



2020 ANNUAL REPORT

A great library never gets old.



2020 was the Topeka and Shawnee County Public Library's 150th year of sparking curiosity and connecting our community though literacy and learning.

While many of our celebratory plans were scaled back due to the COVID-19 pandemic, we still found ways to recognize the milestone.



Honoring the long tradition of Music for a Sunday Afternoon concerts at the library, a performance of Broadway star and native Topekan Jeff Kready kicked-off our celebration in February. Kready sang for a full crowd in Marvin Auditorium and by livestream to an over-flow audience who were seated in the Millennium Café, Learning Center and watched virtually on the library's YouTube channel.



Jeff Kready

Broadway star performs

Social media expanded our 150th audience and allowed us to share our history by posting photos and facts on Instagram, Facebook & Twitter. Our followers commented about how much they loved reminiscing and learning about the library before their time. We went old-school and placed 150th banners on the light poles surrounding the library to highlight the anniversary to the 22,000+ vehicles that drive south on Washburn Avenue every day.



You loved reminiscing



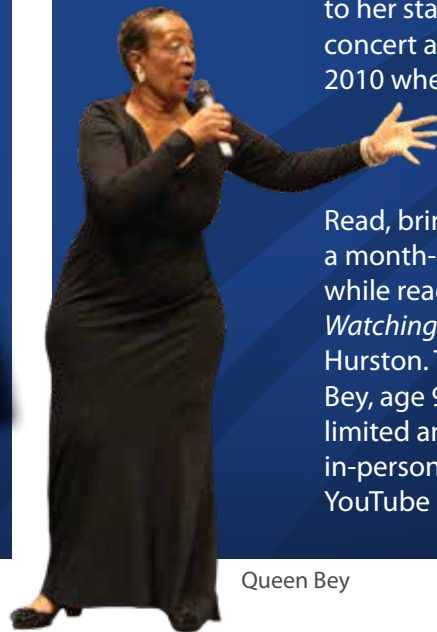
Celebrating with friends

We weren't the only organization to celebrate its 150th anniversary in 2020, we shared that milestone with Kaw Valley Bank. By July, we were able to co-host an outdoor event where we gave away a free copy of the book *Juma the Giraffe* and free admission to 150+ kids at the Topeka Zoo.

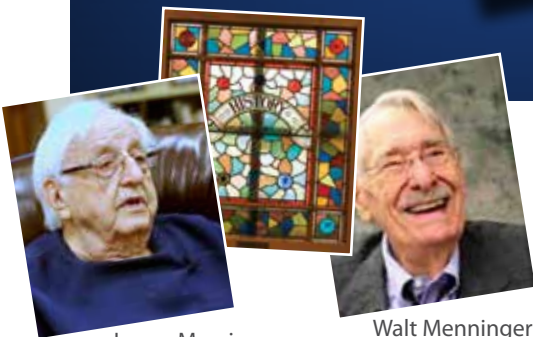


Live jazz & blues

International jazz and blues artist Queen Bey performed in October. This was a nod to her standing-room-only concert at the library in 2010 when she performed for the National Endowment for the Arts Big Read, bringing music to a month-long experience while reading *Their Eyes Were Watching God* by Zora Neale Hurston. This year Queen Bey, age 96, performed for a limited and socially distanced in-person crowd, and a YouTube livestream.



Queen Bey



James Marvin

Walt Menninger

Capturing the stories of our recent decades, past library leaders, staff and donors shared their library memories by video. These videos are available on our YouTube channel. <https://w/3rtwjIH>

Library Meets Needs During the Pandemic

“**Curbside service is wonderful!**
I am so grateful for the library employees who make it work!
-GINA B.”

The COVID-19 pandemic challenged us all to rethink the way we work, gather and communicate. We have a vast collection of digital books, audiobooks, movies and music, but we needed to convert more people to the digital format. We developed Curbside Pickup services from the sunroom in Claire’s Courtyard.

