



Fargo Public Library

2020 Impact Report

...at the touch of a button or the turn of a page.

EXECUTIVE SUMMARY



2020 was a year of unprecedented challenges and opportunities for the Fargo Public Library. The pandemic required the complete redesign of library services and the reconfiguration of library locations. Despite these challenges, the Fargo Public Library was able to successfully develop and evolve new models of service for the community.

No-contact curbside service was initiated to provide a safe option for the community to access library materials. All library programming evolved to virtual and take-and-go formats. The take-and-go crafts for all ages proved extremely popular with over 5,500 packets handed out. Major events such as the Children's Summer Reading Program and One Book One Community provided a safe virtual opportunity for the community to learn and engage.

We continued to remove barriers to library services and seek out partnerships to bring library services out to the community. We eliminated overdue fines on all items and forgave existing fine amounts in order to make it easier for residents to access library services and materials. We collaborated with the Fargo Park District to bring the Brunsdale Park StoryWalk® to the community.

The Fargo Public Library successfully navigated 2020 due to the ingenuity and resilience of the staff. We were able to identify new methodologies for services and community engagement that we will continue to employ going forward. We want to thank the community for their continued support through the many changes our organization experienced. We look forward to expanding our services as the situation allows.

Regards,

A stylized, handwritten signature in dark ink, appearing to read 'Timothy S. Dirks'.

Timothy S. Dirks, MLIS, MPA
Director, Fargo Public library

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OUR MISSION

The Fargo Public Library provides effective and efficient library services to meet our community's personal, professional, and lifelong learning needs.

OUR VISION

The Fargo Public Library will be a model of excellence in library services, and the primary place in the community for people of all ages to fulfill their informational, recreational, and lifelong learning needs.

A MESSAGE FROM BOARD PRESIDENT MARY BATCHELLER

Unprecedented. Life-changing. Chaotic. All words that can be used to describe the year 2020.

Innovative. Adaptable. Steadfast. All words that describe the Fargo Public Library's response to the challenges of 2020.

In 2020, the world ground to a halt as a result of the global COVID-19 pandemic. Schools went online, businesses shuttered, and everyone stayed home. In a situation like this, the services offered by the Fargo Public Library became more crucial than ever before. Yet, like so many other establishments and service providers, FPL closed its doors for several months in 2020 in order to stop the spread of the coronavirus and keep its employees, patrons, and the community safe.



Closing our doors though, did not mean shutting down our services to the community. While our buildings may have been inaccessible for a while, our committed, resilient, and creative staff did not take a day off. Instead, they came up with innovative ways to use technology to connect with the community like never before. Curbside pickup allowed patrons to order materials online and then pick them up safely outside the library. Book clubs and storytimes became virtual, as did wildly popular events like the Harry Potter Escape Room and Trivia Nights. Library staff packaged crafts – for kids, teens, and adults – and other activities for patrons to pick up to-go. Dial-A-Story allowed patrons to hear several installments of a longer story every week using their phone. The list goes on and on. Some of these programs were so popular that they have become a regular part of the library's programming, with plans to continue post-COVID.

During this time of limited outreach and the need for social distancing, the library also partnered with the Fargo Park District to create both temporary and permanent outdoor literary installations called "Storywalks," in Brunsdale Park and the Civic Plaza. They are beautiful additions to the library's repertoire.

Finally, we cannot forget circulation. While the number of items circulated was understandably down, patrons continued to take advantage of the library's wealth of electronic materials from the comfort and safety of their own homes.

Despite the chaos and unpredictability of 2020, the Fargo Public Library proved – once again – that it is a vital, relevant, and dependable community resource.

Cheers to 2021!

2020 FARGO PUBLIC LIBRARY BOARD OF TRUSTEES

Mary Batcheller, President
Rachael Steenholdt
Dr. Scott Beaulier
Dr. Carlos Hawley

Whitney Oxendahl
Carrie Peterson
Kristen Schipper
Tony Gehrig, *Commission Liaison*

INNOVATIONS AND UPDATES FOR 2020

In order to effectively serve our community in 2020, library staff sought and discovered new ways to innovate. These innovations and services allowed the library to connect our community members of all ages with the information, experiences, resources, and services that they needed during this exceptional time.

- Bike Locks
- Binge Boxes
- Brunsdale Park StoryWalk®
- Curbside Pickup
- Dial-A-Story
- Fine Free
- Online Summer Reading Program (READsquared)
- Sodbuster Plaza Temporary StoryWalk®
- Take and Make Craft and Art Packets for All Ages
- Teen Time Drop-in Program
- Virtual Programming
- What's Next? Reading Recommendations for Kids

WORDS FROM THE COMMUNITY

In 2020, the library's resources, services, and programs impacted our community members more than ever.

