

2020 IMPACT REPORT



LETTER FROM THE DIRECTOR



2020 has been a tough year for all of us. The COVID-19 pandemic put the library into an unexpected and unprecedented situation. As the pandemic escalated, our libraries had to close on March 14th due to the Governor's stay-at-home order. Although our physical buildings were closed, our staff immediately began offering remote services to the public. The library began providing a wide variety of virtual programs including storytimes, trivia nights, book clubs and science programs. Our youth services librarians even started a bedtime story program! We launched a reference chat service & phone service so that our librarians could still help patrons from home. We also helped parents who needed tech support with distance learning. Our Assistant Library Director Julie Holden brought one of our 3D printers home and printed face masks in her basement. We provided this PPE to staff at the Cranston Senior Center and the CCAP COVID-19 testing site.

We opened for "curbside" pick up on May 18th. Our staff safely provided materials to our patrons who called ahead or requested materials with our special web form. After weeks of preparation with input from our staff and support of the Library Board of Trustees, we reopened our buildings to the public on June 15th. Following the Governor's guidelines, we reduced capacity, eliminated seating and tables, and postponed any in-person programs or meetings. Because members of our community still needed access to our public computers to complete unemployment applications or other important forms, as well as maintain contact with friends and family, a number of socially-distanced computers were made available at each of our six locations.

Our libraries have remained open since June 15 during this pandemic, providing much needed services to our community. We have accomplished this while always keeping the safety of our patrons and staff foremost in our planning. I am so proud to lead the remarkable staff here at the Cranston

Public Library. Our team came together to help our community under very stressful conditions and I truly thank them for everything they do.

The commitment of our team was recognized as the Cranston Public Library was named the 2020 Jerry Kline Community Prize winner. The \$250,000 prize is awarded by the Gerald M. Kline Family Foundation and Library Journal. I want to especially thank Mayor Allan Fung for his support of our library during his years in office and for nominating CPL for this award. We were honored to have our commitment to community outreach recognized nationally, and that commitment was never more evident than in the previous year.

EDUARDO GARCIA

Edward Garcia
Library Director
Cranston Public Library

NEW BEGINNINGS — — — — —

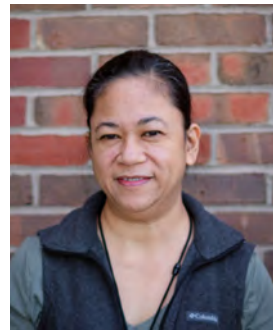
Library staff members that were hired or promoted between July 2020-June 2021



Jill Lawlor
William Hall Library
Circulation Supervisor
Hired July 2020



Robin Nyzio
William Hall Library
Branch Librarian
Hired August 2020



Cristina Sena
Head Custodian
Hired December 2020

CRANSTON PUBLIC LIBRARY WINS KLINE AWARD



This year, the Cranston Public Library was honored to be chosen as the winner of the second annual Jerry Kline Community Impact Prize. Developed in partnership between the Gerald M. Kline Family Foundation and Library Journal, this award recognizes the public library as a vital community asset.

“I’m very excited that the Cranston Public Library has won the prestigious Jerry Kline national community impact award,” said Cranston Mayor, Allan Fung. “Our CPL has been a wonderful resource for our ever

changing and growing population. They’re innovating to meet the needs of the people they serve daily. I can’t thank the Kline Foundation enough for recognizing the hard work and innovation that our Director, Board and staff have been doing to help make us one of the best library systems in the country.”

To serve a rapidly transforming community, with booming immigration and increasing economic disparity, Cranston Public Library helped convene a broad-based coalition of public, private, faith-based, and nonprofit organizations and community members to push for equity and social cohesion. The resulting group, OneCranston, addresses opportunity gaps, access to employment and



post-secondary education, and systemic barriers. And that's just the beginning of the library's deep and reciprocal civic engagement. Adult education and workforce assistance, health and opioid response, citizenship prep, and more are an integral part of the library's strategic plan. The Library brought racial equity training, not only for its own staff, but for all city leadership, and has initiatives in progress to diversify its workforce and governing board.

The library supported the community through the advent of the COVID-19 pandemic, pivoting to offer more than 200 virtual programs between March and June even as the buildings were closed for staff and patron safety, as well as offering tech help for students in distance learning and 3-D printing face shields for COVID testing center and senior facilities. In June, the library reopened with capacity restrictions, using safety plans developed by employees and administration together.

The library will receive \$250,000 from the Gerald M. Kline Family Foundation and was showcased in LJ's November 2020 issue, available in print and online.

