

SUFFOLK
PUBLIC LIBRARY

FISCAL YEAR 2020 - 2021

ANNUAL IMPACT REPORT



INDEX



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Library VISION Statement Suffolk Public Library is a hub for community connection and a spark for change.

Library MISSION Statement Connect individuals to experiences, information, and resources, prioritize equitable access to opportunities, and serve the unique needs of a diverse community.

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

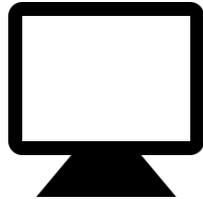
169,349
CHECKOUTS OF
PRINT ITEMS

AUDIOBOOKS
BOOKS
MAGAZINES

614,936 Wireless Sessions
10,832 Wireless Users



1,556 Computer Hours
2,460 Computer Users



Library Visits

32,702
Total

New Library Cards

1,003
Total

Attendance at Library Events

*Number of views

22,241
In-Person
54,952*
Virtual

EBOOKS & MORE



35,148 Checkouts
747 New Users
915 Average Active Users
Per Month



16,516 Checkouts
460 New Users

FINANCE RECAP FISCAL YEAR 2020 -2021

2020 - 2021 Adopted Budget
\$ 3,376,267

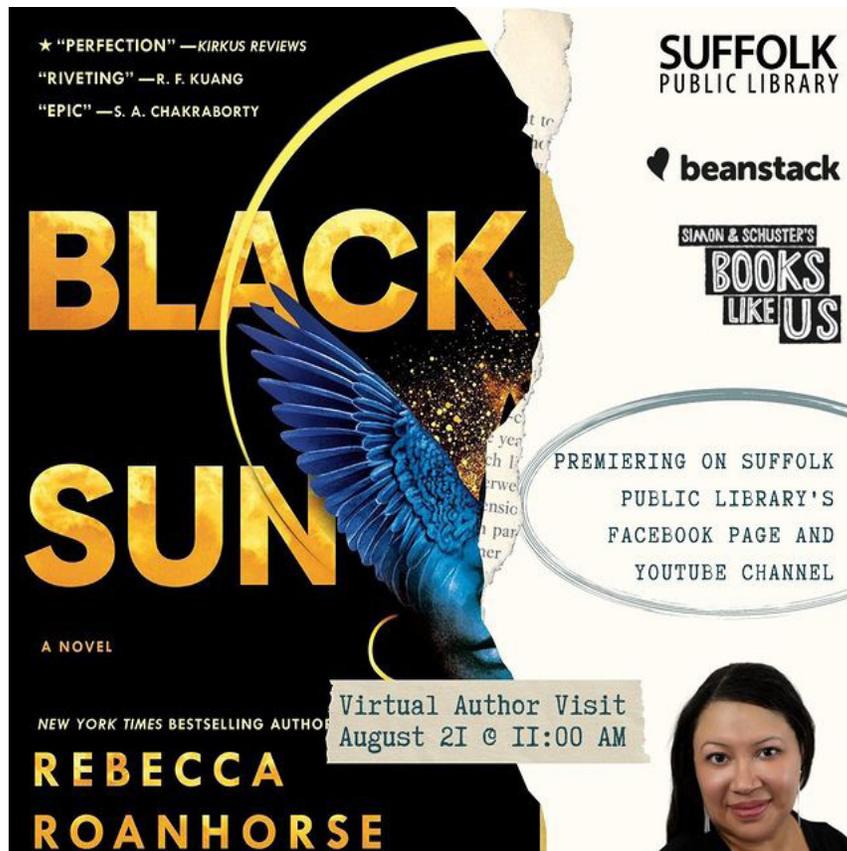
Per Capita Expenditure
\$ 35.61

This fiscal year runs from July 1, 2020 through June 30, 2021.

ACHIEVEMENTS

AWARDS & RECOGNITIONS

- Suffolk Public Library won the Winter Reading Champion award in Zoobean's annual Winter Reading Challenge, this year marking the fourth year winning in a row. The Library received a donation of books as well as a virtual author visit in the fall.



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

24/7 LIBRARY LOCKERS



GRANTS RECEIVED

- \$700 ALA Applied Digital Skill Learning:
- \$1000 Beanstack Black Business Grant: To highlight local black small business owners.
- \$530 Suffolk Foundation - Women's Impact Fund: To support Literacy Training Workshops and Stronger Through Stories programming initiative.
- \$31,250 Obici Healthcare Foundation: To install 24/7 library lockers at Chuckatuck Library and Morgan Memorial Library.

