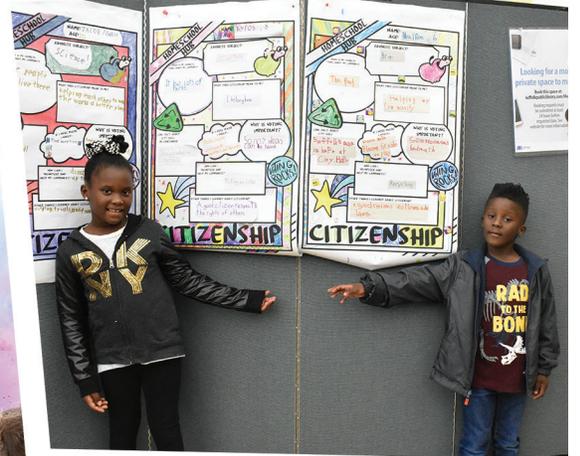


SUFFOLK
PUBLIC LIBRARY

FISCAL YEAR 2019 - 2020

ANNUAL IMPACT REPORT



INDEX



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Library VISION Statement Create an informed, enlightened, and thriving community where all can achieve their highest potential.

Library MISSION Statement Connect individuals and groups to information, ideas and experiences.

DID YOU KNOW?

All classes and events organized by Suffolk Public Library are free to attend! It also does not cost anything to sign up for a library card to give you access to print and digital items and other valuable resources. Virginia and North Carolina residents are eligible to apply for a library card.

STATS-AT-A-GLANCE

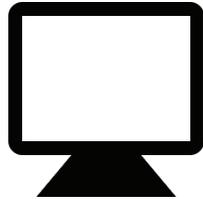
180,180
CHECKOUTS OF
PRINT ITEMS

AUDIOBOOKS
BOOKS
MAGAZINES

40,753 Wireless Sessions
7,961 Wireless Users



17,198 Computer Hours
19,683 Computer Users



Library Visits

**Closed 3.5 months due to COVID-19*

134,403*
Total

New Library Cards

4,427
Total

Attendance at Library Events

**Number of views*

22,241
In-Person
54,952*
Virtual

EBOOKS & MORE



26,386 Checkouts
860 New Users
782 Average Active Users
Per Month



16,516 Checkouts
460 New Users

FINANCE RECAP FISCAL YEAR 2019 -2020

2019 - 2020 Adopted Budget
\$ 3,358,918

Per Capita Expenditure
\$ 36.03

This fiscal year runs from July 1, 2019 through June 30, 2020.

ACHIEVEMENTS

AWARDS & RECOGNITIONS

- \$3,000 Libraries Lead with Digital Skills Spotlight Awards presented for the Library's contribution in technology skills for the community.
- Suffolk Public Library won the Winter Reading Champion award in Zoobean's annual Winter Reading Challenge, this year marking the third year winning in a row. The Library will receive a donation of books as well as a virtual author visit in the fall.
- Virginia Summer Hero Hall of Fame award presented to Jennifer S. Brown for her outstanding work facilitating the No Kid Hungry Virginia initiative.



SINCE LAST YEAR

- Began offering virtual classes and events through online meeting platforms and playlists on Facebook and YouTube
- Kicked off the See YOU at the Library initiative to encourage people to connect to reading by finding titles that relate to them in identity and experiences and by exploring diverse titles that reflect our diverse population in Suffolk

LIBRARY STAFF

- Sarah Townsend received the Library of Virginia Scholarship to attend the 2020 PLA Conference in Nashville, TN.
- Jennifer S. Brown won the Donna G. Cote Librarian of the Year Award.
- William Edwards-Bodmer was elected to Treasurer of Virginia Library Association (VLA) in 2019.
- Asa Heyward serves as a frontline trainer for the YALSA/COSLA Transforming Teen Services project (T3).
- Tiffany A. Duck serves on the VLA Intellectual Freedom Committee and is a member of the Black Caucus of the American Library Association.
- Ashley Reed and Keristin Winslow are members of the employment subcommittee as part of the Western Tidewater Reentry Council.