"We envision the \$250,000 prize being placed in an investment account by our foundation, the Cranston Public Library Association, to ensure the funds can be used for innovative library programs and services well into the future," said Library Director, Ed Garcia.

"Library Director Ed Garcia leads this team from a place of extraordinary trust, giving staff the freedom to explore and experiment with new service models, new programs, and new initiatives. Our staff is committed to customer service, and we follow his model of saying yes more than we say no," said Assistant Library Director Julie Holden, who is also the current president of the Rhode Island Library Association.



Photos: Shawn Henry



LIBRARY FUNDING



The Cranston Public Library operating budget for fiscal year 2020 (July 2019-June 2020) was \$3,624,006. In fiscal year 2020, the library received a 2.9% budget increase from the City of Cranston, with an appropriation of \$2,950,671. The library received \$608,335 in state grant-in-aid. The remainder came from fines and fees.

The Cranston Public Library operating budget for fiscal year 2021 (July 2020-June 2021) is \$3,739,835. In fiscal year 2021 the library received a 3.7 % increase from the City of Cranston, with an appropriation of \$3,060,001. The library received \$638,334 in state grant-in-aid.

CRANSTON PUBLIC LIBRARY ASSOCIATION

The Cranston Public Library Association (CPLA) is the nonprofit fundraising affiliate of the Cranston Public Library. CPLA assists the library by providing programs and services that exceed the level of tax-based funding, including free and discounted museum passes, summer reading programs and high-quality community programming. CPLA also assumes fiduciary responsibility for gifts and bequests to the library.

CPLA is recognized by the IRS as a 501(c)(3), making all contributions fully tax deductible. To make a donation to the CPLA, please call 401-943-9080 x100 or visit cranstonlibrary.org/support

FINE FREE

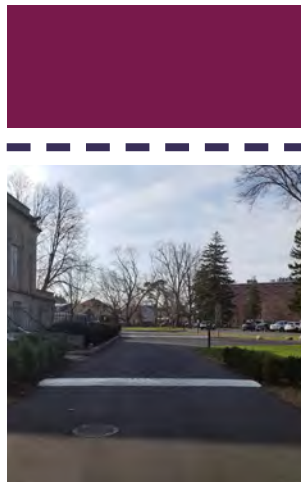
This year the library eliminated fines on all print books, audiobooks, and periodicals. Eliminating overdue fines, which are currently at ten cents per day, is an important step in removing barriers to use the library. The Cranston Public Library believes in equitable access to our collection and wants to encourage patrons to use our books without fear of accruing late fees.

This is a continuation of the library's efforts to remove barriers that began two years ago when we removed all fines for children's and teen materials.

BUILDING IMPROVEMENTS

MAJOR INVESTMENTS AT THE WILLIAM HALL LIBRARY IN 2020

The William Hall Library Trust made major investments in the property including: a renovated parking area with improved traffic flow, modernized drainage for the building, and beautiful improvements to the grounds and landscaping. The Champlin Foundation provided a \$326,290 grant to renovate the first floor of the library including renovations to the auditorium, program room, and women's restroom as well as new energy efficient lighting. The Cranston Public Library thanks both the William Hall Library Trust and the Champlin Foundation for their support and investments so that we have the best possible library for the Edgewood neighborhood.



CPL BY THE NUMBERS

These statistics reflect July 1, 2019 - June 30, 2020

CIRCULATION
308,172
Print Circulation



8,071
Hours Open

CIRCULATION
140,351
A/V Circulation

34,715

LIBRARY CARD HOLDERS

CIRCULATION
84,706
Digital Circulation



LIBRARY VISITS
257,145



INTERLIBRARY LOAN

Sent to other libraries

67,067

Borrowed from other libraries

88,146

5,662

Items delivered
to homebound

VIRTUAL PROGRAMS



198

Total Programs

1,637

Total Attendance

Reference Questions answered

46,800

Public Computer sessions: **43,593**

Public Wireless sessions: **46,116**

Website visits: **149,000**



371 NOTARY SERVICES

PHYSICAL PROGRAMS

1,088

Total Physical Library Programs

18,666

Total Attendance

EZONE DIGITAL DOWNLOADS

| | |
|--------------|---------------|
| 2013: | 11,933 |
| 2014: | 33,977 |
| 2015: | 41,036 |
| 2016: | 49,252 |
| 2017: | 49,716 |
| 2018: | 57,334 |
| 2019: | 69,865 |
| 2020: | 84,706 |

COLLECTION

191,596 Books

27,500 Periodicals

16,071 CDs

23,321 Movies

258,488 Total Items

PROGRAM HIGHLIGHTS

YOUTH SERVICES

LIVE STREAMED STORYTIMES

From the first week that the library buildings were closed because of COVID-19, the Youth Services (YS) staff streamed storytime live on the library's Facebook page. Throughout the summer, YS staff streamed 70 storytimes, and posted additional content to the library's YouTube channel. In addition, YS staff used a legislative grant from State Senator Hanna Gallo to purchase better cameras and other content creation equipment. YS staff developed many new skills in order to consistently deliver critical early literacy programming in a completely new format, and by the end of 2020, more than 100 Cranston Public Library storytimes were available online.

