

2020 public library responses to “What's something your library did in the past year that you're proud of?”

When the local school went 100% virtual in August, we contacted the Parks Department to see if we could borrow picnic tables for the lawn. We were able to add picnic tables around the building to help kids who needed internet access. The tables were used extensively during that time. - **ADAMS PUBLIC LIBRARY SYSTEM**

There are many things that we are proud of, including a staff that goes above and beyond to assist patrons with their various needs/requests. We have worked well together as a team to provide curbside, reference, online, and in-house services. We were fortunate to be able to acquire the appropriate amount of PPE supplies, as well as to install Plexiglas (and otherwise make our library as safe as possible), so that we could open up to the public in June... and we have stayed open to the public ever since. We have been able to safely resume many of our former programs - with some alterations - and we now offer most of the services that we previously were able to offer before COVID and have even expanded on our services with curbside pick-up, online programming, and Zoom. We love our little library! - **AKRON CARNEGIE PUBLIC LIBRARY**

We enhanced our online presence and reached more patrons than we ever have historically. The staff were incredibly flexible with the constant changes that were thrown their way. Although we closed our doors briefly, we did everything we could think to do to show our community that we are still here and working for them! I am incredibly proud of our staff! - **ALEXANDRIA-MONROE PUBLIC LIBRARY**

We went fine free on January 1. We began curbside deliveries in early May, reopened shorter hours on June 2, and were fully open - and have been every single day - since June 15. We handed out HUNDREDS of take and make crafts, we created HUNDREDS of videos for Facebook, we got our Bookmobile delivered, and we won our town-wide Christmas lights contest and became the talk of the town. Best advertising ever! - **ALEXANDRIAN PUBLIC LIBRARY**

Library security saved two lives here at main using the AED on customers in full cardiac arrest. - **ALLEN COUNTY PUBLIC LIBRARY**

APL served as a school meal site during June and July even though the library was only providing drive-up services to ensure families were able to get their school-provided lunches during the summer. - **ANDERSON PUBLIC LIBRARY**

Other than five weeks in the spring per governor's order, we were open with minimal restrictions/disruptions to service. - **ANDREWS-DALLAS TOWNSHIP PUBLIC LIBRARY**

Paired with Workforce Development to have a space for them to make appointments and help individuals apply for unemployment. This was while the Workforce Development offices were closed due to the pandemic. Our director worked full-time hours throughout the time we were officially closed. She could provide faxing, copying, and curbside services since we are a small library. Checking in materials, cleaning and quarantining also continued during this time. Virtual programming increased significantly and gift money, which was donated by a 5-year-old child's lemonade stand, was used to purchase an iPad which allowed our staff to develop virtual book readings, story times, and "how to" craft events to coordinate with our take and make activities. - **ARGOS PUBLIC LIBRARY**

Even though it was a really rough year we were still able to engage with our community through virtual programming, take home bags, and curbside service. We were the only library in our area to do this! We didn't have to lay anyone off from their job and we kept going as a team through some tough times, but we made it through, and we are better because of it! - **ATTICA PUBLIC LIBRARY**

We did a great job adjusting in response to COVID and getting the buildings opened again quickly. - **AURORA PUBLIC LIBRARY DISTRICT**

Taking the opportunity to collaborate more with local agencies/entities for virtual programming. - **BARTHOLOMEW COUNTY PUBLIC LIBRARY**

This year we added spine labels to all of the books and media materials in our collection! There were only spine labels on nonfiction books before this year began and we are all proud of our hard work and happy with the addition. Things get lost a lot less these days! Yay for spine labels! - **BARTON REES POGUE MEMORIAL PUBLIC LIBRARY**

We were able to accomplish a lot this year. But one of the things I am most proud of is offering our Annex to two groups during the shutdown. We were able to continue offering meeting space in our Annex to the Friends of Bill W. We felt it was very important that this at-risk group continue to have a place to meet and support each other. The other group that we were able to assist was the Batesville Intermediate School. Several students were having issues with Internet access. We allowed the school to schedule our Annex for families to come in and use our space and internet so that at-risk students could get their schoolwork done. - **BATESVILLE MEMORIAL PUBLIC LIBRARY**

Enhanced our services even though we were closed to the public by increasing loans from Hoopla and Axis 360 and making sure the public knew we were open online and not just closed. - **BELL MEMORIAL PUBLIC LIBRARY**

We turned two library carts into little free libraries and made them available while we were closed so that patrons could have access to books they didn't need to worry about returning. - **BENTON COUNTY PUBLIC LIBRARY**

We adjusted our policies and procedures efficiently and effectively in order to reopen and remain open safely for our staff and our patrons. - **BERNE PUBLIC LIBRARY**

After receiving board approval for a library Facebook page the evening before, our two younger administrative assistants - who are also very techy - got our Facebook page up and running right before the COVID pandemic caused our library to be closed. Since then, our entire library staff, at both the main library at Bicknell and the branch library at Sandborn, have continued to work even while at home to provide personalized service to all of our many patrons. We all have had to do a lot of thinking outside of the box and change our mode of delivering service; a lot of it virtually. We did a lot of curbside service and website/Facebook communication, but we also continued to call or send notes out, especially to many of our older patrons. We were able to produce an online type of Summer Reading program which was well accepted, even though the attendance was down. All our employees continued to show their dedication to serving our library community in some very creative ways. In fact, we may not have ever seen this, if we had continued with our traditional program. We still need to meet the individual needs of those who may never look at our website or our Facebook page, but we found out

for 2020 that we have reached more of our library community through our website/Facebook page. 22,470 visitors to our website in 2020 with 5,247 unique (first time) visits compared to 18,250 in 2019. Our library staff and very supportive Board of Trustees have continued to work together as a team to make great things happen. - **BICKNELL-VIGO TOWNSHIP PUBLIC LIBRARY**

Increase social media exposure by adding information about the library's activities in other places beyond our own Facebook presence. We also provided space for a Flu Clinic and offered space for COVID vaccines, but the Health Department located a larger space than what we could provide. - **BLOOMFIELD-EASTERN GREENE COUNTY PUBLIC LIBRARY**

My staff did an excellent job navigating the ever-changing landscape of libraries and their services in an unprecedented pandemic and worked hard to keep getting library services out to our residents and patrons. - **BOONVILLE-WARRICK COUNTY PUBLIC LIBRARY**

We increased Wi-Fi access outside the building and inside the building. We only had one Wi-Fi node to access the internet pre-COVID, now we have four. - **BOSWELL-GRANT TOWNSHIP PUBLIC LIBRARY**

While the library was closed during the worst parts of the virus spread, we set up a tent over a bench outside of the library with an extension cord that allowed our patrons access to Wi-Fi while being protected from the weather. It was extremely popular! - **BOURBON PUBLIC LIBRARY**

Maintained the building's cleanliness so that patrons felt safe to be in and knew it was a priority. Expanded our wi-Fi to the parking lot and patio areas for people to use after hours and when we were closed. We started doing social media programs and story hours. - **BRAZIL PUBLIC LIBRARY**

Continually adjusted through the pandemic by finding ways to bring services to our patrons. Libraries proved their relevancy! - **BREMEN PUBLIC LIBRARY**

I was especially proud of how our Board of Trustees worked with me during the pandemic. They allowed me creative scheduling to make sure that staff and patrons were and are kept safe. - **BRISTOL-WASHINGTON TOWNSHIP PUBLIC LIBRARY**

Survived! - **BROWN COUNTY PUBLIC LIBRARY**

We chose to reopen June 1 with normal hours and have been able to consistently provide that to our community, all the while, keeping our staff and patrons safe with established protocols. We also began a book delivery program to residents of our local nursing home who were desperate for a more diverse selection of material than was provided there. No library card required. Items are checked out to the nursing home and swapped out monthly. Per their activities director, this has made a huge difference in many of their residents' overall mental health. - **BUTLER PUBLIC LIBRARY**

