



**Annual Report for Public & Association Libraries 2020  
Outline of Major Changes**

**Following are changes to the 2020 Public & Association Library Annual Report – Questions and Instructions**

**IMPORTANT:**

- Given the unanticipated operational challenges impacting New York’s libraries, the deadline that public library systems must submit member reports to the State Library has been extended to April 1, 2021.
- To avoid loss of data, only one person at a time should be logged into a member library report. Multiple people logged into the same report will cause data to be lost.
- Libraries should not have reports from two different years open at the same time.
- All libraries will continue to use the new version of Annual Report software called CollectConnect to enter their 2020 data. The new version features enhancements based on user feedback. It is more intuitive, is ADA compliant, and is compatible with major browsers including Google Chrome, Mozilla Firefox, and Internet Explorer.

**OTHER NOTES:**

- Please expect a minimal amount of re-numbering due to questions added or re-ordered since the 2019 Annual Report. Not all instances of re-numbering are noted in this outline.
- Please see updates in Instructions and rewording in questions and Instructions. Not all changes are noted in this outline.
- Instructions intended for more than one question are marked as such.
- Responses to new questions requiring numerical data may be estimated or left blank for the first year.
- New COVID-19 questions will appear in Part 8- Public Service Information as Part 8A and Part 9- Service Outlet Information (Q9.16a and 9.16b).
- Reminder: All Notes are now encompassed in one note field (rather than Federal/State/Local).

**2020 Changes to Part 1: General Library Information**

**Deleted Question:** “Is the library a member of the New York State and Local Retirement System?”



**2020 Changes to Part 3: Library Programs, Policies, and Services**

**New Question:**

"Regarding the number of Library Visits entered, is this an annual count or an annual estimate based on a typical week or weeks?" Select one of the following: (dropdown) CT - Annual Count, ES - Annual Estimate based on Typical Week(s)

**3.16 – 3.81 (Library Sponsored Programs) –** See updated Instructions and definitions.

**2020 Changes to Part 4: Library Transactions**

**New Question:**

"Regarding the number of Reference Transactions entered, is this an annual count or an annual estimate based on a typical week or weeks? " Select one of the following: (dropdown) CT - Annual Count, ES - Annual Estimate based on Typical Week(s)

**2020 Changes to Part 8: Public Service Information**

**Addition: Part 8A COVID Questions**

“Were any of the library’s outlets physically closed to the public for any period of time due to the Coronavirus (COVID-19) pandemic?” (Y/N)

“Did library staff continue to provide services to the public during any portion of the period when the building was physically closed to the public due to the Coronavirus (COVID-19) pandemic?” (Y/N)

“Did the library add or increase access to electronic collection materials due to the Coronavirus (COVID-19) pandemic?” (Y/N)

“Did the library allow users to complete registration for library cards online without having to come to the library before the Coronavirus (COVID-19) pandemic?” (Y/N)

“Did the library allow users to complete registration for library cards online without having to come to the library during the Coronavirus (COVID-19) pandemic?” (Y/N)



“Did the library provide reference service via the Internet or telephone when the building was physically closed to the public during the Coronavirus (COVID-19) pandemic?” (Y/N)

“Did the library provide ‘outside’ service for circulation of physical materials at one or more outlets during the Coronavirus (COVID-19) pandemic?” (Y/N)

“Did the library provide live, virtual programs via the Internet during the Coronavirus (COVID-19) pandemic?” (Y/N)

“Did the library create and provide recordings of program content via the Internet during the Coronavirus (COVID-19) pandemic?” (Y/N)

"Report total number of recordings of program content during COVID-19 pandemic." (Optional response. Responses to new questions requiring numerical data may be estimated or left blank the first year.)

“Did the library provide Wi-Fi Internet access to users outside the building at one or more outlets before the Coronavirus (COVID-19) pandemic?” (Y/N)

“Did the library intentionally provide Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (COVID-19) pandemic?” (Y/N)

“Did the library increase access to Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (COVID-19) pandemic?” (Y/N)

“Did library staff work for other government agencies or nonprofit organizations instead of, or in addition to, their normal duties during the Coronavirus (COVID-19) pandemic?” (Y/N)



**2020 Changes to Part 9: Service Outlet Information**

**New Question:**

"Enter the Number of Weeks an Outlet Closed Due to COVID-19. This is the number of weeks during the year that due to the Coronavirus (COVID-19) pandemic, an outlet building was physically closed, and the public could not enter, when it otherwise would have been open."

**New Question:**

"Enter the Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19. This is the number of weeks during the year that an outlet implemented limited public occupancy practices for in person services at the library building in response to the Coronavirus (COVID-19) pandemic."

**Deleted Question:** "Does the outlet have interactive videoconferencing capability for public use?"

**2020 Changes to Part 10: Officers and Trustees**

**Trustee Education** – See updated instructions

Addition: "Complete one record for each person serving as a trustee as of December 31, 2020. These trustees will not be exactly the same as the trustees listed in the section above."