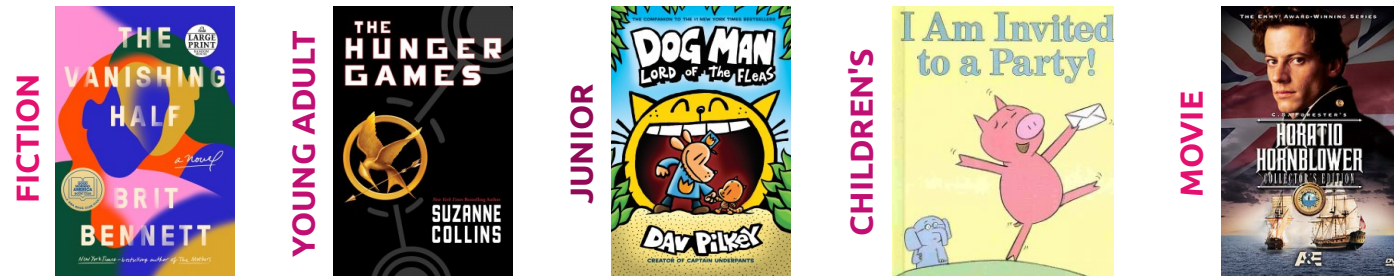


MOST POPULAR CHECKOUTS

Of all the items borrowed this year, these were the most popular.



PROGRAMS



477

programs & events

7,187

attended programs

CURBSIDE & OUTREACH

Our newest library services allowed us to continue circulating items while the building was closed. Outreach events and kits were expanded this year with great success.

96

videos produced

1,400

people watched
our videos

53

outreach STEM
and STORY kits in
the collection

328

Museum Passes
loaned

19,529

estimate of items
picked up at
curbside

NEW MATERIALS

5,348 PHYSICAL
ITEMS

26,825 DIGITAL ITEMS

Keene Public Library

ANNUAL REPORT

2020

2021



EMBRACING THE
UNEXPECTED



A Message From the Director

A New Year's 2020 cartoon showed people being excited for the end of the year 2019 and the next year to begin. The common thought was that the COVID pandemic would end in the spring like a normal flu season and other societal problems would be resolved too. Instead, the pandemic continued with several spikes and world issues seemed to worsen. Change has been constant through the past year, at times daily and sometimes drastic. As of the writing of this report in August 2021, we are dealing with the more infectious and debilitating "Delta Variant" which is causing new concerns well after we had hoped that access to vaccines would finally end the pandemic. In reviewing the Library's hours for the City's benchmarking process, it was noted that the Library changed hours and services six times within the last fourteen months (May 26, 2020 – July 6, 2021). In the previous months of March 1-May 25, 2020, the hours and services changed an additional four times. For posterity, the hours and services through the pandemic to date is included with this report.

The Library staff would not have been able to accomplish the work that we have throughout the pandemic without the assistance of the other City departments. We have always relied upon the IT Department to keep our computers running and that became even more important as we introduced new technologies, moved back and forth through virtual-only, in-person and a combination of services and tried to keep the public informed. The Human Resources team was vital in keeping staff and their families healthy over the last year and a half. The Emergency Management Team, City Manager and Mayor were instrumental in gathering and disseminating information on local conditions. The Emergency Management Director made sure that we had pandemic related supplies so that the Library could keep the public and staff as safe as possible. The Facilities team did an amazing amount of work in extra cleaning, making changes to HVAC systems, installing safety barriers, as well as regular maintenance and taking on major COVID-related renovations in other departments.



Marti Fiske
Director

Library HIGHLIGHTS



Begins 1st session of Little Makers at Home STEM Play programs for kids 2-6.

JULY



117 people virtually attend Steve Hale's Hawks & Hawk Watching in NH presentation.

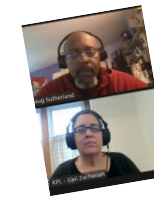
SEP

Launch of 1st virtual Ladybug Book Award Celebration

NOV

Library closes to the public Dec. 21-March 31. Open only to use the Internet and microfilm.

DEC



Our 1st virtual Talking About Race event with 127 people

MAR

The Mutter Museum in Philadelphia, PA. virtually present Spitz Spreads Death: The Influenza Pandemic of 1918-19.

APRIL

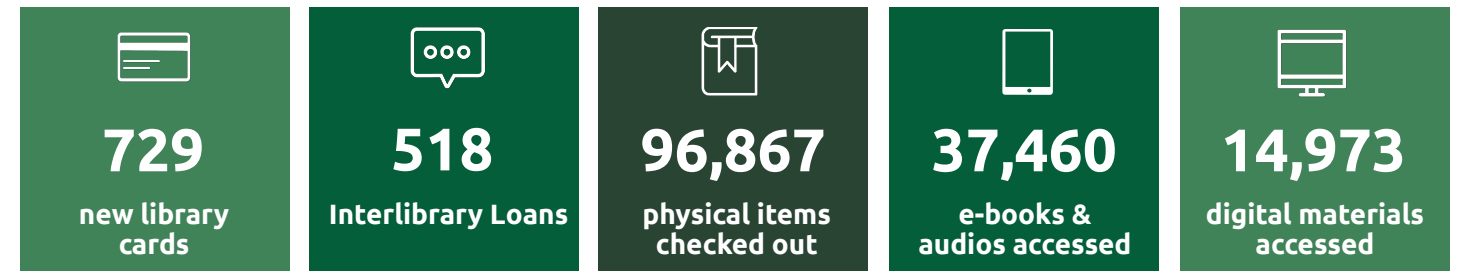


Summer Reading Challenge begins and we promote anti-Racist books at Keene's 1st Juneteenth Celebration

JUN

BY THE NUMBERS

It was a different year for everyone BUT our community still showed us lots of love! Here is an overview of our year:



FINANCIAL OVERVIEW

REVENUE

Friends of KPL.....	\$53,909.04
City (Library & Facilities Operating Budgets).....	\$2,040,045.39
Trustees.....	\$12,436.21
Trust Funds.....	\$5,625.00
Grants.....	\$49,599.83
Non-Resident Cards	\$16,352.10
Fines, Replacement Charges...\$7,347.49	
Copying, Printing Fees	\$1,756.26
Total Revenue.....	\$2,187,071.32

EXPENSES

Salaries & Benefits.....	\$1,185,235.86
Library Materials.....	\$173,720.68
Facilities.....	\$656,608.29
Programs.....	\$27,920.07
Grant Projects.....	\$49,599.83
Fees to the City (Non-Resident Cards & Fines).....	\$21,479.97
Other Expenditures.....	\$64,264.52
Total Revenue.....	\$2,178,829.22

13,413
card holders

49%
of Keene residents hold library cards

73,653 library visitors

152,433 views of our website

SOCIAL MEDIA ENGAGEMENT

FACEBOOK
3,398
engagements

TWITTER
164
engagements

INSTAGRAM
887
engagements

YOUTUBE
1,421
views