STORYTELLERS SERIES

This summer, the Cranston Public Library recreated the magic of live storytelling in a virtual environment, with the help of internationally acclaimed storytellers Len Cabral, Motoko, and Diane Edgecomb. Funded by BankNewport, the "Imagine Your Story" series attracted over 100 viewers across 6 nights of storytelling on Zoom. Each teller brought something unique. Len Cabral told fan favorites outside, from his neighborhood in Cranston, as the evening sun crept across the sky. Motoko demonstrated how to fold origami cups and hearts to accompany her tales. Diane Edgecomb used music and movement to create an onscreen crane dance, with each child raising and lowering their arms at the same time. The magical effects of each event lingered long after everyone waved good-bye from their little boxes on screen and put away their devices for the night.



SUMMER READING KITS

For the first time this year, the library offered an online system for tracking summer reading, as well as a series of 6 weekly "Magical Academy" kits. To go with the summer reading theme of "Imagine Your Story," each kit was based on a subject you might study at a school for wizards, such as Imaginary Creatures, Mythology, or Secrets and Riddles. The kits contained materials and instructions for 3 activities, and they were so popular that the library "sold out" of some kits in less than 72 hours, despite putting together as many as 100 kits a week. In total, YS staff received more than 500 requests for kits from 256 different children, ranging in age from toddlers to high school students.

SCHOOL TOOLS

A new collection for a new school year! The library now provides over 50 "toolkits" with hands-on teaching materials and interesting objects for learning and play. These "School Tools" include math manipulatives, equipment for science experiments, educational games, programmable robots, musical instruments, and writing and drawing utensils. The idea is to provide access to objects that children might use in the classroom, but allow them to use those objects at home, individually and safely. The School Tools collection increases the hands-on learning opportunities for youth in the community, and complements the virtual learning opportunities offered by the public school.

KNIGHTSVILLE'S STAY AT HOME (DON'T DROP IN!) CRAFTS

While our buildings were temporarily closed, weekly crafts were posted on our website. They can still be found there under the Kids & Teens Programs link. Look under CRAFTS for Knightsville's Stay At Home (Don't Drop In!) Crafts. You'll find instructions for fun crafts to make with materials that you have at home.



TEEN BLOG

To meet the need for online community service options, Teen Librarian Alyssa Taft launched a teen blog this year, featuring media reviews and opinion pieces by Cranston teens. The library has always been an important player in helping teens help the community, but this year, the options for teens who needed to complete community service hours have greatly decreased. This new initiative has not only given teens an outlet, but it has provided insight into the media they are consuming and what they think about it. Interestingly, although teens are invited to review music and movies, 100% of the reviews have been of books.

ADULT SERVICES

3D PRINTING

Our 3D Printing services were busy this year. We printed over 65 face shield bands for our local COVID testing centers and senior facilities. For our patrons, we printed over 60 designs ranging from prototypes of inventions to fun tools and toys.

THE 2020 PROJECT

The 2020 Photo Essay Project came about as a way to find the silver lining in a dark and challenging time. We asked Cranston community members to come to the library to have their portrait taken, and to share something positive that came out of 2020 for them. More than 20 community members of all ages participated in this project. The digital gallery can be seen on the library's facebook page and website, and a gallery walk will be held at Central library in the future.



BOOKS @ HOME

Since 2006, more than 100 patrons who are homebound have taken advantage of the library's Books @ Home service. Currently, approximately 30 patrons welcome a volunteer delivery driver to their doorsteps once every three weeks. Materials are selected by Karen McGrath, Auburn Branch Librarian, who administers the program for the entire city. Any Cranston patron who can no longer drive or physically get to a library location is eligible for the service, even for short periods of time, perhaps after surgery, or because of pandemic limitations. Patrons may borrow anything that has a three-week loan period: books, magazines, music CDs, documentary DVDs or TV series, audio books. Several long term patrons have enjoyed more than 2,000 items. One patron, who started in the program in 2006, is approaching 3,000 items borrowed. From July 1, 2019 to June 30, 2020, homebound patrons borrowed 5,662 items.

