

2020 was certainly an unprecedented year. The Library started off strong with the completion of Phase 2 of the renovation project, which included:

- The move of Youth Services to the back of the library
- Creation of a new, more open space for Youth Services, with indoor and outdoor play areas, a rest room, lactation suite, and a larger program room
- Creation of a Reading Room for magazines, newspapers and reference materials, plus plenty of space for studying
- Creation of a Maker Space that will be used for technology training and crafting
- Brand new furniture to provide seating, device charging, and workspaces throughout the library

In other building project news, fresh AV equipment was installed in the new Youth Services program room and updated in the Stedman Room, and the library received a beautiful new roof in 2020.

On March 14, the Library temporarily closed its building doors to help combat the spread of Coronavirus in our community. Though our physical location was closed, library staff continued to work hard to provide services remotely. During the 11 weeks the building was closed, we:

- Held **78 events** online for kids, teens and adults, such as classes on how to conduct meetings online and how to use various streaming services
- Increased our expenditure of funds for digital material by **45%**, including the addition of Hoopla access for 6 months
- Checked out **33,665** digital items in March, April and May alone
- Added **841** new users
- Hosted storytimes on Facebook. These posts were seen by **33,367** people, with more than **5,000** minutes of video views and over **13,000** people tuning in
- Answered more than **200** reference questions over the phone

On June 1st, the Library began a curbside pickup service for physical materials, and quickly expanded to in-building service on June 15th. We offered grab & go browsing, express computers, self-serve copying, and in-person reference support. The Library remained open for the rest of the year, increasing and decreasing services as safety protocol allowed, continuing to provide virtual programming, and even hosting The Friends of the Library book sale in December.

From June 1 through December 31, 2020, the Library:

- Provided **8,568** Curbside orders
- Had **34,999** visits
- **2,231** computers were used

Annual totals include:

- A **40% increase** in our digital material available, for a total of **62,596** e-Books, **31,174** downloadable Audiobooks and **11,277** downloadable Videos
- A **5% increase** in registered users, for a total of **35,867**
- **473** programs, with a total attendance of **13,934**
- **460** patrons registered for our Summer Reading Program, including children, teens and adults
- A total collection usage of **423,255**, only a 21% decrease from 2019, despite the challenges 2020 brought

We would like to thank the Library Staff, Board, and Friends, as well as the community, for their continued support. In 2020, for the 5th year in a row, the Colonie Town Library won Best Library in the Times Union poll, which we could not have done without them.