As I look back on 2020, I am left astonished by the magnitude in which this pandemic has turned our lives and the whole world upside down. We had to adapt to new ways of living, working, and even educating our children. The Great Neck Library is no exception. The library made a difficult decision to close all of its branches for the safety of our staff and that of our patrons. What we initially thought would be a few weeks of closure soon turned into months. Today, more than nine months into this pandemic, we have not yet been able to resume full service and will likely not be able to do so for several more months.

While the library has had to close all of its four locations during the peak of the pandemic, our staff has found innovative ways to help our patrons continue to utilize many core services. They scrambled to learn how to use Zoom video conferencing to provide online programs and increased the use of social media to disseminate information. They made thousands of calls to our patrons and sent countless emails to announce new programs and services. The library also completely refreshed its website with a greatly improved user experience and a distinct focus on our digital services and collections.

In times of political and economic change, libraries have become a center for the community to learn, share, and explore together. It saddens me to see the nearly empty buildings in the few visits I have taken. However, I am grateful that despite being unable to fully open our facilities, our library and staff have continued to play a key role in helping our community thrive in these times of hardship.

The pandemic has disrupted many initiatives that the library had planned, from the search for a new director to the renovations of its branches. However, the Board of Trustees has spent a great deal of effort in reviewing its operating processes and governance. Building on the momentum from the past year’s work, the board has focused on revising library policy to update outdated information and streamline board and committee meetings. We worked with outside experts to review board practices and provide library administration and staff greater flexibility in managing library affairs. The Board also appointed Mr. George Trepp, a seasoned library professional, as the Interim Director. I am proud of what we have accomplished so far, but still much more remains to be done.

I want to thank my fellow trustees, some of whom are frontline workers working tirelessly to protect and save lives. The board could not function without their dedication and enthusiasm to volunteer countless hours each month. I want to pay special tribute to the two departing trustees, Ms. Josie Pizer and Ms. Rebecca Miller. They have been my mentors for the last few years and I have learned a great deal through their leadership and determination in supporting the library.

Looking forward to the new year, the library plans to complete the much delayed renovations of the Station Branch and Parkville Branch. The renovation will greatly improve the patron’s experience in these branches. Both projects are scheduled to be completed in 2021. However, more important than its physical upgrades, the library will undergo significant changes through much greater investment in digital services and offerings, a renewed focus on STEM lab and related services, and an emphasis on sustainability. We will forge closer ties with the Nassau Library System to take advantage of their online resources and other services that can benefit our patrons. Despite many challenges, the experiences we had and the lessons we learned in the past few months should allow the library to complement its traditional in-person services with virtual services that will improve patron experience both now and in the future.

Great Neck Library belongs to the entire community. Community input is essential to ensure the library will focus on providing what the community needs the most. We welcome your feedback, and we invite you to attend the Board meetings or its committee meetings.

As always, we thank you for your continued support.
Following several telephonic conversations with Library Board President Weihua Yan and interviews with the Library Board, I was honored to be selected as the Interim Director of the Great Neck Library in October. I come with a Master’s Degree in Library Science and a Master’s Degree in Political Science, 5 years’ experience at New York Public Library, 38 years at Long Beach Public Library, including 36 years as the Director, and three (3) consultancies at Nassau County public libraries where I was tasked to find a new Director and assist with the operations of those libraries. My charge from the Great Neck Library Board was the following:

- Manage daily operations
- Plan coronavirus responses
- Oversee capital projects
- Assist the Board in their search for a new Director
- Assist the Board in developing a partnership with a new Director

Starting in early October, we worked to become familiar with the staff by visiting each department and the Branches. It was evident from the beginning that the staff of the Library is incredibly dedicated, enthusiastic and knowledgeable.

One of the first actions was to establish a staff task force to develop coronavirus responses. At the outset, the task force sought to expand hours and services; however, only hours could be extended slightly and planning turned to worst case scenarios. With Great Neck a Yellow Zone, the task force is now focusing on Orange and Red designation responses. The details of the plan are nearing completion and will be shared with the Board and the staff. Finally, we thank IT Head Garry Horodyski for arranging computer access throughout the Main Building to ensure distancing and remote access for the staff should the need arise.

Regarding the capital projects, the planned renovation of the branches is now in full swing with architect Elizabeth Martin of MDA Design Group and Cameron Engineering. Designs and colors have been approved. Tentative timelines have been developed suggesting construction and furniture bidding in January, awards in February and construction beginning at the end of March with an opening in late August for the Station Branch. Parkville, as a school district building, is a tad more complex, as it must undergo State Education Department review. The tentative timeline for Parkville has furniture bidding along with Station in January but construction bidding in April and May because of State reviews, with an award in June. Construction at Parkville would tentatively start in late July and finish by December. Finally and with respect to the Main Building’s landscape project, requisite permits have been obtained and preparation continues apace.