GRANTS RECEIVED

- **\$485 Great Stories Club:** Provided supplies for the Library to host a 6-month program for students at Turlington Woods Alternative School to explore pre-selected books about race, equity, identity and social justice.
- **\$2,000 Optima Health:** Funded children's books for Library2Go and supplies for Bingo Boogie program.
- **\$18,978.47 Universal Service Administrative Company:** Will fund a wireless improvement project by vendor ABS Technology Architects.
- **\$384.10 Universal Service Administrative Company:** Will fund wireless access in Library2Go.
- **\$3,000 Suffolk Foundation:** To support the Junior Librarian Internship Program.
- **\$750 Walmart Community Grants:** From Walmart on College Drive and Walmart on Main Street to fund the Library's diversity and inclusion initiative.
- **\$377.50 Suffolk Foundation - Women's Impact Fund:** To support Literacy Training Workshops and Stronger Through Stories programming initiative.
- **\$500 Suffolk Foundation - Host Family Fund:** To support Literacy Training Workshops and Stronger Through Stories programming initiative.
- **\$500 Walmart Community Grant - College Drive Location:** Supports the Library's True Dedication Mentoring Program.
- **\$500 Walmart Community Grant - Main Street Location:** Supports the Library's Back to School Resource Fair.
- **\$1,200 Lift Every Voice:** To explore and share the African American poetry tradition with customers.

TOTAL: \$28,675.07



FRIENDS OF THE LIBRARY



ABOUT

Friends of the Suffolk Public Library (FOSL) is a nonprofit, 501(c)3, corporation that provides support for the Suffolk Public Library. People can support the Friends through their regular book sale, Amazon Smile, vehicle donations, Kroger Community Awards and by becoming a member. Learn more at suffolkpubliclibrary.com/Friends.



\$17,000
DONATED TO
SUFFOLK PUBLIC
LIBRARY

25,000*
ITEMS SOLD AT
THE FOSL
BOOKSTORE

**estimated number*

FOSL SUPPORTING SPL

FOSL offered valuable support to the community and library staff in a variety of ways this year. They provided funding for:

- IconiCon, the Library's annual multi-fandom event in the spring.
- 3D Printer equipment to support the Library's technology goals.
- All summer programming including reading challenge prizes.
- An end of summer community Carnival.
- Black History Month events.
- Winter Reading Challenge prizes.
- A Reentry Fair catered to local families experiencing incarceration.
- The Annual Black & Super event celebrating African American history in comics.



CONTACT

300 Carolina Road
Suffolk, VA 23434
757-514-1024

BOOK SALE

Tuesday - Saturday: 10:00 AM - 4:00 PM
Sunday & Monday: Closed

DONATIONS

Donations gladly accepted during bookstore hours at the FOSL store or at any library location during regular business hours. Contact FOSL for larger donation quantities.

COMMUNITY

SCHOOL CONNECTIONS

Suffolk Public Library focused on education in the classroom and supporting teachers. The library:

- Provided programming twice a week for students participating in the 21st Century program at Booker T. Washington Elementary.
- Partnered with Suffolk Public Schools, Early Childhood Development Center and Healthy Families to facilitate the Back to School Resource Fair.
- Participated for a fourth year in Southside Battle of the Books with Suffolk Public Schools, Chesapeake Public Library and Portsmouth Public Library.
- Was a go-to spot for afterschool tutoring sessions.
- Offered regular Homeschool Hub programming throughout the year to engage homeschooling families and enrich their curriculum with activities and opportunities to learn with community organizations.
- Presented a 2nd grade class at Nansemond Suffolk Academy with a pizza party, set of Magna-tiles and a special visit from Tux, the Library's Winter Reading Challenge mascot, for being the class winner in the 2020 winter challenge.
- Hosted a 6-month program for students at Turlington Woods Alternative School to explore pre-selected books about race, equity, identity and social justice as part of the Great Stories Club grant.
- Presented at Suffolk Public School's College and Career Readiness Fair.
- Brought the Pop-Up Library to John F. Kennedy Middle School's Literacy Night.



AT LOCAL EVENTS

- National Night Out
- Nansemond Indian Pow Wow
- Back to School Resource Fair
- Taste of Suffolk
- Peanut Fest
- Peanut Fest Parade
- Holiday Parade
- SPARC Fest
- LW's Turkey Giveaway
- St. Mary's Church of God Veteran's Appreciation Fest
- City of Suffolk and SRHA Community Job Fairs
- Suffolk Teen Summit

DID YOU KNOW?

Suffolk Public Library provides library services throughout the city, not just in our buildings, to reduce gaps in access and increase community connections. Current Outreach Services consist of:

- **Library2Go:** Our library on wheels carrying books and access to technology with iPads, gaming equipment and cutting-edge demonstrations.
- **Pop-Up Library:** Library experiences outside of library locations tailored to match the needs and interests of intended customers.
- **Offsite Programming:** Classes taken to customers in retirement communities, schools and more.
- **Deposit Collection Delivery:** Deposit collections offer library materials at an off-site location.
- **Holds Pick-up/Drop-off:** Users have the option to place holds and receive items at an off-site location.