"I personally enjoy a library and the endless information. I am on book 85 since March 4th 2020. I wish all libraries would join your program." – *Jane D. H.*

"You all are doing such a fabulous job! Our family loves using your on line hold system, the new takeaway crafts, and so so so many books. Thank you for being such an asset in our community." – *Michele A.*

"A delight! Truly a valuable resource to the entire community." – *Michael M.*

"Thank you for this! My daughter (8) and I really enjoyed doing this together. And it was a great way to get her to practice math!" – *Sarah C. S.*



"Thank you Fargo Public Library for taking the time and postage to mail back a positive note from my child's teacher. My son has a tendency to keep these close to his heart while also using them as bookmarks! Talk about first class service!" – *Sandra S.*

"Thank you so much for the craft kit I picked up today! It was so fun and I just loved it! I even listened to my audiobook while making the notebook! Thank you for doing this! I truly appreciate you all and your hard work!" – *Melissa S.*

"Thank you Fargo Public Library for your dedication to kid programs!" – *Becky C.*

"Truly awesome Harry Potter exhibit!" – *Barbara D.*

"I love & am so thankful for our library!" – *Sherry H. K.*

TOP 10 CIRCULATED TITLES IN 2020

ADULT

1. *Where the Crawdads Sing* · Delia Owens
2. *Educated: A Memoir* · Tara Westover
3. *Becoming* · Michelle Obama
4. *The Guardians* · John Grisham
5. *The Silent Patient* · Alex Michaelides
6. *The Lager Queen of Minnesota* · J. Ryan Stradal
7. *The Giver of Stars* · Jojo Moyes
8. *Before We Were Yours* · Lisa Wingate
9. *American Dirt* · Jeanine Cummins
10. *This Tender Land* · William Kent Krueger



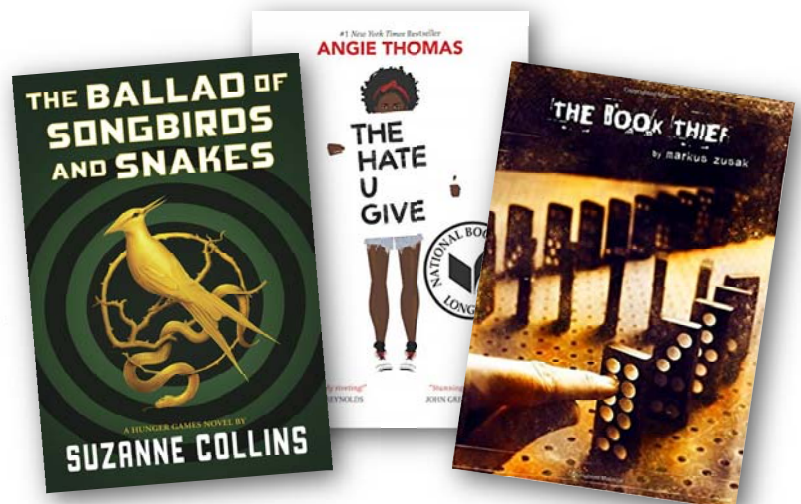
CHILDREN

1. *Guts: Smile, Book 3* · Raina Telgemeier
2. *Diary of an Awesome Friendly Kid: Rowley Jefferson's Journal* · Jeff Kinney
3. *Diary of a Wimpy Kid: Wrecking Ball* · Jeff Kinney
4. *Harry Potter and the Sorcerer's Stone: Harry Potter Series, Book 1* · J. K. Rowling
5. *Diary of a Wimpy Kid: The Ugly Truth* · Jeff Kinney
6. *Fetch-22: Dog Man Series, Book 8* · Dav Pilkey
7. *Diary of a Wimpy Kid: Rodrick Rules* · Jeff Kinney
8. *Diary of a Wimpy Kid: Old School* · Jeff Kinney
9. *Diary of a Wimpy Kid: The Last Straw* · Jeff Kinney
10. *Diary of a Wimpy Kid: The Getaway* · Jeff Kinney



