



La Crosse Public Library

March 15

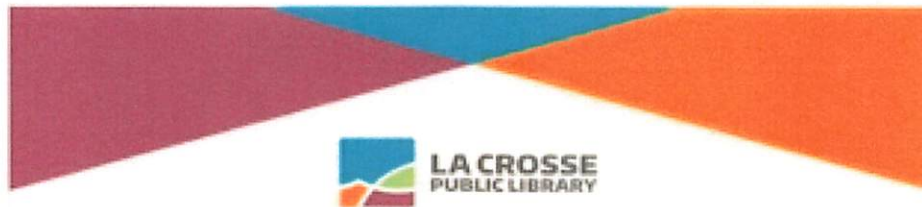
ATTENTION: Beginning Wednesday March 18th, all three locations of the La Crosse Public Library will be closed to the public. Current plans are to reopen on April 14th.

During this time, all book drops will be closed. Patrons are encouraged to keep materials that are due until we reopen.

Digital services will still be available during this time. WiFi at all three locations will still be available from 5:00 AM to 11:00 PM. There is no password, just accept terms and conditions.

Library leadership is determining what services can be offered while the physical locations are closed, as well as what ways we can assist the broader community during this time.

Patrons are encouraged to check our website (lacrosselibrary.org) and social media for updates.

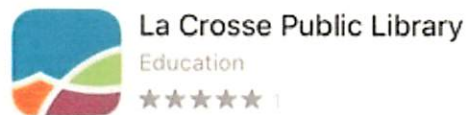


CLOSED
MARCH 18-APRIL 13

2020 Annual Report to the Board of Trustees

2020 Accomplishments/Highlights

1. Responsively adapted library services in COVID-19 environment including: virtual programming, access to materials via curbside pick-up, expansion of reference services via telephone and email, virtual library cards for digital materials, and enhanced readers' advisory services.
 - a. Continuation of virtual services through facility closure due to pandemic March 17-May 26th.
 - b. Offer scheduled curbside service beginning May 1st.
 - c. Provide socially distanced in-person public computer use starting May 26th.
 - d. Implement option for in-person hold pickup beginning June 24th.
2. Launched range of online programming, delivering more than 216 virtual events or activities for children, teen, and adult audiences.
Including: online storytimes, scheduled performances, Books Brought to Life, Zoom music classes, yoga, social advisory meetings, book clubs, regional read, craft activities, instruction and DIY, opportunities for connection and social interaction through Coffee and Garden Chats, events focused on mental health and coping in a pandemic, panel discussions and lectures.
3. Collaborated to provide programs in partnership with: UW-Extension, Waking Up White Collaborative, Root Down Yoga, Parenting Place, Weber Center for Performing Arts, Pump House Regional Arts Center, Turtle Stack Brewery, La Crosse County Historical Society, Parks and Recreation, YMCA, La Crosse Schools, UWL, Viterbo, and Western Technical College.
4. Gathered almost 500 Community Impact Statements and surveys regarding library services and the effect of the pandemic.
 - a. "I was homeless 13 months ago. Access to the Internet allowed me to reconnect with individuals not seen in thirty years, apply for, obtain & maintain employment during a period of great difficulty!"
 - b. "The library has impacted every single one of my 32 years. From childhood storytime to adult lectures, the library has never stopped teaching me, motivating me, and encouraging me to be better...the library reaches so many as a place of solace. The library gives community members the tools to be successful on a level playing field."
 - c. "The La Crosse Public Library is one of just a few civic organizations that truly help glue our community together. Though a number of organizations try, none succeed at making every patron feel welcomed and valued to the level of our library."
5. The Library's Archives and Local History Department published the La Crosse History Unbound website digitizing La Crosse historical materials for access by the public. Additionally, more than 100 Community Voices responses in three languages were collected, capturing stories of how this pandemic has specifically affected the community of La Crosse.



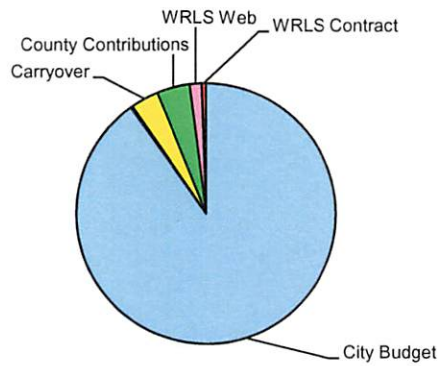
6. Launched our library app for cell phones:

5-11-67

FINANCIAL INFORMATION

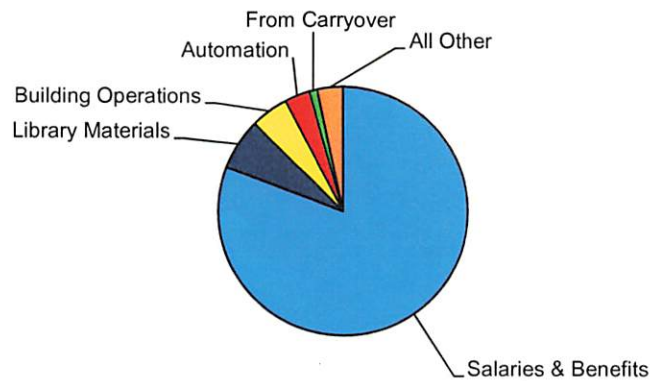
INCOME:

City Operating Budget	\$4,191,308	90.13%
Fees, service charges, misc.	\$12,841	0.28%
Carryover	\$161,046	3.46%
County Contributions	\$191,589	4.12%
WRLS Web	\$68,640	1.48%
WRLS Contract	\$24,945	0.54%
TOTAL	\$4,650,369	



EXPENDITURES:

Salaries & Benefits	\$3,598,798	80.79%
Library Materials	\$296,250	6.65%
Building Operations	\$219,569	4.93%
Automation	\$143,640	3.22%
From Carryover	\$47,706	1.07%
All Other	\$148,582	3.34%
TOTAL	\$4,454,545	



CARRYOVER

2019 Carryover to 2020	\$119,499
Taken out of Carryover line	-\$47,706
2020 Operating Budget Expend. Balance	\$97,518
2020 Operating Budget Unanticipated Income	\$26,513
2020 Carryover to 2021	\$195,824

SPECIAL IN-HOUSE CHECKING ACCOUNT

	2020	% CHANGE	2019
Income - 1400 (Photocopiers)	\$5,304	-64.6%	\$14,999
- 3400 (Gifts)	\$221,439	-21.4%	\$281,827
-4400 (credit card receipts)	\$6,405	-68.6%	\$20,372
Expend. - 1400 (Photocopiers)	\$9,995	-29.2%	\$14,119
- 3400 (Gifts)	\$69,321	-73.1%	\$257,821
-4400 (credit card expenses)	\$5,744	-32.2%	\$8,469
Balance as of Dec. 31, 2020	\$275,873		

Special Trustees Fund:

		<u>% Change</u>
Balance 1/1/2020:	\$1,103,735	-2.17%
Bequests Added in 2020	\$0	
Contributions Added in 2020	\$5,000	
Interest	\$33,764	
Capital Gain	\$7,233	
Change in Market Value	\$78,556	
Fees	(\$7,842)	
Capital Loss	(\$78,382)	
Board Expenditures	(\$115,109)	
Balance 12/31/2020	\$1,026,955	-6.96%

SEE APPENDICES FOR MORE DETAIL ON FUNDS



FINANCIAL COMPARISON INFORMATION:

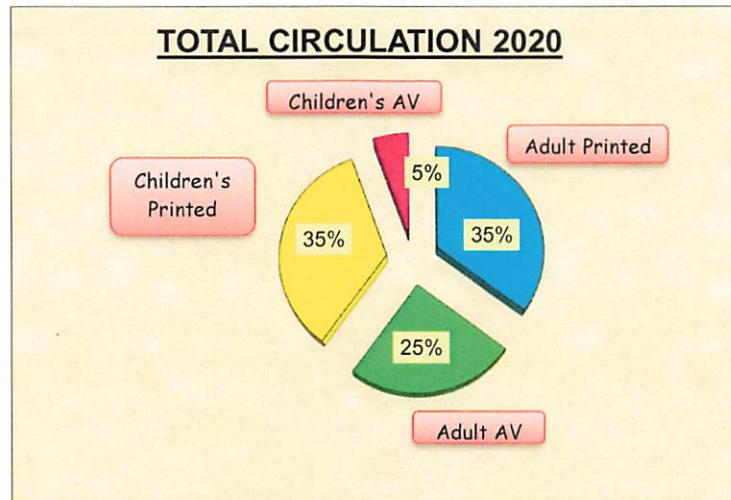
	2020	2019	2018
Total Expenditure per Capita:	\$86.38	\$96.78	\$97.16
Percentage change	-10.7%	-0.4%	4.0%
Materials Expenditure per Capita:	\$5.74	\$6.53	\$6.61
Support per Capita:	\$90.18	\$99.25	\$98.79
Support Received from City per Capita:	\$82.67	\$91.85	\$88.16
Percentage change	-10.0%	4.2%	1.5%
Cost per Hour Open:	\$598.84	\$680.23	\$682.27
(Main, North, and South combined hours)			
Percentage change	-12.0%	-0.3%	2.3%
Staff in FTEs per 1,000 Population:	0.89	1.07	1.08
Staff per circ/ref. transaction	0.120	0.073	0.068
Cost per Circulation:	\$13.18	\$7.01	\$6.53
Percentage change	88.0%	7.4%	10.3%