ADULT SUMMER READING PROGRAM

This year's program was called Adult Summer Breathing: Take a Breath of Fresh Air and was designed to encourage patrons to reflect, stretch, and get outside under the blue sky as we all navigated our way through the pandemic.

The program ran from June 2 - September 4. Patrons participated by completing Bingo cards based on a variety of indoor and outdoor activities. We received 105 completed entries from 26 participants. A variety of donated prizes in the form of gift certificates and book baskets were given to eligible participants.

We held 6 programs to support summer reading: an author event in partnership with Barrington Books with author William Kent Krueger was our largest-attended event of the year; a 3-part meditation series; and 2 book group meetings. All events were virtual.



ADULT PROGRAMS & EVENTS

The library hosted many events this past year shifting to virtual programming in March. Two events were presented in partnership with the Rhode Island Black Film Festival. The first was a screening of the short form documentary “U Street Contested” with filmmaker Michael T. Barry, Jr. and included a Q&A session. The second was a film screening and discussion of “Green Book” moderated by Ray Rickman and Dr. Catherine Zipf. Other events included “Explore the Garden Tourist’s New England” with author Jana Milbocker and “Learn About Herbs” with Master Gardener Cheryl Keller. The most popular event by far was the William Kent Krueger author event on June 12, drawing peak views of 373. This was an exciting event with a gracious, friendly author who was thoughtful and jovial in conversation and who expertly and kindly wielded a variety of questions from the audience.

Other popular events were the summer and fall meditation series, as well as 5 separate virtual book groups. Of special interest was the December 9 “So You Want to Start a Small Business” event during which RI Secretary of State Nellie Gorbea made a special appearance to warmly welcome attendees. The audience was comprised of students in the English for Business class offered by the RI Family Literacy Initiative (RIFLI) in partnership with Cranston Public and Providence Public Libraries.

VIRTUAL COMPUTER CLASSES

Our computer classes moved from a physical setting in the C-Lab to a virtual setting on Zoom. The class topics covered Internet safety, digital password management, designing for 3D printing, social media skills & privacy, and eBook borrowing with Overdrive. We will continue to offer virtual computer classes as needed and hopefully move to a hybrid model in the future.



DOWN TIME PODCAST

Launched in April as a pandemic lockdown project, *Down Time with Cranston Public Library* is a podcast where library staff share what they've been reading, what they've been watching, and what they've been loving. *Down Time* is hosted by Tayla Cardillo, Branch Librarian at the Oak Lawn Branch, with audio engineering by Dave Bartos, Coordinator of Adult Services at the Central Library, and has featured library staff from around Rhode Island, local authors, community partners, and even the President of the American Library Association, Julius C. Jefferson Jr. *Down Time* is available everywhere podcasts are found including Apple Podcasts, Overcast, Spotify, and Stitcher. Over 35 episodes of *Down Time* have been published, with new episodes available every Tuesday.

VIRTUAL TRIVIA

One of the most challenging things while we were closed was finding ways to stay connected with our patrons. Adrienne Girard, former William Hall Branch Librarian and Nancy Gianlorenzo, Knightsville Branch Librarian came up with a fun way to reach patrons while our buildings were temporarily closed. From April to June, they hosted a weekly Virtual Trivia game through Zoom.

The questions were geared to adults but included some for kids since some families were playing together. Players tuned in to test their knowledge on a variety of topics. Players kept track of their answers. Points were awarded for correct answers and the player with the most points won a donated gift card for a local business. An average of 15 players tuned in weekly for a fun diversion during an uncertain time.



SCAM AWARENESS WEEK

In March the Cranston Public Library and the Cranston Senior Enrichment Center welcomed Congressman Jim Langevin, co-founder of the Congressional Cybersecurity Caucus, to the library for a special cybercrime event as part of Cranston's Scam Awareness Week. The Congressman, who represents Rhode Island's Second Congressional District, spoke about the latest federal news involving cybersecurity and robocalls.

In addition to Langevin's presentation, the United Way RI 2-1-1 Cybercrime team and the RI State Police Computer Crimes Unit gave a presentation on the latest scams being committed in Rhode Island and what residents can do to stay safe. Attendees were informed about what steps to take if they feel they have been the victim of identity theft, financial theft, or other cybercrime.

US CENSUS 2020

The library was pleased to be a part of the Cranston Complete Count Committee. Along with community partners such as, the YMCA, Cranston Public Schools, CCAP, OneCranston, the senior center, police, city hall and more; the Cranston Complete Count Committee worked to educate the community about the importance of completing the Census, ensuring that everyone was counted, so we can continue to build and support our community and residents.