With respect to Library services and programs, an incredible array of programs continues to be presented. The community is urged to review the newsletter and website designed by Cindy Simeti; enroll in Children’s programs arranged by department head Michelle Minervini; take advantage of the STEM lab staffed by Adam Hinz and Christopher Van Wickler; attend the many and diverse programs scheduled by Donna Litke; seek information from the Reference Department led by Margery Chodosch; enjoy the wealth of material available from the Media Department led by Camille DiPietro; and take advantage of the innovative programs of Levels spurred on by Jamie LaGasse and Barry Weil. Further, with travel limited by the virus and inclement weather, visit your local branches led by Lakeville’s Alana Mutum, Parkville’s Egita Johnson Guillaume and Station’s Justin Crossfox. The staffs at these branches are more than ready, willing, and able to assist. On the administrative side, Business Manager Steven Kashkin does a great job overseeing the Library’s finances, ensuring that tax dollars are spent appropriately; and Holly Coscetta and Gina Chase ensure that administration works in a coordinated fashion. Further, the four buildings of the Library are kept in great shape by our Facilities Department led by Charles Wohlgemuth. Finally, with the beginning of the new year, the Great Neck Library will become a full member of the Nassau Library System, receiving daily deliveries from the other 53 libraries; thereby, gaining their resources both in print and digitally.

In closing, the Board of Trustees is to be thanked for their service and dedication to the Great Neck community. They are relentless in pursuit of great library service. To that end, it is hoped that 2021 will bring a bright future, with new branches and new directions.

George Trepp, Interim Director
I am pleased to report that Great Neck Library finances remain on solid footing. At the close of business, November 30, 2020, total general fund holdings were $2,121,462, of which $1,519,385 was on deposit at HSBC, $183,772 at J.P. Morgan Chase Bank, $416,335 at US Bank (as Trustee for the DASNY bonds,) and $1,970 in Petty Cash funds at Main and the Branches. This compares to a November 2019 balance of $1,881,144.

Additionally, the cash balance of the Main Building and Special Services fund was $758,141; the DASNY Construction fund was $411,533; the Restricted Gift fund was $283,964; the Landscaping fund was $1,732,882; the Branch and Special Services fund was $1,079,251; the Automated Library fund was $240,954; and the Bond Retirement fund was $3,250,000. These funds totaled $7,756,725 on November 30, 2020. The November 2019 total was $6,709,630.

2020 has seen the following accomplishments:
- The fiscal year ended on June 30, 2020 resulted in a net operating overage of $43,572. The 2021 Finance Committee will be making recommendations to the Board for the disposition of these funds.
- Zero audit findings for the third year in a row.
- Continued review and renegotiation of expiring contracts and agreements have resulted in ongoing savings.

Copies of our audited financial statements as prepared by our auditors, Cullen & Danowski, LLP, are currently available at the Reference desks of Main and the branches.

Respectfully submitted,
Rebecca T. Miller, Treasurer

2020 BOARD OF TRUSTEES

Weihua Yan, President
Liman Mimi Hu, Vice President
Scott Sontag, Secretary
Rebecca T. Miller, Treasurer
Josie Pizer, Assistant Treasurer
Chelsea Sassouni, Assistant Treasurer
Dr. Barry Smith, Trustee

Whether it’s Reference Librarian Barbara Buckley recommending new reads to patrons, Branch Librarian Alana Mutum assisting curbside pickup with her Lakeville staff, or a thrilling Zoom event by beloved Children’s author Chris Grabenstein, the Great Neck Library will always be here to reach out and help our community.
### Circulation of Materials

<table>
<thead>
<tr>
<th></th>
<th>MAIN</th>
<th>LAKEVILLE</th>
<th>PARKVILLE</th>
<th>STATION</th>
<th>TOTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Check-outs</td>
<td>90,410</td>
<td>10,875</td>
<td>16,101</td>
<td>16,569</td>
<td>133,955</td>
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<tr>
<td>Check-ins</td>
<td>73,545</td>
<td>9,989</td>
<td>16,988</td>
<td>22,863</td>
<td>123,385</td>
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<tr>
<td>Totals</td>
<td>163,955</td>
<td>20,864</td>
<td>33,089</td>
<td>39,432</td>
<td>257,340</td>
</tr>
</tbody>
</table>

### Library Cardholders

- **Adult Resident**: 23,805
- **Junior Resident (K-6)**: 7,031
- **Non-Resident**: 2,033
- **Virtual**: 335