Books brought to life on-line

COVID 19 CHANGES





CIRCULATION INFORMATION

	2020	% of Total	% Change from Last Year
TOTAL CIRCULATION:	338,000		-53.15%
Print Items	235,679	69.73%	-47.87%
Non-Print Items	102,321	30.27%	-55.89%
Adult Materials	202,693	59.97%	-54.61%
Children's Materials	135,307	40.03%	-50.77%
TOTAL AT MAIN:	310,359		-48.12%
Print Items	217,340	70.03%	-41.85%
Non-Print Items	93,019	29.97%	-58.56%
Adult Materials	186,867	60.21%	-50.56%
Children's Materials	123,492	39.79%	-43.94%
TOTAL AT NORTH:	8,703		-76.11%
Print Items	5,325	61.19%	-74.91%
Non-Print Items	3,378	38.81%	-77.78%
Adult Materials	5,155	59.23%	-75.82%
Children's Materials	3,548	40.77%	-76.52%
TOTAL AT SOUTH:	18,938		-78.17%
Print Items	13,014	68.72%	-77.23%
Non-Print Items	5,924	31.28%	-79.99%
Adult Materials	10,671	56.35%	-77.43%
Children's Materials	8,267	43.65%	-79.06%

COMPARISON INFORMATION

Turnover Rate:
(No. of times each item circulated)

Circulation per Capita:

2020

2019

2018

2.01

3.77

4.06

6.55

13.8

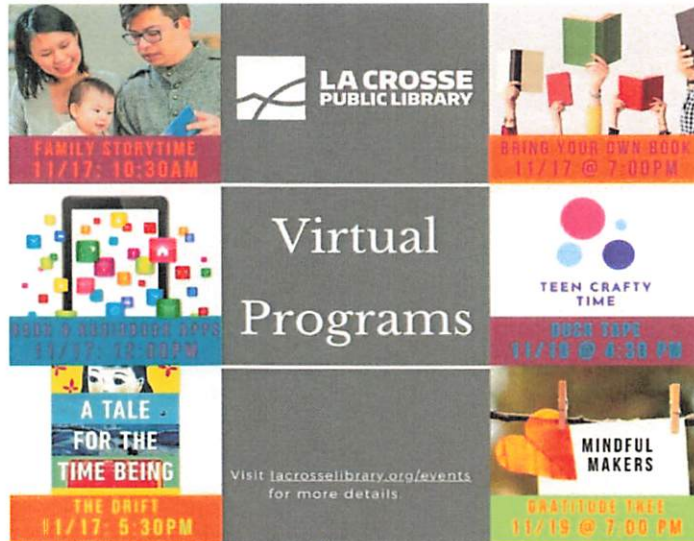
14.88

CIRCULATION AT COMMUNITY LIBRARIES



MAIN AND TOTAL CIRCULATION





OTHER INFORMATION

	2020	% of Total	% Change from 2019
PROGRAMS			
Number Held in 2020:	608		-65.71%
Adult	198	32.57%	-72.03%
In-person, virtual & pre-recorded	115		
Live views of virtual programs	83		
Children's	371	61.02%	-60.95%
In-person, virtual & pre-recorded	239		
Live views of virtual programs	132		
Young Adult	39	6.41%	-66.09%
In-person, virtual & pre-recorded	17		
Live views of virtual programs	22		
Attendance	17,837		-63.29%
Adult	3,390	19.01%	-78.45%
In-person, virtual & pre-recorded	2,301		
Live views of virtual programs	1,089		
Children's	13,806	77.40%	-52.36%
In-person, virtual & pre-recorded	9,284		
Live views of virtual programs	4,522		
Young Adult	641	3.59%	-83.48%
In-person, virtual & pre-recorded	526		
Live views of virtual programs	115		
LIBRARY VISITS	140,049		% Change from 2019 -72.42%



New
Roof

and

solar
panels



NUMBER OF HOURS OPEN (per week):

At Main	
At North	65
At South	40
	40

REFERENCE QUESTIONS

Number Asked in 2020

Reference Desk

Archives Desk

Children's Room

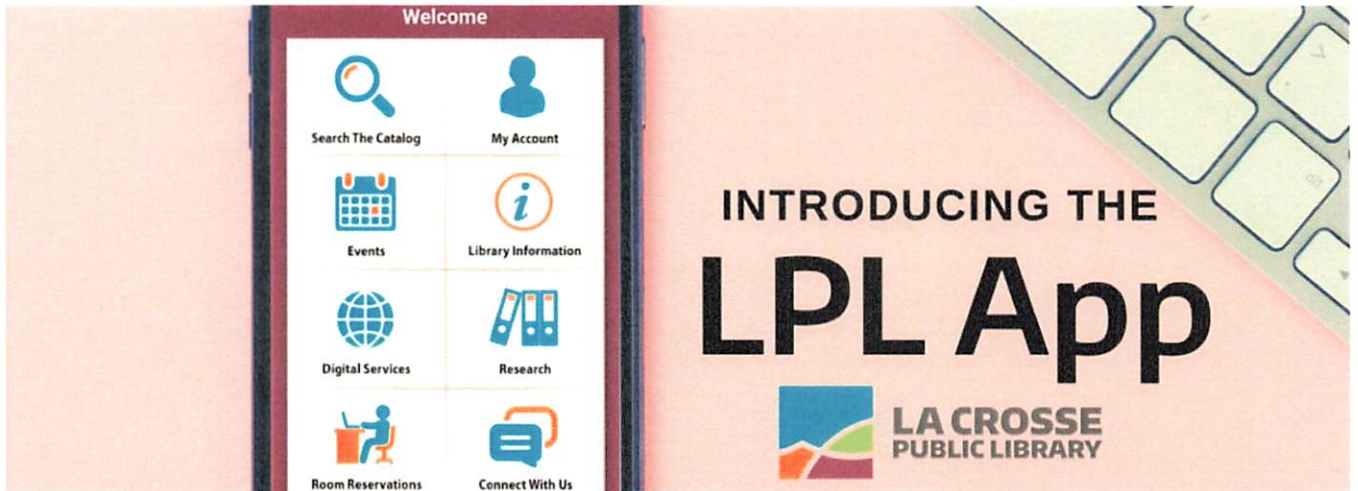
Circulation Desk

North Branch

South Branch

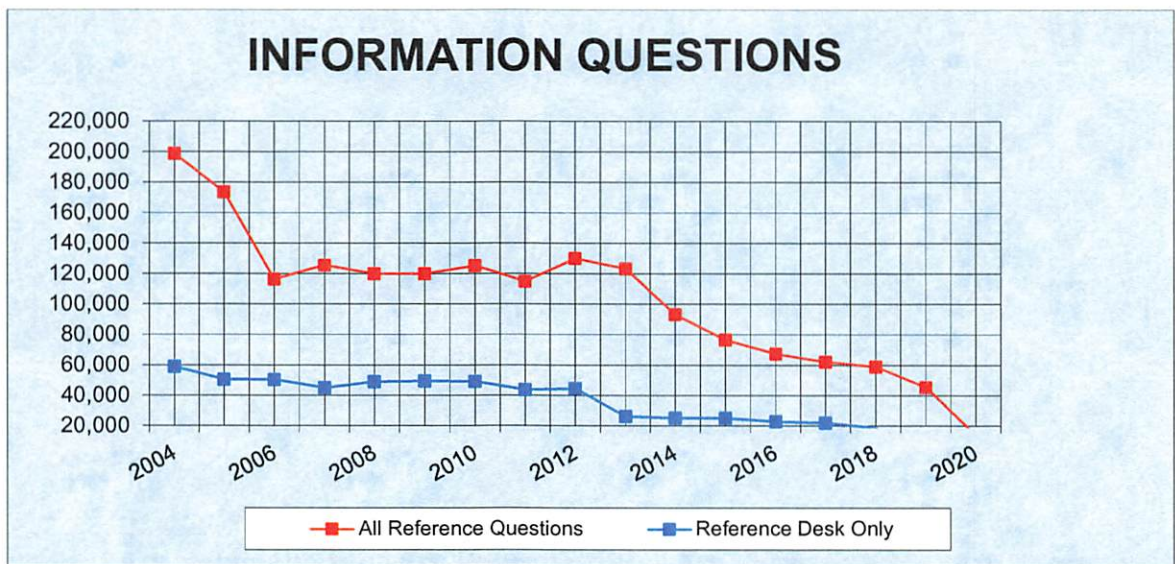
2020	% of Total	% Change from 2019
14,255		-75.94%
7,113	49.90%	-68.22%
7,142	50.10%	-42.80%
0	0.00%	-100.00%
0	0.00%	-100.00%
0	0.00%	-100.00%
0	0.00%	-100.00%





COMPARISON INFORMATION

	2020	2019	2018
Reference Questions per Capita:	0.3	0.9	1.1
Population Served:	50,699	51,567	52,282



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Wisconsin Department of Public Instruction
PUBLIC LIBRARY ANNUAL REPORT
 PI-2401 (Rev. 1-21)
 S. 43.05(4) & 43.58(6)
FOR THE YEAR 2020

INSTRUCTIONS: Complete and return two (2) signed copies of the form and attachments to the library system headquarters. Confirm with the library system if submitting electronic copies is preferred.