7,202
PEOPLE SERVED AT
OUTREACH VISITS

COMMUNITY

COMMUNITY PARTNERSHIPS

Suffolk Public Library has developed invaluable partnerships with community organizations to increase reach and effectiveness of our events and services. The library:

- Was supported by the **Friends of the Suffolk Public Library** through their regular book sales, community rewards programs and sponsorship of reading challenge prizes.
- Received tutor and testing assistance from **Suffolk Literacy Council (SLC)** for the library's English as a Second Language (ESL) classes held at North Suffolk Library.
- Hosted the Afternoon Conversations series at the Phillips-Dawson House in partnership with the **Suffolk-Nansemond Historical Society**.
- Hosted Open Mic Night events at **Pour Favor Coffee Shop** and worked with them to transition the Trashion Show to a virtual platform during COVID-19.
- Hosted a Denim Drive with **Goodwill** to support their mission of providing workforce development services to help people secure and maintain employment, and earned \$500 for the Friends of the Suffolk Library.
- Offered gallery tours and activities for Teen Hangout participants through a partnership with **Suffolk Parks and Recreation Art Gallery** and received transportation and use of the Whaleyville Rec Center for Teen Hangout participants from **Suffolk Parks and Recreation**.
- Provided services at the Teen Summit Event with **Suffolk Parks and Recreation**.
- Worked on a number of programs with **Early Childhood Development Commission** including developing outreach kits to circulate and provide to preschool and childcare centers in Suffolk.
- Received ukulele lessons from **Suffolk Center for Cultural Arts** for kids participating in Mess Hall on the Loose and the Library was able to provide a small bus transport for those kids for field trips thanks to **Oakland Christian UCC** and **Bethlehem Christian Church**.
- Obtained volunteers from **Oakland Christian UCC, Bethlehem Christian Church, Community Church, and St. Paul's Episcopal Church** for the Mess Hall program in 2019.
- Offered lendable Litter Cleanup Kits to library cardholders made possible through a partnership with **City of Suffolk Litter Control** in support of the Team Up 2 Clean Up Campaign.
- Hosted a Reentry Fair Event at **ForKids** offices in Suffolk and also hosted ForKids at Morgan Memorial Library in Fall 2019 to provide onsite intake and informational services.
- Upcycled newspaper receptacles donated by **Suffolk News Herald** into Little Libraries to place outside of Morgan Memorial Library and North Suffolk Library in Summer 2020.

ESL CLASSES

The Library led English as a Second Language classes for adults, using realia and interactive, hands-on, reality-based instruction. In Winter 2020, the class began field trips to local businesses including **Bedei Compounding Pharmacy, Towne Bank in Harbourview** and **Natural Image Hair Salon** to practice interacting with people and gain experience navigating everyday scenarios.



OUTREACH

The library partnered with many organizations to bring library services into the community through outreach visits including:

- Western Tidewater Community Services Board
- Suffolk Redevelopment and Housing Authority
- Western Tidewater Regional Jail
- Suffolk Christian Fellowship Ministry Food Pantry
- Suffolk Family YMCA
- Suffolk Salvation Army
- Maryview Nursing Care Center
- Lake Prince Woods
- The Orchards at Belleville Harbour
- Bettie S. Davis Village
- Suffolk Probation and Parole
- Concordia Transitional Care and Rehabilitation-Nansemond Pointe

802
MEALS SERVED
AT SUMMER FOOD
PROGRAM

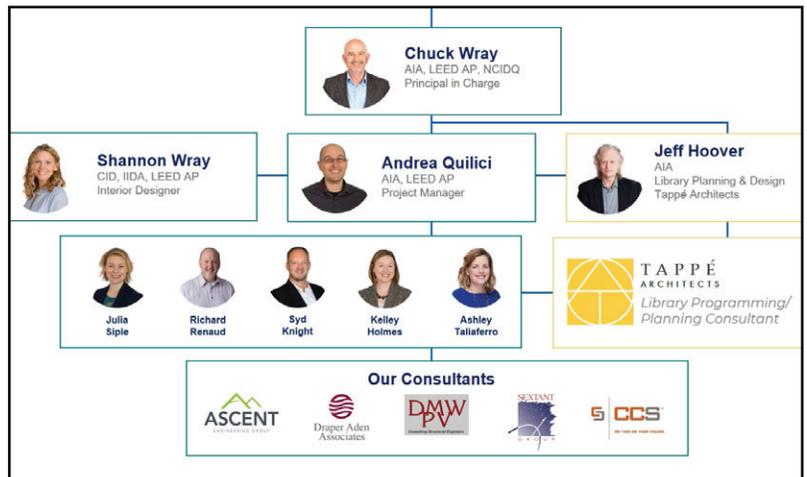
183
TOTAL NUMBER
OF OUTREACHES

COMMUNITY

DREAM BIG WITH NEW CENTRAL LIBRARY

The New Central Library project is underway and the Library is encouraging community members to dream big and share what they want and need in a new library in downtown Suffolk. In June 2020:

