



PORTER COUNTY
PUBLIC LIBRARY SYSTEM

ANNUAL REPORT 2020



A photograph of a library interior, overlaid with a teal gradient. The image shows rows of bookshelves filled with books. In the background, there are signs for 'COPIER', 'INFORMATION', and 'SERVICES'. A yellow diagonal line runs from the top left towards the center. The text 'Contents' is written in a large, bold, teal font on the left side of the image.

Contents

Our COVID-19 response

Services Highlights

Financial Highlights

Technology Highlights

Circulation Highlights

Our Goals for 2021

PCPLS & COVID-19

We started 2020 in one world and ended the year in a world that was completely changed.

PCPLS was a leader among libraries statewide for our service adaptations. PCPLS was the first institution in the State to install UV-C air filtration units and become the leading library to offer curbside services.

What mattered the most to us was serving our communities, and we could not have done it without the tremendous support from our staff, administration, community groups, and Board of Trustees members.



Our COVID-19 response

First library in the area to offer contact-free, curbside pickup for patron safety and convenience.

UV-C filtration units and plexiglass panels added to all branches to ensure the safety & health of staff and patrons.

Implementation of a Virtual Customer Service team to provide reference service, process library card applications, and answer patron questions.

Vast expansion of electronic databases, materials, and content services, including educational resources for students and families.

iPads loaned to Northwest Health Porter hospital to facilitate COVID-19 patients virtual family visits.

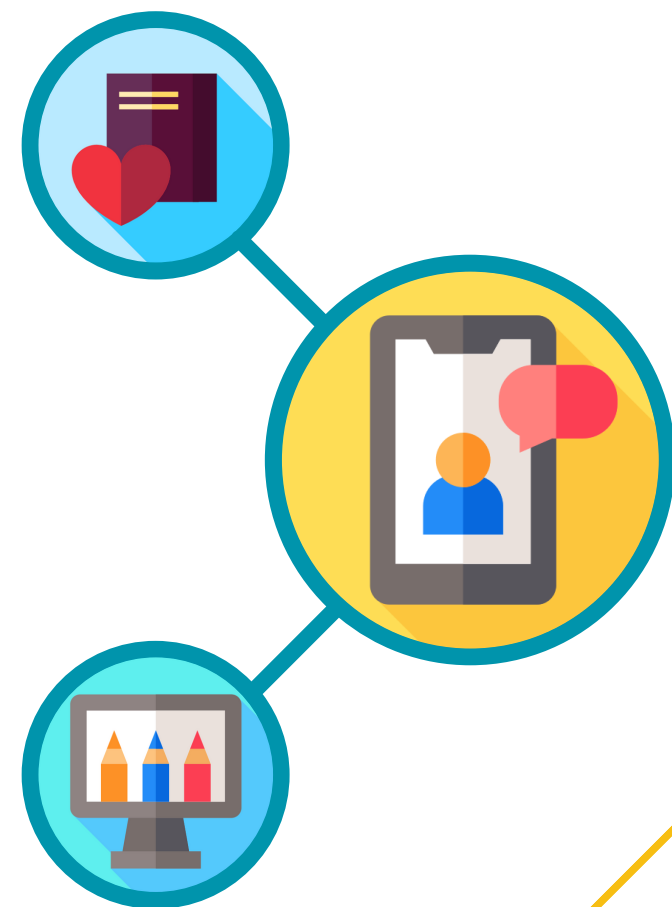
Library staff sewed masks for healthcare workers.

Service

What matters the most to us, and what mattered especially in 2020, is serving our communities.

Despite the pandemic, we continued to offer expanded & adapted services, like virtual storytimes and take-home crafts for patrons.

In a year where everything changed, PCPLS was able to remain a constant in our communities.



Service Highlights

LIBRARY GARDEN

The Valparaiso Rotary Library Garden began construction in the spring and will open in Spring 2021.

EXPANDING ECONTENT

We have added millions of electronic resources for patrons to safely enjoy from the comfort of home.

REIMAGINED PROGRAMMING

Virtual programming and take-n-make craft kits have transformed traditional library enrichment programs.