I'm proud that we were able to provide curbside service to patrons, including item checkout and document services outside of "open" hours, and when we were completely closed for a while. I'm proud that we continue offering curbside services for patrons who need that. I'm also proud that we have delivered items to people's homes when they couldn't get out at all. I am so proud of our staff! - **CAMBRIDGE CITY PUBLIC LIBRARY**

Conducted a safe, successful, and socially distanced Summer Reading Program for local area children. - **CAMDEN-JACKSON TOWNSHIP PUBLIC LIBRARY**

We kept staff and patrons safe, and found ways to serve patrons via phone, computer, curbside, and home delivery. - **CARNEGIE PUBLIC LIBRARY OF STEUBEN COUNTY**

The core staff of the library stuck with the library during the shutdown. This allowed us to come back and continue the good work we've been doing for the community. - **CENTERVILLE-CENTER TOWNSHIP PUBLIC LIBRARY**

We were open to the public normal operating hours after only being closed for eight weeks. This allowed our patrons and the surrounding library districts' patrons to access computers, printers and fax machines. More than one person was very grateful we were open for them to use the computers. - **CHARLESTOWN-CLARK COUNTY PUBLIC LIBRARY**

We're a pretty quiet library, which meant we got to stay open when many other libraries closed for curbside only. We were able to then meet some nearby patrons who also use Evergreen but missed going to a library! We also completed a massive weeding project, hired three new staff members, and added databases to our collection. - **CLAYTON-LIBERTY TOWNSHIP PUBLIC LIBRARY**

I am proud of our library's staff. They adapted quickly - and with great talent - to virtual programming. - **CLINTON PUBLIC LIBRARY**

As a small library, I was worried that shutting down would hurt my staff. My board and I worked together and made sure that all staff were paid during any shut-down and/or appointment only scheduling time. I know that's not much, but it means a lot to me. - **CONVERSE-JACKSON TOWNSHIP PUBLIC LIBRARY**

Like many public libraries, we demonstrated great flexibility in changing many of our traditional services to fit the circumstances dictated by COVID-19. During the stay-at-home order, we figured out a way to offer library cards online. When we reopened the buildings, we offered a version of curbside service, moved our summer reading program to an online version, increased our "make and take" activities, and began creating virtual programs. But the best thing of all is that the stress of the last year seems to have made us into a much closer team! - **CRAWFORDSVILLE DISTRICT PUBLIC LIBRARY**

Ability of the library staff to pivot services very early during COVID closures despite losing more than 30% of our staff. Services including: Creating online library card application (March); Created link eLearning Resource guide for community schools (March); Outdoor Wi-Fi (April) Curbside (May); Curbside Computing/printing/scanning (April);remote phone service (April); Take & Makes (May); Outdoor storywalk (May) safely participating in community outdoor outreach activities (June); providing outreach services to senior living facilities (May); provided meeting room space to essential services including AARP tax services, Red Cross Blood Drive, and Court ordered OWI Victim Impact panel class (starting April and ongoing). - **CROWN POINT COMMUNITY PUBLIC LIBRARY**

CUTPL held the Dewey Decimal Dash in 2020, a race to raise funds to support library programming. This event was the first fundraising event the library has attempted. In spite of the COVID pandemic, the event drew 23 socially-distanced participants and brought in over \$700 in donations. We hope to hold the Dewey Decimal Dash fundraiser annually. - **CULVER-UNION TOWNSHIP PUBLIC LIBRARY**

We provided a safe environment for patrons and staff. - **DANVILLE-CENTER TOWNSHIP PUBLIC LIBRARY**

We had the highest number of children participating in the Summer Reading Program, and we distributed free books and book gift cards to children at the conclusion of the program. We were also able to lend books and videos to patrons during the three weeks that the library building was closed to the public because of COVID. - **DARLINGTON PUBLIC LIBRARY**

Staff have been registering patrons over the phone for their COVID vaccine. It's a feelgood interaction for both the patrons and our staff. - **DELPHI PUBLIC LIBRARY**

The East Chicago Public Library offered new and innovative programs that offered literacy initiatives during the pandemic. We were able to gauge our online audience with activities that fostered literacy and recreation. One of our greatest successes was our partnership with the school city where we provided space and electronic devices for students in need of assistance. Our library has witnessed significant growth by offering an array of new services. We will continue to focus on ways to engage our community through literacy and technology. - **EAST CHICAGO PUBLIC LIBRARY**

Proud of Eckhart Public Library's nomination for an IMLS medal award for overcoming two disasters through the power of partnerships. A devastating arson fire in 2017 and the coronavirus pandemic of 2020 are only parts of Eckhart Public Library's story of more than a century of service, rooted in philanthropy and community collaboration. The fire taught us that harnessing the power of existing partnerships is crucial to navigating a crisis, a skill that has helped us proactively respond to the coronavirus pandemic and keep innovative, patron-driven public services at the forefront. As we readied the library for our long-anticipated return to its historic home in March 2020, we rapidly changed course, once more energetically identifying and tackling barriers to access as a result of the pandemic. Our main library reopened on March 15, 2020 but had to close just 12 hours later because of the rapidly evolving circumstances of the pandemic. Through uncertain times past and present, we have learned that our community steadfastly supports our library. In return, we stand ready to adapt to the next challenges and look to a bright future. - **ECKHART PUBLIC LIBRARY**

We pivoted extension services from in-person programs at senior centers to "Senior Care Package" programming and also switched to contact-less homebound deliveries; we pulled off a Summer Reading Program entirely online while also helping a greater percentage of our participants stick with it and complete six weeks of summertime reading and ended the program with a "prize patrol" library van driving around the city delivering grand prizes to the winners; we started "Programs in a Box/Bag," which were wildly popular with families; partnered with a neighboring public library to expand tutoring hours through BrainFuse at an advantageous price for both libraries; and got curbside up and running. It's so popular it will likely continue beyond the end of the pandemic. - **ELKHART PUBLIC LIBRARY**

Proud that we could move quickly to high-quality digital programming that has been viewed by over 128,000 unique viewers. We're proud that we could increase our digital holdings due to our digital circulation increasing by 43%. Lastly, we are extremely proud that we could continue to serve our community while helping to keep people safe. - **EVANSVILLE-VANDEBURGH PUBLIC LIBRARY**

Fairmount Library was the last library in the county to close its doors in March as COVID numbers rose in our county and surrounding counties. We have continued to offer a few in-person/Zoom program combinations as several patrons wish to come in-person. We are in our fifth year of offering acrylic

painting classes. During 2020, we lost only one month during our closure. When we returned to our painting schedule in the fall, the in-person numbers ranged from 8-12. - **FAIRMOUNT PUBLIC LIBRARY**

Despite COVID and the shutdown, we successfully completed a Take & Make Summer Reading program and had almost 100% participation from the kids that signed up. We also provided residential drop off service to the elderly during the shutdown period. The library provided curbside service to a fifth grader at the local elementary school who was determined to use her quarantine/school shut down time to beat the school AR record - which she did! - **FARMLAND PUBLIC LIBRARY**

We successfully launched a curbside service, which was awesome, and we will likely keep it after the pandemic is over. - **FAYETTE COUNTY PUBLIC LIBRARY**

We applied for and received an LSTA grant, which will allow us to purchase a 3D printer, VR system, new children's computer, and other items to start our Library of Things Collection. - **FLORA-MONROE TOWNSHIP PUBLIC LIBRARY**