- The Library created two initial videos to share with the public, one introducing the design team and their experiences building libraries and one featuring library and city representatives sharing what modern libraries are and how important it is for the public to dream big. These videos can be found on the library's website.
- The design team launched a community survey which people could access online or request to pick up a paper copy.
- Quick survey cards were created and given to customers checking out books, and they were also provided to Library Ambassadors to share amongst their local networks.
- A phone line was designated to collect verbal feedback for those who preferred that method.
- The Library began to get the word out about two virtual community meetings that would take place in July where people could learn more about the process, meet the design team and take part in polling to provide additional feedback.



COMMUNITY ENGAGEMENT SURVEY

The community engagement survey launched on June 18 and concluded on July 20, 2020. The survey was intended to solicit input from the library's service population regarding their perception of how the central library is currently meeting their needs and how a future version of the library might be better configured and expanded to meet their anticipated future needs. Respondants indicated:

- A fondness for existing services while recognizing the shortcomings of the limited size of the existing building.
- A new downtown library needs designated quiet spaces, better arrangement and quality of technology, spaces for children that support playful learning, separate teen and children's spaces and a larger building size.
- They want to see active learning spaces for all ages, large and small community meeting and gathering spaces, a welcoming building environment and a space that connects the community with the history that is unique to this locality.

A complete report of survey results will be available on the library's website.

469
MAIN SURVEY
RESPONSES

1,676
INDIVIDUAL
NARRATIVE
COMMENTS

View recorded meetings and additional information about the project here:

suffolkpubliclibrary.com/newlibrary

EXPERIENCES

COMMUNITY CARNIVAL 2019

Suffolk Public Library celebrated the end of the Camp SPL Summer Reading Challenge 2019 with the second community carnival in downtown Suffolk. It was a great way to bring together a community of readers and included:

- A barrel train for kids.
- Carnival games and activities including a water blast area to cool off in the heat.
- Entertainment including a juggler, stilt walker, pony rides and more.
- A donut eating contest.
- A Color Blast Celebration to wrap up the carnival and celebrate reaching the community reading goal for the Summer Reading Challenge.



SUMMER FUN

- The Summer Reading Challenge community reading goal was **14,000 books** with a total of **17,050 books read** during the summer of 2019.
- The Summer Dance Soiree in July brought in **over 100 people** for a family-friendly evening at North Suffolk Library.
- The Library's Family Fridays series brought families out to Bennetts Creek Park and Lake Meade Park for a variety of outdoor activities.
- The Mess Hall on the Loose Program had **16 field trips** offered to **202 Participants** with field trips including:
 - Bowling & Laser Tag
 - Virginia Aquarium
 - Ferry Ride to Norfolk
 - Movie: *Lion King*
 - Make Something Suffolk
 - Children's Museum
 - Ukulele Lessons with Suffolk Center for the Cultural Arts
 - Virginia Air & Space Museum
 - Dance and Art Lessons with SPARC
 - Isle of Wight Land Lab

DID YOU KNOW?

As an active learning center, Suffolk Public Library offers many opportunities throughout the year for all ages to learn new skills and develop existing ones. Some past events include:

- **Children's Events:** STEM Club, Drawesome Art Classes, BARKS Reading Programs, What the Tech? Open Play, Preschool Fridays, Homeschool Hub, Sewing Classes, Family Yoga and more.
- **Teen Events:** YouTube Workshops, Teen Empowerment Meetup, Yoga, Sewing Classes, Tech Trek Series, 3D Printing Classes, Beyond High School Fair, Abstract Painting and more.
- **Adult Events:** Digital Art Nights, Investing 101 Class, English as a Second Language Classes, Local History Talks, Cookbook Club, Sewing Machine Classes, a Conservation Talk and more.
- **Events for All Abilities:** The library hosted adaptive events to connect with adults of all abilities including Bingo Boogie, Just Duet: Karaoke and Throwdown Thursdays.