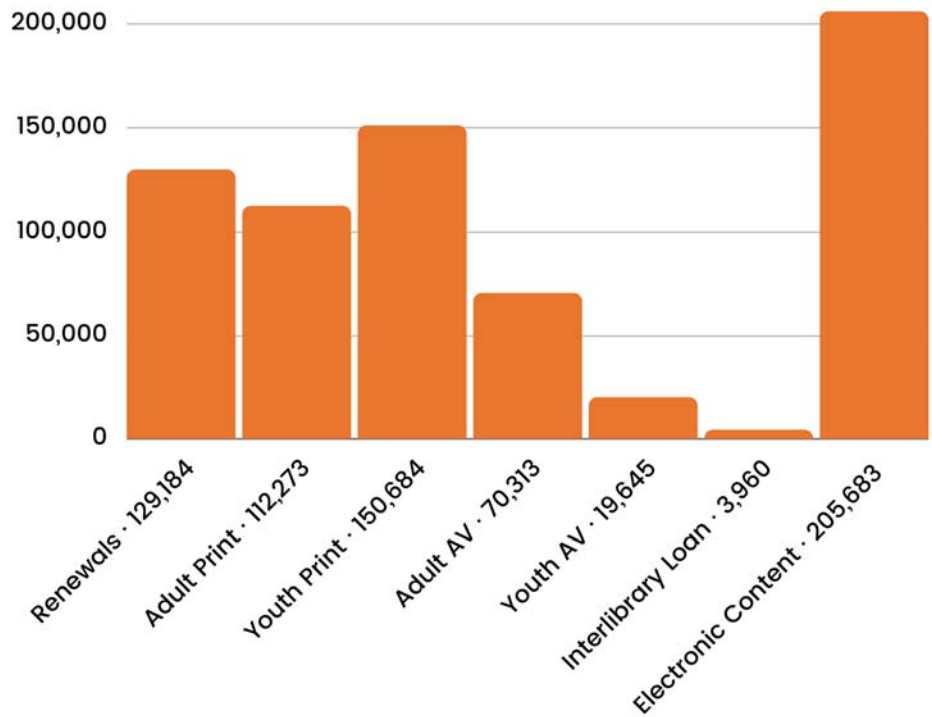
TEEN

1. *The Ballad of Songbirds and Snakes: The Hunger Games Series, Book 0* · Suzanne Collins
2. *The Hate U Give* · Angie Thomas
3. *The Book Thief* · Markus Zusak
4. *Midnight Sun: Twilight Series, Book 5* · Stephenie Meyer
5. *The Cruel Prince: Folk of the Air Series, Book 1* · Holly Black
6. *One of Us Is Next: The Sequel to One of Us Is Lying* · Karen M. McManus
7. *Kingdom of Ash: Throne of Glass Series, Book 7* · Sarah J. Maas
8. *The Wicked King: Folk of the Air Series, Book 2* · Holly Black
9. *A Court of Thorns and Roses: A Court of Thorns and Roses Series, Book 1* · Sarah J. Maas
10. *Serpent & Dove* · Shelby Mahurin