TOTAL: \$33,480

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 suffolpubliclibrary.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.
- Black History Month events.
- Winter Reading Challenge prizes.
- 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



7,202
PEOPLE SERVED AT
OUTREACH VISITS

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.

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.
- **Suffolk Parks and Recreation** provided support and flexibility for rotating equipment and signage needed for Free Wif-Fi in the Park.
- Senior2Go kits were delivered to hundreds of seniors with the help of **Bickford Senior Living, Bettie S Davis, Suffolk Christian Fellowship.**
- Express Pop-Up Library service and deposit collections to **Bickford Senior Living, The Orchards, and Nansemond Pointe.**
- Bags filled with early literacy themed gifts were created for new moms in the **Nurse Family Partnership** program and Busy Baby Bags were provided to current clients to connect them to library resources.
- 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.**
- Megan Mulvey and Matt Thompson serve on **Suffolk Redevelopment and Housing Authority's Program Coordinating Committee** as Secretary and Vice Secretary.
- 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.
- Partnered with the **Suffolk LGBT Life Center** for a Pop-Up during their Mobile STI @Pourfavor (6/5/2021) and Parking Lot Pride (6/26/2021) event at North Suffolk Library.
- Fine Art Filch outdoor scavenger hunt ran April 12 - May 2, 2021. Done in partnership with **Suffolk Tourism.** The game took participants on a walking tour of downtown Suffolk and featured partnerships with twelve local businesses and organizations:
 - Super Drug Pharmacy
 - Uncork'd
 - Suffolk Nansemond Historical Society
 - Wall Street Cafe
 - Soul Food Palace
 - Planters Peanut Center
 - High Tide Restaurant
 - Will-O-Wisp Games
 - The Plaid Turnip
 - Growf
 - Embroidery Etc
 - The Mod Olive

714
SENIOR2GO BAGS
DISTRIBUTED

197
SERVED THROUGH-
CURBSIDE2GO
@ CHK

227
SEEN SINCE L2GO
BOOKMOBILE
RESUMED

682
TOTAL NUMBER
OF PEOPLE SERVED
ON OUTREACH



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
- Colander Bishop Apartments
- The Orchards at Belleville Harbour
- Bettie S. Davis Village
- College Drive Apartments
- Driver Village

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

NOON YEAR'S EVE CELEBRATION

Suffolk Public Library celebrated the New Year a little early with a countdown, balloon drop, crafts, snacks, dancing and more! The fun started at 11 AM and families came out to help us ring in the New Year at noon! This event took place at the North Suffolk Library location and was the first time the community was able to gather again for Noon Year's Eve since the pandemic.



SUMMER FUN

- The Summer Reading Challenge community reading goal was **18,000 books** with a total of **16,704 books read** during the summer of 2021.
- There were over 761 activities completed during the challenge.
- A total of 503 people registered with 450 active participants!



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, Busy Babies, BARKS Reading Programs, Saturday Storytime, Family Fridays, Homeschool Hub, Sewing Classes, Stuffed Animal Sleepover and more.
- **Teen Events:** Teen Hangout on Discord, Yoga, Sewing Classes, Building Websites with Django and Python Office Hours, 3D Printing Classes, Virtual Teen Lock-In, Abstract Painting and more.
- **Adult Events:** Sip & Spell, Military Monday, English as a Second Language Classes, Local History Talks, Suffolk Writes, Delicious Mess, Board Game Night 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 People Powered Science.