Many of our staff become multi-media video pros working from home creating videos to entertain and engage community members with their librarians while staying safer at home. We started a series of “I Love This Book” a one-minute book recommendations that also shared

how to download ebooks and audiobooks. To keep preschoolers reading we released three storytime videos each week.

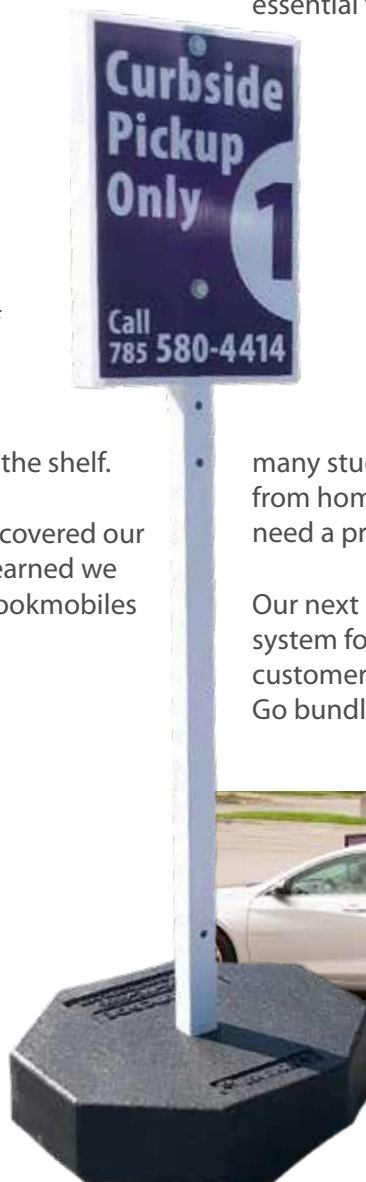
Checking out materials required us to determine the appropriate quarantine time to ensure the item would be free of the coronavirus for returned items. The circulation staff created a workflow for returned items to sit for 72 hours before returning to the shelf.

The New York Times covered our library when they learned we were parking our bookmobiles

in areas where students didn’t have access to adequate broadband when all learning moved online. People could also access WiFi in the library building parking lot, which was essential the closer the tax deadline came.

“One issue that has become apparent in light of our current circumstances is the lack of fast and affordable community broadband,” said library CEO Gina Millsap. “These days, having internet access is as important as electricity and other utilities and with so many students and parents working from home, the library is making this need a priority.”

Our next steps were to establish a system for librarians to browse for customers and to create Grab-N-Go bundles of popular books for all



Curbside Pickup makes it safe and convenient for customers to access books, movies and music.



Miranda recommends books virtually.



Jackie Hurst is one of several staff members who deliver books, movies and music right to your door with our TSCPL@HOME service.

ages that could be requested from Curbside Pickup. To use Browsing Just for You people fill out a simple online questionnaire about what they'd like to read, watch or listen to, then librarians gather recommended items for customers to pick up at Curbside Pickup.

The library building was closed from February 15 through May 26, but staff continued to work from home answering Ask a Librarian questions by telephone, email and text message. We also began offering individual appointments by Zoom or phone for job search assistance and computer and gadget help.

After Memorial Day, the building reopened in time for Summer Reading. In-person events were canceled, but the reading challenge and creative kits kept our kids using the library and reading. Story Worlds,

the annual art exhibit for children in the Alice C. Sabatini Gallery, was available virtually and in-person. Gallery staff added many online features to the exhibit so people could participate in early summer as well.

Bookmobile services were off the road due to the COVID-19 restriction on social distancing. Bookmobile staff were committed to serving their customers and designed a pilot program that would test delivering library materials to customer's homes. TSCPL@Home now delivers library items they have placed on reserve directly to their home every other week.

