

ANNUAL REPORT – 2021

The 2021 calendar year was a year of ongoing recovery from the impacts of the COVID-19 pandemic and a slow return to robust services. Regular library hours, newsletter publications, in-person programs, and day-trip bus trips all resumed; social distancing restrictions were lifted; and over the course of the calendar year, guest visits slowly returned to something that approached pre-pandemic levels. Several services that the Library pivoted to during the pandemic were continued, including UniversalClass, Hoopla streaming services, Grab-n-Go pick-up of materials, and streaming of some in-house programs for those guests more comfortable viewing events from home.

Several staffing changes took place, including the appointment of a new Assistant Director, Matthew Wuthenow, and the takeover of the Family and Youth Services Department by Librarian III Adriana LoDolce.

As a result of having to pivot services during the pandemic, the librarian staff became more comfortable and agile with technology and software. For example, Zoom continued to be tapped for remote meetings with staff and vendors where convenience dictated. In addition, Facebook and other social media apps became more important tools to connect with the community to keep people informed of library events and services and to remind the public of the relevance of the Library in general.

Building improvements included an upgrade to LED lights in the magazine/senior areas, which dramatically improved illumination on the main floor. Railings that coordinated with the terrace fencing were added to the step leading from the Children's Program Room to the terrace. Repairs were made to the slate roof and the atrium flashing and capping. Finally, the Library also began a search for an engineering firm to assess the status of the roofing system as a whole along with the aging HVAC system.

In 2021, Library Administration took the first steps in a long-term project to review patron service delivery and efficiencies with the overall goal of improving customer service. Collections, services, and procedures all came under the microscope in an effort to deliver more exceptional services. More specifically, the goals were to re-energize patron interest in the Library, to increase library visits and cardholders, to inspire staff to be more imaginative with service delivery, to increase positive engagement between Library and the public, and to improve the overall ambiance of the Library.



ISLIP PUBLIC LIBRARY 2021 IN REVIEW

NEW SERVICES

- Adult Library of Things
- Children's Library of Things
- Grab & Go Pick Up Station



66,039 CHECKOUTS



LEARNING OPPORTUNITIES

- 727 ONLINE TUTOR SESSIONS
- 680 ONLINE COURSES VIEWED
- 12,988 DATABASE ARTICLES READ

41,489

DOWNLOADS

eBooks, Audiobooks,
Music, Magazines, & Movies

11%

Increase
from 2020



DOWNLOAD

PROGRAM PARTICIPATION

GRAB & GO
CRAFTS

DIGITAL PROGRAM
ATTENDANCE

IN-HOUSE
ATTENDANCE

TOTAL
ATTENDANCE

8,076



3,859



3,737



15,672