Board-approved, signed annual reports for 2020 are due to the DPI Division for Libraries and Technology no later than March 1, 2021.

I. GENERAL INFORMATION					
1. Name of Library La Crosse Public Library		2. Public Library System Winding Rivers Library System			
3a. Head Librarian First Name Shanneon	3b. Head Librarian Last Name Grant	4a. Certification Grade Grade 1	4b. Certification Type Regular		5. Certification Expiration Date 08/31/2022
6a. Street Address 800 Main St.	6b. Mailing Address or PO Box 800 Main St.	7. City / Village / Town La Crosse	8a. ZIP 54601	8b. ZIP4 4122	9. County La Crosse
10. Library Phone Number 6087897100	11. Fax Number (608)789-7106	12. Library E-mail Address of Director sgrant@lacrosselibrary.org			
13. Library Website URL www.lacrosselibrary.org		14. No. of Branches 2	15. No. of Bookmobiles Owned 0	16. No. of Other Public Service Outlets 1	
17. Does the library operate a books-by-mail program? No	18. Some public libraries are legally organized as joint libraries, with neighboring municipalities or a county and municipality joining to operate a library. Is the library such a joint library legally established under Wis. Stat. s. 43.53? No				
20. Square Footage of Public Library 84,610	21. Did the library or a branch move to a new facility or expand an existing facility during the fiscal year? No			22. DUNS Number <i>Nine digits</i> 610452026	

HOURS OF OPERATION			
	Standard Service with No Restrictions on Building Access	Limited Service	Staff Only (no interior service for the public)
19a. Winter Hours Open per Week	65	36	44
19b. Number of Winter Weeks	11	29	12
19c. Summer Hours Open per Week	0		
19d. Number of Summer Weeks	0		
19e. Total Weeks per Year	11	29	12
19f. Total Hours per year for this location	715	1,044	528

COVID-19

Did the library provide the following services during the COVID-19 pandemic?

	Yes / No	Number of Interactions (if known)
1a. answering general information requests from the public (phone calls, emails, text messages, online forms, etc.)	Yes	
1b. providing reference service	Yes	
1bi. reference service provided via email	Yes	
1bii. reference service provided via chat	Yes	
1biii. reference service provided via text message	Yes	
1biv. reference service provided via telephone	Yes	
1bv. reference service provided via another method (e.g., online service or form)	No	
1bvi. describe "another method of reference service":		
1c. hosting virtual programming or recorded content	Yes	
1d. offering curbside pickup	Yes	
1e. offering drive-thru circulation of physical materials	No	
1f. offering vestibule/porch pickups	Yes	
1g. offering delivery of materials (mail or drop-off)	Yes	
1h. managing IT services for external Wi-Fi access	Yes	
1i. providing other types of online and electronic services	No	
1ii. describe "other services":		

ELECTRONIC MATERIALS ADDED DUE TO COVID-19

Did the library add or increase access to electronic collection materials due to the COVID-19 pandemic?

	Yes / No	Number Added (if known)
2a. increasing the concurrent or monthly borrowing limits for electronic materials purchased locally	No	
2b. increasing the concurrent or monthly borrowing limits for electronic materials purchased by the library system or consortia	No	
2c. increasing the number of electronic materials and holdings purchased locally	No	
2d. increasing the number of electronic materials and holdings purchased by the library system or consortia	Yes	
2e. augmenting the public's ability to use electronic materials in another way	No	
2f. describe "augmenting in another way":		

PUBLIC SERVICES COVID-19

Did the library add or increase access to electronic collection materials due to the COVID-19 pandemic?

	Yes / No
3. Electronic Library Cards Issued Before COVID-19	No
4. Electronic Library Cards Issued During COVID-19	Yes
5. External Wi-Fi Access Before COVID-19	Yes
6. External Wi-Fi Access Added During COVID-19	No
7. External Wi-Fi Access Increased During COVID-19	Yes
8. Staff Re-Assigned During COVID-19	No

COVID-19 CLOSURES

Initial date closed due to COVID-19	2020-03-18
First date reopened following initial COVID-19 closure	2020-05-26
Additional building closure and reopening dates, please describe	

II. LIBRARY COLLECTION		
	a. Number Owned / Leased	b. Number Added
1. Books in Print <i>Non-periodical printed publications</i>	124,706	10,833
2. Electronic Books <i>E-books</i>	629,265	
3. Audio Materials	22,069	1,422
4. Electronic Audio Materials <i>Downloadable</i>	459,814	
5. Video Materials	21,763	1,734
6. Electronic Video Materials <i>Downloadable</i>	18,423	
7. Other Materials Owned <i>Describe</i> 103 board games; 375 microforms	478	
8a. Electronic Collections <i>Locally owned or leased</i>	14	
8b. Electronic Collections <i>Purchased by library system or consortia</i>	3	
8c. Electronic Collections <i>Provided through BadgerLink</i>	64	
9. Total Electronic Collections <i>Local, regional, and state</i>	81	
10. Subscriptions <i>Include periodicals and newspapers, exclude those in electronic format</i>	333	

III. LIBRARY SERVICES						
1. Circulation Transactions						
a. Total Circulation		b. Children's Materials				
338,000		135,307				
2. Interlibrary Loans (ILL)						
Method for Counting ILL Transactions						
Total ILL Transactions						
Mode of ILL Transaction (Only Total will display when Total ILL Transactions is listed as the Method for Counting ILL Transactions)		Items Loaned to Other Libraries <i>Provided to</i>		Items Borrowed from Other Libraries <i>Received from</i>		
Integrated Library System (ILS)						
WISCAT						
Other (includes OCLC, manual tracking, or other methods)						
Total		86,230		93,122		
3. Number of Registered Users			4. Reference Transactions		5. Library Visits	
a. Resident	b. Nonresident	c. Total	a. Method	b. Annual Count	a. Method	b. Annual Count
39,536	16,522	56,058	Actual Count	14,255	Actual Count	140,049
6. Uses of Public Internet Computers					7. Uses of Public Wireless Internet	
a. Number of Public Use Computers	b. Number of Public Use Computers with Internet Access		a. Method	b. Annual Count	a. Method	b. Annual Count
147	147		Actual Count	22,064	Password Controlled	233,244
8. Website Visits	9a. Local Electronic Collection Retrievals	9b. Other Electronic Collection Retrievals	9c. Statewide Electronic Collection Retrievals		9d. Total Electronic Collection Retrievals	
-1	-1	1,162	-1		-1	
10. Uses of Electronic Materials by Library Users						
a. E-Books	b. E-Audio	c. E-Video	d. Total Uses of Electronic Materials	e. Uses of Children's Electronic Materials		
52,788	46,807	2,786	102,381	7,151		

LIBRARY PROGRAMS AND ATTENDANCE
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11. Programs and Program Attendance Annual Count

Method for Counting Number of Programs and Attendance

In-person, virtual, and pre-recorded program statistics

Total Program and Attendance Statistics

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Programs	371	39	198	608
Total Program Attendance	13,806	641	3,390	17,837

Describe the library's programs

In-person, Virtual, and Pre-recorded Program Statistics**In-Person Programs and Program Attendance Annual Count**

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Programs	239	17	115	371
Total Program Attendance	9,284	526	2,301	12,111

Describe the library's in-person programs:

Live Views of Virtual Programs and Virtual Program Attendance Annual Count

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Live Virtual Programs	132	22	83	237
Total Live Virtual Program Attendance	4,522	115	1,089	5,726
Total Views of Live Programs Recorded for Asynchronous Viewing	8,693	0	0	8,693

Which platforms does the library use to host the library's live, virtual programs:

Describe the library's live, virtual programs:

Views of Pre-recorded Programs and Pre-recorded Program Attendance Annual Count

	a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
Number of Pre-recorded Programs	8	0	4	12
Total Pre-recorded Program Views	71	0	314	385

Which platforms does the library use to host the library's pre-recorded programs:

Describe the library's pre-recorded programs:

IV. LIBRARY GOVERNANCE

Library Board Members. List all members of the library board as of the date of this report. List the president first. Indicate vacancies.

