This has been a year of unparalleled change in our world, in our homes, and in our library. During these uncertain times the commitment of our Library staff and Board of Trustees, to serve you, our customer, has never waivered. The response to COVID-19 challenged our community in unprecedented ways and I'm proud of how the Library staff responded so swiftly by replacing in-person services with innovative digital services. These services provided educational and entertainment solutions as well as a sense of community while we all sheltered in place.

While Fiscal Year 2020 was a time of implementation, Fiscal Year 21 will be a year of innovation. How do we increase the services available to a community asked to stay in their homes? How do we help our neighbors recover from loss of work? How do we keep our staff and customers safe? How do we help our neighbors feel connected?

Our dedicated staff educated customers so they could continue to use library materials and services digitally. We provided one on one consultation for small business owners and those who are out of work. We addressed the digital divide by providing password free WiFi in our parking lots, hotspots with extended checkout periods for those in need, and technology so people can improve professional skills, creatively express themselves, or support a new business. We brought thousands together digitally with our inaugural St. Charles County Reads campaign featuring Facebook live events, contests, and prizes.

St. Charles County remains one of the fast growing counties in Missouri and we recognize the need to expand our reach. There are several FY21 initiatives that will enable us to inspire, inform, and enhance connections. These projects include a new bookmobile, the Cliff View Branch serving the northwest portion of our county, and the Orchard Farm Branch serving the northeast part of the county.

The Fiscal Year 2021 Budget anticipates needs for the new normal while responding to the challenges that face our community and our organization. We've navigated the challenge of building the FY21 budget by prioritizing the services and materials that will be a catalyst for our customers to build successful lives, family, and communities.

Sincerely,

Jason Kuhl
Director & Chief Executive Officer