On Nov 14, the genealogy team hosted the Identity Quest Virtual Conference with 150 participants

viewing presentations about the latest genealogy research tools. Originally planned as an in-person conference, it became a free Zoom event featuring national speakers Kenyatta Berry and Dr. Blaine Bettinger, who discussed DNA and how to research your family's identity. Activities during the virtual conference encouraged everyone to engage in the quest for their identity. Heritage experts presented 45-minute sessions on identity research, DNA, family trees, and learning about your family history. Four guests' identities were revealed to them by our expert research team in between the sessions.

Library staff and partners really showed their flexibility, teamwork and kindness during 2020 to make sure community members found the entertainment and knowledge they were seeking.

“ Thank you for this service (Curbside Pickup)! I use it every week. ”
-LAURI

“ My girls had a great time seeing the selections that were made for them. Brilliant idea! ”
(Browsing Just For You)
-ALLY

“ It's like Christmas every time I come to get a new stack of books and movies! Love, love, love this service! ”
(Browsing Just For You)
-ERIC

Gallery Renovation

Increases Opportunities for
**Contemplation
& Creativity**



Donor Jerry Reed poses outside the studio during the small opening celebration.

“For the last 150 years, this library has collected and exhibited art for the people of Topeka and Shawnee County. We strive to bring you exciting experiences and an entertaining way to engage with the art.”

– Zan Popp, curator of exhibitions

In early 2020 the Alice C. Sabatini Gallery renovation was completed with redesigned gallery spaces, improved lighting and installation of technology that will allow more opportunities for innovative exhibits.

The Alice C. Sabatini Gallery name honors the memory of local artist, educator, designer and philanthropist Alice C. Sabatini. Frank C. Sabatini, his sons Marc, Matt, Mike and Dan, and Capital City Bank created the Alice C. Sabatini Endowment to fund an annual children’s art exhibit and outreach enrichment programs.



A new feature of the renovation is the Jerry and Judy Reed Studio, a place to host visiting artists and provide opportunities for you with hands-on art creation when visiting the gallery. The studio is surrounded by glass walls and large windows to view art and activities from the lobby and hallway.

Jerry Reed worked with The Library Foundation to make this generous gift for the creation of the studio, and the naming opportunity, which also honors his late wife Judy Reed. He is a retired chemist who has volunteered in the gallery since 2002.



Gina Millsap

Leaves a Legacy of Inclusion, Agility & Curiosity

"I have been so fortunate to have worked in three of the finest public libraries in the country,"

-Gina Millsap

After 15 years leading the Topeka and Shawnee County Public Library and a total of 45 years working in libraries, Gina Millsap retired on Dec 1, 2020. During her tenure as CEO Millsap was instrumental in TSCPL being selected Library of the Year in 2016 and establishing the library as a respected and popular community resource. She has been a champion for literacy and learning, for working with partners from all sectors of the community, and for digital inclusion. Millsap has highlighted the importance of community broadband to ensure all citizens have access to information and

resources to participate fully in civic life.

"I have been so fortunate to have worked in three of the finest public libraries in the country," said Millsap. "The librarian profession and libraries have ancient roots and yet what I love most about libraries is their inclusiveness and their agility in continually adapting and changing to meet the needs and goals of their communities. That is what I have tried to facilitate throughout my career."

Millsap is known for presenting on cutting-edge issues, including 21st century librarianship, organizational leadership and development, facilitation, leading technology in libraries, trustee education and board effectiveness, digital inclusion, and strategic planning and future-proofing libraries.

Continuing & Expanding
Efforts to Increase

Kindergarten Readiness

The number one library goal for our community is to have every child ready for kindergarten. We use several strategies to meet this goal including Dolly Parton's Imagination Library, StoryWalks®, Call-a-Story, 1000 Books Before Kindergarten, a variety of storytimes, and a weekly web blog with tips for parents on a wide range of early childhood development and early learning topics.

Dolly Parton's Imagination Library

strives to enrich the lives of children by inspiring a love of reading and learning. The Imagination Library is a book gifting program that mails free, high-quality books to children birth until their 5th birthday, to their homes monthly.