Finance

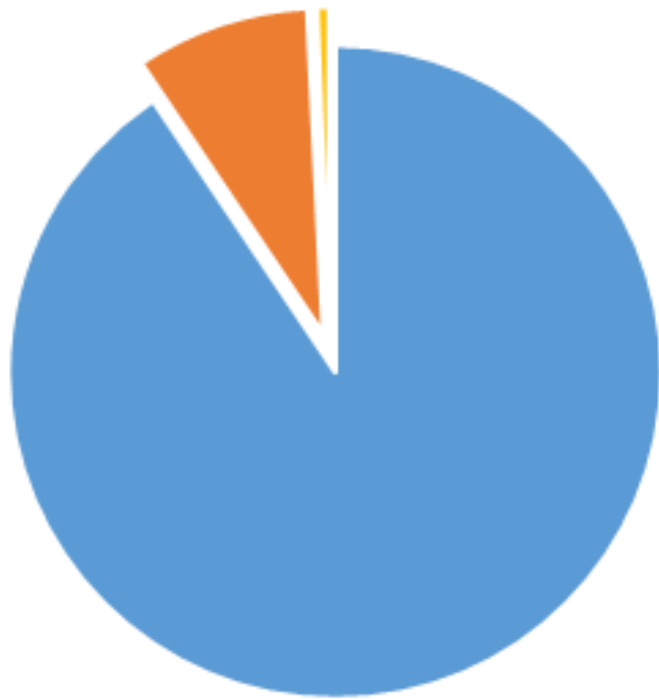
Throughout the pandemic during 2020, PCPLS experienced an increased demand on the budget to provide supplies to our staff and facilities in order to ensure the safety and health of everyone using the Library.

PCPLS was able to obtain these supplies and offer new services through a reimbursement grant provided by the Porter County Government. With these cost-savings and our focus on fiscal responsibility, PCPLS was able to maintain services the entire year.



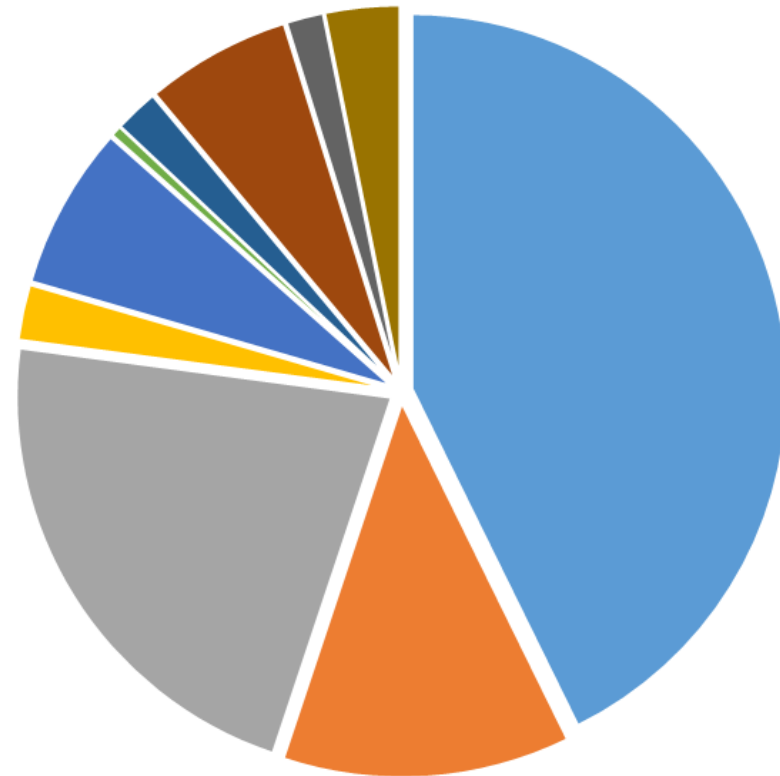
Finance Reports

TOTAL REVENUE



- Property, FIT, Excise, & CVET Taxes - \$6,048,767
- Donations & Grants - \$576,345
- Fees - \$12,118
- Other - \$40,066

TOTAL LIBRARY EXPENDITURES



- Wages - \$2,349,941
- Benefits - \$682,199
- Materials - \$1,208,895
- Building Improvement - \$131,705
- Professional Services - \$387,562
- Programming - \$25,948
- Supplies - \$104,437
- Utilities - \$344,840
- Furniture & Equipment - \$87,805
- Other - \$177,255

Finance Highlights

Over \$165,000 in donations from the Friends of the Library and members of the community.

More than \$295,000 in donations received for the Library Garden.

\$37.82 avg per capita tax impact

\$37.95 avg per capita expenditure

Technology

Technology became more important than ever in 2020.

Our staff rose to the occasion by swiftly adapting to our patrons needs, anticipating future patron needs, and working diligently to strengthen our technology infrastructure and security.

Despite unprecedented circumstances, the work of our staff provided even more opportunities than ever before for our communities.



