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# PLS Directors Call

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New York State Library

New York State  
**Library**

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# 2020 Annual Report Frequently Asked Questions

Please send your questions to:

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Or

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# Questions on Curbside Visits and Lobby Services

Do curbside and lobby services count as visits in the annual report?

No- curbside services and lobby visits do not count as library visits. A patron entering the lobby to pick up reserved items also does not count as a visit because the building (library) is not open to the public.

The COVID part of the A.R. says curbside does not count as being open but it contradicts the instructions of that Snapshot reopening survey.

Correct -the snapshot survey is a separate survey to keep public library systems and the State Library informed on reopening progress of libraries. It does not use the federal definition of hours open which must be used in the annual report.

# Questions on Hours Open

Being open means open to the public where people can enter the building, is that correct?

Yes, correct. Open means the building is open so they can enter for library services (restricted browsing is still okay). Curbside services and having only the lobby open for pick-up are not reported. Those are federal guidelines, and the questions must measure what was reported in the Public Library Survey in previous years to make the stats comparable.

Libraries are encouraged to collect and report curbside and lobby activities in their annual reports to the community.

# Questions on Hours Open - Part 8

## How are hours reported in Part 8- due to COVID?

For Questions 8.6 - 8.9-- this should be the library's regularly scheduled hours when they were accessible for library services. This would be hours prior to COVID. It should be the minimum weekly number of hours when the library was fully open (not in a state of emergency).

Questions 8.10 – 8.13 are asking for the sum of the annual public service hours. This will reflect the closure of the library due to COVID. Include the actual hours open for public service. They should use the number of hours open when the building was open for library services (including limited capacity services such as restrictions for social distancing.)

# Questions on Hours Open - Part 9

For Part 9, Q 15, Public Service Hours, what is reported?

Question 15 Public Service Hours per Year for This Outlet –

- This is the number of annual public service hours for this outlet only. Include the actual hours open for public service.
- If the library does not have branches (multiple outlets), Q8.13 Annual Hours Open should equal Q9.15, Public Service Hours Per Year for this Outlet.

# Questions on Reporting Paycheck Protection Loans

For Paycheck Protection Loans (PPP loans) – where do they get reported?

If the funds were received in 2020 and the loan was forgiven in 2020, it should be reported under Q11.11, Other Federal Aid, with a note that the funds are PPP funds.

Would it matter whether the notification of forgiveness was received in 2020 or 2021?

Yes, if the loan was received in 2020 but not forgiven, it should be reported under Q11.21, Budget Loans, with a note that it's a PPP loan that was not forgiven in 2020 but may be forgiven in 2021.

# Questions on Programs

## How are Make & Take kits counted?

Make & Take activities may be reported Q.3.22 One-on-One Program Sessions with a note added to explain the increase. If libraries have not broken out Make & Take activities and have already reported them on the Summer Reading at New York Libraries program evaluation, they may report in the same method in order to align with the NYS Library 2020 Summer Reading program evaluation.

## Can Live Virtual Programs be counted as programs in Part 3?

Yes, they are included in (Q3.17) Adult Program Sessions, (Q3.18) Young Adult Program Sessions, (Q3.19) Children's Program Sessions, (Q3.20) All Other Program Sessions and (Q3.21) Total Number of Program Sessions.

Other Questions??