



As you'll see from all the reports in this packet, this has been a month for the history books. On June 15, the library opened for curbside service. Coldwater manager Keeley Briggs met the first patron scheduled for pickup with a smile behind the mask and face shield. It was inspiring to see how happy patrons were, and there were even the occasional happy tears. I also received some nice feedback from people in the community as to how smoothly curbside pickup went for them.

The last weeks have been a seriously uplifting reminder of what a great team we have at the library. Staff have worked so hard, and had such great attitudes while working in this uncertain time, focusing on safely providing library services, working on video programming, and attending to special projects.

Virtual programming has kicked into an even higher gear as we work hard to present a slate of programs for summer reading, many of which are supported by generous local sponsors. Trivia has resumed, Lindsay's nighttime stories continue to be a hit, and a variety of other great topics can be on our website or Facebook page. I'm glad to have the whole IT team back in business to process and edit all this video!

While in-person programming is off for now, we purchased a second powered speaker so that we can have 2 sets of amplification to help conduct more outdoor story times in a physically distanced setting.

I've presented on behalf of the library the last few weeks in the weekly meeting of Branch County officials, as we all coordinate our reopenings and plans. County and city/village officials, school superintendents, health department, Pines, and many more are sharing valuable information with each other. This meeting has become one of the highlights of my week, along with the state library director's meeting. These meetings, our staff meetings, and all the training that I and other staff are attending at this time are all being conducted online. All staff workstations now have webcams to facilitate this.

In preparation for reopening our doors to the public, we focused on customer service tips and empathy, expecting possible difficulties after such a long closure. Happily, fears were unfounded, and we've experienced nothing but relief and happiness from our patrons since we opened. I worked the morning at Coldwater, the afternoon at Bronson, then the other 4 branches over the next two days, and everywhere the story was the same: slow, but steady traffic, with patrons happy to be there. We were somewhat busier in terms of checkouts over our weeks of curbside service, but with in-person services added again—computers, copies, faxes, etc.—we did see more patrons.

With the recent Executive Order 147, "Masks", Libraries, must enforce a "no-mask, no-service" rule, starting this past Monday, July 13. Most of our patrons have been coming in masked already, and there were no reports of incidents related to this new requirement.

Finally, I am very happy to report that we got our second state aid check. Unfortunately, as you'll see in the penal fine reports, penal fine receipts in April were one-third of typical, two-thirds in May. June reports are not available at this time.





- In stage 4 of our reopening plan, BDL offered appointment curbside pickup for 9 days. A total of 268 cars, bikes, or walk-ups participated. Curbside pickup continues in stage 5 but no longer requires an appointment. This option is ideal for patrons who are uncomfortable being in our public spaces or wanting the convenience to grab their library items and run!
- The Michigan Library Association hosted two great webinars. I participated in “Ask a Library Lawyer” which discussed the legal aspects of enforcing new safety standards. Between the time of viewing that webinar and recent releases of state Executive Orders a lot of that information is now out of date. But for a short time, it was very relevant. The other webinar “De-escalation Tactics” focused on communicating effectively to our patrons and de-escalating situations that may arise during reopening. I provided a list of talking points to staff, highlighting key questions we expect to hear from the public.
- I visited WTVB and did a radio interview with Ken Delaney about the library’s reopening plan.
- When staff returned to the library, they began catching up on collection maintenance. Due to the closure we are months behind on our normal weeding schedule. This has caused a higher than normal number of items removed from the collection in June. These books would typically be saved for our Friends of the Library book sales. However, it is up in the air if any big book sales will happen in 2020. We have partnered with our book vendor Baker and Taylor and signed up for their new Sustainable Shelves program. We send weeded books or donations that we can’t accept to Baker and Taylor. In return we get credit to buy new materials for the library. Books will still be set aside for our friends book sales. This program will allow BDL to clear out the extra inventory we currently have at several locations.
- The last due date extension for materials checked out prior to the quarantine, expired on July 6. We are now reaching out to patrons kindly asking for the materials to be returned to any of our outside drop boxes.
- In the last month, I did get the chance to take some time off. It was a great week to step back from what has been a very chaotic time. I timed it well and was able to enjoy all that amazing sunshine and very hot weather!

Submitted,

Kimberly Feltner



- Summer Reading Program 2020 is here! We are in the full swing of SRP 2020 (it kicked off July 1), and are so excited to be offering this to our patrons. This year's theme: "Imagine your story" is being done entirely offline with Bingo sheets for each corresponding age group: 0-2, 3-9, 10-18, and 18+. SRP will end on July 25th, with a grace period of accepting bingo sheets for an additional week after that. There are also LOTS of opportunities to attend virtual programs, including programs that provide take home program kits for patrons to do the craft at home while watching the video! Of course, what's SRP without the prizes? We have lots to offer all age groups so grab a Bingo sheet and start today!
 - As an addition to our typical BDL Summer Reading Program, this year we are also participating in the MI Library Quest. This is something the Library of Michigan created as an interactive virtual challenge for teens across Michigan! Each participating library puts a "badge" somewhere on their website, and teens find the badge, write the corresponding number to the badge, and once they've collected at least 23 badges, they get entered into a drawing for prizes. This innovative program was created specifically to encourage teens to explore libraries across the state of Michigan, and we hope it works!
- I will reiterate what I said last month about our tremendous staff. We truly have some of the best staff around, and we are so grateful to them. We asked for digital content to put on Facebook, and our staff delivered. We are consistently having over 20 programs a week and it's just really great content. I am so grateful for a willing and resourceful staff!
- I applied for the CARES Act grant through the Library of Michigan on July 5th. This grant originated as the Library of Michigan's response to the COVID-19 crisis' impact on Michigan public libraries. As stated on their site, "The LoM grant program is designed to assist public libraries in providing improved access to the Internet for their community, while maintaining a safe environment for staff and patrons. The intent is to fund one-year projects that increase public libraries' supply of personal protective equipment and facilities supplies, as well as increase community Internet connectivity through the purchase of Internet capable devices, hotspots or other appropriate materials and supplies." I should be hearing back soon on whether or not we received this grant.
- Lastly, I presented at the BCCN (Branch County Community Network) on Wednesday, July 15. I went over our Pandemic Response, Summer Reading Program, Virtual Programming, and plugged our new social media: INSTAGRAM!

Submitted,

Jessica Tefft