The Library Foundation and United Way of Greater Topeka raise funds for the program and the Friends of the Library contributes \$25,000 annually to the Imagination Library. The program costs about \$30 per child per year.



Walt was happy to finish this StoryWalk.

StoryWalks® and Call-A-Story

are new initiatives that were launched to keep our youngest readers connected to reading and the library. A StoryWalk® encourages reading by placing children's picture book pages and activity prompts along a popular walking trail. Walk with your kids, read the story and do the activities along the way. We partnered with Shawnee County Parks & Recreation to place StoryWalks® at five Topeka parks in fall 2020. Call-A-Story is a dedicated phone line (785-580-4663) kids can call to hear a new story in English or Spanish.

1000 Books Before Kindergarten

In September we started the 1000 Books Before Kindergarten (tscpl.org/1000books) program that encourages parents to read to their kids frequently. Research shows that reading to your child is the most reliable predictor of school success. When the parents read to their child, they can record/track their numbers using Beanstack. Each child enrolled receives a special reward for

each 100 books read. During the first four months of the program 102 kids were signed up and logged a total of 4,845 books.



“ We are **LOVING** getting to join in on **Storytime** on our own schedule and from home! -AMIE ”



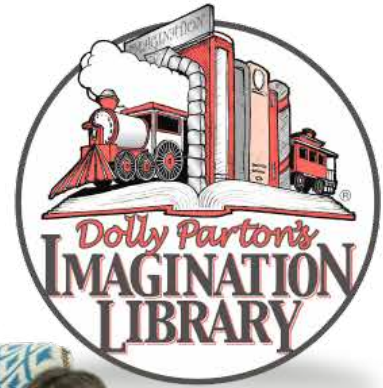
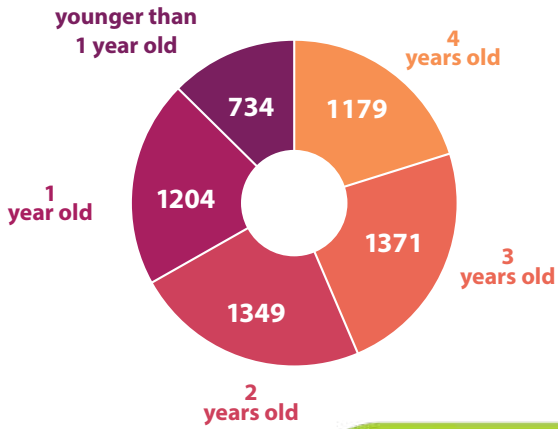
“ Please just give us a daily Kyler video [Musical Storytime] and the world will be a **better place.** -DESMOND ”



Storytimes

During 2020 Musical Storytime, Preschool Storytime, Baby Bookworms, Toddler Time 1 and Toddler Time 2 all went virtual. Library storytellers record themselves reading a story and we post the videos on our website, Facebook and YouTube. Library storytellers quickly adapted from no video production experience to producing their own videos from home.