SOCIAL MEDIA & PODCAST STATS



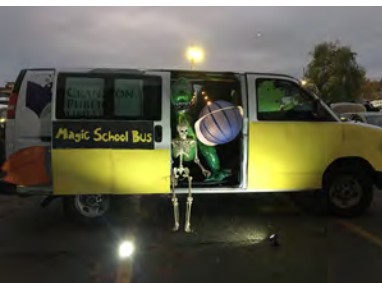
4,227
Followers
545K
Reach



1,229
Followers



35+
Episodes
1,200+
Listens



1,422
Followers
196.6K
Impressions



CRANSTON PUBLIC LIBRARY'S MISSION

The Cranston Public Library brings people, information and ideas together to enrich lives and strengthen the community.

We strive to provide:

- Library services that are known and valued by the community, resulting in broad use by the public
- An engaging cultural and lifelong learning center for the community
- Services and collections that are readily accessible and easy to use and that are relevant to community needs
- An enthusiastic, well-trained and highly capable staff that works well together to provide quality service to all library users
- Facilities that are inviting and well maintained
- Technology that expands and enhances service
- Timely and accurate information that informs and empowers the public
- Defense of intellectual freedom and the confidentiality of each individual's use of the library
- A close working relationship with other libraries, community agencies and organizations that fosters cooperation, making the most efficient and effective use of taxpayer resources
- A variety of early childhood programs that bring families together and foster a love of reading
- A relevant collection of print and non-print materials that meet the developmental needs of Cranston's youth
- Collaboration and support for parents and teachers as schools adopt the Common Core state standards
- Programs for preteens and teens
- The annual Summer Reading program which focuses on making reading and literacy-related programs fun and accessible for children of all ages to help avoid summer reading loss

OCEAN STATE LIBRARIES

The Cranston Public Library has been a member of the Ocean State Libraries cooperative network for over 35 years. In addition to benefiting from a shared system database, our membership entitles our patrons to the diverse range of materials located at 70 other libraries across the state. A robust telecommunications network allows for high-speed Internet access at all CPL locations, and the unique sharing of resources, services, and training continues to provide our staff and our patrons with an exceptional library experience.

CRANSTON PUBLIC LIBRARY ADMINISTRATION & STAFF

| | |
|-------------------|--|
| Edward Garcia | Library Director |
| Julie Holden | Assistant Library Director |
| Nereida Zayas | Business Manager |
| Corrie Alves | Coordinator of Technology |
| Dave Bartos | Coordinator of Adult & Information Services |
| Emily Brown | Coordinator of Youth Services |
| Karen McGrath | Auburn Branch Librarian |
| Nancy Gianlorenzo | Knightsville Branch Librarian |
| Tayla Cardillo | Oak Lawn Branch Librarian |
| Robin Nyzio | William Hall Library Branch Librarian |
| Dana Santagata | Head of Circulation Services |
| Sarah Bouvier | Library Communications Manager |

CRANSTON PUBLIC LIBRARY BOARD OF TRUSTEES

| | |
|-------------------|------------|
| Jack Tregar | Chair |
| Regina Spirito | Vice Chair |
| Roberta Costa | |
| Dr. Taino Palermo | |
| Fred Raisner | |
| Diane Schaefer | |
| Mary Ann Slocomb | |

CRANSTON PUBLIC LIBRARY ASSOCIATION BOARD OF DIRECTORS

| | |
|------------------|--------------------|
| Michael Goldberg | President |
| Jessica D'Avanza | Treasurer |
| Suzanne Borstein | |
| Angela Bucci | |
| Gene Emery | |
| Mary Ann Slocomb | |
| Alisson Walsh | |
| Edward Garcia | Executive Director |



1. CENTRAL LIBRARY

140 SOCKANOSSET CROSS RD,
CRANSTON RI 02920
401.943.9080

**2. EDWARD COSTA MEMORIAL
ARLINGTON BRANCH**

@ MICHAEL TRAFICANTE SENIOR
ENRICHMENT CENTER
1064 CRANSTON ST,
CRANSTON RI 02920
401.944.1662

3. AUBURN BRANCH

396 PONTIAC AVE,
CRANSTON RI 02910
401.781.6116

4. KNIGHTSVILLE BRANCH

1847 CRANSTON ST,
CRANSTON RI 02920
401.942.2504

5. OAK LAWN BRANCH

230 WILBUR AVE,
CRANSTON RI 02921
401.942.1787

6. WILLIAM HALL LIBRARY

1825 BROAD ST,
CRANSTON RI 02905
401.781.2450



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