**TOTAL**: 33,204

### New Cards Issued

- **Adult Resident**: 48
- **Junior Resident (K-6)**: 12
- **Non-Resident**: 6

**TOTAL**: 66

### Cards Renewed

**1,124**

### Homebound Services

- **Deliveries**: 24
- **Items Delivered**: 52

### Reserves & Interloans

- **Placed**: 60,935
- **Filled**: 78,615

### Library Collection (by title)

- **Books**: 151,802
- **Scores**: 1,157
- **Films**: 18,074
- **Music**: 7,260
- **Books on Disc**: 4,166

**AV Total**: 30,657

- **Digital Comics**: 19,602
- **eAudiobooks**: 88,847
- **eBooks**: 400,922
- **Streaming Video**: 41,922
- **Digital Music**: 253,092
- **Internet Resources**: 1,853

**Total Digital Materials**: 806,238

- **Vertical Files**: 13
- **Museum Passes**: 28
- **Periodicals**: 268

**Total Other Materials**: 309

**TOTAL**: 837,204

### Website visits:

**219,571** (sessions only)

### Library Programs

<table>
<thead>
<tr>
<th>Programs</th>
<th>Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adults</td>
<td>608</td>
</tr>
<tr>
<td>Children’s</td>
<td>581</td>
</tr>
<tr>
<td>Teens*</td>
<td>574</td>
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<tr>
<td>STEM Lab</td>
<td>452</td>
</tr>
<tr>
<td>Family/All Ages</td>
<td>281</td>
</tr>
<tr>
<td><strong>TOTALS</strong></td>
<td><strong>1,848</strong></td>
</tr>
</tbody>
</table>

*includes Levels

### Computer Usage

- **MAIN**: 3,570
- **LAKEVILLE**: 1,547
- **PARKVILLE**: 2,403
- **STATION**: 4,027

**TOTAL**: 11,547

### Library Appointments

(via PickTime effective July 21)

- **MAIN**: 2,596
- **LAKEVILLE**: 668
- **PARKVILLE**: 945
- **STATION**: 1,293

**TOTAL**: 5,601
This has been a difficult year. Work was progressing well until March 13, when the library had to close because of the COVID-19 virus. However, the Reference Department continued to serve the public at home. A telephone link was added so that patrons were able to call the library and be linked to a Reference librarian at home. We were able to continue interacting with our patrons. As well, patrons could send questions from the library’s home page and have them answered by a Reference librarian.

In late June, we returned to the building. Working in twos, we were again able to go to the stacks to retrieve books for patrons who could then pick up their reserves in the library’s lobby. After making appointments on sheets of paper, the automated scheduling system Picktime was gradually instituted. Patrons could call the library or go to our website to make appointments to either speak to a Reference or Young Adult librarian, use the copier or scanner, or arrange for a computer appointment. This has continued. If a patron arrives at the library without an appointment, the guard will check on availability. We are usually able to accommodate patrons immediately. However, it is always better to make an appointment in advance, either online or by phone, to avoid disappointment or wait times.

We are keeping vigilant as to the health of our patrons and our staff. Therefore, patrons still cannot browse our shelves, but librarians serve as their eyes, reserving specific titles or books on various subjects that patrons can pick up in the lobby, already checked out to them. Patrons can also request periodicals on our shelves.

Partitions have been placed in front of the librarians at the Reference Desk for the safety of the public and the staff.

When patrons come to use computers, they are given a disinfecting wipe and a ‘shower’ cap to put on the computer keyboard to maintain cleanliness. When they finish, they are asked to throw away the wipe and the cap. This is repeated for each individual who comes to use a public computer.

Our new fiction and non-fiction shelves are overflowing. Until browsing resumes at the library, there is a bookcase filled with new titles that patrons can see from the lobby when they pick up their reserved materials. By notifying the guard at the door, the book can be pulled by a staff member for checkout. We have also moved our Express Books to the front of the library so that they are more visible to patrons coming into the library for appointments.

The majority of our databases are available from home. To access our databases from our home page, hover over Research with your mouse, open Research Resources, and move down the page to view our list of databases. Feast your eyes! There are subjects of interest for everyone, not limited to academic pursuits. If you are having difficulty using one, please contact the Reference Desk for assistance. Are you looking for projects to do at home? Take a look at Creativebug, a database containing award-winning art and craft video classes taught by design experts and artists.

This summer we offered our Adult Summer Reading Book Club through Beanstack. 147 patrons signed up, reading a total of 245 books. Those who read and reviewed four books were entitled to a prize. This was more than double the participants from the previous year.