We did not have the ability to sign up for a library card online, however we did provide the service by phone so the patron did not have to come into the building. When the building was closed, we opened several rooms to tutors with their own entrance. They followed precautions and cleaned up after every student. Over 160 tutor sessions took place while our building was closed. Our computer lab was the first part of the library to open in late April, allowing individuals to come in and complete needed business. We started our Grab and Go curbside service at the same time. We had 911 orders that we filled in 2020. The employees of the library continued to work during the pandemic. We started with one employee in each building per day while the rest worked from home. This is what allowed us to start the Grab and Go service so quickly. In person programs started back up in August. Of course, it looks different and we are unable to hold everything that we once did, but our 10 week preschool program took off. We added more classes with less people to accommodate the need. The parents in the "Mom and Me" program were so happy to have an activity for them and their child outside of the home. - **FORT BRANCH-JOHNSON TOWNSHIP PUBLIC LIBRARY**

Switched to Evergreen and survived during a pandemic and losing another director. - **FORTVILLE-VERNON TOWNSHIP PUBLIC LIBRARY**

We stayed open to the public for as long as we could. We only closed when the stay at home order was mandated. My staff and I were and still are devoted to our community to offer them the access to their library and what we have to offer. - **FRANCESVILLE-SALEM TOWNSHIP PUBLIC LIBRARY**

We continued to serve our patrons even though we had to close down operations from March until early June. - **FRANKFORT COMMUNITY PUBLIC LIBRARY-CLINTON COUNTY CONTRACTUAL PUBLIC LIBRARY**

Staff gamely tackled the world of virtual programming - including an 80-plus-year-old volunteer who conducts virtual storytimes on our behalf. Our teen librarian continued to support teachers and students by virtually entering the schools and conducting book clubs. - **FRANKLIN COUNTY PUBLIC LIBRARY DISTRICT**

Adapted! - **FREMONT PUBLIC LIBRARY**

We had three blood drives at the library in 2020. We were given the opportunity to offer a Sorenson video phone to our deaf and hard of hearing community. A social worker and her client recently used the video phone. She was very grateful and was almost in tears. - **FULTON COUNTY PUBLIC LIBRARY**

Increased access to Overdrive materials through Overdrive's Public Library Connect and SORA to the local school system. - **GARRETT PUBLIC LIBRARY**

We are proud to say that during the pandemic we were able to open the library safely, as well as, keeping our staff and patrons safe. - **GARY PUBLIC LIBRARY**

We were able to stay open for the majority of the time through the pandemic by offering alternative services, including curbside document services and circulation of our regular material offerings. We also added an additional e-book service, Hoopla, to better serve our patrons through the pandemic. It was an overall strange year, but we adapted and made the most of it in an effort to serve our community. - **GAS CITY-MILL TOWNSHIP PUBLIC LIBRARY**

Once we closed our building in March, we quickly had to ask ourselves what was next? Early on we identified opportunities to meet the needs of our patrons in new ways. Resulting from plenty of brainstorming and a bit of trial and error, we figured out how to issue and renew library cards remotely so that folks could still borrow digitally. We found ways to provide online and telephone reference services. We extended Wi-Fi beyond our building. We learned how to Zoom and took advantage of countless support resources to help guide us toward new ways of serving. We focused on our social media like never before. We created content and programs to highlight our resources and to connect virtually with our patrons. We took the lead in our county to identify and prioritize opportunities for community members to access essential resources. We re-opened our doors early in the pandemic to document services, as well as unemployment and other public benefit filings in a safe way. We developed methods for curbside and, later, grab-n-go services. When the second wave of COVID-19 hit, we found ourselves the lone library in our county to remain open for in-person services, albeit with several safety restrictions in place. We did so because we believed so strongly that we had developed systems and methods to safely provide the essentials that our community relied upon and needed. Beyond the pandemic, we also took on a couple of major and long-overdue projects. The first was to replace the roof of our 45,000 sq. ft. building which had been subject to leaks for the past several years. Today, we have a new aluminum roof that should shield our building and resources from the elements for decades to come. We also completed - for the first time in more than 30 years - an in-depth, long-range strategic plan. This process spanned almost the entire year from conception to completion and included the full breadth of best practices for such an undertaking. Through a series of surveys, focus groups, and more, we were able to better identify our community needs and have now reshaped our mission, vision, and core values to set our internal and external service responses for the next five years. - **GOSHEN PUBLIC LIBRARY**

We continued to provide services to our patrons through the COVID shutdown. We adapted our services to include several Grab and Go projects with video instructions. We also created a series of cooking videos for Thanksgiving meal tips. We created a library YouTube channel to showcase our instruction videos. We have met the requirements of COVID, but have still managed to provide excellent services to all of our patrons. We have also remained on normal hours since June 1, 2020. - **GREENTOWN AND EASTERN HOWARD SCHOOL PUBLIC LIBRARY**

We added curbside as well as home delivery service that proved to be very popular. - **HAGERSTOWN-JEFFERSON TOWNSHIP PUBLIC LIBRARY**

Launched curbside pickup service including printing pickup, seed packets from seeds library and activity packs. Provided resource guides and blogs to bring awareness to timely topics. Learned production skills to provide quality recorded content. Expanded social media reach. - **HAMILTON EAST PUBLIC LIBRARY**

We have cleaned, disinfected, and sanitized repeatedly day in and day out since we reopened our doors on June 1, 2020. - **HAMILTON NORTH PUBLIC LIBRARY**

Hammond Public Library staff brainstormed, researched, and pivoted to provide a variety of virtual programming while the library was closed. We expanded our Wi-Fi capabilities to our parking lot as a community service. By reopening in phases while following state guidelines, the Hammond Public Library was able to serve our patrons, many of whom needed access to computers or to the internet to file for benefits or assistance programs. After reopening, staff developed a virtual resource center for youth and teens and worked with the School City of Hammond to make educators, parents, and students aware of the resources. - **HAMMOND PUBLIC LIBRARY**

Remained safely open, full access, for the fall and winter, despite our county being in the red. Our community let us know in the spring and summer that they need us, and we have done our best to remain available to them. - **HARTFORD CITY PUBLIC LIBRARY**

We started the process of adding e-materials to our collection. Our live date was to be in December 2020, but technical problems delayed the process. We went live on Feb. 4, 2021. - **HENRY HENLEY PUBLIC LIBRARY**

Huntingburg Public Library closed only for three days during the initial start of COVID. We continued to work and provided service for our community such as faxing, copying and curbside service. - **HUNTINGBURG PUBLIC LIBRARY**

While the 2020 pandemic had a negative impact on staffing levels for many libraries across the country, IndyPL was able to continue employing and paying the vast majority of staff in 2020 through extensive efforts around policies and deploying staff in non-traditional ways. - **INDIANAPOLIS-MARION COUNTY PUBLIC LIBRARY**

Continued to pay staff their full hours during the shutdown and limited services. - **JACKSON COUNTY PUBLIC LIBRARY**

Offered curbside service for books, copies, faxes and other materials. - **JASONVILLE PUBLIC LIBRARY**

We distributed 150 We Love Our Library signs that were displayed all over our service area. We offered a first-ever NERF War/Capture the Flag event, meeting an expressed community need for free family activities. We became a fine-free library! We offered a first-ever digital escape room program. We hosted a Women's Suffrage Traveling Exhibit at the Rensselaer Library. We offered our book discussions via Zoom for the first time ever. We were awarded an Advancing Racial Equity Collection Development Grant to purchase print and AV materials for all three of our libraries with most items now available for check-out. We more than survived the most unprecedented year ever! - **JASPER COUNTY PUBLIC LIBRARY**

We were able to complete the construction on our new main branch in Jasper despite COVID. We also received a grant to add a mobile makerspace van which will begin offering mobile services later this spring at events, schools, and all branch libraries. - **JASPER-DUBOIS COUNTY CONTRACTUAL PUBLIC LIBRARY**

We conducted Santa visits through Zoom in place of in-person visits. - **JAY COUNTY PUBLIC LIBRARY**

