

# LETTER FROM THE DIRECTOR

*Continued*

This statement is especially true during times of crisis and now, more than ever, in this time of pandemic. I wanted to take this opportunity to share with you how we have adapted library services to ensure that we continue to provide the highest level of service while keeping both library staff and the community as safe as possible.

**How has the library adapted services in response to the pandemic?** When the COVID outbreak began to shut the community down the library staff responded quickly by moving all children's storytime programs and classes to Facebook and Zoom. Phone and online information support never stopped and continues to be available during the library's operational hours as are the online subscription databases accessible via the library website, [www.blountlibrary.org](http://www.blountlibrary.org), under the Learning Tab. Curbside services, which began in March, make it possible for library card holders to reserve library materials online and pick them up via curbside pickup.

We are excited to announce that curbside service has now become a regular library service moving forward. The Dorothy Herron and Sharon Lawson meeting rooms are now wired to accommodate onsite/online combination meetings as in-person attendance is limited to 32 people per room for social distancing. The library can now schedule and manage Zoom meetings for any community group or organization needing Zoom access and support.

The library building reopened to the public on 6 July 2020 and, as of 1 September 2020, the community has participated in 72 virtual programs and Zoom classes, launched 1,480 continuing education training sessions through online resources, and circulated 5,731 items using curbside service.

**What new services are available through the library?** With the need to provide as many services digitally as possible, the Library has invested in the purchase of audio and ebooks that are accessible through the Libby app (R.E.A.D.S.). We also added Hoopla, which is a streaming service that provides access to movies, T.V. programs, and comics as well as audiobooks and ebooks. With the Hoopla service there is no waiting as materials in Hoopla are accessible immediately.

The Blount County community has enthusiastically made use of these two resources since March. Between 1 March and 1 September, 1,745 items were checked out from Hoopla and 102,472 items were checked out from R.E.A.D.S.

**How have library operations changed to improve staff and community safety?**

- Installed an Ionization filtering system that kills the COVID virus in the air in July
- Adapted the library layout and staff work spaces to provide the safest possible physical space.
  - Self Checkout stations
  - Disinfecting and quarantining of all items and spaces.
  - Adapted the layout of the building to promote social distancing.
- Hired two additional facilities staff to help keep the building restrooms, floors, tables and grounds clean and safe through the daily operational hours of the library building.
- Structured library staff schedule so that no more than two staff are working in a shared space.
- Installed glass partitions at all customer service desks.
- Providing 24/7 high speed internet access in the library parking lot, and around the building.

When you visit the library we will take your temperature and highly recommend that you wear a mask and make liberal use of the antibacterial bottles located around the building.

Please stay safe!

Best,

*K.C. Williams*



## WHAT'S HAPPENING

*Quarterly Newsletter*



October, November, and December of 2020



## NEWS

- October launch of the *Community Connections*, an awareness campaign
- Board of Trustees meetings, closures, and curbside pickup hours
- Blount County Friends of the Library update

## SERVICES

- Circulating hotspots & laptops
- Research
- Genealogy
- Mobile printing
- Curbside service
- Transparent Language
- Continuing Education Courses
- Hoopla, R.E.A.D.S, and Lynda

## PROGRAMS

- Pre-K Story Time
- Family Story Time
- Who wants to know? - Informational Series
- Adult Lecture Series

*A full list of programs and activities is available on our calendar at [blountlibrary.org](http://blountlibrary.org) as well as on our Facebook page.*

## LETTER FROM THE DIRECTOR

*by K.C. Williams*

I would like to thank everyone who has shared their thoughts and ideas on library services during this time. Our COVID-19 library service response has transformed 'how' we do things and we have established a new 'norm' with your input. Public libraries are a cornerstone of a healthy community.  
*See p. 4 for more details.*



# COMMUNITY CONNECTIONS

In October, we launch 'Community Connections' an awareness campaign of what our community does, needs, and how we can support each other. We are inviting Blount County businesses and nonprofits to highlight job postings, events, and/or promotions on our social media and in house Digital Signage. Please email [bcpl.pr@blounttn.org](mailto:bcpl.pr@blounttn.org) for the guidelines. This campaign will run until mid-December.



