

## March 2020 Library Report - Library Response COVID-19

**March 13:** Cancelled all public gatherings, meetings, classes scheduled to be held at the library.

**March 16:** Library building was closed to the public. Library services pivoted to frisco.library.com and social media. Story times were broadcast on Facebook live. Due to long lines curbside pick-up was introduced to supplement the drive thru.

**March 29:** Due to Denton and Collin county stay-at-home orders Curbside pick-up and drive thru services were discontinued.

### Recent Service Enhancements/Developments

1. Library staff have been creating and releasing 14 video or live children's programs a week via social media.
2. 2,000 additional ebooks were added to the collections in March. This is a 250% increase over what was added in February.
3. New Library accounts are now available online. Residents can apply, be verified, and receive their card number online.
4. Due dates have been extended while the library is closed.
5. Holds have been paused; library users will not lose their place in line.
6. Library staff have been working with Fire to print 3D printed facemask parts; staff have reached out to local hospitals to determine if there is a need for 3D printed ventilator parts; and are awaiting the FDA's approval of a 3D printed part for swab nasal tests being developed by HP.

### Library Services Available from Home

- Ebooks/Eaudios through Libby/Overdrive,
- E magazines and E newspapers,
- Online classes for adults with and without live instructors through Lynda.com and Gale Courses,
- Online tutoring Homework help grades K-12,
- Librarians are available via chat, phone, and email,
- Library website has been enhanced with additional features including blogs, reading lists, and digital services.

### Services/Activities on Pause

Books, DVDs, kits are not currently available for circulation  
Donations of books, DVDs, puzzles and games are not being accepted  
Passport application services temporarily closed  
Makerspace temporarily closed  
Curbside/Drive thru pick up

**Special Projects while the building is closed to the Public.** There are several special projects being conducted, what follows is an overview of two.

**Collection Cleaning:** Frisco's library collection is the hardest working collection in the state. The items in Frisco's library circulate an average 11+ times a year. The state average is 1.13. This high use means the wear and tear on Frisco's collection is significant. Therefore, Library staff are taking the opportunity to clean, evaluate, and repair the Library's 200,000 books, CDs and DVDs items. This is a large undertaking.

**Re-location of Collections:** The library's shelves have become increasingly crowded as the collection has grown in response to population growth. Staff are shifting/re-locating portions of the collection in help mitigate this issue.