In 2020, the library became fine-free. - **JEFFERSON COUNTY PUBLIC LIBRARY**

I'm proud of how we adapted to the pandemic. We were able to switch many of our planned live programs to virtual programs and develop many new programs that are especially suited for a virtual environment. We continued to interact with our customers via chat, email, and social media. Because of the pandemic, we bolstered many of the electronic resources we have and increased check-out limits on our e-book and audiobook services. We were able to start offering curbside service as soon as we were given the green light to do so. We were even able to open our doors to the public very quickly and safely following the state's reopening guidelines. We implemented many internal improvements including creating a pandemic policy, as well as a shared leave policy. - **JEFFERSONVILLE TOWNSHIP PUBLIC LIBRARY**

We went outside of our comfort zone and offered virtual programming, online library card applications, offered curbside service. Basically, we tried to make sure our community did not have to go without library resources during the pandemic to the best of our ability. - **JENNINGS COUNTY PUBLIC LIBRARY**

I was able to continue working almost all days in order to supply what any patron wanted to check out including books, movie, or magazines. - **JONESBORO PUBLIC LIBRARY**

We provided delivery service for our members if asked, provided curbside service if asked. - **JOYCE PUBLIC LIBRARY**

I could not be more proud of the staff of the Kendallville Public Library. They were willing to do whatever they could to safely serve our patrons as soon as possible. While our physical locations were not accessible to the public, we never stopped meeting our mission of "Providing access to information... for life." We formed partnerships with local industry and universities to 3D print thousands of mask extenders and provide them to health care heroes, front line workers, and those in our community that needed them. We continued to successfully work with our school corporation to help teachers adapt to their new learning platforms and help students succeed! We were fortunate to have solid, well-established relationships with many teachers prior to the pandemic and while there was a learning curve we transitioned quite well and were able to continue to connect with students. We also quickly adapted to offering videos and virtual programs of all ages. Staff that had never been on camera before were asking to make book talk videos, share their favorite games, or lead a yoga routine. It wasn't long before patrons were sending us pictures and videos of how they were still using the library. They say imitation is the highest form of flattery-one family sent a video of their young daughters giving of a tour their version of the Kendallville Public Library that they had set up in their basement-complete with a Library of Things collection! While we had already provided doorstep deliveries prior to the pandemic, the requests significantly increased and our staff was more than willing to take requests, pull items, and safely deliver them to patron's homes. We were in the planning stages of offering curbside service in March 2020 and quickly realized this needed to roll-out sooner rather than later. While we didn't have a perfect system, as we were planning, our staff were all willing to take on this responsibility

and work through the kinks. It was fun to see the excitement of patrons when they discovered we offered this service! Continuing education, professional development, programming, building our collections, checking on our buildings, watering the plants, emailing patrons about their well-being, the list goes on and on. We have a top-notch team that loves our library system and was ready and willing to think in new and different ways to exceed our patron's expectations, just the way they like it. Thank you for this opportunity to reflect on all they good that was in 2020! - **KENDALLVILLE PUBLIC LIBRARY**

Maintained public service during the pandemic. Overcame lack of employees. Started an adult education class. - **KEWANNA-UNION TOWNSHIP PUBLIC LIBRARY**

We added two digital download services and had the ball rolling on that prior to the pandemic fully hitting so that we were able to hit the ground running with our physical closure. We also had already made contact to get Wi-Fi hotspots so there was no wait time to get those because we had the foresight to already be on the list. Even with our staff of three, we were able to pivot quickly to home delivery services, curbside services, and remote assistance. Our board was immediately supportive of keeping staff paid during the unprecedented time and flexible as to what work could be done from home. Our staff was very assertive about checking on patrons even though we weren't in the building and relaxing borrowing standards. We were able to do all of this without having a case within our building to report and keeping our most vulnerable patrons safe. - **KINGMAN-MILLCREEK PUBLIC LIBRARY**

In addition to offering a wide range of curbside services during the height of the pandemic, the Knightstown Public Library was one of the first public libraries to reopen its doors with full services when Gov. Holcomb lifted the stay-at-home order in May. Our staff felt that it was important to do this in order to restore some sense of normalcy to our community. - **KNIGHTSTOWN PUBLIC LIBRARY**

Staff members volunteered at the local Knox County Health Department COVID-19 vaccination clinic. The clinic manager said that library staff members were the sweetest, most respectful, attentive and kind employees with whom she'd had the pleasure to work. We offered a holiday harp concert in a Facebook Live event on Dec. 20 and 1,400 viewed the event. - **KNOX COUNTY PUBLIC LIBRARY**

KHCPL started a program aimed at educating the community on issues of dementia, as well as support for caregivers, called More than a Memory. Our head of marketing and community engagement is running the program, and she was able to certify to do classes and become a regional hub for related information. Training other organizations and hosting a Memory Cafe had just started in 2020 when everything had to halt, but Lisa has continued with educational posts on social media to keep the project live for our community. - **KOKOMO-HOWARD COUNTY PUBLIC LIBRARY**

For a small library in a rural community, I am proud that we could offer continuous services throughout the year, even though we were closed part of the time. Our curbside services were still offered and are still being offered. - **LA CROSSE PUBLIC LIBRARY**

We distribute bins filled with books to Amish schools in the county on a rotating basis. - **LA GRANGE COUNTY PUBLIC LIBRARY**

Retained Optimism! Added curbside and Dial A Story services. Updated website to include chat feature. - **LA PORTE COUNTY PUBLIC LIBRARY**

We survived. - **LADOGA-CLARK TOWNSHIP PUBLIC LIBRARY**

We rapidly adapted our services while staff were at home so that we could continue services to the community. - **LAKE COUNTY PUBLIC LIBRARY**

Renovations that made meeting rooms more welcoming and accessible, added a family restroom, and expanded staff workspace. - **LAWRENCEBURG PUBLIC LIBRARY DISTRICT**

Added all new playsets and toys to our children's department. Completed a General Obligation Bond to put in new carpet and paint. Installed a new chiller and HVAC controls. - **LEBANON PUBLIC LIBRARY**

Added mobile hotspots to the community. - **LINCOLN HERITAGE PUBLIC LIBRARY**

We had an in-person social distancing summer reading program at the park. It was a great success! - **LINDEN CARNEGIE PUBLIC LIBRARY**

During the library shutdown, assistant librarian and I stayed busy cataloging totes of DVDs and new books. When it was safe, we provided services with a reduced staff. - **LOGOOTE PUBLIC LIBRARY**

Lowell Public Library started a YouTube Channel and we are posting videos several times a month. We have cleaned, set procedures, and kept up with all the COVID-19 restrictions. Lowell Public Library was one of the first libraries in the state to offer curbside service. - **LOWELL PUBLIC LIBRARY**

We were able to open up when a lot of libraries remained closed. We started curbside service before we re-opened and continue it now and will continue it in the future. We are proud of the way staff stayed strong and continued to think of ways to provide service in many ways to our patrons and we became better communicators. - **MARION PUBLIC LIBRARY**

We were able to register patrons online for library cards, which would never have been considered previously. We were able to offer more Hoopla opportunities due to the COVID grant that we received. The Melton Public Library began the process of an expansion and renovation during 2020, which makes everyone on the staff very proud. - **MELTON PUBLIC LIBRARY**

Despite the unprecedented pandemic, the library was able to adapt to the situation in an efficient and creative way. Our first goal after returning from shutdown was to keep staff and patrons safe. The library administration was proactive from the very beginning at securing PPE for staff when they returned to work. When there were shortages, administration researched and located all the cleaning and sanitizing tools needed. Policies for meeting the demands of the public vs. the safety of staff and patrons were created. Board members were apprised of every change and need and were part of the team of staff that moved the library forward. Upon return from shutdown, the staff's "new normal" was recognized and became our reality. Programming for adults and children was modified using technology. It was almost as if no one missed a beat. Working together to meet the community's needs safely was the most important thing. The library met the challenge and continues to do so every day. We are proud of that fact. - **MICHIGAN CITY PUBLIC LIBRARY**

