



Library Highlights and COVID Operational Innovations

Fran Millhouser
Chair, Library Board of Trustees
October 12, 2021

The Library's COVID Response

- After closing doors to the public in March 2020, FCPL began providing curbside services in June 2020.
- Shortly following the introduction of curbside, interior services were offered in July 2021 under an “Express Services” model:
 - 30 minutes in the building per visit.
 - Limited capacity.
 - No meeting room use or in-person programming.
- A rapid expansion of virtual programming continued to offer robust opportunities for children, teens and adults.



Fairfax County Public Library
CURBSIDE PICK UP

- 1** PLACE HOLD
online or by phone
- 2** PARK & CALL
wait in vehicle
- 3** COLLECT ITEMS
keep 6' distance

MON-SAT, 10 AM - 4 PM

The graphic features a light blue car with a circular sticker on the side that says "I ♥ my library!". The background is dark teal with a yellow bar at the bottom. The text is in white and yellow.

The Library's COVID Response

- FCPL branches functioned as COVID-19 testing and vaccination locations.
- Branches reopened to the public in July 2021 for FCPL's "New Normal" which includes:
 - New, consistent hours across all locations (including a full day of services Sunday at all eight regional locations).
 - Meeting rooms open for use.
 - Programs offered both in-person and virtually so cardholders have options.
 - Resumption of all regular services while still requiring distancing, masking, and other health measures.



Highlights: Library Statistics



From Fiscal Year 2020 to Fiscal year 2021:

- Use of eMaterials is up 17%.
- Use of online databases is up 16%.
- Increase in active library card holders to 506,065 (approximately 45% of Fairfax County residents use their libraries).
- General circulation/material usage is up 13% (despite the decreased door count due to building closures).

Highlights: Library Operations

- Fine-free accounts, known as Library Equity Access Passes (LEAP accounts) are now available for all FCPS students systemwide.
- Online and hybrid programming has increased the reach and impact of educational and enrichment programming:
 - More than 5,000 people participated in a virtual author event with Kristin Hannah in April 2021.
- FCPL has developed programs that support workforce development and small businesses, like the Ignite! Small Business Bootcamp in collaboration with the Town of Vienna.



Highlights: Library Equity Impacts

- The “One Community, Many Stories” online storytime series has showcased the lived experiences of members of different communities.
- Language access is a priority, with:
 - “Welcome to the Library” videos in many languages created.
 - Collections of materials expanded.
 - Public documents made available in languages other than English.
- FCPL remains committed to reflecting all residents; a staff committee now ensures that there is system programming for culturally significant months and events.



Highlights: Library Technology Impacts

- All library branches without parking decks now have boosted Wi-Fi signals that provide connectivity outside branch buildings.
- Libraries are circulating Chromebook laptops for at-home use for up to three weeks.
- To provide ease of access, FCPL now offers a text message option to “Ask Your Library” questions about accounts, services or reference support.



Beyond COVID

- The Library Board of Trustees is proud of the work that library staff have accomplished in support of the community during the pandemic.
- Some innovations – like curbside services – are likely here to stay, as they remain a popular option for a devoted group of users.
- FCPL will continue to innovate in support of community needs, and in alignment with the Countywide Strategic Plan.