**COVID-19 and Public Library Services FAQ**

The FY20 Public Library Survey (N.C. Public Library Annual Statistical Report) will include additional one-time questions regarding the impact of COVID-19. These questions will be general and not require additional statistics. Many of the alternative services being offered by libraries count under the standard data elements. For historical accuracy and to capture the true impact of COVID-19, the standard data elements will not be altered to capture services that fall outside of the current definitions. Please see below for guidance on specific areas and for further information, contact [Lynda Reynolds](mailto:lynda.reynolds@ncdcr.gov).

Public Service Hours

Hours that the library facility is closed to the general public do not count toward Public Service Hours regardless of if staff are reporting to work or if appointments were available to limited groups. Services that are provided during closures such as circulation, reference, etc. should be reported in the appropriate areas.

Curbside Pickup Services

Curbside pickup service follows the standard collection use data definitions and are counted by format.

Patron Assistance

Continue tracking as usual. The standard patron assistance definition includes remote forms of assistance:

… The request may come in person, by phone, by fax, mail, electronic mail, or through live or networked electronic reference service from an adult, a young adult, or a child. Do not count directional transactions or questions of rules or policies.

Live Virtual Programming

Live virtual programs and live views count toward the traditional programming data elements. Count unique or peak views as attendance. NOTE: If using Facebook, count 1 minute views.

Recorded streaming programming\*

Recorded streaming videos of programming are distinct from in-person programming due to the potential for wide distribution and long-term viewing thus these programs will be captured separately from the standard program statistics. Because recorded programs do not meet the required criteria for the standard programming elements, these events and views will not be reported to IMLS or reflected in the standard program totals. Do not count recorded videos as programs or views as attendees in the in-person program elements.

*\*An additional state-level data element will be added to capture recorded streaming videos and views. Offering of service will be yes/no with option to report number of programs and views.*