Age of children enrolled



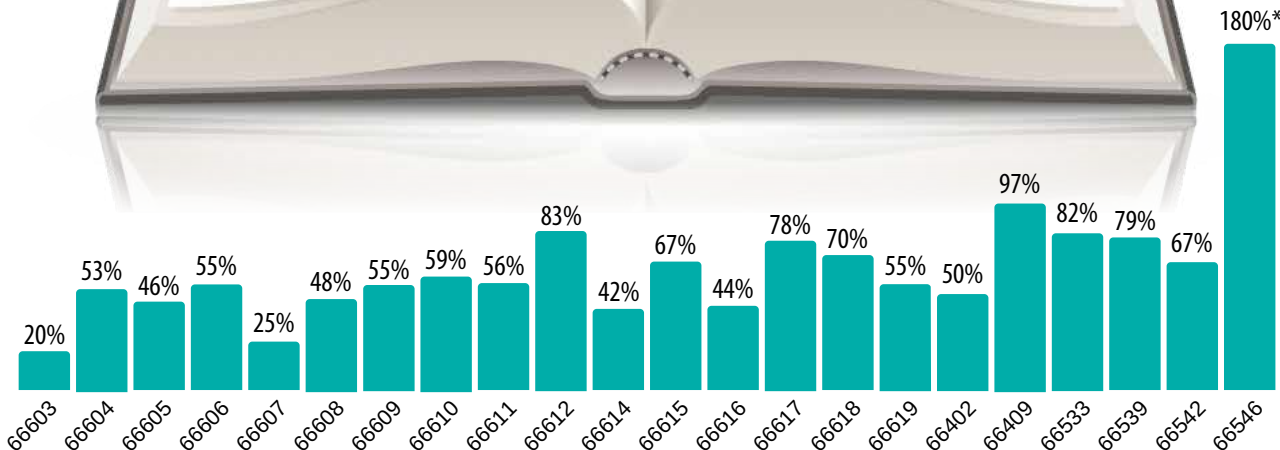
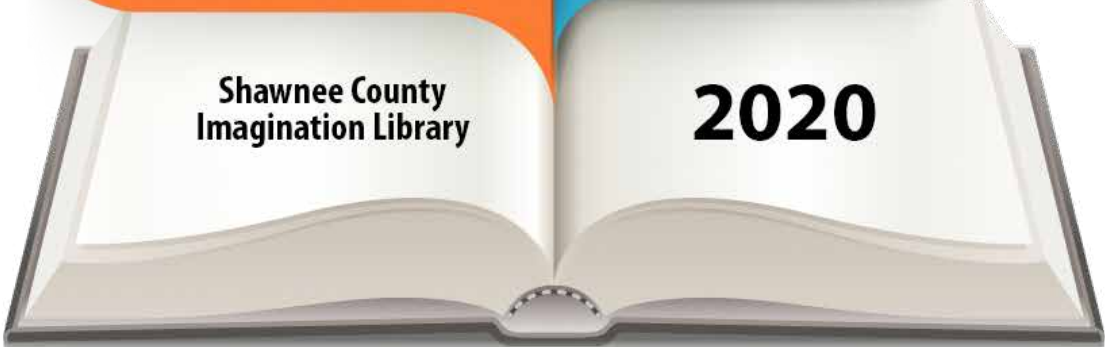
April 2017 Program enrollment began

Actual number of children enrolled by December 2020 **5,837**

Total dollars raised **\$1,009,230**
Topeka & Shawnee County Public Library, United Way of Greater Topeka and Kansas Health Foundation

69,557 Total books delivered in Year 4

Year 3 Costs **\$141,563**
(paid by donations)



*Reflects frequent change of population in this zip code.

Percent of children signed up by zip code

Fostering Civic Engagement Improves the Community

As a trusted resource for information librarian Lissa Staley created a COVID-19 Information page on our website in spring 2020. This page is regularly updated with the latest information from local, state and national government health organizations to serve as a one-stop-shop for factual non-partisan information and links to factual resources for the pandemic.



The library has been a partner with the League of Women Voters Topeka-Shawnee County (LWVTS) in sharing non-partisan civic information for several years. In 2020 this partnership included providing voter registration and advance voting information to library cardholders through Curbside Pickup and inside the library.



Before the pandemic LWVTS monthly Tuesday Topics programs were held at the library and were available to everyone. When Tuesday Topics moved to virtual in 2020, we started posting summaries and recordings of these events on the library website. We also coordinate registration of non-members to attend these events live on Zoom.



Expanding Ways to Connect Our Community Through Reading



391
Fall challenge
completions!



355

Keep Calm & Read On
challenge completions!

You LOVED the mugs!

950 Winter challenge
readers!



While the library has always been a place for readers to gather and share ideas, we got a little more creative in 2020 to keep conversations going virtually. Instead of just one reading challenge a year (summer), we held four reading challenges in 2020 – winter, spring, summer and fall.