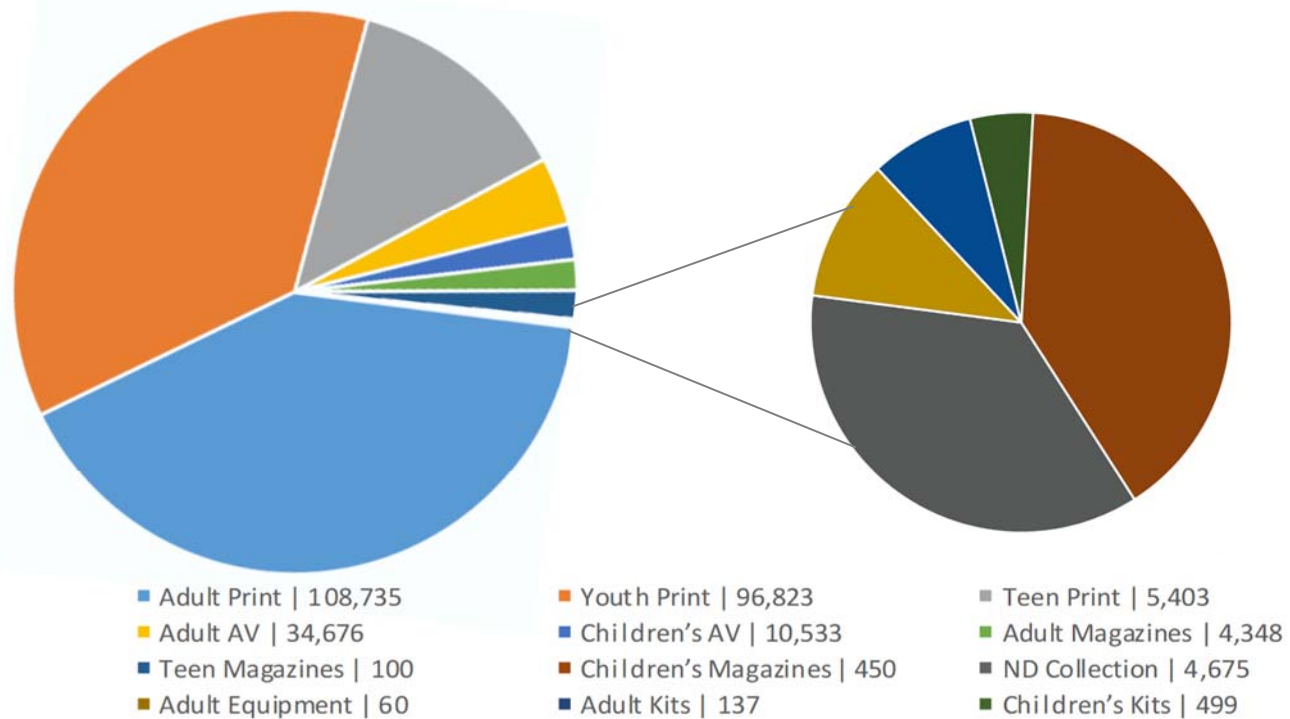
CIRCULATION

In 2020, the library’s electronic content circulation increased 30% from 2019. The Fargo Public Library continues to expand our digital collections to meet the needs and interests of our community.



LIBRARY COLLECTIONS

In addition to books, movies, music, and audiobooks, the library has many special collections for kids, teens, and adults. The Fargo Public Library is focused on expanding and improving our collections to meet the increased needs and varied interests of our community.



FINANCIALS

Projected Revenue FY 2021

City of Fargo General Fund	\$4,733,159.00
State Aid	\$154,000.00
Fees	\$15,000.00
Misc. Revenue	\$6,000.00
Total	\$4,908,159.00

Projected Expenses FY 2021

Collections	\$724,454.00
Salaries & Benefits	\$3,416,672.00
Rent & Maintenance	\$149,866.00
Communications	\$5,300.00
Utilities	\$174,664.00
Misc.	\$437,203.00
Total	\$4,908,159.00



CHILDREN'S 2020 HIGHLIGHTS

EVENTS & ACTIVITIES JANUARY – MARCH 15

Children's Services Program Attendance – 3,952

Spring Storytime attendance – 2,163

Winter Read-a-Thon – 375

Kindergarten Success Storytime series (January and February) attendance – 95

Crafternoons attendance – 1,042

Storytime Punch Cards – 35 completed cards (each card represents 10 storytimes)

1,000 Books Before Kindergarten – 300 young children earned a book by reading 100 books with an adult

Harry Potter Exhibit – February 2020

The Fargo Public Library in partnership with UND's School of Medicine & Health Sciences, hosted a traveling exhibition Renaissance Science, Magic, and Medicine in Harry Potter's World in the spring of 2020. The History of Medicine Division of the National Library of Medicine provided the traveling exhibition at the Library from February 10 – March 15. Renaissance Science, Magic, and Medicine in Harry Potter's World explores the world of Harry Potter and its roots in Renaissance cultural traditions.

The exhibit explored potions, herbology, magical creatures, monsters, and immortality. In addition to the exhibit, the Library hosted six weeks of events and activities for all ages that coincided with these magical topics including Harry Potter trivia, craft and gardening events, and a Harry Potter-themed party for children and families.

EVENTS & ACTIVITIES MARCH 16 – DECEMBER 31

(including the 2020 Summer Reading Program)

Crafts to Go Packets – 4,008 packets

Crafts to Go packets were a passive program introduced to take the place of the regular Crafternoons events. Crafts to Go packets consisted of all of the supplies needed to create a specific craft. Families were able to sign up for packets to complete at home. Packets were given out through our curbside service when the library facilities were closed to the public, and continued to be given out in person once buildings reopened.



Storytime videos – 2,711 views on YouTube and Facebook (16 storytimes total)

Beginning in April, Children's Services staff (along with City of Fargo Communications staff) produced a series of online storytimes that were posted to the Library's Facebook and YouTube channels. These videos were made possible by publishers who granted special permissions to libraries to provide recorded stories to their patrons.

Storytime to Go Packets – 540 packets

Storytime to Go packets were created to assist parents and other caregivers to provide their young children with a storytime experience at home. Storytime to Go packets included a book, action songs and rhymes, early literacy information, suggestions for activities and/or a craft, and limited craft supplies.

CHILDREN'S 2020 HIGHLIGHTS

Virtual Events & Activities – 1,278 children attended 33 virtual events, including 994 during the Summer Reading Program.

Children's Services staff provided a variety of recorded or live online events including Escape Rooms, trivia events, Baby Rhyme Time sessions, book clubs, special guest presentations, and others.