First Name	Last Name	Street Address	City	ZIP+4	Email Address
PRESIDENT					
1. Suzanne	Anglehart	1654 Farnam St.	La Crosse	54601	sanglehart@uwlax.edu
2. Jodi	Ehrenberger	N4673 Timbercrest Dr E	Onalaska	54650	jehrenberger@couleebank.net
3. Araysa	Simpson	1545 Travis St.	La Crosse	54601	bsbnjg@yahoo.com
4. Shelley	Hay	944 Milson Ct.	La Crosse	54601	shay@uwlax.edu
5. Kathlyn	Ivey	2001 Hyde Ave.	La Crosse	54601	kathycivey@gmail.com
6. Keonte	Turner	3427 Elm Dr. Apt. A	La Crosse	54601	kturner@laxymca.org
7. Katie	Bittner	1027 Charles St.	La Crosse	54603	kljleigh@gmail.com
8. Gary	Padesky	825 20th St. South	La Crosse	54601	padeskyg@cityoflacrosse.org
9. Catherine	Ellingson	713 Charles St.	La Crosse	54603	cellings@lacrossesd.org
10.					
11.					
12.					
Number of Library Board Members Include vacancies in this count					
9					

V. LIBRARY OPERATING REVENUE
Report operating revenue only. Do not report capital receipts here.

1. Local Municipal Appropriations for Library Service **Only Joint libraries report more than one municipality here**

Municipality Type	Name	Amount
City	La Crosse	\$4,166,308
Subtotal 1		\$4,166,308

2. County

a. Home County Appropriation for Library Service

Subtotal 2a

b. Other County Payments for Library Services

County Name	Amount	County Name	Amount
Jackson	\$10,253		
Monroe	\$21,545		
Trempealeau	\$27,970		
Vernon	\$131,821		
Subtotal 2b			\$191,589

3. State Funds

a. Public Library System State Funds

Description	Amount	Description	Amount
Winding Rivers Library System	\$24,945		
b. Funds Carried Forward from Previous Year		c. Other State Funded Program	
Subtotal 3			\$24,945

4. Federal Funds *Name of program—for LSTA grant awards, grant number and project title*

Program or Project	Amount
	\$0
Subtotal 4	\$0

5. Contract Income *From other governmental units, libraries, agencies, library systems, etc.*

Name	Amount	Name	Amount
WRLSWEB	\$68,640		
Subtotal 5	\$68,640		

6. Funds Carried Forward *Do not include state aid. Report state funds in 3b above.*

\$119,499

7. All Other Operating Income

\$51,077

8. Total Operating Income
Add 1 through 7

\$4,622,058

9. What is the current year annual appropriation provided by governing body(ies) for the public library?

\$4,191,636

10. Was the library's municipality exempt from the county library tax for the report year? *Wis. Stat. s. 43.64(2)*

Yes

X. STAFF

1. Personnel Listing. *Libraries with 15 or fewer employees may report all staff under 1a. Libraries with more than 15 employees, list head librarian, chief assistants, branch librarians, division heads, and other supervisory personnel in 1a. and all other positions in 1b.*

a. Employees Holding the Title of Librarian. Indicate advanced degrees in Type of Staff.

Position	Type of Staff	Annual Salary	Hours Worked per Week	Position	Type of Staff	Annual Salary	Hours Worked per Week
Director / Head Librarian	MLS (ALA)	\$97,196	40.00				
Adult Svc/Coll. Mgmt. Mgr.	MLS (ALA)	\$78,321	40.00				
Business Mgr.	Other	\$78,321	40.00				
Archivist Manager	MLS (ALA)	\$78,321	40.00				
IT Manager	Other	\$108,346	40.00				
Bldg. Mtce. Coord.	Other	\$78,321	40.00				
Circulation Manager	Other	\$78,321	40.00				
Youth Services Mgr.	MLS (ALA)	\$78,321	40.00				

b. Other Paid Staff *See instructions*

Position	Type of Staff	Total Annual Wages	Hours Worked per Week	Position	Type of Staff	Total Annual Wages	Hours Worked per Week
Library Clerk	Other	\$156,182	120.00	Librarian	Librn. no-MLS	\$52,158	40.00
Library Assistant	Other	\$566,765	523.00	Senior IT	Other	\$51,448	40.00
Associate Librarian	Librn. no-MLS	\$257,346	200.00	Executive Assistant	Other	\$50,780	40.00
Associate Librarian	MLS (ALA)	\$88,677	80.00	Prgm. Coordinator	Librn. no-MLS	\$62,202	40.00
Librarian	MLS (ALA)	\$484,416	320.00	Maintenance	Other	\$148,957	120.00

2. Library Staff Full-Time Equivalents (FTEs). Divide the total hours worked per week for each category by 40 to determine full-time equivalents.

a. Persons Holding the Title of Librarian

Master's Degree from an ALA
Accredited Program (FTE)

13.00

Other Persons Holding the
Title of Librarian (FTE)

7.00

Subtotal 2a

20.00

b. All Other Paid Staff (FTE)
*Include maintenance, plant
operations, and security*

26.08

c. Total Library Staff
(FTE)

46.08

XI. PUBLIC LIBRARY LOANS OF MATERIAL TO NONRESIDENTS

1. Of the total circulation reported for the library from Section III, item 1, what was the total circulation to nonresidents

See instructions for definition of nonresident 91,147

Divide nonresident circulation among the following categories. The total of 2 through 6 below should not be greater than the number reported in item 1 above.		a. Those with a Library	b. Those without a Library	c. Subtotal
2. Circulation to Nonresidents Living in the Library's County		19,262	44,042	63,304
3. Circulation to Nonresidents Living in Another County in the Library System		5,768	16,257	22,025
4. Circulation to Nonresidents Living in an Adjacent County Not in the Library System		0	0	0
5. Circulation to All Other Wisconsin Residents 1,466		6. Circulation to Persons from Out of the State 4,352		
7. Are the answers to items 1 through 6 based on actual count or survey/sample? Actual	8a. Does the library deny access to any residents of adjacent public library systems on the basis of Wis. Stat. s. 43.17(11)(b)? No	8b. If yes, does the library allow residents in adjacent systems to purchase library cards?		

9. Circulation to Nonresidents Living in an Adjacent County Who Do Not Have a Local Public Library

Name of County	Circulation	Name of County	Circulation
a. Jackson	1,100	f.	
b. Monroe	878	g.	
c. Trempealeau	1,372	h.	
d. Vernon	12,406	i.	
e.		j.	

XII. TECHNOLOGY

1. Does the library provide wireless Internet access? Yes	2. Library type of Internet connection <i>Mark all that apply</i> <input checked="" type="checkbox"/> a. State TEACH line <input checked="" type="checkbox"/> b. Other broadband connection <i>Local cable, telco, community network, etc.</i>	3. Library use of Internet filtering software or service <input type="checkbox"/> a. Yes, on all Internet workstations <input checked="" type="checkbox"/> b. Yes, on some Internet workstations <input type="checkbox"/> c. No filtering on any Internet workstation
--	---	--

XIII. SELF-DIRECTED ACTIVITIES, STAFF SERVING YOUTH / ADULTS

1. Self-directed Activities <i>Planned, independent activities available for a definite time period which introduce participants to any of the broad range of library services or activities that directly provide information to participants.</i>		a. Children (0-11)	b. Young Adult (12-18)	c. Other (all ages)	d. Total
	Number of Self-directed Activities	40	3	0	43
	Total Self-directed Activity Participation	4,650	108	0	4,758

2. Name and email address of primary staff person who serves as the children, youth, or teen librarian. *Only the primary person is displayed here.*

a. First Name Dawn	b. Last Name Wacek	c. Email Address dwacek@lacrosselibrary.org
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3. Name and email address of primary staff person who serves as the librarian for adults. *Only the primary person is displayed here.*

a. First Name Alan	b. Last Name Mask	c. Email Address amask@lacrosselibrary.org
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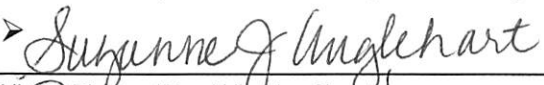
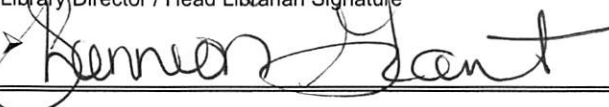
XIV. PUBLIC LIBRARY ASSURANCE OF COMPLIANCE WITH SYSTEM MEMBERSHIP REQUIREMENTS

We assure the Public Library System of which this library is a member and the Division for Libraries and Technology, Department of Public Instruction that this public library is in compliance with the following requirements for public library system membership as listed in *Wis. Stats.* A check (X) or a mark in the checkbox indicates compliance with the requirement.

- ☒ The library is established under s. 43.52 (municipalities), s. 43.53 (joint libraries), or s. 43.57 (consolidated county libraries and county library services) of the Wisconsin Statutes [s. 43.15(4)(c)1].
- ☒ The library is free for the use of the inhabitants of the municipality by which it is established and maintained [s. 43.52(2), 73 Op. Atty. Gen. 86(1984), and OAG 30-89].
- ☒ The library's board membership complies with statutory requirements regarding appointment, length of term, number of members and composition. [s. 43.54 (municipal and joint libraries), s. 43.57(4) & (5) (consolidated and country library services), and s. 43.60(3) (library extension and interchange)].
- ☒ The library board has exclusive control of the expenditure of all moneys collected, donated, or appropriated for the library fund [s. 43.58(1)].
- ☒ The library director is present in the library at least 10 hours a week while library is open to the public, less leave time [s. 43.15(4)(c)6].
- ☒ The library board supervises the administration of the library, appoints the librarian, who appoints such other assistants and employees as the library board deems necessary, and prescribes their duties and compensation [s. 43.58(4)].
- ☒ The library is authorized by the municipal governing board to participate in the public library system [s. 43.15(4)(c)3].
- ☒ The library has entered into a written agreement with the public library system board to participate in the system and its activities, to participate in interlibrary loan of materials with other system libraries, and to provide, to any resident of the system area, the same library services, on the same terms, that are provided to the residents of the municipality or county that established the member library. This shall not prohibit a municipal, county, or joint public library from giving preference to its residents in library group programs held for children or adults if the library limits the number of persons who may participate in the group program, or from providing remote access to a library's online resources only to its residents. [s. 43.15(4)(c)4].
- ☒ The library's head librarian holds the appropriate grade level of public librarian certification from the Department of Public Instruction [s. 43.15(4)(c)6 and Administrative Code Rules PI 6.03].
- ☒ The library annually is open to the public an average of at least 20 hours each week except that for a library in existence on June 3, 2006, annually is open to the public an average of at least 20 hours or the number of hours each week that the library was open to the public in 2005, whichever is fewer [s. 43.15(4)(c)7].
- ☒ The library annually spends at least \$2,500 on library materials. [s. 43.15(4)(c)8].