2020 was a year fraught with challenges and I'm proud of the way our staff rose to meet them all. I'm most proud of the library-to-go system we created in April of 2020 and went live with in May. It provided access to the library's physical materials in a way that protected both staff and patrons. We also increased the circulation of materials previously unseen by patrons with our Bundle program. The

entire staff collaborated to create the LTG system and Bundle program based on our community's wants and needs. Throughout the peak of the pandemic, we were able to safely provide services and materials to our patrons and community with hard work, innovation, and teamwork. - **MIDDLEBURY COMMUNITY PUBLIC LIBRARY**

Although the building closed from March 16 to June 1, we never stopped providing service to our community. Over 51 days, we had more than 250 patron interactions including home delivery, porch/parking lot pick up, notary and proctor services, copies, fax, and tax form distribution. As director I'm extremely proud we managed to help our patrons and did it in a safe manner. - **MIDDLETOWN FALL CREEK TOWNSHIP PUBLIC LIBRARY**

We did everything we could to continue to provide service to our community. We have offered virtual programs for the whole family - as much as our budget would allow. We put together lots of Make and Take activities so the children would have fun things to do. We did a lot for having six staff members and I'm proud of us! - **MILFORD PUBLIC LIBRARY**

We implemented curbside services; switched from in-person to fully virtual programming; started sending books by mail; switched ILS from Sierra to Sirsi with no downtime; and fully-renovated the Bittersweet Branch - **MISHAWAKA-PENN-HARRIS PUBLIC LIBRARY**

I am proud of our staff for working hard and being extremely flexible under rapidly changing circumstances in 2020. We were able to pivot and adapt to continue serving our community however possible. - **MITCHELL COMMUNITY PUBLIC LIBRARY**

Our elevator was finally fixed, we replaced the paving around the front of the library, and we added some new electronic and online services, like Dial A Story and Hoopla. - **MONON TOWN AND TOWNSHIP PUBLIC LIBRARY**

We eliminated overdue fines and continued to make connections with the public in dozens of ways. - **MONROE COUNTY PUBLIC LIBRARY**

We started offering virtual story time and craft time on our Facebook page. - **MONTEREY-TIPPECANOE TOWNSHIP PUBLIC LIBRARY**

Providing weekly home delivery and selecting materials for patrons who discovered they thoroughly enjoyed my book and movie suggestions! - **MONTEZUMA PUBLIC LIBRARY**

The library really reached out to the community in different ways. We expanded Wi-Fi to our entire parking lot. We sent messages on Facebook to kids in story time and video responses to their accomplishments. We utilized Facebook, YouTube, Instagram, and our website for programming and information. We presented live, virtual and archived videos. We tagged CDC help and information on our Facebook page and website. We got a new electronic sign on our main entrance street opening for hours, program information and links for testing and other information. We implemented curbside and appointments when the library was closed to the public. We are keeping curbside service. We made cooking videos for teens. We helped many increase online sources in Libby and Hoopla. We set up scavenger hunts in windows around the building so patrons did not need to come in but could still have fun finding things. We kept up the garden in the backyard for all to enjoy and share. Staff worked hard on helping patrons obtain and renew library cards, and to get them onto Evergreen, Libby, Hoopla and

newspapers.com. Staff also helped with informational posters and videos. We added binge boxes where patrons can have four fun movies and only have it count for one circulation. Adult services gave out popcorn packet with the checkout. We invited new patrons for trivia night online. Our online genealogy help was expanded. We kept up on our three little free libraries and started one at the front entrance during the stay-at-home order. We started a mini food pantry. The director gave weekly updates in the Spring and made mask extenders for those who needed them. We posted not only what we could help with, but what other agencies and the city could help with during this time of COVID. Very proud of our team. - **MONTICELLO-UNION TOWNSHIP PUBLIC LIBRARY**

We extended Wi-Fi access to patrons throughout the building as well as access to outside of the building into the parking areas. We added a pergola with public benches that has an electrical outlet nearby for public access. We held the summer reading program with take and make craft bags and had a magician the public could access for a virtual magic show. We continued to make the craft bags each month for all the community children even if they did not have a library card. We also started curbside for those who would not want to come into the library. One of the biggest challenges we encountered was safely keeping the library open during this pandemic with only four staff members. - **MONTPELIER-HARRISON TOWNSHIP PUBLIC LIBRARY**

The MPL teamed up immediately on March 16, 2020 to create personal videos to post on our Facebook page, such as reading a book or reader's advisory to virtual programming. We had several team members sewing masks, making Grab and Go and answering website questions. Like most libraries, we have adapted our services quickly to accommodate our patrons and extended our services for assisting with registration for COVID-19 vaccination appointments. - **MOORESVILLE PUBLIC LIBRARY**

We completed an 8,700 sq. ft. addition to our Main Library and completely remodeled the existing 20,000 sq. ft. We continued to provide services to our community and maintained our visibility and relevance during the shutdown. - **MORGAN COUNTY PUBLIC LIBRARY**

Maintained staffing levels and continued to provide library services when entire departments were quarantined. - **MORRISSON-REEVES LIBRARY**

MPL's Ready Readers program converted the face-to-face literacy instruction program to virtual Zoom sessions, with seven days to maintain relationships with literacy students and their parents during the school term. MPL used the 3D printer at the Connection Corner tech library to produce over 300 face shields for the Delaware County in March and April in order to supplement PPE for health care providers in Delaware County nursing homes. MPL staff volunteered with Second Harvest of East Central Indiana during the month of December 2020. MPL staff learned more about other MPL facilities through increased virtual communication and cross training and cross coverage. - **MUNCIE-CENTER TOWNSHIP PUBLIC LIBRARY**

Even though a summer reading program wasn't required in 2020, NPL hosted a successful one. Our programmers became experts with virtual platforms, like Facebook Live and Zoom, converting popular in-person programs to an online format. - **NAPPANEE PUBLIC LIBRARY**

We collaborated with the Health Department in creating a call center manned by library staff. We have continued to offer Red Cross our facility to hold at least one blood drive per month, which has had all appointments filled. Additionally, our staff collaborated with local organizations and county government to sew over 1,500 masks for health care workers. Our 3D printers were operating in staff's homes 24/7

to create parts for face shields that were assembled and distributed through University of Louisville to Southern Indiana and Northern Kentucky health care facilities. Our staff transitioned very quickly to provide virtual programs and content within the first week of closure and have continued to engage with our community in new and innovative ways. Our reading engagement programs have expanded to all year long and encouraged use of our facilities, online resources, and have highlighted small businesses in our area. Patrons have the option to come into the library or curbside services. Additionally, we have expanded our services and awareness of the needs of our homeless or struggling community members through care kits, Salvation Army collections, and free Community Crates of books to social service organizations. - **NEW ALBANY-FLOYD COUNTY PUBLIC LIBRARY**

My staff provided phenomenal virtual programming. We provided storytimes with monthly kits to pick up curbside that contained extension activities in addition to an "Out and About" series that toured area parks, frisbee golf course, etc. that were safer for patrons to participate in during COVID. - **NEW CARLISLE AND OLIVE TOWNSHIP PUBLIC LIBRARY**