When we do open for browsing again, you will see that our Oversized books, with the exception of art books, have been moved into the Main Reading room. The oversized art books remain downstairs in the Gallery area.

All programs are virtual programs. We encourage you to Zoom into all programs. Program information is accessible from the Events section of our website.

Appointments, telephone calls and e-mails are always welcome. Our Reference librarians are here to fill your book requests, take book suggestions and answer varied Reference questions, whether or not the library has fully re-opened to the public. Stay safe. We are looking forward to a full re-opening and seeing more of you when the virus is under control!

Margery Chodosch, Reference Department Head
In early 2020, the newsletter arrived, patrons scheduled programs they chose to attend, and entered the library to engage in their program selections. The year began in much the same way it had in past years, providing a variety of programs that entertain, educate and inspire, all offered within the walls of our building. The COVID pandemic changed all the rules. Quickly, the community discovered they could still rely on the Great Neck Library Adult Programming Department for quality programs that inspire, educate and feed their spirit. As we all became Zoom proficient, attendance to virtual programs began to exceed that of live programs, allowing unlimited numbers of patrons to attend virtual programs from the comfort of their homes.

Our 2020 lectures series, covered a wide variety of topics in the arts, cultural and timely events. Subjects included: Jasper Johns, Picasso, Marc Chagall, the Verismo Opera, Robert Rauschenberg, Betty Crocker, NY Museums, Modigliani and Soutine, Fiddler on the Roof, Typhoid Mary, Ninth Street Women, Diego Rivera, and Kehinde Wiley. Our country’s history was discussed in programs titled: The Year 1968, The 6 Strangest Presidential Elections, the 2020 Election Explained, Protecting the President and Secret Service, and Presidential Elections Since WWII. We laughed during programs titled: Ed Sullivan and the Comedians, the Life of Norman Lear, the Golden Age of the Catskills, and the Life of Robin Williams.

Community Outreach began with our annual winter blood drive, partnering with New York Blood Center. During the pandemic, we stayed in contact with the community via our website, social media and local newspapers, sharing updates on program offerings, GNL services as well as services outside of the library. Currently, we are participating with the Baker Hill School as a drop off location for their Shoe Drive which will continue into 2021. We partnered with The Great Neck Chinese Association on a virtual event with Author, Abigail Hing Wen. She shared stories about her memoir, Loveboat, Taipei, and she spoke about growing up, first generation Asian American. We formed a new partnership with The Merchant Marine Academy with Prof. Jennifer Speilman who gave a virtual lecture on Battle of Gettysburg. During the library election, Legislator Birnbaum generously donated personal hand sanitizers.

Highlights of 2020 author visits include Barry Joseph discussing his book Seltzertopia, explaining the history of seltzer. Jacqueline Harounian, Esq. shared her legal expertise from her book, Divorce Reality Check. Barry Libin explained his research and writing process in, The Vatican’s Vault and Lorraine Tosiello discussed her book, Only Gossip Prospers, an interpretation of Little Women. On two separate occasions we had poetry readings with Poet Jerry Mirskin, and Poet Alan Walowitz. We ended the year with Alvin Billings discussing his memoir, Bronx Brat.

Sunday performances were shortened this year yet not forgotten. The Mala Waldron Trio performed a wonderful afternoon of Jazz and we were delighted by the performance of HungryTown duo, that included their original folk music.

Our monthly live and subsequent virtual series continued and remained popular throughout the year. The discussion at Socrates Salon continues to inspire dialog that opens the perception of the group on the chosen topic for each month. In the wellness corner, weekly day and evening Yoga continues to be popular both live and virtual, as does Allies in Wellness discussion, on cutting edge modalities in wellness. This year we began a Monthly Home Improvement series. Our monthly Creative Writing Workshops continue and are open to everyone. New participants are invited to jump into any series.

Our first art exhibition of 2020 in the Lower Level Gallery included the work of Great Neck Artists Warren Mintz and Robert Wallman, followed by an exhibit with locals Judy Vine and Suzanne Gordon along with the Spinney Hill Quilt in Main’s lobby, created by local fabric artists. Exhibitions continued online and can be seen on the GNL Youtube channel, titled 4 Great Neck Artists: Robert Knepper, Decker Decker, David Confort and Eli Rabe; Falling in Love with Long Island: Photography by Robert T. Bloom, and a video of Judy Vine explaining her art and process.

My favorite part of hosting Zoom lectures is the Q&A at the end of the program, when the community comments and participates with the program speakers. Lecturers often tell me, “Great Neck patrons ask the best questions.” I’d like to thank the Great Neck community for your interest, curiosity and engagement in the Adult programs offered in 2020. I’d also like to thank the PR/Programming Department, Cindy Simeti and Debbie Feldman for supporting and getting the word out on all the events at the library.