XV. CERTIFICATION

I CERTIFY THAT, to the best of my knowledge, the information provided in this annual report and any attachments are true and accurate and the library board has reviewed and approved this report.

President, Library Board of Trustees Signature or designee	Name of President or Designee <i>Print or type</i>	Date Signed
	Suzanne Anglehart	2/18/2021
Library Director / Head Librarian Signature	Name of Director / Head Librarian <i>Print or type</i>	Date Signed
	Shanneon Grant	2/18/2021

STATEMENT CONCERNING PUBLIC LIBRARY SYSTEM EFFECTIVENESS

As required by Wis. Stat. s. 43.58(6)(c), the following statement that the library system either did or did not provide effective leadership and adequately meet the needs of the library must be completed and approved by the library board. The response should be made in the context of the public library system's statutory responsibilities and the funding which it has available to meet those responsibilities.

County

La Crosse

The La Crosse Public Library Board of Trustees hereby states that in 2020 the Winding Rivers Library System
Name of Public Library *Name of Public Library System / Service*

☒ **did** provide effective leadership and adequately met the needs of the library.

☐ **did not** provide effective leadership and **did not** adequately meet the needs of the library.

Indicate with an X one of the above two statements.

Explanation of library board's response. *Attach additional sheets if necessary.*

Note: With the approval of the library board of trustees, this statement may be submitted separately from the Annual Report form that is sent to the library system, as an e-mail attachment to LibraryReport@dpi.wi.gov.

CERTIFICATION

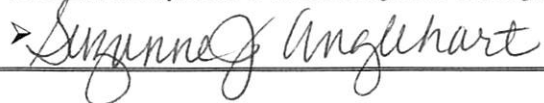
The preceding statement was approved by the Public Library Board of Trustees.

Division staff will compile the statements received for each library system and, as required by Wis. Stat. s. 43.05(14), conduct a review of a public library system if at least 30 percent of the libraries in participating municipalities that include at least 30 percent of the population of all participating municipalities report that the public library system did not adequately meet the needs of the library. This statement may be provided to the public library system.

President, Library Board of Trustees Signature or designee

Name of President or Designee *Print or type*

Date Signed



Suzanne

Anglehart

2/18/2021

	COMMENTS	
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SECTION_II

6. Electronic Video Materials (downloadable)

Cancelled subscription to Kanopy.--2021-02-16

SECTION_III

4a. Method Used to Count Reference Transactions

pandemic--2021-02-18

4b. Reference Transactions

Pandemic--2021-02-18



DO NOT FILE WITH DPI

I. GENERAL INFORMATION

1. Name of Parent Library

2. Legal Name of Branch

La Crosse Public Library

3. Branch Email Address

sgrant@lacrosselibrary.org

4. Salutation

Ms.

5. Branch Head First Name

Shanneon

6. Branch Head Last Name

Grant

II. ADDRESS

1. Branch Street Address

800 Main St.

2. Branch Mailing Address or PO Box

800 Main St.

3. City / Village / Town

La Crosse

4a. ZIP Code

54601

4b. ZIP4

4122

5. County

La Crosse

III. BRANCH INFORMATION

1. Branch Phone Number Area/No.

(608) 789-7100

4. Branch Square Footage

84,610

IV. HOURS OF OPERATION

	Standard Service with No Restrictions on Building Access	Limited Service	Staff Only (no interior service for the public)
Winter hours open per week	65	36	44
Number of Winter Weeks	11	29	12
Summer Hours open per week	0		
Number of Summer Weeks	0		

V. PUBLIC SERVICES DURING COVID-19

<input checked="" type="checkbox"/> answering information requests from the public (phone calls, emails, text messages, online forms, etc.)	<input checked="" type="checkbox"/> hosting virtual programming or recorded content	<input checked="" type="checkbox"/> offering curbside pickup	<input type="checkbox"/> offering drive-thru circulation of physical materials
<input type="checkbox"/> offering vestibule / porch pickups	<input type="checkbox"/> offering delivery of materials (mail or drop-off)	<input checked="" type="checkbox"/> managing IT services for external Wi-Fi access	<input type="checkbox"/> providing other types of online and electronic services

VI. COVID-19 DATES

Initial date closed due to COVID-19

03/18/2020

First date reopened following initial COVID-19 closure
"-1" if branch still not open to the public

05/26/2020

Additional building closure and reopening dates, please describe:



Wisconsin Department of Public Instruction
WISCONSIN PUBLIC LIBRARY OUTLET DATA
PI-2401-A (Rev. 2-21)

Wis. Stat. §§ 43.05(4) & 43.58(6)

FOR THE YEAR 2020

INSTRUCTIONS: This form is provided for public library's informational purposes only. Do not include with the signed annual report delivered to your system headquarters.

DO NOT FILE WITH DPI

I. GENERAL INFORMATION

1. Name of Parent Library

2. Legal Name of Branch

North Community Branch

3. Branch Email Address

sgrant@lacrosselibrary.org

4. Salutation

Ms.

5. Branch Head First Name

Shanneon

6. Branch Head Last Name

Grant

II. ADDRESS

1. Branch Street Address

1552 Kane St.

2. Branch Mailing Address or PO Box

1552 Kane St.

3. City / Village / Town

La Crosse

4a. ZIP Code

54603

4b. ZIP4

2229

5. County

La Crosse

III. BRANCH INFORMATION

1. Branch Phone Number Area/No.

(608) 789-7102

4. Branch Square Footage

6,160

IV. HOURS OF OPERATION

	Standard Service with No Restrictions on Building Access	Limited Service	Staff Only (no interior service for the public)
Winter hours open per week	40	0	0
Number of Winter Weeks	11	0	0
Summer Hours open per week	0	0	0
Number of Summer Weeks	0	0	0

V. PUBLIC SERVICES DURING COVID-19

<input type="checkbox"/> answering information requests from the public (phone calls, emails, text messages, online forms, etc.)	<input type="checkbox"/> hosting virtual programming or recorded content	<input checked="" type="checkbox"/> offering curbside pickup	<input type="checkbox"/> offering drive-thru circulation of physical materials
<input type="checkbox"/> offering vestibule / porch pickups	<input type="checkbox"/> offering delivery of materials (mail or drop-off)	<input checked="" type="checkbox"/> managing IT services for external Wi-Fi access	<input type="checkbox"/> providing other types of online and electronic services

VI. COVID-19 DATES

Initial date closed due to COVID-19

03/18/2020

First date reopened following initial COVID-19 closure
"-1" if branch still not open to the public

-1

Additional building closure and reopening dates, please describe:



Wisconsin Department of Public Instruction
WISCONSIN PUBLIC LIBRARY OUTLET DATA
PI-2401-A (Rev. 2-21)

Wis. Stat. §§ 43.05(4) & 43.58(6)

FOR THE YEAR 2020

INSTRUCTIONS: This form is provided for public library's informational purposes only. Do not include with the signed annual report delivered to your system headquarters.

DO NOT FILE WITH DPI

I. GENERAL INFORMATION

1. Name of Parent Library

2. Legal Name of Branch

South Community Branch

3. Branch Email Address

sgrant@lacrosselibrary.org

4. Salutation

Ms.

5. Branch Head First Name

Shanneon

6. Branch Head Last Name

Grant

II. ADDRESS

1. Branch Street Address

1307 16th St. S.

2. Branch Mailing Address or PO Box

1307 16th St. S.