Small card.

# Big Possibilities.

## BOARD MEETINGS:

The Library Board of Trustees meets the third Tuesday of each month at 5:30 pm and is open to the public. If you are interested in attending, please call to confirm the date and if the meeting will be virtual or in person at (865)-273-1404

## CLOSURES:

- November 11th for Veteran's Day
- November 25th- 27th for Thanksgiving
- December 23rd- 26th for Christmas
- December 31st- January 1st for New Year's Eve

Curbside Pickup schedule  
Tuesday 10:00 am - 7:00 pm  
Thursday 10:00 am - 7:00 pm  
Saturday 12:00 pm - 4:00 pm

Meeting room hours  
Monday - Saturday  
9:00 am - 9:00 pm  
Sunday 1:00 pm - 5:00 pm

# THANKS TO OUR FRIENDS

The Blount County Friends of the Library are looking for volunteers to help them with donations, e-bay, book sales, and more. If you have some time and would like to be part of this organization, please call (865)-273-1451.

## BCFOL UPDATE

### The Blount County Friends

#### Bookstore:

Located behind Self Checkout, the bookstore is open anytime the library is! Just find a book that you like and put the payment in the little blue box.



**Community Market:** Come to the library lawn on Wednesdays from 4:00 pm- 6:00 pm and Saturdays from 8:30 am- 11:00 am to check out goods from our local sellers! The Community Market will be closing for the season after the October 10th sale.

**Book Sales:** Every Saturday from 10:00 am- 3:00 pm in the library basement. **Masks required.**

## DID YOU KNOW?

### We offer Mobile Printing

Send your documents to BCPL from anywhere on any internet enabled device. To print an email message or attachment, simply forward your email to:

[bcpl-print-bw@printspots.com](mailto:bcpl-print-bw@printspots.com)  
or  
[bcpl-print-color@printspots.com](mailto:bcpl-print-color@printspots.com)

**Make sure to include a subject line to insure that the print job goes through!** You will be sent a release code for the email message and each attachment.

## CLASSES

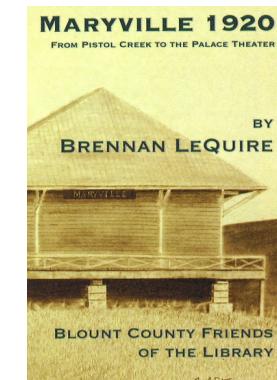
Free technology classes are offered in a variety of topics such as MS Office products, Google apps, social media, and more. Course descriptions and schedules are available on our website. All computer classes will be held virtually on the Zoom platform until further notice due to the COVID-19 Pandemic. To register, go to [blountlibrary.org](http://blountlibrary.org) and click on the learning tab. The technology classes are listed under 'All About Your Business'. For questions or assistance, please call (865) 982-0981.

**Stay Connected Anywhere**  
Check out a hotspot for as little as \$2.00 a day and for 30 days with a no return renewal.  
Learn more at [blountlibrary.org](http://blountlibrary.org). Look under 'How do I' select hotspots from the list.

## HOW CAN WE HELP?

### Resources for Home Learners

If your family is homeschooling or doing virtual / online school, we want to help! In addition to our traditional collection of "Teacher Resource" reference books (located in the Children's Library and available for checkout or curbside service), what other resources can we provide? We're thinking of databases, curated online sites, and the like; and, things like making available a virtual meeting space, such as Zoom or Discord. Reach out and let us know how you'd like your library to support your home learning! Email Jennifer at [jspirko@blounttn.org](mailto:jspirko@blounttn.org).



**Maryville 1920: From Pistol Creek to the Palace Theater** by reference librarian Brennan LeQuire, gives an engaging glimpse into Maryville as it was 100 years ago. Complete with pictures and maps of the day, it is edited by Jim Stovall, the library's writer-in-residence. Learn some history about our community! This book is available for purchase on Amazon and through Friends of the Library at the library's Bookmark Cafe.

**Your Library.**  
**Now as mobile as you are.**

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### Take BCPL with you anywhere

Find us on social media or in the App Store! Just search for **Blount County Public Library** and look for our logo.