Passive Program for Kids & Families – these were activities that Children's Services staff provided either to take home or were available outside of the physical building, including:

- o StoryWalk®
- o Take-home activities like Tornado Tubes (to go with the Stormchaser presentation) and Mars STEM Kits (to go with the NASA presentation)
- o iSpy Window at the Main Library
- o Reading Rocks
- o Chalk Obstacle Course outside the Main Library

StoryWalk®

The Fargo Public Library, in conjunction with the Fargo Park District, and with support from the Fargo Park District Foundation, installed the first local StoryWalk® at Brunsdale Park in south Fargo. StoryWalks are a series of permanent signs designed to connect reading and learning with physical activity. A self-paced, family-friendly activity, the signs are spread out to encourage residents of all ages to read, move, and enjoy the outdoors. The Main Library also hosts a temporary StoryWalk in the Sodbuster Plaza.



Summer Reading Program – the 2020 summer's program was a hybrid with both online and in-person elements. For the first time the library had both paper reading logs and an online component using READsquared software. The online version allowed children and families to register for the summer reading challenge, log their reading, and choose their prizes all online. Once the library reopened to the public, families picked up their prizes. In 2020:

778 children registered for the 2020 SRP program
270 children completed the 2020 SRP program



ADULT PROGRAMMING HIGHLIGHTS

Adult Program Attendance and Engagement for 2020 – 5,595 adults attended FPL programs

In-Person Adult Program Attendance (January-March 16) – 982

Winter Read-a-Thon – 392 completed reading logs

Virtual Event Registrations – 1,651

Online Engagement (including YouTube) – 2,962

Book Club Attendance – 228

Craft Program Attendance (including in-person, to go, Unraveled Crafters meetups) – 1,431

Trivia – 152

Stay-at-Home Book Party Attendance – 2,475

Cookbook Club & “Pairs Well With” events – 180

Movies – 299

Yoga – 197

Harry Potter Exhibit

In partnership with University of North Dakota School of Medicine and Health Sciences, and the History of Medicine Division of the National Library of Medicine, the traveling exhibit *Renaissance Science, Magic, and Medicine in Harry Potter’s World* was displayed at the



Main Library from February 10 – March 21. In support of the exhibit, the Library offered activities and events for children, teens, and adults based on the magical world of Harry Potter. Nearly 500 people attended the escape rooms, craft sessions, trivia night, herbology (houseplant) workshops, and Harry Potter Party.

2020 Seed Library and Seed Library Donation

The 2nd Annual Seed Library hit a snag due to COVID and the Library’s closing in mid-March, so the seeds were sent to NDSU Extension, one of our program partners. NDSU Extension distributed the seeds to Master Gardeners in 18 counties



across North Dakota for the express purpose of growing food for local food pantries. Inspired by this generosity, the Master Gardeners provided additional seed and, in total, the seeds grew 11,788 pounds of fresh produce over the 2020 growing season.

Adult 2020 Summer Reading Program (READsquared)

552 Adults registered & read 2,508 books

132 Adults completed the program & missions

51 gift cards to local businesses were awarded as prizes

13 Virtual Programs

Crafts To Go Packets – 485 kits were handed out

Fargo History Hunt – 39 Adults completed the Fargo History Hunt in 2020

The Library introduced READsquared, an online platform for the Summer Reading Program in 2020. This online reading program allowed the Library to engage our patrons during adjusted service hours. Using READsquared, adults tracked their reading to enter into prize drawings as well enter book reviews for other participants to view. The 552 registered adults read 2,508 books from June 1 – August 15, and 51 gift cards to local businesses were awarded as prizes.

ADULT PROGRAMMING HIGHLIGHTS

Northern Focus Photo Contest and Exhibit

In the spring of 2020, the Library launched Northern Focus, a project in support of regional amateur photographers. Our goal for the project was to provide a free gallery space for artists and viewers alike, in order to showcase amateur artwork and share local perspectives. Despite being in the thick of the early pandemic, 18 people sent in photos which were displayed in the fall. One photograph was also selected for the front cover of the 2020 edition of *Northern Narratives*.

Take and Make Crafts

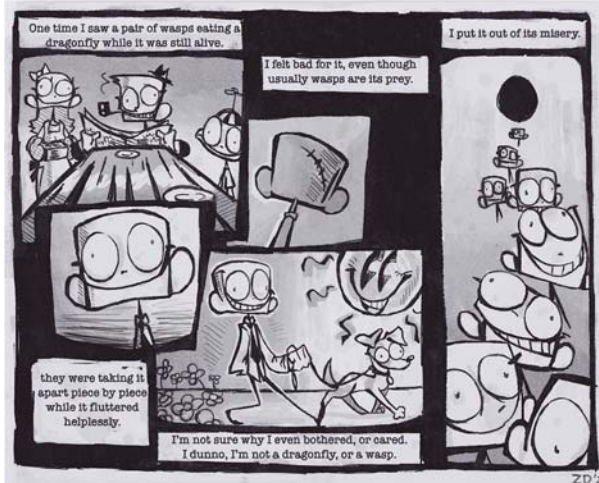
Starting in June, the Library's popular adult craft programs transitioned in a major way with Crafts To Go. Over 1,200 kits were distributed to adults over seven months. Each kit included detailed instructions and all the supplies necessary to make each craft. Patrons picked up their kit at a library location and were able to make himmeli stars, book page trees, and rainbow wall hangings in their own home.