3. City / Village / Town

La Crosse

4a. ZIP Code

54601

4b. ZIP4

5799

5. County

La Crosse

III. BRANCH INFORMATION

1. Branch Phone Number Area/No.

(608) 789-7103

4. Branch Square Footage

7,200

IV. HOURS OF OPERATION

	Standard Service with No Restrictions on Building Access	Limited Service	Staff Only (no interior service for the public)
Winter hours open per week	40	0	0
Number of Winter Weeks	11	0	0
Summer Hours open per week	0	0	0
Number of Summer Weeks	0	0	0

V. PUBLIC SERVICES DURING COVID-19

<input type="checkbox"/> answering information requests from the public (phone calls, emails, text messages, online forms, etc.)	<input type="checkbox"/> hosting virtual programming or recorded content	<input checked="" type="checkbox"/> offering curbside pickup	<input type="checkbox"/> offering drive-thru circulation of physical materials
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VI. COVID-19 DATES

Initial date closed due to COVID-19

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First date reopened following initial COVID-19 closure
"-1" if branch still not open to the public

-1

Additional building closure and reopening dates, please describe:

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**LA CROSSE PUBLIC LIBRARY
SPECIAL CHECKING ACCOUNT
2020 ACTIVITY**

Balance: 12/31/19	\$227,786.13
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Receipts:		
	Copy Machine & other 1400	\$5,304.26
	Gifts	\$64,538.05
	Friends of LPL	\$15,000.00
	Washburn Fund	\$0.00
	Special Trustees Fund	\$115,109.57
	Fund Raisers	\$12,648.30
	Credit Card Receipts	\$6,404.81
	Waking Up White Project	\$12,990.00
	Interest	\$1,152.64
	Total Receipts	\$233,147.63

Disbursements:		
	Copier Leases & Maintenance	\$9,995.44
	Printing Supplies & Maintenance	\$62.17
	Library Materials	\$1,850.31
	Programs/Exhibits	\$29,785.46
	Staff Development	\$0.00
	Equipment/Furnishings	\$11,101.38
	Credit Card Expenses	\$5,744.03
	North Tech. Project	\$30,000.00
	Roof Replacement Project	\$78,319.43
	Other	\$18,202.65
	Total Disbursements	\$185,060.87

Balance 12/31/20	\$275,872.89
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Journal Balance:	\$275,872.89
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\$0.00

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TRUSTEES' SPECIAL AGENCY FUND REPORT

2020	1ST QTR 2020	2ND QTR 2020	3RD QTR 2020	4TH QTR 2020	TOTAL 2020
BEQUESTS	0	0	0	0	\$0
CONTRIBUTIONS	0	0	5,000	0	\$5,000
INTEREST INCOME	8,973	9,575	7,394	7,822	\$33,764
CHANGE IN MARKET VALUE		58,018	14,419	6,119	\$78,556
ASSET CHANGES - CAPITAL GAIN			0	7,233	\$7,233
FEEs	2,034	1,993	1,926	1,889	\$7,842
BOARD EXPENDITURES		6,790	108,319		\$115,109
ASSET CHANGES - CAPITAL LOSS	57,699	16,610	4,073		\$78,382
					201,333

Board Retreat	\$869	Roof Replacement	\$78,319
MSR Consultant Fees	\$5,921	NCL Tech Enhancement	\$30,000

BEQUESTS	\$1,004,220
HAIG-PREVIOUS INTEREST	11,234
BRUDER ENDOWMENT	10,000
CHILDREN'S CENTENNIAL FUND	12,025
FROM GERT GORDON FUND	51,931
INTEREST INCOME	1,201,634
RETURN FROM 1ST FLOOR REMODEL	46,532
BUILDING FUND	175,280
BOOKS 2000 and beyond	245,957
CAPITAL PROJECTS	24,324
MATERIALS & PROGRAMS	10,333
BOARD USE	6,435
LCHS	53,903
ASSET CHANGES	132,623
FEEs	-151,945
BOARD EXPENDITURES	-1,807,530
BALANCE	\$1,026,955

MISCELLANEOUS

DETAILS

CARRYOVER FROM 2020 to 2021				
	2020 BUDGET	2020 AMOUNT		
EXPENDITURES	APPROP.	SPENT	BALANCE	% USED
Salaries	\$2,727,774	2,324,410.17	152,927.10	94.39%
COVID Salaries		177,598.61		
Retirement Payouts		72,838.12		
Fringes	906,442		-117,508.71	112.96%
Health Insurance		575,219.16		
Life Insurance		8,131.47		
Retirement		166,456.90		
Social Security		189,825.76		
Misc. Benefits		3,839.92		
Unemployment		80,477.50		
Automation	161,060	143,640.01	17,419.99	89.18%
Bad Debt Expense		2,565.41	-2,565.41	
Bldgs. & Bldg. Improvements	10,000	10,298.50	-298.50	102.99%
Car Allowance/Mileage	600	1,368.05	-768.05	228.01%
COVID Supplies		8,074.14	-8,074.14	
Other Contractual Services	21,526	21,525.97	0.03	100.00%
Dues	873	873.00	0.00	100.00%
Electricity	115,000	89,258.29	25,741.71	77.62%
Electronic Resources	15,000	10,393.00	4,607.00	69.29%
Gasoline	750	516.56	233.44	68.87%
Library Materials	299,400	285,857.39	13,542.61	95.48%
Miscellaneous Expenses	3,000	729.23	2,270.77	24.31%
Natural Gas	35,500	34,990.23	509.77	98.56%
Office Supplies	31,000	23,679.56	7,320.44	76.39%
Oil	50	0.00	50.00	0.00%
Postage	5,000	1,977.46	3,022.54	39.55%
Printing Services	1,200	86.80	1,113.20	7.23%
Professional Development	3,304	2,577.35	726.65	78.01%
Programming Mtls.	1,000	1,809.66	-809.66	180.97%
Repair & Mtc. Supplies-Bldg.	20,120	20,065.31	54.69	99.73%
Repair & Mtc. Services-Equip.	3,500	189.90	3,310.10	5.43%
Repair & Mtc. Services - Grnds.	50,550	54,683.18	-4,133.18	108.18%
Sewer	2,500	4,186.71	-1,686.71	167.47%
Storm Water	2,500	1,973.52	526.48	78.94%
Telephone Expenses	21,000	21,726.06	-726.06	103.46%
Travel Expenses	3,292	3,291.53	0.47	99.99%
WRLSWEB	57,781	57,781.00	0.00	100.00%
Water	4,635	3,923.79	711.21	84.66%
TOTAL 2020 EXPENSES:	\$4,504,357	4,406,839.22	97,517.78	97.84%

	2020 BUDGET	2020 AMOUNT		
INCOME	APPROP.	RECEIVED	BALANCE	% RECEIVED
Lost Library Mtls.	\$8,000	3,303.22	-4,696.78	41.29%
Miscellaneous	\$2,800	474.69	-2,325.31	16.95%
Out of State Reg.	\$5,000	120.00	-4,880.00	2.40%
Service Charges		984.74	984.74	
County Contributions	\$191,590	191,589.00	-1.00	100.00%
WRLSWEB	\$72,214	68,640.00	-3,574.00	95.05%
Restitution			0.00	
Pcard Rebate	\$8,500	7,958.32	-541.68	93.63%
Transfer from carryover		41,547.49	41,547.49	
Short/Over				
SUBTOTAL	\$288,104	314,617.46	26,513.46	109.20%
WRLS Contract	\$24,945	24,945.00	0.00	100.00%
TOTAL 2020 INCOME:	\$313,049	339,562.46	26,513.46	108.47%
SUMMARY:				
Total Amount Carried over into 2020:			119,499.00	
Expenditures per Board approval				
To offset retirement payouts			-41,547.00	
Data Cabling			-6,159.00	
2020 Operating Budget Expenditure Balance			97,517.78	
2020 Operating Budget Unanticipated Income			26,513.46	
Total Amount Carried over into 2021:			195,824.24	

				Item 3
GIFT FUND (Restricted) as of 12/31/2020				
	1-1-2020 Balance	Debits	Credits	Current Balance
Library Materials				
Bruder Endowment (YS)	\$465.26			\$465.26
LAGS		\$79.95	\$79.95	\$0.00
Waking Up White	\$128.99		\$12,990.00	\$13,118.99
TOTAL	\$594.25	\$79.95	\$13,069.95	\$13,584.25
	1-1-2020 Balance	Debits	Credits	Current Balance
Miscellaneous				
Archives	\$41,797.08	\$3,571.33	\$1,645.50	\$39,871.25
Board Discretionary Projects	\$4,112.05		\$3,650.00	\$7,762.05
Bus Tour	5,354.75	\$5,354.75		\$0.00
Capital Projects	8,840.94			\$8,840.94
Materials & Services	9,373.50	\$289.51	\$4,825.00	\$13,908.99
Foundation Grant	20,399.34			\$20,399.34
Friends - Misc.	5,868.76	\$1,654.81	\$1,786.05	\$6,000.00
Give-A-Gift	\$16,180.41	\$5,044.74	\$12,648.30	\$23,783.97
Donald (Sandy) Gordon Estate	\$9,020.25	\$9,686.57	\$10,970.47	\$10,304.15
Gertrude Salzer Gordon Estate	\$41,363.58	\$4,642.28	\$29,456.78	\$66,178.08
Interest	\$932.42	\$1,736.43	\$1,152.64	\$348.63
Sale of Surplus Equipment	\$1,922.25		\$508.00	\$2,430.25
Banner Project	\$3,885.54			\$3,885.54
Art Fund	\$948.00			\$948.00
Bader Grant - memory kits		\$1,330.64	\$1,330.64	\$0.00
Craft Show	\$973.12			\$973.12
Early Literacy	\$310.00			\$310.00
Pop Up Libraries	\$140.00			\$140.00
PBS Get Up & Go		\$3,500.00		-\$3,500.00
Music & Memories	\$168.55			\$168.55
Richard F. Carter Memorial	\$6,931.08			\$6,931.08
Programming - Adult General	\$7,377.20	\$8,911.44	\$9,350.44	\$7,816.20
Adult SLP				\$0.00
Adult Winter Program				\$0.00
Earth Month Program		\$500.00	\$500.00	\$0.00
Programming - Youth General	\$3,005.78	\$8,131.85	\$18,000.00	\$12,873.93
Summer Library Program		\$3,869.66	\$3,869.66	\$0.00
South Branch Operation	\$955.19			\$955.19
Spec. Trustees - Board Retreat	-\$540.00	\$137.80	\$869.13	\$191.33
Spec. Trustees - Director retirement	-\$1,459.13		\$1,459.13	\$0.00
Spec. Trustees - North Tech Project		\$30,000.00	\$30,000.00	\$0.00
Spec. Trustees - Retirements	-\$476.86	\$1,178.16		-\$1,655.02
Spec. Trustees - space study	-\$5,921.01		\$5,921.01	\$0.00
Spec. Trustees - director reception	-\$259.13		\$259.13	\$0.00
Spec. Trustees - roof replacement		\$78,319.43	\$78,319.43	\$0.00
Swag				\$0.00
Thousand Books Before Kindergarten	\$1,489.67	\$730.23		\$759.44
Washburn - Author Visit	\$2,604.24			\$2,604.24
Washburn - Face Masks		\$975.36	\$71.71	-\$903.65
Washburn - filing fee		\$20.00		-\$20.00
Washburn - National History Day	\$611.68			\$611.68
Washburn - History Hunt	\$3,500.00			\$3,500.00
Washburn - La Crosse Reads	\$1,000.00			\$1,000.00
Washburn - Thurow Scholarship	\$1,687.16			\$1,687.16
TOTAL	\$192,096.41	\$169,584.99	\$216,593.02	\$239,104.44
World We Live in Grant	4,782.05			\$4,782.05
(we are only a fiscal agent on this)				
TOTAL	\$4,782.05	\$0.00	\$0.00	\$4,782.05
YTD TOTALS	\$197,472.71	\$169,664.94	\$229,662.97	\$257,470.74
Bank Balance				\$257,470.74
				\$0.00