16,704

BOOKS READ DURING
SUMMER READING
CHALLENGE

EXPERIENCES

HAUNTING @ CHK

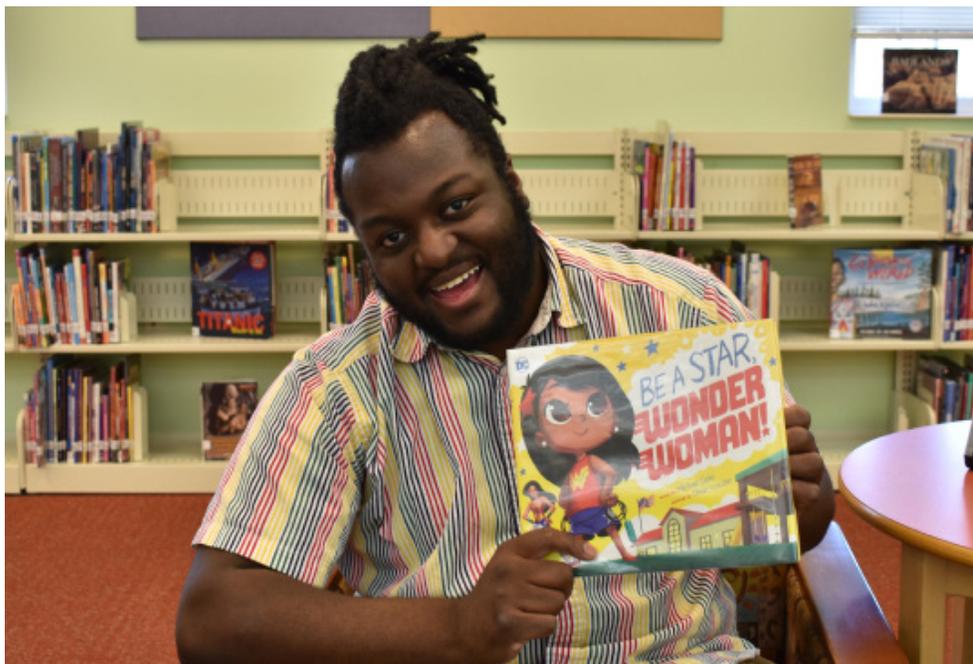
Suffolk Public Library hosted its annual Haunting @ CHK: Curse of Frankenstein at our Chuckatuck Library Location. There were 205 people in attendance between 4 PM and 7 PM! There were costume contests and spooky crafts! The entire Chuckatuck Library was transformed into a haunted house with an eerie theme inspired by the classic tale of Frankenstein!



CULTURAL CELEBRATIONS



FryBread Outdoor StoryWalk in recognition of National Native American Heritage Month.



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

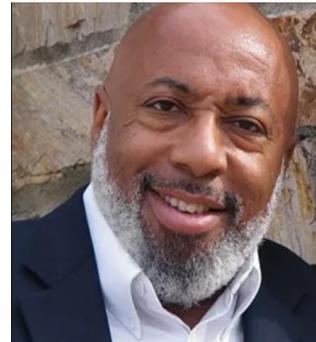
Beginning mid-June, the Library offered Virtual2Go Packs in conjunction with some virtual classes. The packs included supplies needed for the classes in order to open up participation to those who were interested but may not have the supplies readily available at home.

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 Pride Month events.
- Nansemond Brewing Station for Sip & Spell Adult Spelling Bee series.
- Black History Month Current Event talks with Sylvia Bond, Delegate Clinton Jenkins, Domenick Epps, and many more.
- Local poet and historian, Nathan Richardson, for a Juneteenth event.
- Tony Jones of Virginia Organizing to discuss local topics of event.
- Suffolk Art Gallery for a Teen Hangout event.
- Knotts Coffee for local Pub Trivia
- Sasha Goldberg for Delicious Mess guided baking tutorials



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:

- **Etiquette, Elegance, and Bridgerton Babes:** Fans of the popular show met at Knotts Coffee Company to test their knowledge in a relaxing evening.
- **Lift Every Voice:** 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.
- **Homeschool Hub Photography Exhibit:** In October, the Homeschool Hub displayed a beautiful student photography exhibit at North Suffolk Library, free for the public to view.
- **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 third annual haunted house complete with a magical potion craft, fortune telling and haunted tour.
- **Virtual Juneteenth Celebration:** A community event that consisted of expressive dance, dramatic poetry, and a saxophone presentation to celebrate the history of Juneteenth and what makes it so special.
- **Virtual Winter Teen Lock-In:** An after-hours celebration for teens with 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
- **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.



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.

24/7 LIBRARY LOCKERS AT CHK AND MML

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+
USES OF
LIBRARY LOCKERS

LEADERSHIP



Clint S. Rudy
Director of Libraries



Sarah Townsend
Assistant Director of Libraries



Minerva Hernandez Garcia
Community Learning Manager



Tiffany A. Duck
Manager of Library Locations



Kyle Binaxas
Technology and Content
Strategy Manager



Megan Mulvey
Community Engagement 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 - Sun: Closed
24/7 Library Lockers



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