Technology Highlights

WIFI ACCESS FOR ALL

Expansion of wifi access points across all facilities, to allow socially distanced workspaces and access for patrons.

VIRTUAL MEETING SOLUTIONS

Patrons can check out Zoom rooms for work, school, and community group meetings. Our Zoom rooms are high capacity and available 24/7.

FOCUS ON INFRASTRUCTURE

Staff worked throughout the year to upgrade servers, switches, and other tech infrastructure to ensure that PCPLS assets are secure and safe.

CYBERSECURITY

Creation of a cybersecurity course for staff to ensure PCPLS and its data are safe and secure.

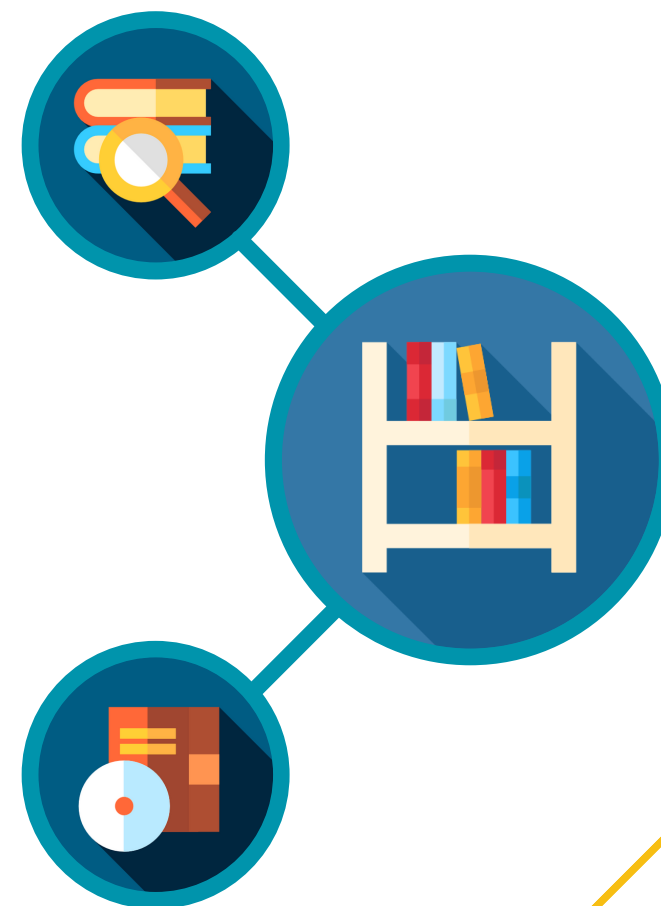


Circulation

Our patrons' needs for materials were higher in 2020 than ever before.

Students needed materials to supplement the electronic classroom curriculum. Workers needed access to research and information quickly. And everyone needed something to pass the time, whether it was a book, movie, or magazine.

Staff added over a million items to our collections in 2020 to meet these needs. Physical, digital, or streaming - we had what you needed.



Circulation Highlights

In March, we added 1.5 million electronic content items so patrons could enjoy library services and content from the safety of home.

Overall, electronic materials circulation was up 21%, and public computer use up 36%.

To meet the demands of patrons, we added 40% more items in 2020 than the prior year.

Over 1 million physical items, like books and DVDs, were circulated in 2020.

We added up to 50% more copies of the high-demand items from popular authors than in prior years.

Staff purchased over 2,000 patron-requested items.



FACILITY RENOVATIONS

All five branches will receive numerous upgrades to their facilities and infrastructure.

GROWING COLLECTIONS

Our electronic resources - ebooks, streaming movies, databases, and more - will continue to expand

COMMUNITY SPACES

Reimagining the library as the heart of the community, by creating community spaces virtually and in person.

EXPANDING SERVICES

Traditional and virtual services for patrons will be expanded.

Get in Touch

Administration Office

103 Jefferson St.
Valparaiso, IN 46383
(219) 462-0524

South Haven Library

403 W. 700 N.
Valparaiso, IN 46385
(219) 759-4474

Hebron Library

201 W. Sigler St.
Hebron, IN 46341
(219) 996-3684

Valparaiso Library

103 Jefferson St.
Valparaiso, IN 46383
(219) 462-0524

Portage Library

2665 Irving St.
Portage, IN 46368
(219) 763-1508

Kouts Library

101 E. Daumer
Kouts, IN 46347
(219) 766-2271

Visit Us Online

www.pcpls.org





**"LIBRARIES ALWAYS REMIND
ME THAT THERE ARE GOOD
THINGS IN THIS WORLD."**

LAUREN WARD