We are fortunate to be in a community with a library that values life learning.

Donna Litke, MLS, Adult Program Outreach Coordinator
Levels/Jr. Levels:
The year 2020 came with many challenges, but the Levels staff was able to adapt and offer many successful programs. While the pandemic closed the library doors and limited in-person gatherings, it allowed Levels to do some things that had never been done before. Teens were able to attend meetings without leaving the safety and comfort of their homes. Transportation was not an issue, and old friends that had moved away or gone off to college were able to participate without limit. In a time of isolation, Levels was able to offer camaraderie and connection.

Levels ran new events such as virtual escape rooms, pet meetups and baking classes. Many of the usual programs adjusted seamlessly to virtual versions; gaming nights, theatre events, art and music classes, and much more were popular among teens and continued to draw interested participants. Levels offered craft kits for curbside pickup. Instead of going out to purchase items themselves, patrons were able to register and pick up kits designed for specific crafts, then attend the virtual class to create everything together. Jr. Levels events for 5th and 6th graders continued virtually, and included everything from craft classes, writing workshops and dance sessions, to scholarly classes run by teen volunteers.

Switching to virtual theatre events was embraced by staff and teens alike as they successfully performed three shows virtually. *Something Rotten*, which began in-person before the pandemic, was able to make the switch to virtual rehearsals and was pre-recorded and edited together into a film-like performance. The summer show, *Theatre Workshop Players*, was a collection of shorts, many written by the teens themselves, that were performed live on Zoom and streamed to home audiences.

The winter show, *Sheet Monster: Virtual Realms*, was adapted for a virtual performance and streamed live to audiences in December. Rehearsals also began for the *Next Stage Production*, a student-run show, that will be performed live in early January 2021.

Collaborations abounded in 2020, as Levels partnered with other departments to enhance programming. Staff coordinated fairy-tale themed drawing classes each week for the Children’s Summer Reading Club, and they partnered with both the Children’s and the Adult Programming Departments to offer art and music programs for all ages. Levels also collaborated with the Young Adult Department to expand the circulating book collection, and to bring book clubs and craft programs to the teens of Great Neck. Levels also formed multiple partnerships with after school clubs at the Great Neck schools to expand events and raise awareness. These partnerships included Levels staff as guests during club meetings, and allowed information to circulate to students and raise awareness of our services.

Young Adult:
The library’s Young Adult Librarian, Courtney Greenblatt, continued to offer academic and creative programs for teens. COVID-19 created a major change in academic testing, test preparation, and college admissions. We quickly partnered with vendors who are experts in these fields to offer programs and support for teens who needed to learn about these changes and revise their plans for admissions.

Even though we spent much of the year providing only virtual programs, we were able to offer opportunities for teens to give back to their community and receive service credit. They participated in projects where they recorded themselves performing music, narrating Children's books, and reciting poetry to help lift the community’s spirit.

In addition, we continued to maintain contact with the Great Neck schools, reaching out to teachers, librarians, and counselors. Among several partnerships, we are particularly proud of the virtual author visit we were able to bring to Great Neck South Middle School. Author Kara Thomas shared her tips for creative writing with an engaged group of students via Zoom. We look forward to future virtual partnerships.

STEM Lab:
The STEM Lab continues to be one of the busiest locales in the library. Pre-COVID, we were serving patrons of all ages through appointments, programs, school visits, and more. In January and February, we provided in-person workshops for Saddle Rock Elementary, as well as local private schools, and community scouting organizations. We taught the basics of coding, 3D design, and more.

In January, the STEM Lab received another grant. We received several thousand dollars for an Innovation and Technology grant. These funds were used to purchase a 3D scanner and a Mixed Reality headset. We are proud to be one of the only libraries on Long Island with Mixed Reality, and we are looking forward to sharing it with our patrons virtually.

During the NY Pause period of this year, we took a lead in offering virtual programs. Eventually we morphed many of our programs into ongoing clubs that taught 3D printing, coding, and basic tech skills to all ages. We also continued to provide community partnerships, offering virtual class projects for the schools and scouts. In addition, while we were restricted under the NY Pause order, we used the STEM Lab technology in our homes to make over 200 face shields which were donated to local hospitals.

Our Emerging Technologies Librarian, Chris Van Wickler, is often sought out by patrons looking to learn how to use their own tech devices, or to use the equipment in the STEM Lab to work on creative projects.

