An Overview of Indiana Libraries’ 2020 Contributions
ADAPTING TO PROVIDE

Even during the times when library facilities were closed for the sake of public health, staff at Indiana’s public, school, academic, and special libraries innovated to find ways to provide the services their community has come to depend on. Instruction was provided online by academic school librarians, indoor events were moved outdoors or to virtual, book pickup and computing was made available curbside, and many even delivered books and other materials right to people’s homes.

![Curbside Pickup](image)

The Hussey Mayfield Memorial Public Library adapted its story time session, doing it outdoors to better protect all.

![Library Offering Virtual Music Play Concert](image)

Library offering virtual ‘music play’ concert

By Staff Reports | 11/17/20 6:24 PM

The Jackson County Public Library will present Jim Gill in concert Dec. 7.

The program will be posted on the library’s Facebook page at 10 a.m. with a link to the library’s YouTube channel, which can be accessed until the end of the day Dec. 9. Click the “Subscribe” button on the library’s YouTube channel and the notification bell icon to stay caught up with the library’s virtual programs.

![Many School Librarians Created “Take and Make” Craft Kits](image)

Many school librarians created “take and make” craft kits for their students.
Elkhart Public Library hosted a "Curbside Concert" for community members.

Allen County Public Library opened a sidewalk coffee shop outside their library while its café inside was closed.

Digital Access Library Cards
Temporary access to our e-collection (books/magazines/audio) is now available to residents without regular library cards.

Sign up at iddc.overdrive.com
Although public libraries across the state were already providing Internet/Wi-Fi access prior to the pandemic, efforts were stepped up to meet the changing times once COVID-19 hit. Internet access is critical for e-learning, remote work, applying for assistance, telehealth, and maintaining connections to avoid isolation.

More than 375 branches across the state extended Wi-Fi into their parking lots. ILF offers a Public Library Wi-Fi Map (below) that shows locations and offerings. Many public libraries also make mobile hotspots and other devices available to check out.
LOOKING TO THE LIBRARY

April 2020-June 2020

All events are streamed on Facebook Live or via Zoom.

North Manchester Public Library serves a community of 6,112 residents and drew virtual attendance for its online programming far in excess of that early in the pandemic.

Butler Public Library website traffic increased 700% during March and April as people sought to stay informed with information during the early days of the COVID-19 crisis.
HELPING WITH APPLICATIONS...

Unemployment increased to over 30% in some counties. Indiana Library Federation facilitated live online training of over 650 library staff throughout the state on how to apply overview of past growth and how we can apply learning to gain more followers.

Library patron utilizes a socially-distanced, sanitized library computer to file for unemployment.

...COVID VACCINE REGISTRATION & ADMINISTRATION

...BLOOD DRIVES

Courtesy of Knox County Public Library
...FOOD DISTRIBUTION

Vigo County Public Library
@vigoilibrary

VCPL staff are at the Main Library giving out lunches for all of those under 18. This partnership with the Vigo County School Corporation will continue as planned throughout the stay-at-home order. Stop by from 11 a.m. to 12 p.m. on weekdays for this service.

Library offers flu shots to combat hospitalizations as COVID pandemic continues


Flu vaccinations are available at the Cocoa-Brightwood Library Branch. Manager KARIN Johnson (standing) says the library is here to serve the community, and offering flu shots to area residents is just one more way to accomplish that, long-standing goal. (Photo: provided)

...FLU SHOTS

...AND MUCH MORE!
Throughout 2020, we discovered "silver linings" that propelled innovations in reimagined library services. While some innovations are still being evaluated, libraries identified best practices to continue innovations in the future.

Virtual Services
Libraries quickly pivoted to virtual reference via telephone and online. While always the 'gathering space,' libraries identified safe methods for residents and students to connect for story time, book clubs, classes, and other ways to avoid social isolation. Library boards, and even ILF members, increased attendance in meetings and professional development through the safety of virtual connections.

PHASING IN PUBLIC LIBRARY SERVICES SAFELY

<table>
<thead>
<tr>
<th>Date</th>
<th>Services</th>
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<tbody>
<tr>
<td>May 5</td>
<td>Virtual</td>
</tr>
<tr>
<td>May 12</td>
<td>Virtual/Curbside</td>
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<tr>
<td>June 1</td>
<td>Mostly Curbside</td>
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<tr>
<td>July 24</td>
<td>Mostly Open</td>
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REIMAGINING SERVICES

Libraries continued to serve their communities during the stay-at-home order. Libraries took a prudent approach to open facilities to ensure the safety of the community and library staff. In accordance with the Back on Track Indiana plan, Indiana libraries phased in services according to local conditions from May to July 2020.
**Curbside, Delivery and Mobile Outreach**

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**THE WORK AHEAD**

The pandemic underscored the needs around:

- broadband access and affordability, at a speed that allows remote work and e-learning;
- disparate impacts on minority populations in education, healthcare, and broadband;
- learning loss for students pre-K through college; and
- mental health stress and social isolation.

Indiana libraries will continue to evolve to meet the changing needs of communities.