

ANNUAL REPORT OF THE TRUSTEES
FOR 2020

The year began as any other, with patrons checking out books and DVDs, Book Group meetings, and plans for an end-of-March presentation by the Squam Lakes Natural Science Center. Everything changed, however, in March, when the library first reduced its services to outside deliveries only, and then closed to the public completely.

The library continued to serve the residents of Webster during this period, however, with expanded online offerings. We already participated in the New Hampshire Downloadable Books Consortium for audiobooks and ebooks and we expanded our hoopla (a new service that we began offering this year) checkouts for ebooks, audiobooks, movies, TV shows, music, and comics. For several months, the New Hampshire State Library offered us free subscriptions to Rosetta Stone for learning foreign languages, Ancestry.com Library Edition for genealogical research, and Tumblebooks for ebooks. The trustees continued meeting, via telephone conference calls. Through Zoom, the librarian continued to host the monthly Book Group and to offer a Summer Reading Program for children. The librarian also continued to work, either at the library or from home, during this period.

Our outside deliveries resumed May 31 and the library reopened to the public August 9. Social distancing guidelines were instituted, as well as limitations on the number of persons allowed in at any one time. Masks were required, and there was lots of wiping and sanitizing, but it was wonderful to have people in the library once again. We kept our outside deliveries for those who were nervous about coming in to the library.

Thank you so much to Heidi Ohlson and Kenny Ohlson for delivering the librarian's weekly activity packets to participating children during the Summer Reading Program, and to Heidi Ohlson and Terri Ohlson-Martin for providing weekly Zoom storytimes. The Summer Reading Program wouldn't have been the same without them.

Thank you also to Judith O'Donnell and to Marylou and Phil Desmarais for their generous donations, and to everyone else who has supported the library this year.

We added 20 names to our patron files and removed 83, giving us a total of 459 registered borrowers. 755 people visited the library during the year. We added 382 books, audiobooks, and DVDs, and removed 340, leaving us with 11,321 materials. Our library members checked out 2574 books, audiobooks, DVDs, magazines, museum passes, and equipment, and downloaded 3306 audiobooks, eBooks, magazines, movies, television shows, music, and comics. We loaned 157 materials to other libraries, and borrowed 93. Our numbers are down from previous years primarily because of the weeks of limited, or no, library service, the cancellation of interlibrary loan services by the New Hampshire State library for half a year, and patrons' hesitation about visiting public places during the pandemic. Here's hoping that things get back to normal before the end of next year!

Our most popular book in 2020 was *Winter in Paradise*, by Elin Hilderbrand, and our most popular DVD was *Crazy Rich Asians*.

By borrowing materials from the library, our members saved \$39,536 over the cost of purchasing them.

Respectfully submitted,

Nancy Picthall-French, Chair
Martin Bender, Treasurer
Leslie Collins, Secretary