Upon reaching Phase 4 of the NY Reopening Plan, the library began to offer by-appointment services. There isn’t a day that goes by that we don’t have a full day of appointments. These appointments range from community members who are looking to make complex crafts with our laser cutter, to senior citizens who simply need to know how to send an e-mail.

We look forward to continuing to serve the community in 2021 by any means possible. We hope for the best, but know that no matter what the circumstances are, we will be able to pivot and offer a variety of programs and resources.

It is our pleasure to serve the Great Neck community.

Adam Hinz, Youth Services Coordinator, Jamie LaGasse, Levels Manager, Courtney Greenblatt, Young Adult Librarian Christopher Van Wickler, Emerging Technologies Librarian
The year 2020 has been a unique and challenging one for all of us, and Children’s Services has seen many changes. In May, the Children’s Department, the Great Neck Library, its patrons, and the library community as a whole mourned the sudden passing of Children’s Department Head Deidre Goode. Michelle Minervini came on board as Department Head in August. We also welcomed part-time librarians James Grzybowski and Melissa Bobe, and full-time clerk Nefertaria Briggs to its team in late 2020.

In March, library staff were faced with the task of continuing to serve their community through a lockdown in the face of a global public health crisis. Children’s Librarians are nothing if not adaptive, and our staff were soon remotely training one another in new technologies and shifting to presenting online programs and offering remote phone reference services. Children’s Services in 2020 looked radically different from any other year in memory - librarians conducting programs into webcams, an all-virtual Summer Reading Club, and a looming uncertainty that made meaningful long-term planning almost impossible. This was not the year that any of us expected, but 2020 presented us with the unique and invaluable opportunity to reinvent ourselves and to reimagine librarianship and library services in the face of an ongoing collective global trauma. Since March, we have taken this opportunity for innovation and we have run with it with the intention of doing as much as humanly possible to continue to safely serve our patrons.

Despite the challenges of 2020, we worked with the district schools and school media specialists to register district students for library cards. Patrons coming in for Readers’ Advisory appointments wait in our V.I.P. area while we pick out personalized recommendations for them. Each phone call that we receive results in us carefully curating individualized bags of books for curbside pickup. We offer a variety of online programs, Take and Make crafts (that fill up within minutes of opening), virtual paint parties where patrons pick up materials curbside and are linked to an instructional YouTube video, virtual scavenger hunts, and more. Since we were not able to have our usual big gatherings for our Summer Reading program, we created goody bags for curbside pickup for all of our active readers. We used equally innovative methods to create a family pumpkin painting party our patrons could enjoy while social distancing. We partnered with the STEM lab for outdoor patron outreach (featuring prizes, of course) on Halloween. We even created a sensory/activity path outside the Children’s Room to provide families with a safe unplugged activity that allowed for social distancing.

Overall, 2020 has been a year of adaptation, evolution, and innovation for the Great Neck Library Children’s Services Department. We have worked tirelessly to serve our community despite the challenges that this year has presented. Thanks to the dedication of our staff and the support of the Library Board, Acting Director, former Acting Director, and the Great Neck Community, we will get through this together and continue to grow through 2021 and beyond.

Respectfully Submitted,
Michelle Minervini, Head of Children’s Services

It is with deep sadness that the Great Neck Library mourns the passing of Deidre Goode, Department Head of Children’s Services, in May 2020. Deidre received her Master of Library and Information Science degree at Queens College. She joined the Great Neck Library in 2007 as the Children’s Services Department Head, and continued her role in the Children’s Department until the present. We will remember Deidre’s vibrant spirit, wonderful sense of humor and her signature laugh.

Families and children adored our Outdoor Sensory Walk outside of the Children’s Room at the Main Library during the warm September!
The Technical Services Department orders, receives, catalogs, and processes all material for the Great Neck Library. We do so efficiently to ensure that the items get to the patrons as quickly as possible, with accurate information in our database.

The Technical Services Department has continued to work with Baker and Taylor on our Shelf Ready services.

The project finally went underway in February. We ordered several carts of materials using the new system, and have continued to tweak the service.

We receive, catalog, process and deliver materials to the shelves of all four locations from multiple vendors. These vendors include Midwest, B&T, Ingram, Brodart and GALE.

We have also started a new program with the Local History Room where we are cataloging their files, data, and photographs so that our patrons can find these materials in our catalog.

For digital materials, we have continued to add records in our catalog for OverDrive. This year, we also included records from Kanopy and Hoopla. Over the summer, we added about 900,000 electronic records from these services.

With the Children’s Department, we have re-labeled and re-cataloged several of their collections to ensure easier browsing.

Over the summer, we cleaned, reorganized and moved the storage collection. The whole Technical Services staff assisted with this project.