The library created an online community book club, Top City Reads Together, through a Facebook group. This group of more than 400 shares book recommendations, talks about what they are reading, listens to virtual author discussions and generally has bookish fun. In May, June and July the group encouraged the community to read the same

book each month and had multiple online chats, memes and posts about each book. The June book *Eight Perfect Murders* had the highest ebook check outs at our library for the year.

We also started Wednesday night book chats on the library's Facebook page in 2020. These chats are either a general call for people wanting book recommendations or they are based on a theme. Community members and librarians jump in with book recommendations for each other every Wednesday night from 7-9pm. So many books have been added to to-be-read lists from these Facebook chats.



"We're really loving the books so far! The surfing pug book is amazing! Even our white pug Neville loves it!" -Hannah

873

Summer challenge
completions!



Leadership Changes at



During summer 2020 Nancy Lindberg retired as The Library Foundation executive director and Erin Aldridge was hired as her successor.

In her tenure of 6 years Lindberg was instrumental in securing funding for Dolly Parton's Imagination Library, Claire's Courtyard, renovation of the Alice C. Sabatini Gallery, several library building improvements, and five new vehicles including the Learn & Play Bus and the Adventuremobile. The Foundation set a fundraising record in 2019. Prior to her work at

the Foundation, Lindberg directed the philanthropy efforts of the Kansas Masonic Foundation, leading multiple campaigns for cancer research, including its \$23 million Partnership for Life. She also served as Assistant to Kansas Attorneys General Bob Stephan and Carla Stovall. Lindberg started her career as a fourth-grade teacher in Lyons, Kansas.

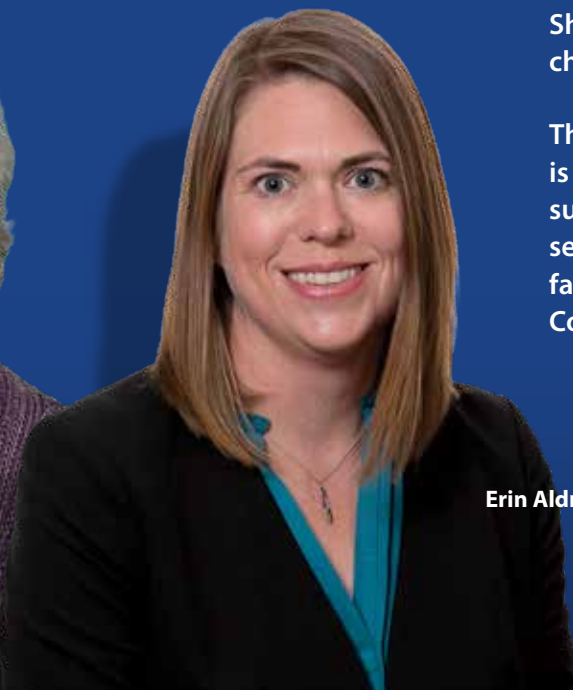
Prior to The Library Foundation Aldridge served as the development director for the Jayhawk Area Council, Boy Scouts. She has worked with non-profit

organizations including serving as marketing and sales manager at the Topeka Performing Arts Center. Aldridge has a bachelor of science in journalism and mass communication with a strategic communications emphasis from the University of Kansas. As a civic leader she has chaired the Topeka Chamber's young professionals organization, has been a board and committee member for numerous organizations, and recently completed a two-year term as the president of the Junior League of Topeka. Aldridge and her husband, Brandon, own a State Farm Insurance office and live in the Shawnee Heights area with their children, Kaitlyn and Reid.

The Library Foundation's purpose is to help secure resources that support the collections, programs, services, technology and physical facilities of the Topeka and Shawnee County Public Library.