We increased our e-book usage. - **NEW HARMONY WORKINGMEN'S INSTITUTE**

When we first closed to quarantine in March, we had lots of snacks stocked up for afterschool programs. When we began reopening in May, we found that many were due to expire, so we handed out snacks, and at one location we offered raffle tickets for free books. Children could come in and get snacks, or we would deliver them curbside, and they were automatically entered to win a free book of their choosing. This saved us from tossing out snack items and made for some fun during a difficult time. While we were closed to shelter in place the director checked buildings, emptied book returns, and took care of other duties. She published her own cellular number for patrons to contact her to set up appointments for notary work, copying, faxing, and scanning of documents. This helped a number of residents who were suddenly unemployed because of closures. Newton County Public Library and three other library districts in our county received a grant to purchase 10 Little Free Library structures for all the townships in our county. This allows the four library systems to continue to make content available in cases of emergency, such as our recent public health crisis. We offered virtual Summer Exploration Club in 2020 and became quite skilled at filming and downloading. Our staff has created virtual storytime since September, posting a new engagement every week. Some programs have "make and take" activities attached to them. A young man of 12 contacted our director in November, offering to help fund adding digital electronic games to our collection at Lake Village. The director and assistant director discussed this, and Lake Village now offers these games on three different platforms - XboxOne, Nintendo Switch, and PS4. This young man has donated \$250 to date and continues to help fund the program. The library is starting to see more and more use of this new offering. Since we are presently not offering live, in-person programming we developed a virtual "Letters to Santa" program for the Christmas season. Santa recorded a visit for children to view on our website and via Facebook, and he presented a storytime for Christmas, as well. With financial help from our township trustees, we were able to give all children who visited the libraries a cloth Christmas bag with an appropriate Christmas book, snack, toy, and a letter that they could complete, place in an envelope we provided with a "stamp" on it for the North Pole. Santa answered all letters via the U.S. Mail! - **NEWTON COUNTY PUBLIC LIBRARY**

Added Tumblebooks to our collection and made the local schools "branches" so that our students could have access. - **NOBLE COUNTY PUBLIC LIBRARY**

We purchased a computer cart to allow patrons to access to a computer during our curbside hours. - **NORTH JUDSON-WAYNE TOWNSHIP PUBLIC LIBRARY**

At the very beginning of the pandemic, we loaned our iPads to the local hospital and nursing home for face time with family members. Also provided wipes and rubbing alcohol to the hospital when these items were in very short supply. We also provided weekly children's activity packets to our local food pantries for the communities of Elwood, Frankton, Alexandria and Summitville. - **NORTH MADISON COUNTY PUBLIC LIBRARY SYSTEM**

The NMPL staff are proud of multiple things from 2020: Getting recognized by ALA and ILF for virtual programming and services during the 2020 pandemic and quarantine. Building up a vibrant virtual program lineup from scratch with the development of creative take and make kits to serve all demographics (the Kindness Kits are a great example). Our virtual programs in 2020 had thousands of views, even from other states and countries. The library's curbside processes which have been developed have run extremely well and patrons are very happy with curbside and use this service! - **NORTH MANCHESTER PUBLIC LIBRARY**

Opened a beautiful new public library building for the community. - **NORTH WEBSTER COMMUNITY PUBLIC LIBRARY**

We launched our afterhours locker pick-up service, allowing access to library materials to those who need to get items after we are closed. - **OAKLAND CITY-COLUMBIA TOWNSHIP PUBLIC LIBRARY**

We did pop up story times twice a week. Once at a park by the river and the other during adult swim time at the community pool. - **OHIO COUNTY PUBLIC LIBRARY**

We were only completely closed for two weeks. We opened on the first day the mayor said libraries could open. We then resumed all services and programs. We had in-person, successful events, such as MGOL, preschool storytime, Pinterest nights, Halloween and Santa/Reindeer. We had every board meeting in-person, not Zoom, every month. We didn't waive any board meetings. We didn't utilize any COVID relief grants/funding. COVID proved how relevant we are, how much our community needed us and supports us! I'm proud of everything we did! - **OTTERBEIN PUBLIC LIBRARY**

Adjusted. We were very flexible. We had never used curb service, or allowed entry by appointments, working from home, constant online programming, al Fresco Fridays, or any of the other things we did differently this year. We added pantry boxes to our Little Free Libraries as we saw that need. Our board is to be commended as well. They were concerned, supportive, and encouraging throughout the whole process. They insisted that we continue to pay staff, encouraged working from home, applauded novel efforts to serve the public, asked for constant updates, especially on PPE, how it was acquired and used, and were just generally there for us in every way. - **OWEN COUNTY PUBLIC LIBRARY**

We added Wi-Fi to a gym in Owensville, the size makes it wonderful for social distancing. - **OWENSVILLE CARNEGIE PUBLIC LIBRARY**

I think we overcame many obstacles presented by the pandemic. We were able to think out of the box and continue to serve our community. We offered to assist with contact tracing phone calls even though the assistance wasn't needed. We still tried to provide safe, in-person events for summer reading. We

continue to provide afterschool activities in-person to serve our most at-risk children. - **OXFORD PUBLIC LIBRARY**

We offered our meeting room as a storage and distribution area for the local health department PPO - **PAOLI PUBLIC LIBRARY**

I think we handled the situation as well as we could have. We offered computer use and outside tablet use. We offered printing services, even when we were closed. I've seen a lot of amazing stories of libraries accomplishments during COVID, and though we didn't do anything truly amazing, we worked hard to meet patron needs every step of the way. - **PARKE COUNTY PUBLIC LIBRARY**

The one area that I am most proud is the resiliency of the Peabody Public Library staff. Along with all the changes the pandemic imposed on us in 2020, the library was in the process of a major renovation project. The library's renovation included new paint, carpet, restroom vanities, new restroom ventilation system, moved shelving locations for most of the collections, updated meeting rooms, improved staircase flooring, basement staircase landing flooring and a new circulation desk. These changes provide the library with more open and friendlier spaces. While all of this was going on, the library experienced a 28% reduction in library staff. Library hours went from 63 hours per week to 59 hours per week. These losses required me to revamp how we work in the library. We went from four point-of-service desks to two point-of-service desks. We moved the info desk from the Adult Services area to the front lobby. All staff members were impacted by these changes. Like other libraries, we increased our online presence with digital programs and zoom interactions. We introduced curbside service to our patrons and prior to the pandemic had increased our bandwidth to allow better access to the Internet. Through it all, the Peabody Public Library staff have maintained positive attitudes. One supervisor put it more succinctly, "Adapted, when the world and life as we knew it changed, so did we!" - **PEABODY PUBLIC LIBRARY**

We issued bonds in the spring and started a \$4.1 million building project. The project is nearing completion, and this library looks awesome! Plus, we awarded a solar contract for guaranteed energy savings. - **PENDLETON COMMUNITY PUBLIC LIBRARY**

Once we returned to reduced hours, we went the rest of the year without interruption of service from COVID-19. Our children's department held a very successful summer reading program - despite the pandemic - and had the tools in place to enable it to be completed in a safe way. They also made good use of the area outside the library to set up several different story trails through the year and won grants to help support our programming. The whole staff managed to continue working together despite the increased stresses that the pandemic put on us. - **PERRY COUNTY PUBLIC LIBRARY**

Our library facility has been open since May 5, 2020, when Gov. Holcomb said we were able to reopen after the March closure. To date, we have been able to provide valuable library and business services to our community during a pandemic when many community libraries were either closed or only doing curbside. Our library has been fully open and operational. I commend my staff on their commitment to excellence in both serving our community and providing a safe, clean work environment both for the community and staff. - **PERU PUBLIC LIBRARY**

We worked hard to ensure our patrons had access to materials during the stay-at-home order. We are so thankful for the loyalty of our patrons and are encouraged to see people frequenting the library more often during 2020. Although we are a small library, we are very proud of the services we are able to

offer and so thankful for our loving community. - **PIERCETON AND WASHINGTON TOWNSHIP PUBLIC LIBRARY**