We look forward to another year working closely with our colleagues to ensure the best service to the public.

James Pagano, Technical Services Manager

Can anything good be said about 2020?

Well, for starters, my first year on the job was extremely eventful, although most of my probation was done while the library was shut down. During the pandemic, the Media Department has grown immensely. 3,820 more titles were added to Great Neck Library’s Overdrive collection.

Much of the year was dedicated to the preparation of joining the Nassau Library System. Our Overdrive catalog will be combined with the Nassau Digital Doorway. This will enhance our digital catalog by 45,000 additional titles. I believe this will be a great enrichment to our Great Neck patrons.

The Media Department was able to add RBdigital, featuring streaming platforms from Acorn, Qello, Great Courses, Indieflix, Learn It Live, and Method Test Prep. More than 1,000 items were circulated. Hoopla saw 736 new users with 15,310 total circulations and 100% borrows with zero wait time. This year Kanopy had 13,343 plays. I do believe by providing the patrons this digital accessibility we have fulfilled our obligation to the community during such stressful times. The beauty of being able to provide access to the public while we were closed gave my job so much more meaning.

Because in-house programs have been canceled, I have instituted a weekly film discussion program. Patrons watch a movie on a streaming platform made available by the library, at their leisure. We meet Fridays at noon on Zoom. We have a nice group of regulars, and occasionally we partner with Long Beach Public Library, who also has a film discussion at 1:00 p.m. on Fridays. We choose complimentary themes and invite patrons to both programs. They seem to enjoy this and appreciate the library’s active role in programming while we are at limited access.

If my first year at Great Neck Library is any indication of what my career here will be, I must say I am still excited for the future.

Respectfully Submitted,
Camille Di Pietro, Media Librarian

Can anything good be said about 2020?

Well, for starters, my first year on the job was extremely eventful, although most of my probation was done while the library was shut down. During the pandemic, the Media Department has grown immensely. 3,820 more titles were added to Great Neck Library’s Overdrive collection.

Much of the year was dedicated to the preparation of joining the Nassau Library System. Our Overdrive catalog will be combined with the Nassau Digital Doorway. This will enhance our digital catalog by 45,000 additional titles. I believe this will be a great enrichment to our Great Neck patrons.

The Media Department was able to add RBdigital, featuring streaming platforms from Acorn, Qello, Great Courses, Indieflix, Learn It Live, and Method Test Prep. More than 1,000 items were circulated. Hoopla saw 736 new users with 15,310 total circulations and 100% borrows with zero wait time. This year Kanopy had 13,343 plays. I do believe by providing the patrons this digital accessibility we have fulfilled our obligation to the community during such stressful times. The beauty of being able to provide access to the public while we were closed gave my job so much more meaning.

Because in-house programs have been canceled, I have instituted a weekly film discussion program. Patrons watch a movie on a streaming platform made available by the library, at their leisure. We meet Fridays at noon on Zoom. We have a nice group of regulars, and occasionally we partner with Long Beach Public Library, who also has a film discussion at 1:00 p.m. on Fridays. We choose complimentary themes and invite patrons to both programs. They seem to enjoy this and appreciate the library’s active role in programming while we are at limited access.

If my first year at Great Neck Library is any indication of what my career here will be, I must say I am still excited for the future.

Respectfully Submitted,
Camille Di Pietro, Media Librarian
Branch Reports

**Station:**
*Is it finally time to put an end to 2020?* We have all been through so much, starting this year like any other, and have taken such drastic turns that none of us could have ever expected. I would like to thank the staff and the community of the Great Neck Library (particularly the Station Branch) for such grace and resilience in the face of horrors and the unknown.

The year began, as many do, with excitement and anticipation. We began January with our movies, baby sign classes, and book discussions. February saw us move into school vacation programs, new displays, and an ootheca. (Station Branch’s resident mantis—Rebecca—produced her egg sack called an “ootheca.”)

The feel of the library was noticeably different as we moved through March. The Great Neck Library was to close for two weeks (*oh, what sweet Summer Children we were*). The Station Branch used that time to begin having weekly full staff meetings, and training ourselves on the technologies we would be needing. None of us, of course, knew that these skills would become increasingly vital as the months went on.

With the world seemingly ground to a halt, the Station Branch repurposed programs and ideas to work in the new world. West Egg Book Club began meeting bi-weekly, and was joined by a bi-weekly Graphic Chat. Children’s at Station pivoted to creating lists of titles for us to get e-book versions of. Clerical staff called patrons to tell them about our services, and helped co-host live online programs.

