

2020 ANNUAL REPORT

Mansfield/Richland County Public Library

OUR MISSION

Be the leader in creating endless possibilities for our community by providing opportunities, access, and resources for everyone.

OUR VISION

We are committed to connecting our community to resources and opportunities that help create and support a vibrant quality of life.



A MESSAGE FROM THE DIRECTOR

I have reflected upon 2020 more than any other year. We all have. The year began normally and we had many plans for which to be excited. Then the Covid-19 pandemic hit our community. Everything shifted and we had to navigate a much different looking world.

While we closed our physical doors in March, we still provided services through virtual programming, free wifi in our parking lots, and a wealth of books, audiobooks, movies, and more through our digital resources. We then were able to provide Curbside Service and reopen our doors far earlier than anyone expected. The Library team even worked ahead with the future in mind, enacting exciting new initiatives (more on those soon!).

It was a challenging year, but it was also rewarding. Our community welcomed us back and thanked us for providing educational materials and entertainment during a difficult time. We received so many kind words and thank you's over the past year. Thank you for your support!

Chris May
Chris May





TOP 10 HIGHLIGHTS

A YEAR IN REVIEW

Virtual Programs & Kits

As a way to continue to offer engaging programs to our patrons during the COVID-19 closure, MRCPL launched virtual programs including a weekly story time, Zoom craft events, take-home kits for all ages, and more!

SORA Collaboration

The Library teamed with Mansfield City Schools, Clear Fork Valley Schools, and Plymouth-Shiloh Schools to provide eBooks to students through the new Sora app. Students now have access to more than 11,000 eBook titles.

Laptop Kiosk

We added a self-serve Laptop Kiosk near the Learning Lab on the 2nd floor of our Main Library. With access via library card, guests can now borrow one of six laptops for up to two hours during their stay.

Curbside Service

In May, the Library began offering Curbside Service as a way for customers to place items on hold and pick them up at their local branch via safe, contactless service.

Customized Selections

We began offering this service that allows library staff to curate a custom list of reading, listening, and/or viewing materials based on a patron's personal taste. By calling or filling out a simple online survey, a custom collection of up to 25 items can be curated for pick up.

Free Kids Meals

In partnership with the Children's Hunger Alliance, the Main Library began distributing free meal packs to all Richland County children ages 2-18. These shelf-stable, healthy meals are available for pick up Monday-Friday.

Fine free!

In November, MRCPL announced that they would no longer be charging fines for overdue items! Waiving fines helped ensure that all residents of Richland County have full access to all MRCPL resources!

The Storybook Trail at Kingwood

In June, a partnership was announced between MRCPL and The Kingwood Center Gardens. This literacy adventure featured pages of a children's book in sequential order so families could read as they walk through the woods.

Library of Things

Despite the closures of 2020, our collection of non-traditional materials was able to grow with the addition of board games. This collection provides diverse opportunities for learning and engagement.

Renovation Projects at the Main Library

- Study Rooms Renovated
- John Sherman Room redesigned
- Painted the 2nd and 3rd floor lobbies
- Built a Library of Things addition in the Media Services area

MRCPL BOARD OF TRUSTEES 2020

The Board is the body that is ultimately accountable for ensuring that the money the Library receives is well spent and that the services the Library provides are equally accessible to all. Thank you for your service to our community.