Virtual Events

(Stay-at-Home Book Parties, Book Clubs, & Online Trivia events)

The Library shifted from in-person programming to virtual events to continue engagement with patrons during the pandemic. Stay-at-Home Book Parties started on Thursday evenings and provided opportunities for patrons and librarians to interact, share books they are reading, and exchange book recommendations. Book clubs and trivia nights moved to virtual as well, finding new participants with the different format. The Library offered a few Pairs Well

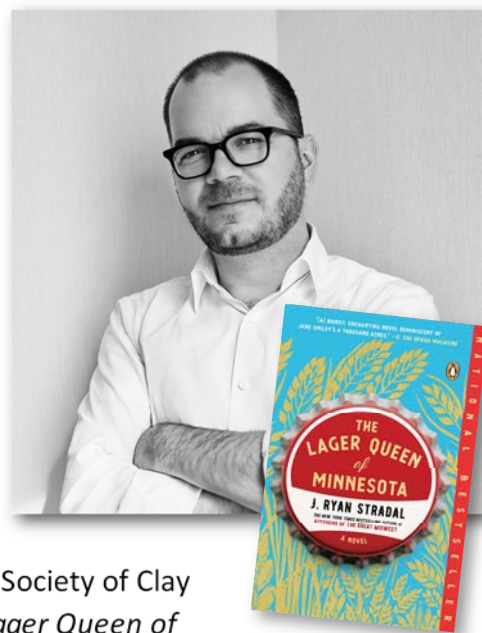
With events on Facebook for those missing the in-person Silent Reading Parties. For those who enjoy cooking and baking, the Library held Cookbook Club sessions using Discord, an online community platform, to share recipe triumphs and failures.



One Book One Community 2020

The Fargo, Moorhead, and West Fargo public libraries, the Carl B. Ylvisaker Library at Concordia College, Livingston Lord Library at Minnesota State University Moorhead, North Dakota State University Libraries, Moorhead Community Education, and the

Historical and Cultural Society of Clay County selected *The Lager Queen of Minnesota* by J. Ryan Stradal as the 2020 One Book, One Community title. The September 24 author visit with J. Ryan Stradal was changed to a virtual event which had 299 views. In addition to Stradal's talk, the partner organizations assembled an array of supporting virtual events, including a Women in Business series, Midwest Kitchen cooking programs, a Crafts To Go series, and book discussions. Support for the 2020 One Book, One Community project was provided by the Clean Water, Land and Legacy Amendment (Legacy Grant) of Minnesota and the Friends of the Fargo Public Library.



Inktober Art Project and Gallery Display

The Library hosted an Inktober Showcase supporting community artists from October through December.

Inktober is a popular daily drawing challenge that runs from October 1 – 31 each year. Drawings submitted using the hashtag #FPLInktober2020 were highlighted on the Library's social media platforms weekly during October. During November and December, 26 pieces of Inktober artwork were displayed in the Main Library concourse gallery.

2020 TEEN PROGRAMMING HIGHLIGHTS

Crafts to Go for Teens packets given out (June – December) – 991 teens

Teen Time Attendance (January – March) – 106 teens participated

Teen Summer Reading Program – 103 Teens participated in the Summer Reading Program

While 2020 brought many challenges in programming for teens, it also gave opportunities to reach teens in new, exciting ways. While we look forward to offering programs in person in the future, there have been many new ideas we plan to make permanent fixtures going forward.

Teen Time

The ability to offer exciting and educational programs for area youth after school is something we cannot wait to start again! Teen Time, an after school program for teens and tweens that concentrated on a different subject area each week (art, STEM, books, and games)

proved to be highly successful, averaging 15-20 teens each week. Some of the activities offered during Teen Time were building and racing fuel cell cars, making binary code bracelets, painting, book tasting events, and board games. Unfortunately, due to COVID and the suspension of in-person programming, Teen Time is on hiatus but we look forward to bringing it back in the future.

Teen 2020 Summer Reading Program (READsquared)

The Summer Reading Program was a little different in 2020 but we found new ways to reach teens with fun learning opportunities.