1400 ACCOUNT: 2020 RECEIPTS

	Copy Machine	Internet Access	Printer	Misc.	TOTAL INCOME
JANUARY	\$607.86	\$756.60	\$408.10	\$0.00	\$1,772.56
FEBRUARY	\$352.61	\$543.74	\$291.93	\$0.00	\$1,188.28
MARCH	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
APRIL	\$260.70	\$288.10	\$242.14	\$0.00	\$790.94
MAY	\$0.00	\$0.00	\$17.20	\$0.00	\$17.20
JUNE	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
JULY	\$14.45	\$20.85	\$0.00	\$0.00	\$35.30
AUGUST	\$7.00	\$75.95	\$0.00	\$0.00	\$82.95
SEPTEMBER	\$33.50	\$0.00	\$24.30	\$0.00	\$57.80
OCTOBER	\$262.29	\$609.90	\$2.45	\$0.00	\$874.64
NOVEMBER	\$138.89	\$165.45	\$15.50	\$0.00	\$319.84
DECEMBER	\$27.65	\$133.90	\$3.20	\$0.00	\$164.75

TOTAL	\$1,704.95	\$2,594.49	\$1,004.82	\$0.00	\$5,304.26
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Percentage of Total	32.14%	48.91%	18.94%	0.00%
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Average per month	\$142.08	\$216.21	\$83.74	\$0.00	\$442.02
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Explanation of Subaccounts:

Copy Machine Rate/copy: 11" @ \$.10, 14" @ \$.15, 17" @ \$.20; color copies @ \$.75

Printer Charges for computer printing

Internet Charges Charges for printing material off of the Internet @ \$.10 per page for b/w & \$.25 for color

1400 ACCOUNT: DISBURSEMENTS 2020

	Copier Leases	Copier Maintenance	Printing Maintenance	Printing Supplies	Misc.	TOTAL
JANUARY	\$92.51	\$0.00	\$28.78	\$0.00	\$229.78	\$351.07
FEBRUARY	\$768.00	\$596.15	\$30.14	\$0.00	\$0.00	\$1,394.29
MARCH	\$1,004.93	\$0.00	\$0.00	\$0.00	\$0.00	\$1,004.93
APRIL	\$768.00	\$0.00	\$0.00	\$0.00	\$0.00	\$768.00
MAY	\$768.00	\$12.20	\$3.25	\$0.00	\$193.42	\$976.87
JUNE	\$768.00	\$79.55	\$0.00	\$0.00	\$0.00	\$847.55
JULY	\$675.49	\$96.74	\$0.00	\$0.00	\$34.45	\$806.68
AUGUST	\$760.09	\$148.45	\$0.00	\$0.00	\$0.00	\$908.54
SEPTEMBER	\$760.09	\$55.10	\$0.00	\$0.00	\$0.00	\$815.19
OCTOBER	\$760.09	\$75.55	\$0.00	\$0.00	\$0.00	\$835.64
NOVEMBER	\$760.09	\$278.74	\$0.00	\$0.00	\$0.00	\$1,038.83
DECEMBER	\$760.09	\$7.58	\$0.00	\$0.00	\$0.00	\$767.67
 TOTAL	 \$8,645.38	 \$1,350.06	 \$62.17	 \$0.00	 \$457.65	 \$10,515.26
 Percentage of Total	 82.22%	 12.84%	 0.59%	 0.00%	 4.35%	

CIRCULATION - 2020

OVERVIEW

Number of loans from La Crosse Public Library & branches: 338,000
 Decrease from 2019: -439,196
 % Decrease from 2019: -56.51%

Number of loans from Main: 310,359
 Percent of total loans: 91.82%
 Decrease from 2019: -287,884
 % Decrease from 2019: -48.12%

Number of loans from North: 8,703
 Percent of total loans: 2.57%
 Decrease from 2019: -27,726
 % Decrease from 2019: -76.11%

Number of loans from South: 18,938
 Percent of total loans: 5.60%
 Decrease from 2019: -67,828
 % Decrease from 2019: -78.17%

DETAIL

	<u>MAIN</u>	<u>% OF TOTAL</u>	<u>CHANGE FROM 2019</u>	<u>NORTH</u>	<u>% OF TOTAL</u>	<u>CHANGE FROM 2019</u>	<u>SOUTH</u>	<u>% OF TOTAL</u>	<u>CHANGE FROM 2019</u>	<u>TOTAL</u>
Adult Printed Material	110,276	35.53%	-84,379	2,411	27.70%	-7,267	6,114	32.28%	-18,889	118,801
Adult Audiovisual Material	76,591	24.68%	-106,723	2,744	31.53%	-8,894	4,557	24.06%	-17,722	83,892
Total Adult	186,867	60.21%	-191,102	5,155	59.23%	-16,161	10,671	56.35%	-36,611	202,693
Children's Printed Material	107,064	34.50%	-72,039	2,914	33.48%	-8,634	6,900	36.43%	-25,254	116,878
Children's Audiovisual Material	16,428	5.29%	-24,743	634	7.28%	-2,931	1,367	7.22%	-5,963	18,429
Total Children's	123,492	39.79%	-96,782	3,548	40.77%	-11,565	8,267	43.65%	-31,217	135,307
TOTAL CIRCULATION OF MATERIALS	310,359	91.82%	-287,884	8,703	2.57%	-27,726	18,938	5.60%	-67,828	338,000

CIRCULATION (cont.)

The following chart shows the trends in circulation at Main, North, and South since 1983.