600

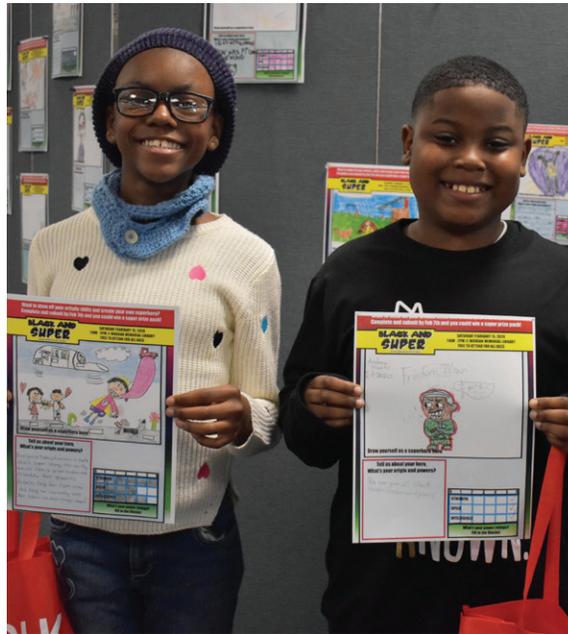
PEOPLE ATTENDED
THE 2019 CARNIVAL

EXPERIENCES

BLACK & SUPER EVENTS

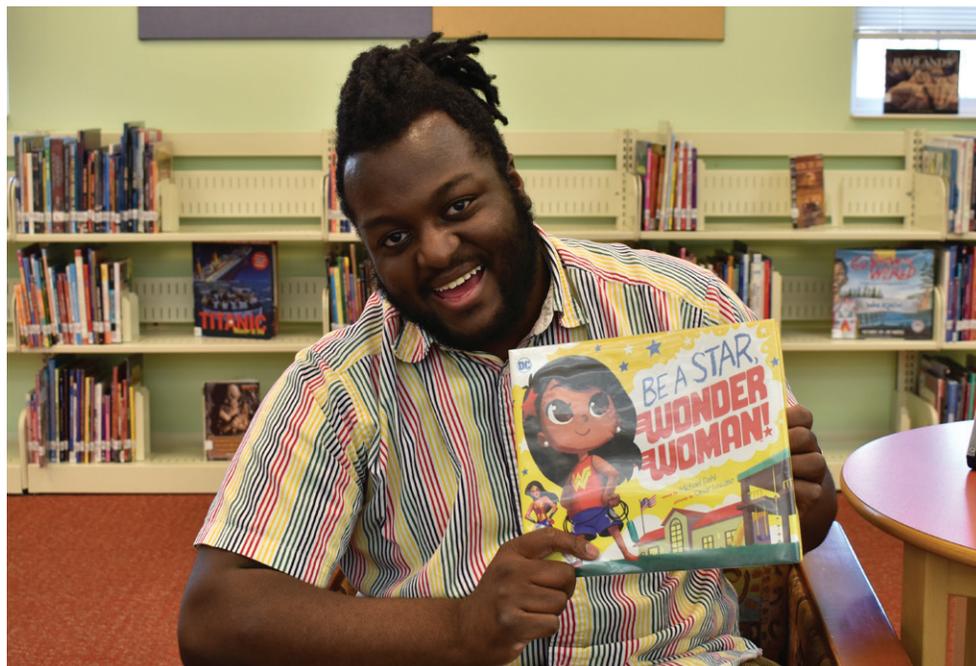
Suffolk Public Library offered Black & Super events in September 2019 and February 2020 to celebrate Black heroes and superheroes. Events included a:

- Heroes in Real Life panel featuring local Black entrepreneurs, emergency workers and more.
- Documentary screening of *White Scripts and Black Supermen*.
- Family Fun Day with a themed storytime, crafts and other activities.
- Main Black & Super: African American History in Comics Event with storytime, local vendors, games, documentary screening, comics workshop, Everyone is Super contest and more.



CULTURAL CELEBRATIONS

- **Investigation Station Mayan Treasure:** Kids learned about chocolate and Mayan traditions through a story and activity.
- **Remembering Our Ancestors Mementos Craft:** Participants crafted traditional Latin decorations and made a memento to take home with them.
- **December Traditions:** Featured a variety of stations including a special visit with Santa, a Winter Solstice table and Hanukkah and Kwanza stories.
- **Lunar New Year Celebration:** An educational event led by Panda Express.
- **Black History Month Expo:** Highlighted Black business owners and featured presenters, a storyteller and more.