Virtual programming became essential to keep teens reading and engaged over the summer. 2020 was the first year we offered a way for teens to track their reading for Summer Reading Program with an online app. Virtual board game programs and an online book club gave teens a way to stay connected with the library, while the take-home crafts program, Crafts to Go for Teens, offered an opportunity to try new, hands-on activities from home.



The Crafts to Go packs proved to be so popular that they were expanded into the fall. More than 70 craft packets were packed up and given out twice per month. As we go forward, the Crafts to Go program will continue to be offered on a smaller scale after in-person library programming resumes.



OUTREACH SERVICES

In 2020, the Outreach Department offered several programs. Our regular quarterly programming at outreach sites was a big hit. “Ciao Italia” (presented 13 times to a total of 282 attendees at our partner sites) was a travelogue of Italy with lots of pictures and samples of regional Italian food.

Of course, with the advent of the pandemic, programming had to evolve. We were unable to offer the three remaining quarterly Outreach programs, so we looked for creative ways to connect with our patrons virtually. Starting in June, we called all our Outreach patrons for chats. It took several months to call everyone, but people were so happy to hear from us! We knew there would be questions about when the library would reopen, how to access ebooks, and the Summer Reading Program. We were also prepared to just talk. The quarantine had many of us hungry for contact!

In June, the library started offering old-school Dial-a-Story programming. We advertised the service at our partner sites, and 350 patrons called 701-298-6927 to hear a story, poem, or Shakespearean monologue featuring new content each week. In early 2021, we added a children’s story line to our Dial-a-Story service!



According to the organization Independent Sector, the dollar value of a single hour of volunteer service rose in 2019 to \$26.67 for North Dakota. That makes the cumulative total value of all hours given to the Fargo Public Library in 2020 by volunteers \$14,108.43.

OUTREACH PARTNER AGENCIES

Bethany on University	Heritage House	Sunrise Apartments
Bethany on 42nd	High Rise Homebound	Touchmark at Harwood
Crossroads	New Horizons	Trollwood Senior Center
Edgewood Vista	North Sky Apartments	University Drive Manor
Elim Care Center	One Oak Place	Villa Maria
Eventide	Pioneer House	
Evergreens	Riverview Place	
Good Samaritan	Rosewood on Broadway	

3,719
Items Circulated to
Outreach Patrons

1,353
Outreach Patrons
Served

632
Outreach Patrons
Attended Programs

529
Total Volunteer
Hours

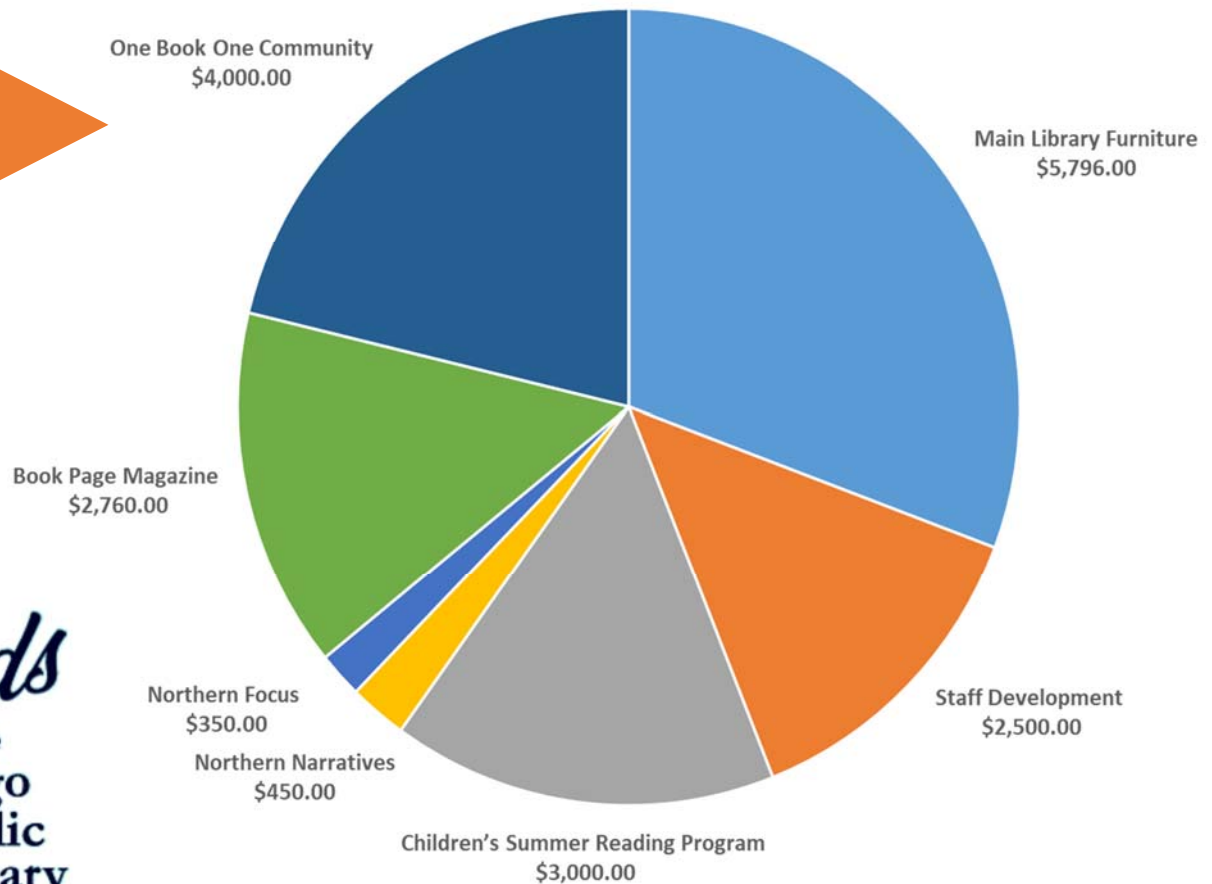
350
Outreach Patrons
Called Dial-a-Story

