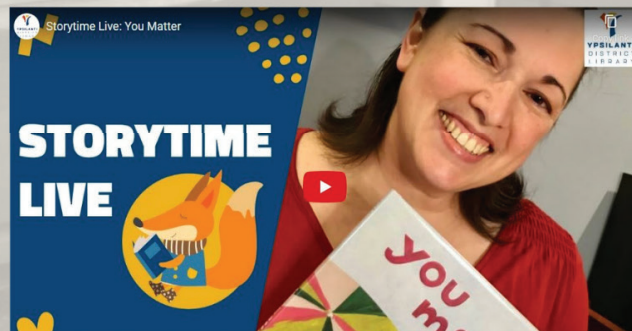


2020 ANNUAL REPORT



PARADIGM



A man in a dark suit, white shirt, and red tie is playing a drum set on a stage. He is looking down at the drums. In the background, there are other people and stage equipment. The word "SHIFT" is overlaid in large white letters on a dark blue background.

SHIFT

"I look forward to picking up holds from the library as a highlight of my week during COVID. I feel safe and protected by your procedures, and I am so, so, so grateful for the many resources you all make available to me! ... You all do a LOT with not a ton of resources and I am very grateful. It makes a big difference in my life!"

-- Katy, YDL Patron

2020 brought uncertainty and changes as never anticipated. YDL staff reacted with deep concern for those in our community cut off from resources and information by the COVID lockdown. Our top priorities were safety of patrons and staff, outreach to vulnerable populations, and transitioning services to a contactless format. Many improvements to access are here to stay, such as upgraded wi-fi, virtual access to events, and online card registration. Tremendous thanks to the community for recognizing the effort and making use of your library despite closed doors!

Lisa Hoenig, Director

LESSONS FROM A PANDEMIC: REACTING, ADAPTING, AND

T I M E L I N E



ADAPTING, AND SHIFTING FOR THE FUTURE

REACTING

Prioritizing safety, setting up staff to work remotely, and reaching vulnerable patrons. YDL:

- Held staff and Board meetings online
- Fielded reference calls from home
- Made 2,913 calls to check in on and assist seniors
- Posted COVID support resources on our web site and social media

ADAPTING

Serving the community effectively while our buildings were closed. YDL:

- Hosted virtual programs including: storytimes, the NEH travelling exhibit, and the Summer Challenge (with staff still working remotely)
- Let patrons request free print outs
- Printed *The Loop* more often to reach those without internet
- Forgave most overdue fines

SHIFTING

Finding long-term fixes for barriers to access COVID revealed. YDL:

- Made an interactive online card application
- Started curbside pickup
- Created virtual and video-based events
- Made mobile hotspots available for checkout
- Improved our WiFi so it reaches parking lots
- Developed more web pages, programs, and booklists devoted to racial justice issues



Y

YPSI STORIES

OUR FIRST PODCAST

In November we released the first episode of "Ypsi Stories," a monthly podcast where local experts share stories about Ypsilanti's rich history.

501(C)3 STATUS

YDL now has more grant and fundraising prospects as an official 501(c)3 nonprofit.

HOUSEKEEPING

We completed a number of building projects, including: painting at Michigan Avenue; window repair, rearranging the reception desk area, and installing new lighting at Whittaker; installing air purification systems at Whittaker and Michigan Avenue.

ALL VIRTUAL



From home, staff created and managed the Summer Challenge, helping people stay active and engaged. Our community in turn sent us pictures (see left) of the resulting art, cooking, and other outlets that made their summer special.

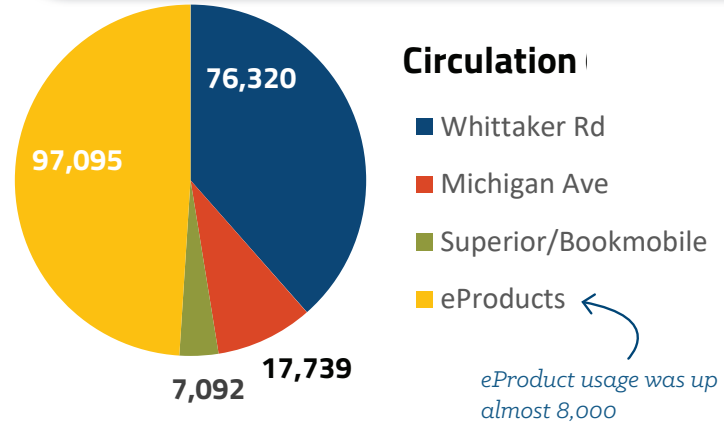
WHAT WAS HAPPENING WHILE

The powerful NEH *For All the World to See* touring exhibit explored how visual media impacted the way people viewed racial injustice during the civil rights movement. To make sure the community could still view these timely and relevant materials, we created a virtual experience. We set up the display in our community room and made a video tour that we posted on the YDL Exhibits page. There, people could view the materials and complete activities that helped them engage with and reflect on the subject.



YOU WERE OUT

BY THE NUMBERS



14,126 *curbside appointments*
at all three YDL locations

7,180 *new digital materials*
(5,965 added in 2019)

3,398 *people attended*
388 events and classes

Our Board

Jean Winborn, President

Kristy Cooper, Vice President

Theresa Maddix, Treasurer

Bethany Kennedy, Secretary

Kay Williams, Trustee

Patricia Horne McGee, Trustee

Brian Steimel, Trustee

Lisa Hoenig, Library Director

FINANCIAL REPORT

REVENUE

	FY 2019-2020	% of total
Property Taxes	\$ 5,290,728	95%
Penal Fines	\$ 84,478	2%
State Aid	\$66,428	1%
Interest & Other	\$57,915	1%
Grants, Donations, Friends of YDL	\$68,990	1%
Total Revenue	\$5,568,539 *	**100%

EXPENDITURES

	FY 2019-2020	% of total
Salaries & Benefits	\$2,657,576	65%
Library Materials	\$371,514	9%
Contractual	\$296,570	7%
Automation & Capital Outlay	\$299,305	7%
Utilities & Repairs	\$312,245	8%
Other	\$131,845	3%
Total Expenditures	\$4,069,055	**100%

* \$1.5M designated to Superior Library building Fund

**Due to rounding, percentages may not add to 100%