EARLY LITERACY

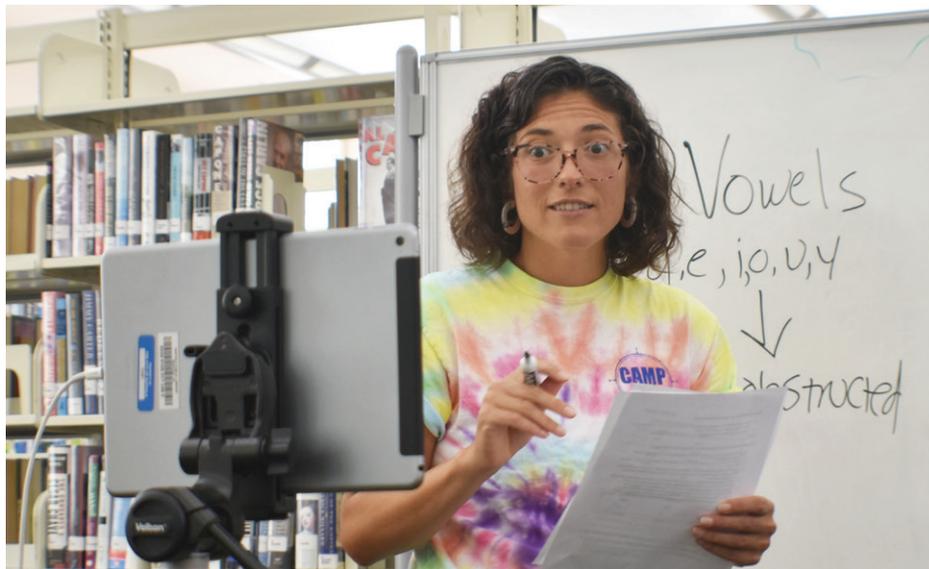
- Regular storytimes at Morgan Memorial Library and North Suffolk Library and virtually on Facebook and YouTube
- Continued the third year of the 1000 Books Before Kindergarten program
- Ready Rosie tool offered to parents and caregivers through a partnership with Suffolk Early Childhood Development Commission
- Baby & Me virtual class which kicked off in June 2020 and included a brief storytime, extension activity for home and an opportunity for babies and caregivers to socialize virtually with others

EXPERIENCES

GOING VIRTUAL

Beginning mid-March, the Library generated online content to stay connected with the community during the COVID-19 situation and maintained a consistent schedule into and throughout the summer. Virtual classes and events included:

- A storytime series with books, rhymes and songs.
- DIY classes relating to crafts and food.
- English as a Second Language classes.
- Summer series including Camp Monday Funday, Family Storytimes and Family Fridays.
- A Suffolk Codes series for elementary aged kids.
- A True Crime Podcast Club and Build Yourshelf Up Book Club.
- Anime Paint Night for Teens



VIRTUAL2GO PACKS

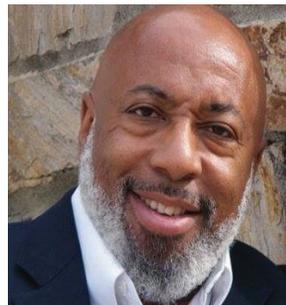
Beginning mid-June, the Library offered Virtual2Go Packs in conjunction with some virtual classes. The packs included supplies needed for the classes in order to open up participation to those who were interested but may not have the supplies readily available at home.

Participants who registered for Virtual2Go Packs were able to utilize the Library's no-contact curbside pickup service to retrieve them.

VIRTUAL COMMUNITY PARTNERS

Suffolk Public Library partnered with community organizations to bring engaging virtual content to all ages, including:

- Pourfavor Coffee Shop for the Virtual Trashion Show.
- Authors of *Connor the Cutter*, Rod Thompson and Scott McBride, for a special author talk edition of the Beyond the Book series.
- Retired journalist and local resident, John Pruitt, for a talk on Tangier Island Memories.
- Toni Freeman of United Methodist Family Services for a Becoming a Foster Parent online session.
- Local poet and historian, Nathan Richardson, for a Juneteenth event.
- Senior Services of Southeastern Virginia for a Chronic Conditions Self-Management self-guided course with kit included.
- Virginia Beach History Museum for a Family Fridays event.



EXPERIENCES

FOR FUN AND COMMUNITY ENGAGEMENT

Suffolk Public Library connects people to information, ideas and experiences as well as to other people who share similar interests. Some highlights from this year that brought the community together were:

- **Downton Abbey Tea and Trivia:** Fans of the popular show met at Stillwaterhouse Tea Room to test their knowledge in a relaxing evening.
- **Black History Month Expo:** With local Black business owners, engaging presenters, storytime and a storyteller, this event kicked off Black History Month in February with Suffolk Public Library.
- **Get Creative:** This virtual series walked participants through how to make home decor and other arts and crafts from the comfort of home.
- **Library2Go and Pop-Up Libraries:** Suffolk Public Library's Outreach Department brought books, technology and library services into the community through the Library2Go vehicle and Pop-Up Library.
- **Virginia Opera Presents: Goldie B. Locks and the Three Singing Bears:** In October, the Virginia Opera hosted a performance at Morgan Memorial Library and North Suffolk Library, free for families to attend.
- **Pub Trivia Nights:** Themed Pub Trivia Nights for adults took place at Nansemond Brewing Station then transitioned to a virtual environment in April.
- **The Haunting at Chuckatuck:** The Library's second annual haunted house complete with a magical potion craft, fortune telling and haunted tour.
- **Engage Suffolk:** A civic fair that encouraged people to network with each other and with local groups to discover ways to get involved.
- **Winter Teen Lock-In:** An after-hours celebration for teens with Minute 2 Win It challenge, food, raffle prizes, games and a dance party.



