

Supplemental Survey – Annual Statistical Report, 2021-2022

Part 1. IMLS Supplemental COVID-19 Questions			
1.	Public Services During COVID-19	Y/N	<p>Answer Yes or No to the following question: <i>“During the reporting period, did library staff provide services to the public during any portion of the period when the building was physically closed to the public due to the Coronavirus (COVID-19) pandemic?”</i></p> <p>NOTE: Services to the public can include activities such as:</p> <ul style="list-style-type: none"> • Answering calls, emails, or texts with answers to information requests from the public. • Hosting virtual programming or recorded content. • Offering curbside, delivery (mail or drop-off), or drive-thru circulation of physical materials. • Managing IT services to ensure external Wi-Fi access. • Providing other types of online and electronic services, regardless of the location of library staff when they provided services (i.e., working from home or in the building that was closed to the public).
2.	Electronic Library Cards Issued During COVID-19	Y/N	<p>Answer Yes or No to the following question: <i>“Did the library allow users to complete or renew registration for library cards online without having to come to the library due to Coronavirus (COVID-19) pandemic during the reporting period?”</i></p> <p>NOTE: Online library cards provide users access to electronic collection materials and databases without having to be physically present at a library outlet to register for the card. Refer to #22 in the Annual Statistical Report for the definition of Number of Registered Users.</p>
3.	Reference Service During COVID-19	Y/N	<p>Answer Yes or No to the following question: <i>“Did the library provide reference service via the internet or telephone when the building was physically closed to the public due to the Coronavirus (COVID-19) pandemic during the reporting period?”</i></p> <p>NOTE: Refer to #105 - the definition of Reference Transactions include reference service provided via email, chat and text.</p>
4.	Outside Service During COVID-19	Y/N	<p>Answer Yes or No to the following question: <i>“Did the library provide outside service for circulation of physical materials at one or more outlets due to the Coronavirus (COVID-19) pandemic during the reporting period?”</i></p>

			NOTE: Include any contactless or minimal contact provision of circulation items. Similar terms could include curbside, vestibule or porch pickups, delivery (mail or drop-off), drive-thru, etc.
5.	External Wi-Fi Access Added During COVID-19	Y/N	Answer Yes or No to the following question: <i>“Did the library intentionally provide Wi-Fi internet access to users outside the building at one or more outlets due to the Coronavirus (COVID-19) pandemic during the reporting period?”</i> NOTE: Include parking lot access, bookmobiles or other mobile facilities with Wi-Fi capabilities.
6.	External Wi-Fi Access Increased During COVID-19	Y/N	Answer Yes or No to the following question: <i>“Did the library increase access to Wi-Fi internet access to users outside the building at one or more outlets due to the Coronavirus (COVID-19) pandemic during the reporting period?”</i> NOTE: Include parking lot access, bookmobiles or other mobile facilities with Wi-Fi capabilities. Increasing access could mean removing restrictions on sign-in authorizations, expanding router reach, leaving Wi-Fi service on 24 hours per day, installing or moving access points to promote or improve external access, etc.
7.	Staff Reassigned During COVID-19	Y/N	Answer Yes or No to the following question: <i>“Did library staff work for other government agencies or nonprofit organizations instead of, or in addition to, their normal duties due to the Coronavirus (COVID-19) pandemic during the reporting period?”</i> NOTE: Include reassignments to other government agencies (e.g., to process unemployment claims), as well as other activities such as the use of library staff to distribute school lunches and other materials. Volunteering during work hours counts but volunteering during off hours does not.
8.	Closed Outlets Due to COVID-19	Y/N	Answer Yes or No to the following question: <i>“Were any of the library’s outlets physically closed to the public for any period of time due to the Coronavirus (COVID19) pandemic?”</i> NOTE: An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or curbside services outside the building.

Part 2. DLIS Supplemental Emergency Questions

9.	Closed Outlets Due to a Major Event	Y/N	<p>Answer Yes or No to the following question: <i>“Were any of the library’s outlets physically closed to the public for any period of time due to a major event, such as an emergency declared by a local government?”</i></p> <p>NOTE: An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or curbside services outside the building.</p>
10.	Public Services During a Major Event	Y/N	<p>Answer Yes or No to the following question: <i>“During the reporting period, did library staff provide services to the public during any portion of the period when the building was physically closed to the public due to a major event, such as an emergency declared by a local government?”</i> If yes, please provide information in a note about the nature of the emergency.</p> <p>NOTE: Services to the public can include activities such as:</p> <ul style="list-style-type: none"> • Answering calls, emails or texts with answers to information requests from the public. • Hosting virtual programming or recorded content. • Offering curbside, delivery (mail or drop-off), or drive-thru circulation of physical materials. • Managing IT services to ensure external Wi-Fi access. • Providing other types of online and electronic services, regardless of the location of library staff when they provided services (i.e., working from home or in the building that was closed to the public).
11.	Outside Service During a Major Event	Y/N	<p>Answer Yes or No to the following question: <i>“Did the library provide outside service for circulation of physical materials at one or more outlets during the reporting period due to a major event, such as an emergency declared by a local government?”</i> If yes, please provide information in a note about the nature of the emergency.</p> <p>NOTE: Include any contactless or minimal contact provision of circulation items. Similar terms could include curbside, vestibule or porch pickups, delivery (mail or drop-off), drive-thru, etc.</p>
12.	Staff Reassigned During a Major Event	Y/N	<p>Answer Yes or No to the following question: <i>“Did library staff work for other government agencies or nonprofit organizations instead of, or in addition to, their normal duties during the reporting period due to a major event, such as an emergency declared by a local government?”</i> If yes, please provide information in a note about the nature of the emergency.</p>

			NOTE: Include reassignments to other government agencies (e.g., to process unemployment claims), as well as other activities such as the use of library staff to distribute school lunches and other materials. Volunteering during work hours counts but volunteering during off hours does not.
13.	Programs Added or Changed Due to a Major Event	Y/N	Answer Yes or No to the following question: <i>“Did the library add or change programs offered at one or more outlets during the reporting period due to a major event, such as an emergency declared by a local government?”</i> If yes, please provide information in a note about the nature of the emergency. NOTE: Include both in-person and virtual programs.
14.	Please Describe the Programs		