FRIENDS OF THE FARGO PUBLIC LIBRARY

THANK YOU. THANK YOU. THANK YOU.

The Friends of the Fargo Public Library provided an amazing level of support to the library in 2020 with a total of **\$18,856.00** donated. The Friends provided financial support for such major projects and events as furniture for the Main Library, the One Book One Community reading project, Northern Narratives, and the Children's Summer Reading Program. The Friends also provided resources that enabled us to recognize the accomplishments and hard work of library staff. The generosity of the Friends of the Fargo Library allows us to provide the highest levels of events and services to the community of Fargo.

FRIENDS DONATIONS 2020



For more information about
the Friends:

CALL: (701) 364-2665

EMAIL: Friendsoffargopubliclibrary@gmail.com

MAIL: Friends of the FPL
P.O. Box 1365 • Fargo, ND
58107

VISIT: <http://fargolibrary.org/friendsofthelibrary>



COMMUNITY PARTNERS

Much of the library's success in initiatives and programs is due to our community partners. Even with the pandemic in 2020, the Fargo Public library partnered with a variety of organizations and individuals to reach more people, enhance learning opportunities, and strengthen the community through library programming.

AARP	Home Builders Association of Fargo-Moorhead
Ben Guterson	Kristin Ide
Cass County Emergency Management	Lake Agassiz Regional Library – Moorhead Library
City of Fargo Communications Department	Larry Woiwode, North Dakota Poet Laureate
City of Fargo Emergency Management	Matt Olien
City of Fargo Forestry Department	Moorhead Community Education
City of Fargo Planning Department	MSUM Livingston Lord Library
City of Fargo Public Works	NASA
City of Fargo Street Department	Nature of the North
Concordia College Carl B. Ylvisaker Library	NDSU Engineering Ambassadors
Concordia College English Department	NDSU Extension
Concordia Science Academy	NDSU Libraries
Downtown Fargo Community Partnership	North Dakota Job Service
Fargo Park District	North Dakota Extension Master Gardeners
Fargo Park District Foundation	North Dakota State College of Science/ Skills and Technology Center
Fargo Police Department	North Dakota State Library
Fargo Public Schools	Ryan Mauk
Fargo Rotary	The Arts Partnership
FargoDome	Therapy Pets of the Red River Valley
Fargo-Moorhead Community Theatre	Tony and Michele McRae
FM Area Foundation	United States Census Bureau
FM Ballet	University of North Dakota School of Medicine and Health Sciences
Friends of the Fargo Public Library	Valley Reading Council
Front Street Taproom	Valley Senior Services
Gasper's School of Dance and Performing Arts	Vocational Training Center
Growing Together	West Fargo Public Library
Historical and Cultural Society of Clay County	Wild Terra Cider
History of Medicine Division of the National Library of Medicine	Zandbroz Variety



THANK YOU FOR ALL YOUR SUPPORT IN 2020.

We look forward to seeing you and
serving you in 2021.



The Fargo Public Library is a department of the City of Fargo
with three locations in the community:

MAIN LIBRARY

102 3rd Street North
Fargo, ND 58102
(701) 241-1472

DR. JAMES CARLSON LIBRARY

2801 32nd Avenue South
Fargo, ND 58103
(701) 476-4040

NORTHPORT LIBRARY

2714 North Broadway
Fargo, ND 58102
(701) 476-4026

www.fargolibrary.org