We hosted blood drives, worked for the food pantry, learned virtual technology to put programming online, had our first ever flu vaccine, perfected curbside document services and taught numerous users over the phone how to use their devices to access their accounts to place holds and digital material. - **PIKE COUNTY PUBLIC LIBRARY**

We weathered a major construction project through a global pandemic, managed to adjust our services accordingly to successfully serve our community, and did not have to involuntarily furlough, lay off, or otherwise terminate anyone's employment. - **PLAINFIELD-GUILFORD TOWNSHIP PUBLIC LIBRARY**

Staff worked hard to increase and create new offerings, which included a sidewalk obstacle course and online programming (including virtual field trips for Story Times {ex: a local goat farm}). They also worked to reorganize the library for safety and efficiency to continue to provide service in the face of numerous obstacles. - **PLYMOUTH PUBLIC LIBRARY**

Being one of the first libraries in the state to offer touchless curbside delivery. - **PORTER COUNTY PUBLIC LIBRARY SYSTEM**

We survived. We moved the entire library collection twice due to our expansion and provided service to our patrons for the majority of the year. - **PRINCETON PUBLIC LIBRARY**

We worked with our local health department throughout the pandemic and were vital in the establishment and administration of our county vaccine clinic. - **PULASKI COUNTY PUBLIC LIBRARY**

I was very proud of the way the library did an admirable job expanding services and trying new things despite the pandemic occurring. - **PUTNAM COUNTY PUBLIC LIBRARY**

Added puzzles to circulation and they are going well. - **REMINGTON-CARPENTER TOWNSHIP PUBLIC LIBRARY**

We are proud that we were able to provide internet access to all patrons; they did not have to be carded members. We made the decision long before COVID-19. When we decided to install and go with high-speed internet, we made certain that it was accessible anywhere in our parking lot. Little did we know just how critical this access would become. We did make the password available to all who came physically to the library as we posted it on the door. We also gave it willingly to any who called me at home, I gave out my phone number so no one had to be without library services. - **RIDGEVILLE PUBLIC LIBRARY**

We reached out to the community during the COVID-19 crises in new ways. Because we couldn't do in-person summer reading, we requested community support for a Take and Make program. We were able to provide weekly kits for seven weeks with new books, activities, and art supplies for over 40 children. - **ROACHDALE-FRANKLIN TOWNSHIP PUBLIC LIBRARY**

We just secured an ALA grant to provide internet hotspots for circulation to help those during e-learning days or work from home. We just got the funding and a preparing to purchase the hardware for 2021. - **ROANN-PAW PAW TOWNSHIP PUBLIC LIBRARY**

During the time the Library was closed I was disappointed at not being able to get patrons books, so I filled a bag of weeded/donated books and set it out front of our building. People walking the streets during the pandemic were able to pick up free books as they wanted. I kept the box filled until we were able to open our doors again, but the box is still there, and others are filling it. We kind of created our own "little library" outside so books are always available. - **ROANOKE PUBLIC LIBRARY**

We kept the lines of communication open during the pandemic, our community was attended to during our period of closure. - **ROYAL CENTER-BOONE TOWNSHIP PUBLIC LIBRARY**

We faced the pandemic and pulled together as a staff. - **RUSHVILLE PUBLIC LIBRARY**

We opened our library to the Court House Clerk to assist in fall voting for our community. We offered library services when our doors were closed, offering electronic services (e.g., library cards, programming, etc.). We kept our doors open as much as possible in a safe environment. For future use, hot spots have been ordered to check out in each of our three locations. Hoopla was added as a service as well. - **SCOTT COUNTY PUBLIC LIBRARY**

We had a person struggling with their online Spanish classes, so they used the Rosetta Stone database form INSPIRE to help them with their online Spanish classes. We were also able to help patrons from other libraries with computer use when our library opened before neighboring libraries. - **SHELBY COUNTY PUBLIC LIBRARY**

We started the process of becoming an Evergreen Indiana library. We received the Advancing Racial Equity Collection Development grant. - **SHERIDAN PUBLIC LIBRARY**

Our library began and completed an expansion/renovation feasibility study during a pandemic! Plans were to apply for a Federal OCRA grant in 2020, but the grant funds were diverted to COVID relief. We were able to complete the Feasibility Study and the OCRA grant application will be something to look forward to tackling in 2021! - **SHOALS PUBLIC LIBRARY**

We survived a major construction project that took place during a pandemic! - **SOUTH WHITLEY COMMUNITY PUBLIC LIBRARY**

Our library has served the Speedway residents throughout the pandemic. We provided e-services and reference help during the shutdown. We provided curbside service as soon as the state, county and town leaders allowed, and we opened our doors to our patrons as soon as our facility was ready, and state, county, and town mandates permitted us to do so. We have also been serving Indianapolis residents with computer and reference help while they continue to have restricted access to their library system. - **SPEEDWAY PUBLIC LIBRARY**

We were only closed 10 weeks during 2020 and offered curbside service during four of those weeks. Our staff stayed resilient and on the front lines through most of the year. - **SPENCER COUNTY PUBLIC LIBRARY**

We delivered books and magazines during pandemic. - **SPICELAND TOWN-TOWNSHIP PUBLIC LIBRARY**

SJCPL forged many new partnerships in the community during the pandemic. For example, we strengthened our relationships with the county health department by offering vaccine sign-up and connected with numerous nonprofits in the area through computer/technology donations. Our staff also stepped up to provide curbside services and virtual programming. - **ST. JOSEPH COUNTY PUBLIC LIBRARY**

The ability of my staff to be flexible during COVID-19! - **STARKE COUNTY PUBLIC LIBRARY SYSTEM**

I believe that the Sullivan County Public Library continued to make a meaningful impact in the community during the COVID-19 pandemic. Between staff reaching out personally to patrons during the depths of the quarantine, finding new ways to reach families and individuals and more, I am proud of how my staff pushed to provide services while still maintaining a safe environment for those inside and outside our library walls. - **SULLIVAN COUNTY PUBLIC LIBRARY**

We added OverDrive to enable patrons to read during the pandemic; using our donation fund to do so. - **SWAYZEE PUBLIC LIBRARY**

So much stuff! I'm proud that staff were able to adapt and evolve throughout the year. Procedures, hours of operation, schedules, programs, and services changed so rapidly and I'm glad that they stuck it out through it all. Staff members never fought mask or distancing requirements and encouraged the public to do the same. We stopped charging for copies/fax during the pandemic and forgave so many fines that our board hopes to go fine free within the end of the year. I'm glad we could add more electronic materials via Hoopla to our collection and be one of the only sources of Wi-Fi in our community. I'm proud that we continued programming throughout the pandemic and still held summer reading. Right before the shutdown, our staff was finally getting into a really good groove and our program/circulation numbers were steadily growing. We've faced a lot of setbacks this year, but I'm confident that we have a good foundation to continue that growth again. - **SWITZERLAND COUNTY PUBLIC LIBRARY**

Our staff went above and beyond in serving patrons - willingly and with much creativity. They were diligent in cleaning and quarantining materials and were good examples when it came to mask wearing. I am extremely proud of the way they stepped up and were even excited to provide more services. - **SYRACUSE-TURKEY CREEK TOWNSHIP PUBLIC LIBRARY**

On March 18, though we closed to walk-in traffic, we immediately began offering curbside service. At no point during the pandemic have we been totally closed/unavailable for service. We reopened on May 11 with limited hours and have been here ever since. We're pleased that we were able to offer our services and materials to provide a dose of normalcy during this time. We also held three blood drives in 2020. - **THORNTOWN PUBLIC LIBRARY**

Keeping up with online and virtual programming during COVID. - **TYSON LIBRARY ASSOCIATION, INC.**

