

Annual Report Questions and Concerns:

[See the recording.](#)

COVID-19:

As in 2020, COVID prompted libraries to continue to reflect on their services and how their communities access those services in 2021. As you reflect on last year's highlights, what is something positive that gives you encouragement and hope in 2022?"

- Erica B. Three Lakes - Looking back at the forced changes from the early 2020, the technology and service changes with virtual options has opened up service and technologies that had seemed out of reach in the past. Lots of positivity in people appreciating the library services. Looking to see more former users back for those hesitant to linger in the space, the community livingroom, or those turned off by masking. Masks required.
- Virginia: Our community has seen their library in a new light. A few days ago the Rhinelander Area Chamber gave the library its annual Community Service Award. That lets me know RDL is on the right track. The response to our Valentines Program this year has been HUGE. People are taking the craft and returning it so that the library can distribute it to the community Elders through RDLs Outreach and other ways.
- Peg O. Minocqua - We've gotten lots of positive comments as the community appreciates us being open and are willing to do things a bit differently to keep things safe. Emailing items to be printed. New programs emerged with take & makes! 90 mini art canvas kits are flying off the shelves. Brought 4 comments/library stories to the most recent board meeting.
- Teresa H. Loyal - More people expressing appreciation more now that library doors are open compared to the beginning of Covid-19. We wonder about the people who have not returned, but have seen an uptick in returning library users with expired cards. Did they want a physical book again over Libby? More positive appreciation when there were fewer library open days a year ago.
- Laurie R-F. Crandon - Having people back has been nice. They seem to be more appreciative like others have mentioned. Some are chatting. Crandon will have tax prep with AARP.
- Rita L. Gilman: Working with Amish and homeschoolers. People are appreciative. Summer presenters have been amazing and on board.
- Jenny J Abbotsford: patrons
- Dominic F. Antigo: new youth librarian is doing fantastic; stock box delivery pick up for seniors, keyless entry project
- Judy B. Granton - Granton public follows rules of the school so "recommends" mask wearing, not required. Kay receives many information requests/curbside requests via voicemail.

What adjustments have you made in staffing or coverage in the last two months as cases have increased?

- Erica Three Lakes - Holiday and winter increase as of January 2022 schools came close to closing. Library Board put in effect a mask mandate in August 2021 that has returned. Outdoor only or no contact children's programs for January. Adult programs continue with masking. Coming back to in-person story hour watching numbers closely.

- Peg O. Minocqua - We recommend masks. Staff masks. Would like staff to say when asked that the CDC recommends wearing masks. Storytime is spaced out very well in the gym. Peg is doing more public service/desk work. Setting capacity limits for meeting rooms. Purchased at home tests, hard to find which extends quarantines. High school does not have stringent safety protocols.
- Jenny: my library is a testing and vaccination site. busier on the vaccine days, and only twice have testers decided to visit the library.
- Teresa H. Loyal - Feel that home tests are affecting Covid numbers as many home testers may not report. Small, two-person staff masks with public in the building. Masks are preferred, not required. Wear masks when feeling under the weather or have been exposed.
- Laurie R-F. Crandon - Recommend masks. County supplied library with masks last week. School was closed for a short period with virtual option. Crandon activity room has social distancing dots on the floor in the basement or with schools set 6 ft apart. Strong Bodies class use the social distance in the basement while masking. Staff and public using masks. Tests are available in Crandon with a booster shot clinic at the courthouse. No covid cases in library staff who are all vaccinated. Half of users are masking.
- Virginia Rhineland - Started requiring masks in summer and canceled class visits. Staff shortages with illness and family emergencies. Storytime in the Hodag dome is a positive program with 35+ attendees. Stress levels are raised but staff is supportive.
- Rita L Gilman - Masks are provided and welcome but not required. Staff did experience covid but were able to maintain staffing and health. School is non-masking and in-person. No virtual.
- Dominic Antigo - Masks are optional. 90% wearing masks. Masks also provided. Covid deaths impacting the community.
- Judy B Granton - No problems with staffing. Did experience covid in early pandemic.

What is something about your library/community you are proud of?

- Erica Three Lakes - I'm just proud of my staff. The resilience they've shown and ability to pivot and completely redesign a program over night. There is an exhaustion and a "seasoned warrior" aspect. We're going to do it again. We appreciate the appreciation but the public may not see what it takes to "be normal."
- Peg Minocqua- I am proud of my staff. We are working as a team and the extra challenge of a book challenge that was hard on us. People were saying things about the library that were hurtful. We pulled together during that time and were here for each other. They have been able to learn a lot of new skills in a short time.
- Teresa H Loyal - The appreciation for current staff and of them for keeping communication open. Proud of my fellow directors and WVLS by starting these Staying Together discussions there are a few of us that have formed a stronger bond where we've been able to support one another. Reaching out and sharing with each other.
- Laurie R-F. Crandon - Proud of our staff and the teamwork we've created here. Everyone is picking up and helping with duties to help Laurie move forward. Had to hire an assistant director who left. Hiring a second assistant director who is realizing there is a lot to learn. One thing at a time. Started monthly meetings with staff to resolve communication issues. I am proud of who I work with and the community that is helping us stay together.
- Rita L Gilman - There are so many things. Many were summed up by other directors. My staff is able to change on a moment's notice and are able to move forward with everyone on board with the same vision. I am proud of the partnerships we've created in the community.
- Dominic Antigo - I am proud that none of my staff have come down with Covid these past two years. It is astounding. We've had staffing issues, but we have not had staffing issues.
- Jenny Abbotsford - Library is putting on more virtual programs and the library and patrons are adapting.

- Judy B - Proud of all librarians in WVLS and the state. I was a director for 25 and there were challenges, but these past two years librarians have really shown what they can do in serving the public.
- Marla S WVLS Director - I am amazed and inspired by our directors. There is one thing that has changed me. If at the end of the day, if things have not gone by the plan/agenda. It is okay. I've learned through all of this that the agenda does not matter as much as the people do. I am so proud of what has been happening.
- Jamie M WVLS - Whether you've cancelled or pivoted with staff having covid, we take care of each other.
- Marla S WVLS Director - Staff to public, colleague to colleague. I've seen thoughtfulness where I haven't seen it before.