237
PEOPLE ATTENDED
LIVE VIRTUAL
EVENTS



RESOURCES

LIBRARY OF THINGS

Suffolk Public Library maintains a collection of unique items available for cardholders to check out.

Included in Suffolk Public Library's Library of Things are:

- **Adventure2Go Kits:** Themed adventures-in-a-bag for kids, the most popular being Detective and Imagination themes
- **BookClub2Go Kits:** Supplies for hosting your own book club including 6-10 copies of the same book along with discussion questions and a book sign-out sheet
- **Cake Pan Collection:** Cake pans of a variety of themed and seasonal designs, the most popular being the Dragon pan
- **Crocheting & Knitting Kits:** A way to learn how to crochet or knit including the needles and yarn
- **Litter Cleanup Kits:** Everything you need to easily organize your own litter walk including litter grabbers, safety vests, bags and bucket. Made possible through a partnership with City of Suffolk Litter Control
- **Tech2Go:** Lendable technology available at Morgan Memorial Library and North Suffolk Library
- **WiFi2Go:** Mobile hotspot lending program for cardholders 18 years of age or older



HANDPICKED FOR YOU READY READS

READY READS SUBSCRIPTION SERVICE

Ready Reads is a monthly subscription service that kicked off January 2020 where participants in the program receive curated content based upon their preferences at the first of each month. How it works:

- Anyone with a Suffolk Public Library card in good standing can sign up, or they can first sign up for a free library card online.
- Subscribers complete a form designating how many titles they would like to receive each month along with preferences such as preferred genres and books and authors they have or have not enjoyed in the past.
- Library staff select titles that match reader preferences and subscribers pick up their order on the first operating business day of each month.
- Subscribers can update their preferences and provide feedback.

In Spring 2020, the Library added the additional option of eBooks and audiobooks available through hoopla and rbDigital due to buildings being closed during the COVID-19 situation.



15
SUBSCRIBERS TO
READY READS

486
CHECKOUTS OF
WORLD LANGUAGES
ITEMS

RESOURCES

PRINT FROM ANYWHERE SERVICE

Suffolk Public Library's Print from Anywhere Service allows customers to send print jobs from home or on the road to their library pickup location of choice. They can release their print job later that day when they arrive at the library.

When the Library closed due to COVID-19, staff continued to offer this service adapting to a no-contact method of providing customers their print jobs. Many community members do not have printers at home yet still needed to print materials for job applications, medical appointments and other time-sensitive reasons.

