Presented to the
Waupaca Library Board
Library Director
Peg Burington

2020 Annual Report
Tagline –
Imagine…Learn…Connect

Values
Waupaca Area Public Library strives to be:
Inclusive - opening doors for increasing engagement
Responsive - collaborating with partners to meet community needs
Respectful - a welcoming environment, open yet private
Accessible - by offering up-to-date technology and resources
Connected – Starting conversations and creating community

Vision
The Waupaca Area Public Library will be known as a community resource that promotes innovation, technology, collaboration, connectedness and all forms of literacy.

Mission
The Waupaca Area Public Library is committed to offering opportunities for connection, innovation and engaged learning.
We provide access to **312,004** materials for everyone in our community!

- **65,206** print books
- **156,762** e-books
- **6,662** audio materials
- **10,957** videos
- **68** electronic collections
8,790 people have Waupaca Area Public Library cards (3,068 of them live in the City of Waupaca)

Information professionals used trustworthy resources to answer 7,429 questions
Providing service meant getting creative.
223 Programs
7,554 Attendees
Curbside Services

7,252 Curbside Deliveries

52 Make & Take Kits Created
2,563 Kits Went To Happy Homes

427 Book Packs
24,684
E-book & E-audio Uses

21% Increase
Internet Use

4,784
PC Sessions

7,621
Library Wi-Fi Uses
Sharing Library Materials

27,294
Items loaned to other libraries

29,111
Items loaned to our patrons from other libraries
OWLS – Outagamie Waupaca Library System
questions?

Curbside made being home easier. It's wonderful for me. I was able to keep my mind active. It helped keep me going for another day. I would be lost without it now. Having books during the pandemic is a lifeline. I'd be lost without the ability to request books and audiobook online and then pick them up curbside. Curbside is part of my hope. So thankful! Playing a large part in my life. Helped me feel somewhat connected. Can't live without it!

Reading has been a life saver for me. A wonderful service for disabled people! You've helped to make our lives better every day! We can all escape for a while. Made the many boring hours doable. Isolation without books would have been very difficult. Library has helped my stay connected with the world. Appreciate being able to continue to get books. Found the InfoSoup link to be easy and fun. It's been a real lifeline. I would be totally lost without the library.

I use the library now more than ever. Stay COVID free and yet continue library usage. The craft/activity kits have been great. Essential during the pandemic. The library kept me connected and positive. Life without library books would be awful!

You made it still possible & even easy to pick up books on CD & movies. Without curbside service we would have almost no access to library materials. The ability to get books via curbside pickup was invaluable.
Goals for 2020 - 2025

Create better ACCESS to Library Services for the community

Increase awareness of Library Services through MARKETING

Develop programs and services that utilize community resources to increase offerings and provide opportunities for engagement of all community members

Create a library environment and accompanying programs that are welcoming to all