Station began our transition to reopening in July, and by August we were all back to serving the public in person at the branch. Of course, many things had changed. We were now helping via appointment and curbside. We have been answering the door and helping our public while actively working to keep the entire Great Neck Library community healthy and safe. Our programs are continuing digitally, and we are always looking for more ways to safely engage with the community.

Though some may have been disappointed in this year, it has shown us just how strong we are...especially when we work together towards a common goal. *This year may not have been what anyone was expecting, but without exception, it has shown how exceptional we all are.*

**Parkville:**
*We’ve heard the famous words of John C. Maxwell, “Change is inevitable.”* Parkville Branch is no stranger to change. While the inevitable did happen and life as we all know it has changed, the Parkville community stood firm and supported its beloved branch.

In January, the branch hired a new shelver, Kori Tuitt. With new and exciting programs being offered, the branch saw an increase of more than 800 attendees. Programs ranged from Baby Sign Language, Toddler Storytime, Chair Yoga, Chess, Mah Jongg, and Introduce Can to Debate. These exciting programs allowed for our diverse community to be able to participate in joint activities of interest.

In March, the library closed due to COVID-19. The pandemic presented the branch with many challenges and taught us how to adapt. We adjusted by moving all its programs online. Kat Baumgartner, our Children’s Librarian, continues daily storytimes, chapter book read-alouds, and craft programs virtually on the library’s Facebook page.

After noticing that children’s author Chris Grabenstein “liked” Kat’s videos, she reached out to him. We featured two of his books in our Chapter Book Read Aloud series. Chris answered questions submitted by Great Neck patrons and staff. He was fantastic with the kids, highly entertaining and encouraging, and even offered to send a free copy of one of his books to one of our patrons!

After being closed for nearly four months, Parkville reopened its doors to its beloved community. Our circulation of materials continued with curbside pickup. Although our programs remain virtual, we continue to update our collection with new items. New sections were added to the collection, and shelving was rearranged for a more modern but comfortable flow. Outreach and programming continued throughout our community. Sheila Cursio’s Parkville Knitting Circle donated 25 handmade afghans to The Tuttle Center at Amsterdam at Harborside. They also contributed 6 handmade twiddle muffins (also known as twiddle mitts), whose purpose is to provide sensory stimulation for people living with dementia. We also hosted a virtual discussion on Alzheimer’s and Dementia.

In the face of this pandemic, we thank our community and continue to be a pillar for all. We look to 2021 with hopeful eyes.

**Lakeville:**
*In the longest and shortest year on record, the staff and community of the Lakeville Branch have shown immense resilience and adaptability.*

In coming off of Lakeville’s facelift in the fall of 2019, we had planned an exciting slate of programs and services for the first quarter of 2020. Our recurring programs Sticks in the Stacks: Knitting and Crochet Circle, Lakeville Listeners Storytime, Story Crafts and Creative Corner were providing activities for all ages to participate in. Lakeville Literary Club engaged in lively discussions on a variety of titles. Other programs, such as Lunar New Year Lamps, Mardi Gras Masks, Mustache Making, and our STEAM Fridays with x-Robots kept kids and parents alike entertained!

We had no idea when we closed on Friday, March 13 that it would be over 140 days until we came back in. Staff pivoted from our typical jobs to meet the new needs of our community. Through trial and error, we developed new processes for managing workflows and delivering programs. Our public facing jobs quickly became focused on Facebook videos, Zoom programs, telephone outreach and mobile reference as Lakeville’s staff responded to each development as quickly as possible. We learned that more than ever, collaboration amongst departments was key in order to continue the quality of service that Lakeville is known for. With each pivot, staff rose to the occasion to facilitate the task at hand.

Since the branch reopened in August, we’ve done our best to act thoughtfully about our branch. We’ve rearranged 8,000 items to ensure our collections are appropriately distanced, opened up units for curbside pickup, and provided more than 4,000 acts of assistance to walk-in, appointment and telephone patrons. Sticks in the Stacks launched the Hats Off for the Holidays hat drive, and donated more than 150 handmade items to Saint John’s Midnight Run.

For the 4th year running, Lakeville Branch has been nominated for the Best Public Library on Long Island. None of this would have been possible without the amazing staff of the Branch: Mina, Farah, Lisa, Jennifer, Barbara, Julia, Kara, Tong, Jamie, Gene and Marleen. I hope that as we continue to navigate the coming times, Lakeville is able to continue to be a cornerstone for our community.

Respectfully submitted, in alphabetical order:

Justin A. Crossfox, MLS; Egita Johnson, MLS; Alana J. Mutum, MLS, MPA

Branch Heads
2020 ANNUAL REPORT to the COMMUNITY

for the year ending December 31, 2020

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