We supported the new eLearning program with the local k-12 school by providing internet access for students that did not have access at home. Additional resources were added to our webpage for home-schooling as well. Our library expanded outreach by providing library materials, both pickup and delivery, to home-bound patrons. By partnering with the Art Association of Randolph County we provided art materials, including coloring pages, books, pencils and crayons to home-bound adults and

children. We have helped, and continue to help, our patrons navigate Covid-19 resources online, including testing and vaccination scheduling. - **UNION CITY PUBLIC LIBRARY**

So many things! We began curbside service, which was all new to us. We hosted so many online programs! We did Story Time: Extreme Home Edition - we actually traveled to patrons' houses and did story time outside with families; socially distanced and safe. We hosted Parking Lot Bingo with Seniors. We had so many drive-thru programs, including a monthly hearty meal for seniors. We also provided grab and go lunch for most of the summer and school breaks. So proud of our team! - **UNION COUNTY PUBLIC LIBRARY**

Thinking outside the box to provide services and entertainment to patrons during a pandemic including delivering summer reading supplies to thousands of children in our community; writing and mailing 1,000 Santa letters; and being able to provide curbside services through most of the pandemic. - **VERMILLION COUNTY PUBLIC LIBRARY**

At VCPL, we are proud of the way that we worked together as a team to navigate the pandemic and implement alternative services for our community. When the library facilities closed, we sent staff home and held all-staff Zoom meetings three times per week. In between these meetings, staff worked on various teams to plan and implement services. All staff learned to use Slack and formed channels for collaboration as they planned curbside services, delivery services, mask-making, food distribution, computer access, etc. We quickly mobilized and began offering reference services from home while limited staff visited the facilities. In short order, we had safely opened for computer access, and once the library fully reopened, we have stayed open. While schools and county offices have closed, VCPL has been able to keep our doors open to the public with expanded services. We host telehealth appointments and job interviews. We conduct online cooking classes. We offer personal librarian services for those who cannot come in and browse. Our notary services have never been more popular, and we have waived all printing fees during the pandemic. We've promoted mental health and self-care, and we have spoken out against systemic racism. It's been a challenging year, but we're proud of the way we've supported each other and served our community. - **VIGO COUNTY PUBLIC LIBRARY**

We made library card registration online available online; provided digital access cards available to local schools; increased remote programming and access; increased StoryWalk awareness; and partnered with Wabash County Historical Museum. - **WABASH CARNEGIE PUBLIC LIBRARY**

Our children's room was refurbished with painting, new carpet, window seats and a playhouse. We look forward to the day we can return the puzzles and toys to this area for children and families to enjoy. - **WAKARUSA-OLIVE AND HARRISON TOWNSHIP PUBLIC LIBRARY**

We started a Story Stroll around the walking trail at our local nursing home. This allowed children and residents to interact through the windows. The elementary school teachers worked with us and took their classes over before Christmas break. - **WALKERTON-LINCOLN TOWNSHIP PUBLIC LIBRARY**

With a small staff and limited budget, we instituted additional services to safely serve customers, which we will continue even as we move toward being fully open again including curbside service, home delivery, online story hour, and take-home craft kits. - **WANATAH PUBLIC LIBRARY**

We were closed down entirely for only about a month. The following month we shifted to curbside service for a few weeks before we opened back up to the public. All with a staff of two. - **WARREN PUBLIC LIBRARY**

I am proud that the library board and staff worked together to find best practices to stay open as much as possible to serve our community in a safe way during the pandemic. - **WASHINGTON CARNEGIE PUBLIC LIBRARY**

We kept the flow of books going out. We are small and could kept in contact with patrons. We worked in the library every day and would hand out books at the door. Did Santa socks for children at Christmas. - **WASHINGTON TOWNSHIP PUBLIC LIBRARY**

Despite losing our Director during the COVID-19 pandemic, we increased our services provided and expanded our outreach services. - **WATERLOO-GRANT TOWNSHIP PUBLIC LIBRARY**

We have been able to stay open since mid-May last year. We have provided plexiglass shields around our circulation desk. The summer program staff provided take out packets and also created Zoom story time - dressing in costume for the stories being read. The staff has maintained a positive attitude throughout this very trying year. - **WAVELAND-BROWN TOWNSHIP PUBLIC LIBRARY**

We re-imagined library services to offer a robust curbside program for the community that continues into today. - **WEST LAFAYETTE PUBLIC LIBRARY**

The building has stayed open to the public except for the six weeks when the governor ordered a lockdown in the spring. We did Zoom preschool storytimes. - **WEST LEBANON-PIKE TOWNSHIP PUBLIC LIBRARY**

We quickly adapted during a devastating worldwide health crisis in order to continue to successfully serve patrons. We operated at full tilt with no reprieve and did everything we could to support our patrons. We navigated the challenges of immediately, remotely, and completely redesigning our work, programming, and other services, in order to support the community through stay-at-home orders; we did it all once again when we got back into our buildings and dove into the many details of creating curbside pickup; and again when we opened the physical doors to the public in July after developing in-depth safety protocols. Nearly the whole of 2020 was spent in a never-ending cycle of planning and execution of modified services, with subsequent tweaks as we learned more about COVID-19. I am incredibly proud of my crew for their ingenuity, resourcefulness, and dedication to helping the community stay engaged, inspired, and entertained throughout the pandemic. We stuck together as a team, and in that respect, the crisis became a bonding event. - **WESTCHESTER PUBLIC LIBRARY**

I'm proud of many things WWPL did during 2020. We created virtual storytimes that were fabulous. We instituted curbside service. We were able to allow patrons access to our digital materials even when our doors were closed. We issued electronic library cards when the building was closed to the public to allow access to our electronic collections. We also went fine free. - **WESTFIELD-WASHINGTON PUBLIC LIBRARY**

We started a YouTube channel to show patrons our new material that was available to checkout for curbside services. A huge weeding of our juvenile nonfiction was able to happen during our closure,

which helped to find out what our library needed to update. - **WESTVILLE-NEW DURHAM TOWNSHIP PUBLIC LIBRARY**

We implemented virtual programming and offered take-home resources. We Scheduled patrons to safely visit the library and offering them the option of curbside pick-up or in some cases home delivery. - **WHITING PUBLIC LIBRARY**

While exercising safety and all appropriate precautions, Willard Library was the only library open in Evansville from May 4 - July 6. - **WILLARD LIBRARY OF EVANSVILLE**

We called our regular patrons, especially the elderly, to check in on them and asked them if they needed anything from the library or local stores. We would pick up and deliver them. - **WILLIAMSPORT-WASHINGTON TOWNSHIP PUBLIC LIBRARY**

We held an outdoor Halloween event that included a candy chute for socially distanced candy delivery. It was such a hit that kids and adults asked if we could do it again in the future even when social distancing isn't necessary. We failed to count the exact number of people who visited, but it was more than 200. We never would have planned an outdoor, outside-of-library-hours Halloween event if it had not been for COVID. - **WINCHESTER COMMUNITY PUBLIC LIBRARY**

Our library was awarded a sizeable grant to design a new and larger space for our teens. This collaboration space is specifically for tweens and young adults. We moved bookshelves, purged books, added new furniture, and added a standing height workstation with eight attached moveable seats along with a new all-in-one computer. We had the library painted and added new wall art and a colorful rug. We were able to finish this project during the time we were closed and partially closed during the early months of Pandemic. - **WOLCOTT COMMUNITY PUBLIC LIBRARY**

We all stayed healthy. We continued to offer the best service we could during an unprecedented time. - **WORTHINGTON JEFFERSON TOWNSHIP PUBLIC LIBRARY**

In spite of the many complications caused by the pandemic, we were able to be an asset to our community. - **YORK TOWNSHIP PUBLIC LIBRARY**

Managed to offer curbside service for a period of time during the pandemic and in the middle of a huge construction project. - **YORKTOWN PUBLIC LIBRARY**