

# 2020 Annual Report

## Dakota County Library

### *A letter from the Director*

2020 was not the year we planned, but who could have foreseen what was to come? In March, the library followed state guidelines and closed library buildings to the public, quickly pivoting to find different ways to deliver services. In July, we reopened our buildings to offer express library services as safely as possible.

Our work prior to the pandemic as a community-focused library put us in position to connect with our partners to ensure we were responsive to the needs of our residents during this challenging time. I am proud of our innovative and creative library staff who worked together to develop new ways to serve our customers.

As an organization, we continue our work recognizing racism and promoting diversity in our materials, collections and programs. Though we had been doing this previously, 2020 brought to the forefront how urgent and crucial this work is for everyone.

Adapting to change is something libraries have always done, but 2020 was an extraordinary year. We pledge to continue being responsive to community needs and acting as a catalyst, connector, and partner to empower residents to build a successful community.

Let me take a moment to thank staff and customers for their support - it is much appreciated.

As hard as the last year has been, if we are able to acknowledge and apply what we have learned from the pandemic, we have every reason to be optimistic and excited about our future.

Sincerely,

Margaret Stone, Library Director



# 2020 By the Numbers

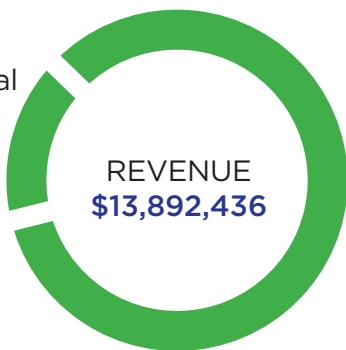


- 3,642,590 checkouts; over one million were digital
- 3,005,619 visits to the library website and catalog
- 705,473 visits to the library in person
- 475,127 uses of online research tools
- 286,174 items picked up through curbside appointments
- 240,473 Wi-Fi sessions
- 143,805 active library users
- 81,404 internet computer sessions
- 11,022 people attended 573 in-person programs
- 4,397 people attended 205 live programs via Zoom
- 2,693 hours of virtual programming viewed

# Revenue & Expenditures



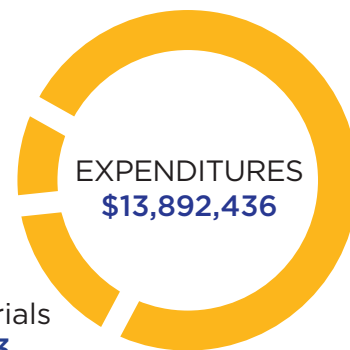
Local/Regional  
\$531,984



County Funds  
\$13,360,452

Technology,  
Programs & Services  
\$834,636

Library Materials  
\$2,225,743



Personnel  
\$10,832,057

Total Staff: 129.13 FTE



# Re-imagining Library Services

During the pandemic, the library safely provided in-person services in new ways, allowing customers to drop by the library for express services.

Online library card registration was introduced, allowing new customers immediate access to the library's digital resources. To help offset stress and economic challenges, library fines for overdue items were suspended.

Read more to explore other ways Dakota County Library adapted to meet the needs of the community in 2020.



## Launched Curbside Pick-up and Expanded Books by Mail

The library launched Curbside Pick-up service and an expanded Books by Mail program for individuals unable to visit the library due to illness, disability, or who are designated high risk for severe illness from COVID-19. 654 books were mailed to customers April through December using Books By Mail.

## Innovated New Program Formats

The library provided customers with a variety of live and recorded programs including author talks, book group discussions, storytimes, ASL classes, hands-on multi generational arts classes, job search and small business classes funded by the CARES Act, and more. With community partners, the library created Take and Make Kits, hands-on activities that can be picked up and brought home to enjoy.

## Enhanced Internet Access

The library moved quickly to boost Wi-Fi signals at all branch locations, extending them into library parking lots. Later in 2020, funded in part by the CARES Act, the Minnesota Department of Education and a Library Services and Technology Act grant, the library introduced Wi-Fi hotspots and Chromebook Kits at all locations, providing free internet access and connectivity at home or on the go.

## Expanded Digital Collections and Online Resources

To support our communities as residents transitioned to working, studying, and staying at home, the library proactively expanded its digital collections and online resources. More than 1,001,789 digital materials were checked out in 2020 — an increase of 27% compared to the same span in 2019.

## Reinvented Summer Discovery

The library reinvented its Summer Discovery reading and learning program, creatively offering curbside pick-up options and partnering with six local school districts to provide free books and activity logs to over 23,000 youth.

## Provided Summer Meals to Youth

The library partnered with Youthprise, ISD 200 Hastings Public Schools, and the Minnesota Department of Education to provide meals for pick up to help prevent nutrition from being a roadblock to health and learning. Our Pleasant Hill location hosted a school district vehicle on site and served 1,200 meals. Our Burnhaven and Wentworth locations provided 9,646 meals to youth — a 550% increase from 2019.

## Recommitted to Diversity, Equity and Inclusion

In 2020, the library recommitted to challenge inequity and elevate conversation and learning around the issues of race, inclusion and belonging. Several virtual library programs highlighted diverse perspectives, including Indians in America, a series presented by Eugene Fracek, member of the Rosebud Sioux Tribe, a Spanish and English bilingual storytime series with Dakota County Parks, Celebrating Somali Youth Voices, and more. Throughout the year, staff built skills and practices rooted in diversity and inclusion, participating in trainings to grow cultural awareness, examine library practices, and apply anti-bias frameworks to advance equity and opportunity for all.



# Library Locations

**Burnhaven Library**  
1101 W. Co. Road 42  
Burnsville  
952-891-0300

**Heritage Library**  
20085 Heritage Drive  
Lakeville  
952-891-0360

**Robert Trail Library**  
14395 S. Robert Trail  
Rosemount  
651-480-1200

**South St. Paul Library  
(Associate Library)**  
106 Third Ave. N.  
South St. Paul  
651-554-3240

**Farmington Library**  
508 Third St.  
Farmington  
651-438-0250

**Inver Glen Library**  
8098 Blaine Ave.  
Inver Grove Heights  
651-554-6840

**Wentworth Library**  
199 E. Wentworth Ave.  
West St. Paul  
651-554-6800

**Galaxie Library**  
14955 Galaxie Ave.  
Apple Valley  
952-891-7045

**Pleasant Hill Library**  
1490 S. Frontage Road  
Hastings  
651-438-0200

**Wescott Library**  
1340 Wescott Road  
Eagan  
651-450-2900

*Explore the Possibilities*

[www.dakotacounty.us/library](http://www.dakotacounty.us/library)



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