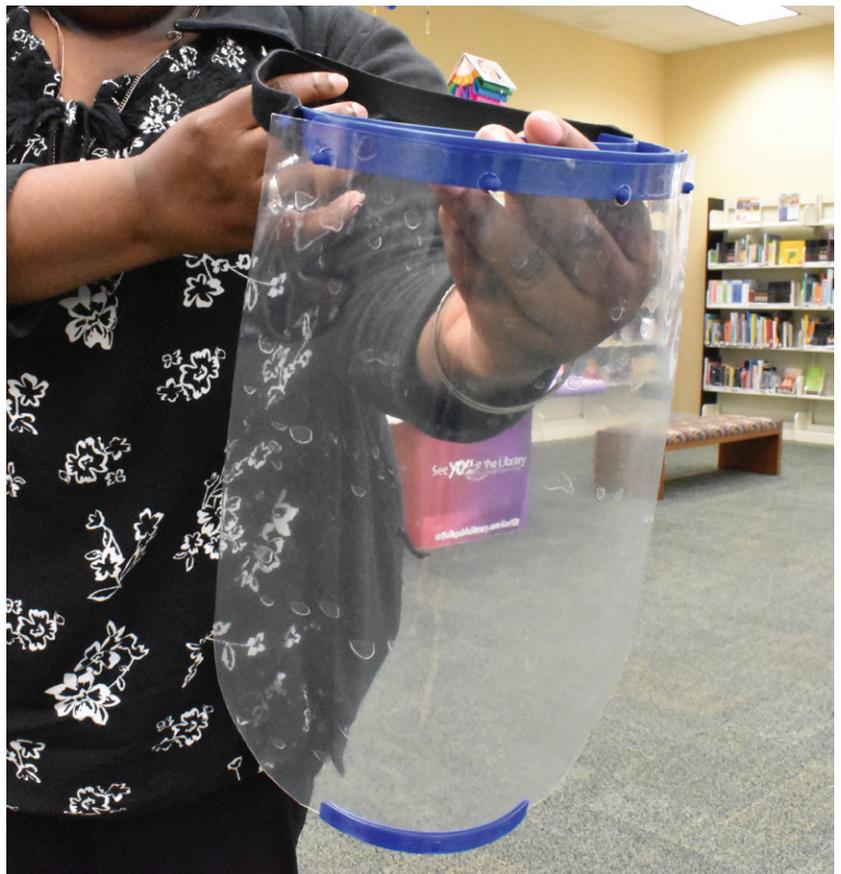


DIGITAL LIBRARY CARDS

With libraries closed during COVID-19, Suffolk Public Library committed to making it easy for people to obtain a library card in order to access valuable resources and collections. The Library launched a digital library card service where new customers can register for a library card through the Library's website and gain immediate access to digital content. The digital cards work the same way as a physical library card and allow the cardholder to explore digital resources and check out print materials.

3D PRINTERS DURING COVID-19

The Technology and Content Strategy Department at Suffolk Public Library used 3D printers to make face shield components for Suffolk first responders during the PPE shortage. The Library printed the headband and bottom part of the shield and the EMS Bureau of Suffolk Fire and Rescue used laminator sheets and Velcro to assemble the shield.



200

3D PRINTED MASKS
CREATED

LEADERSHIP



Clint S. Rudy
Director of Libraries



Sarah Townsend
Assistant Director of Libraries



Jennifer Brown
Youth and Family Services Manager



Tiffany A. Duck
Manager of Library Locations



Kendra Hawkins
Technology and Content
Strategy Manager



Megan Mulvey
Outreach and Program
Services Manager

LIBRARY ADVISORY BOARD

Sean Bilby, President
Nancy Creekmore, Vice President
Jeanette Akujuobi
Jeffrey T. Benton

Megan Corbett
H. Lee Cross IV
Billie Joy Langston
Sharon Slate

LOCATIONS & INFO



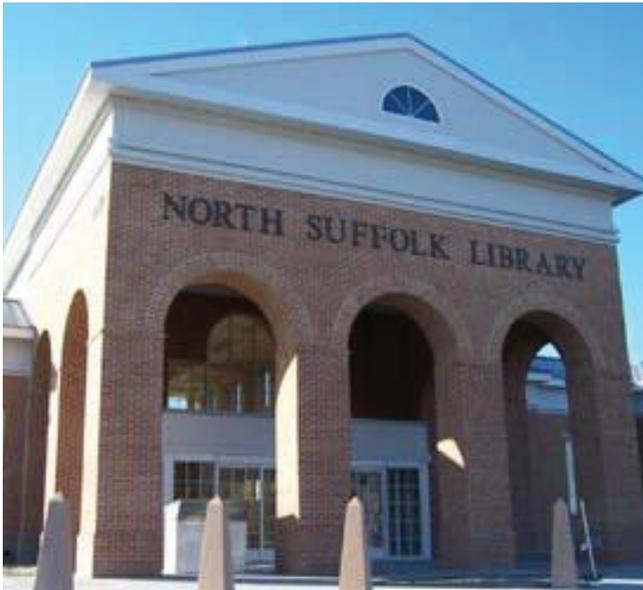
CHUCKATUCK LIBRARY

5881 Godwin Blvd. | Suffolk, VA 23432
(757) 514-7310
Mon: 10:00 AM - 8:00 PM
Tues - Fri: 10:00 AM - 5:00 PM
Sat - Sun: Closed



MORGAN MEMORIAL LIBRARY

443 West Washington St. | Suffolk, VA 23434
(757) 514-7323
Mon - Thurs: 10:00 AM - 8:00 PM
Fri - Sat: 10:00 AM - 5:00 PM
Sun: Closed



NORTH SUFFOLK LIBRARY

2000 Bennetts Creek Park Rd. | Suffolk, VA 23435
(757) 514-7150
Mon: 10:00 AM - 8:00 PM
Tues - Fri: 10:00 AM - 5:00 PM
Sat - Sun: Closed



LIBRARY2GO

Launch Site: Morgan Memorial Library
Find upcoming Library2Go visits at:
suffolkpubliclibrary.com/outreach