Dr. Larry Rawls, President

Amy Hiner, Vice-President

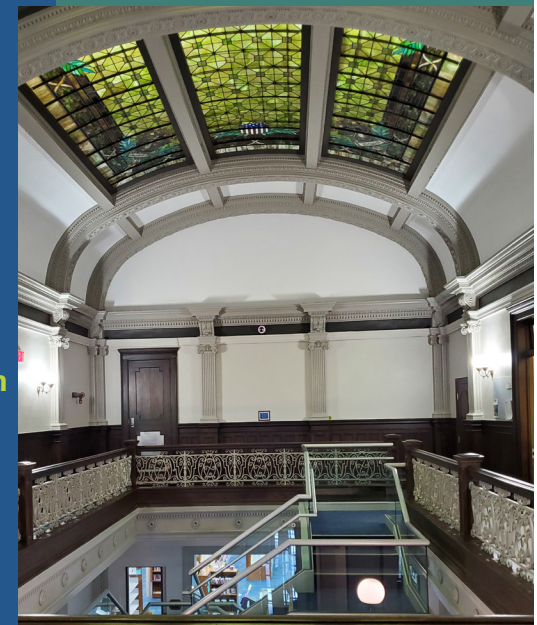
Lydia Reid, Secretary/Treasurer

Geneva Cummins

Jodie Perry

Joe Reed

John Roby



CONNECTED

WITH MRCPL



MRCPL.ORG
583,095



**FACEBOOK
FOLLOWERS**
5,553



**INSTAGRAM
FOLLOWERS**
1,337



CHAT WITH US
550

FIRST CALL

2-1-1

TOTAL CALLS
35,998

NEEDS IDENTIFIED
39,724



LEARNING LAB USERS

3,530

HOURS OF PUBLIC

COMPUTER USE
22,949 HOURS

WiFi USERS

126,004

2000+ PROGRAMS

PARTICIPATION NUMBERS

ADULT	20,707
TEEN	3,302
CHILDREN	19,183
LEARNING LAB	64
AV	881

TOTAL 44,137



DIY KITS
DISTRIBUTED
11,099



VIRTUAL
STORY TIMES
VIEWED
2,152

LIBRARY CARD

STATISTICS

NEW CARDS ISSUED	505
NEW eCARDS ISSUED	1,832
ONLINE RENEWALS	1,547

CIRCULATION NUMBERS

BOOKS & MAGAZINES	547,330
MOVIES/TV SHOWS	444,412
DIGITAL DOWNLOADS	212,169
MUSIC	39,902
INTER-LIBRARY LOANS	23,198
GAMES	21,253
OUTREACH	20,396
AUDIOBOOKS	18,713
LIBRARY OF THINGS	3,819

TOTAL 1,331,192

VISITORS TO THE LIBRARY

BELLVILLE	23,656
BUTLER	14,661
CRESTVIEW	6,534
LEXINGTON	33,656
LUCAS	13,027
MADISON	25,625
MAIN	87,783
ONTARIO	46,949
PLYMOUTH	15,699

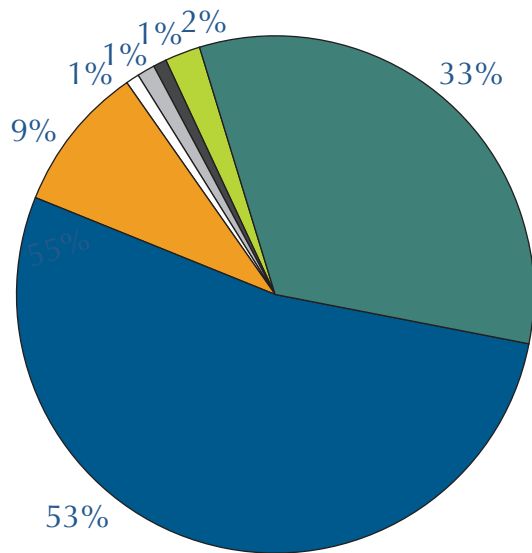
TOTAL 267,590

CURBSIDE SERVICE

BELLVILLE	505
BUTLER	283
CRESTVIEW	306
LEXINGTON	840
LUCAS	159
MADISON	455
MAIN	1,425
ONTARIO	913
PLYMOUTH	394

TOTAL 5,280

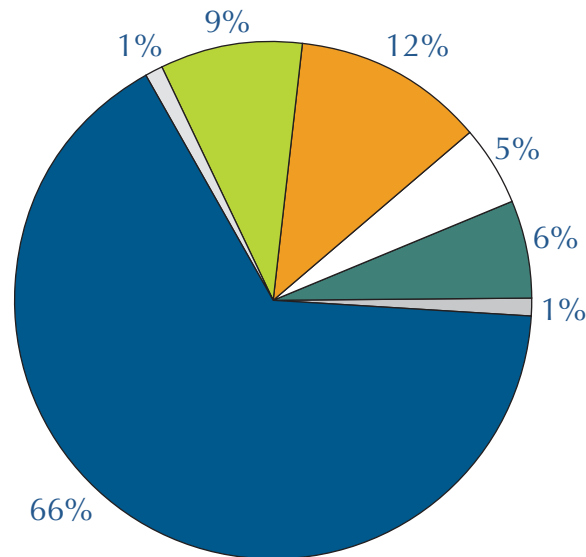




General Property Tax (53%)	\$6,487,353
Public Library Funds (State Income Tax) (33%)	\$3,973,830
Intergovernmental Funds (9%)	\$1,084,455
Customer Fines & Fees (>1%)	\$106,075
Interest (>1%)	\$151,063
Grants & Gifts (>1%)	\$37,043
Other Income (2%)	\$295,223
TOTAL REVENUES	\$12,135,042

Salaries & Benefits (66%)
Library Materials (12%)
Contract Services (9%)
Capital Outlay (6%)
Information Services (5%)
Supplies (>1%)
Other (>1%)
TOTAL EXPENDITURES

\$6,551,433
\$1,191,636
\$882,397
\$563,429
\$478,489
\$154,450
\$38,998
\$9,860,832



Closed to Public

Based on the Governor's mandate, our 9 library locations closed for all services on March 16, 2020.

Virtual Programs

Staff quickly adapted to the county-wide shutdown by offering virtual programs to customers via social media and the MRCPL website on March 20, 2020.

Curbside Service

Customers were able to place items on hold and pick them up via contactless curbside pickup at all 9 locations beginning May 18, 2020.

Reopen to the Public

All locations reopened for in person service (with reduced hours) and continued Curbside Service on June 22, 2020.

Expanded Hours

All 9 locations increased open hours to include some evenings on October 5, 2020.



Main	419.521.3100	Lexington Branch	419.884.2500
Bellville Branch	419.886.3811	Lucas Branch	419.892.2576
Butler Branch	419.883.2220	Madison Branch	419.589.7050
Crestview Branch	419.895.0010	Ontario Branch	419.529.4912
		Plymouth Branch	419.687.5655

www.mrcpl.org