	<u>MAIN</u>	<u>% CHANGE</u>	<u>NORTH</u>	<u>% CHANGE</u>	<u>SOUTH</u>	<u>% CHANGE</u>	<u>TOTAL</u>	<u>% CHANGE</u>
1983	383,670		48,582		78,335		510,587	
1984	406,635	5.99%	56,427	16.15%	81,902	4.55%	544,964	6.73%
1985	409,050	0.59%	56,919	0.87%	80,473	-1.74%	546,442	0.27%
1986	430,883	5.34%	55,137	-3.13%	72,013	-10.51%	558,033	2.12%
1987	459,473	6.64%	57,699	4.65%	77,322	7.37%	594,494	6.53%
1988	480,342	4.54%	55,912	-3.10%	74,207	-4.03%	610,461	2.69%
1989	504,213	4.97%	57,368	2.60%	78,369	5.61%	639,950	4.83%
1990	495,747	-1.68%	53,722	-6.36%	78,659	0.37%	628,128	-1.85%
1991	504,743	1.81%	47,936	-10.77%	78,513	-0.19%	631,192	0.49%
1992	563,509	11.64%	61,972	29.28%	92,615	17.96%	718,096	13.77%
1993	624,235	10.78%	76,228	23.00%	82,851	-10.54%	783,314	9.08%
1994	593,760	-4.88%	74,142	-2.74%	109,654	32.35%	777,556	-0.74%
1995	565,001	-4.84%	74,149	0.01%	124,095	13.17%	763,245	-1.84%
1996	563,685	-0.23%	71,417	-3.68%	114,547	-7.69%	749,649	-1.78%
1997	663,068	17.63%	66,553	-6.81%	111,255	-2.87%	840,876	12.17%
1998	629,836	-5.01%	67,404	1.28%	107,576	-3.31%	804,816	-4.29%
1999	619,485	-1.64%	61,353	-8.98%	96,293	-10.49%	777,131	-3.44%
2000	602,359	-2.76%	61,386	0.05%	92,908	-3.52%	756,653	-2.64%
2001	607,882	0.92%	62,163	1.27%	95,028	2.28%	765,073	1.11%
2002	638,125	4.98%	59,910	-3.62%	89,061	-6.28%	787,096	2.88%
2003	674,197	5.65%	61,782	3.12%	96,174	7.99%	832,153	5.72%
2004	732,353	8.63%	59,779	-3.24%	95,123	-1.09%	887,255	6.62%
2005	791,405	8.06%	60,294	0.86%	96,913	1.88%	948,612	6.92%
2006	857,997	8.41%	60,355	0.10%	105,389	8.75%	1,023,741	7.92%
2007	883,712	3.00%	67,630	12.05%	110,553	4.90%	1,061,895	3.73%
2008	954,861	8.05%	72,602	7.35%	116,380	5.27%	1,143,843	7.72%
2009	1,026,401	7.49%	76,000	4.68%	111,685	-4.03%	1,214,086	6.14%
2010	1,035,907	0.93%	76,889	1.17%	122,120	9.34%	1,234,916	1.72%
2011	1,057,330	2.07%	77,387	0.65%	128,397	5.14%	1,263,114	2.28%
2012	1,011,304	-4.35%	72,408	-6.43%	131,546	2.45%	1,215,258	-3.79%
2013	975,879	-3.50%	66,563	-8.07%	129,281	-1.72%	1,171,723	-3.58%
2014	841,086	-13.81%	52,647	-20.91%	103,941	-19.60%	997,674	-14.85%
2015	786,976	-6.43%	51,787	-1.63%	99,529	-4.24%	938,292	-5.95%
2016	744,041	-5.46%	43,722	-15.57%	92,316	-7.25%	880,079	-6.20%
2017	713,038	-4.17%	37,309	-14.67%	75,528	-18.19%	825,875	-6.16%
2018	652,390	-8.51%	40,341	8.13%	84,465	11.83%	777,196	-5.89%
2019	598,246	-8.30%	36,429	-9.70%	86,766	2.72%	721,438	-7.17%
2020	310,359	-48.12%	8,703	-76.11%	18,938	-78.17%	338,000	-53.15%
1983-2020		-19.11%		-82.09%		-75.82%		41.30%

STANDARDS:

		<u>2020</u>	<u>2019</u>
Average no. of circulations per service hour :	Main:	176	182
	North:	20	29
	South:	43	70
Average no. of circulations per service day:	Main:	1,070	1,700
	North:	132	120
	South:	287	286

INFORMATION/QUESTIONS - 2019

Total number of reference questions asked by patrons at La Crosse Public Library & its branches			14,255
Decrease over 2019	-31,486		
Percentage decrease over 2019	-53.14%		
		<u>PER</u> <u>DAY OPEN</u>	<u>PER</u> <u>HR OPEN</u>
Number asked of the REFERENCE DESK staff:	7,113		
Percentage of total questions:	49.90%		
Decrease over 2019	-11,791		
Percentage decrease over 2019	-62.37%		
Number asked of the ARCHIVES ROOM staff:	7,142		
Percentage of total questions:	50.10%		
Decrease over 2019	-4,750		
Percentage decrease over 2019	-39.94%		
Number asked of the CHILDREN'S ROOM staff:	0		
Percentage of total questions:	0.00%		
Decrease over 2019	-5,770		
Percentage decrease over 2019	-100.00%		
Number asked of the CIRCULATION staff:	0		
Percentage of total questions:	0.00%		
Decrease over 2019	-7,179		
Percentage decrease over 2019	-100.00%		
Number asked of the NORTH BRANCH staff:	0		
Percentage of total questions:	0.00%		
Decrease over 2019	-963		
Percentage decrease over 2019	-100.00%		
Number asked of the SOUTH BRANCH staff:	0		
Percentage of total questions:	0.00%		
Decrease over 2019	-1,033		
Percentage decrease over 2019	-100.00%		
# of Genealogy database web searches:	114,198		
Total number of people using the Archives Room:	565		

INFORMATION/QUESTIONS (cont.)

The following table shows the changes in reference question statistics from 1983-2016:

	REFERENCE DESK	% CHANGE	ARCHIVES ROOM	% CHANGE	CHILDREN'S ROOM	% CHANGE	NORTH BRANCH	% CHANGE	SOUTH BRANCH	% CHANGE
1983	38,948	*	3,255		4,628		4,669		3,627	
1984	44,807	15.04% *	3,431	5.41%	4,623	-0.11%	5,267	12.81%	4,575	26.14%
1985	45,310	1.12%	3,740	9.01%	4,057	-12.24%	4,960	-5.83%	5,826	27.34%
1986	49,525	9.30%	4,187	11.95%	6,164	51.93%	5,692	14.76%	4,884	-16.17%
1987	52,878	6.77%	4,606	10.01%	7,260	17.78%	7,992	40.41%	5,769	18.12%
1988	53,522	1.22%	4,271	-7.27%	8,871	22.19%	8,407	5.19%	4,783	-17.09%
1989	57,378	7.20%	5,905	38.26%	8,779	-1.04%	7,894	-6.10%	4,975	4.01%
1990	58,256	1.53%	7,464	26.40%	8,379	-4.56%	8,131	3.00%	5,825	17.09%
1991	61,017	4.74%	7,660	2.63%	8,273	-1.27%	7,835	-3.64%	6,170	5.92%
1992	64,900	6.36%	9,841	28.47%	8,943	8.10%	10,124	29.22%	7,449	20.73%
1993	64,377	-0.81%	9,967	1.28%	9,748	9.00%	10,018	-1.05%	5,330	-28.45%
1994	64,723	0.54%	10,945	9.81%	8,650	-11.26%	10,609	5.90%	10,592	98.72%
1995	63,497	-1.89%	10,333	-5.59%	8,534	-1.34%	10,809	1.89%	9,771	-7.75%
1996	64,989	2.35%	10,693	3.48%	7,811	-8.47%	10,067	-6.86%	4,279	-56.21%
1997	67,202	3.41%	12,068	12.86%	12,381	58.51%	22,781	126.29%	11,577	170.55%
1998	67,841	0.95%	10,817	-10.37%	12,925	4.39%	22,850	0.30%	19,450	68.01%
1999	69,182	1.98%	11,466	6.00%	13,214	2.24%	29,208	27.82%	20,582	5.82%
2000	59,839	-13.50%	11,305	-1.40%	18,494	39.96%	16,744	-42.67%	24,544	19.25%
2001	56,081	-6.28%	12,896	14.07%	14,591	-21.10%	19,519	16.57%	22,721	-7.43%
2002	53,328	-4.91%	13,588	5.37%	15,028	2.99%	17,138	-12.20%	23,461	3.26%
2003	58,096	8.94%	13,615	0.20%	18,680	24.30%	16,968	-0.99%	14,927	-36.38%
2004	63,938	10.06%	14,291	4.97%	19,803	6.01%	13,076	-22.94%	22,182	48.60%
2005	59,160	-7.47%	13,002	-9.02%	17,486	-11.70%	15,939	21.90%	21,182	-4.51%
2006	50,773	-14.18%	12,853	-1.15%	10,035	-42.61%	10,549	-33.82%	8,979	-57.61%
2007	50,618	-0.31%	11,892	-7.48%	10,556	5.19%	10,972	4.01%	11,414	27.12%
2008	45,276	-10.55%	13,902	16.90%	12,844	21.67%	12,220	11.37%	13,624	19.36%
2009	49,221	8.71%	13,692	-1.51%	10,296	-19.84%	12,194	-0.21%	12,038	-11.64%
2010	49,656	0.88%	13,850	1.15%	8,762	-14.90%	16,328	33.90%	17,160	42.55%
2011	49,423	-0.47%	14,634	5.66%	8,008	-8.61%	9,932	-39.17%	13,026	-24.09%
2012	44,010	-10.95%	14,645	0.08%	17,576	119.48%	13,910	40.05%	17,264	32.53%
2013	44,827	1.86%	12,919	-11.79%	20,020	13.91%	14,664	5.42%	9,516	-44.88%
2014	26,532	-40.81%	12,429	-3.79%	25,948	29.61%	7,800	-46.81%	5,772	-39.34%
2015	25,395	-4.29%	11,997	-3.48%	8,788	-66.13%	3,874	-50.33%	5,408	-6.31%
2016	25,320	-0.30%	13,086	9.08%	6,032	-31.36%	3,536	-8.72%	1,300	-75.96%
2017	23,033	-9.03%	11,703	-10.57%	8,060	33.62%	1,976	-44.12%	1,768	36.00%
2018	22,381	-2.83%	12,487	6.70%	7,306	-9.35%	1,716	-13.16%	2,262	27.94%
2019	18,904	-15.54%	11,892	-4.76%	5,770	-21.02%	963	-43.88%	1,033	-54.33%
2020	7,113	-62.37%	7,142	-39.94%	0	-100.00%	0	-100.00%	0	-100.00%
1983-2020		-81.74%		119.42%		-100.00%		-100.00%		-100.00%

Reference questions per city resident: 0.28

*Directional questions were included in 1983 and 1984 statistics.