Nancy Lindberg



Erin Aldridge

A Great Library takes great People



Board of Trustees



Library Officers

2020 HIGHLIGHTS



600 LIVE VIRTUAL PROGRAMS

10,682 TOTAL LIVE VIRTUAL ATTENDANCE

345 TOTAL PROGRAM VIDEOS RECORDED



25,314 TOTAL VIEWS

Board of Trustees

Liz Post, Chair
 Jim Edwards, Vice-Chair
 Beth Dobler, Secretary
 Kacy Simonsen, Treasurer
 Kristen Brunkow O'Shea
 Joan Hicks
 Shawn Leisinger
 Jennifer Miller
 David Monical
 Kerry Onstott Storey

Library Officers

Gina Millsap, Chief Executive Officer
 Thad Hartman, Chief of Staff
 Kim Strube, Chief Financial Officer
 Jesse Maddox, Chief Human Resources Officer

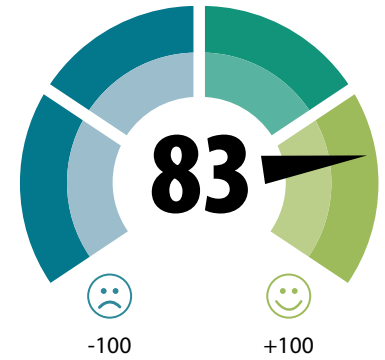
Financials

Sources of Financial Support

Taxes	\$ 18,150,167
Fees & Reimbursements	\$ 315,052
Contributions	\$ 663,159
Grants & State Aid	\$ 51,596
Investment Income	\$ 100,169
Interfund Transfers	\$ 2,703,972
Total	\$21,984,115

Library Expenditures

Salaries & Benefits	\$ 11,845,449
Other Operating Expenses	\$ 2,681,944
Debt Service	\$ -
Library Materials	\$ 1,720,832
Equipment & Capital Improvements	\$ 2,092,065
Programming & Events	\$ 95,286
Interfund Transfers	\$ 2,703,972
Total	\$21,139,548



Net Promoter Score (NPS)

NPS can be generalized as measuring customer loyalty. The high and positive NPS indicates people were satisfied with their recent experience at the library and are willing to tell others.

2020 HIGHLIGHTS

18K
 FOLLOWERS
 ON FACEBOOK



7,155 PEOPLE
 FOLLOW US
 ON TWITTER

200,108

VISITS TO THE LIBRARY

5,885
 TOTAL MEETINGS

DUE TO COVID-19 RESTRICTIONS,
 THE LIBRARY SUSPENDED MEETINGS
 FOR 163 DAYS



YOU CHECKED OUT

1.8
 MILLION ITEMS



38%
 OF ALL
 HOUSEHOLDS
 IN SHAWNEE
 COUNTY HAVE AN
 ACTIVE LIBRARY
 CARDHOLDER

LEARNING EXPERIENCES

84

APPOINTMENTS
 APRIL - DECEMBER

36 HOURS ONE-ON-ONE HELP



WE RESPONDED TO

66,465

QUESTIONS VIA WALK-IN,
 PHONE, EMAILS AND CHAT

CURBSIDE SERVICE

185,902
 CHECKOUTS

10.6% OF ALL PHYSICAL ITEMS CHECKED
 OUT. PROGRAM BEGAN LATE MAY 2020



TSCPL@HOME BEGAN AUGUST 16

11,584 CHECKOUTS

DIGITAL DOWNLOADS
563,832

18.5% GROWTH FROM 2019



OUR COMBINED PHYSICAL
 AND DIGITAL COLLECTIONS
 GIVE CUSTOMERS

MORE THAN

1.3
 MILLION ITEMS
 TO CHOOSE FROM

982,300

ITEMS IN OUR DIGITAL COLLECTION
 INCLUDE BOOKS, AUDIOBOOKS,
 MOVIES AND MUSIC

299,000
 PHYSICAL ITEMS IN OUR
 COLLECTION INCLUDE
 BOOKS, MOVIES AND CDS



*Stay
curious*



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785 580-4400 | tscpl.org

Hours Mon-Fri 9AM-9PM | Sat 9AM-6PM | Sun NOON TO 9PM