Southeast Steuben County Library

2019

Report to the Community
Board of Trustees
with term expiration dates

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Pauline Emery, Library Director

Our Mission:
The Southeast Steuben County Library provides free and open access to collections, electronic resources and innovative services which anticipate, support and respond to the ever-changing informational, cultural and leisure needs of all people within our community.

Our Vision:
Informing, Inspiring, Enriching, Amazing – Creating an environment that fosters lifelong learning and community connections.
FROM THE DIRECTOR:

Doesn’t it feel as if 2019 happened a lifetime ago? COVID-19 has certainly brought many rapid changes to our world, and it has altered daily life for everyone. Even though we can’t see the future, responding to evolving community needs in innovative ways has always been a central part of our library mission. As you will see in these pages, 2019 was a year of positive engagement with the community.

In 2019, the Southeast Steuben County Library developed a new Strategic Plan charted to guide us for three years. Our plan starts off with a statement of purpose that rings true today more than ever before, the library’s Mission Statement:

“The Southeast Steuben County Library provides free and open access to collections, electronic resources and innovative service which anticipate, support and respond to the ever-changing informational, cultural and leisure need of all people within our community.”

As our Strategic Plan and our new “Library Unbound” branding suggests, rather than accepting rigid notions about traditional library services, the Southeast Steuben County Library embraces change. We have created diverse, innovative, and accessible programming and materials. We have expanded our electronic resources to provide fee-free community access to high-quality education and entertainment platforms such as Mango Languages and Lynda.com.

With your library card, you can check out eBooks and audio books with Overdrive, or enjoy movies with Hoopla, or trace your ancestry with Heritage Quest. While many of our library programs have transitioned to online platforms, our partnerships with area nonprofits and cultural organizations continue to grow, and these collaborations will foster quality library programming going forward.

In 2019, the library obtained New York State Construction Aid for important safety improvements, and the library completed preparations for the major HVAC project that has just been completed. We are happy that thoughtful planning allowed us to move forward at a critical time. During the New York PAUSE closure, the library was proactive in expediting construction of our new energy efficient HVAC system, with state-of-the-art filtration and technology that makes our air quality safer.

As we move forward in this ever-changing, uncertain world, Southeast Steuben County Library will continue to adapt its services to meet your needs.

Sincerely,

Library Director Pauline Emery
In 2019, more than 34,500 children, young adults and adults attended lively and enriching programs at the Southeast Steuben County Library. Patrons borrowed 254,064 books, DVDs, CDs, eBooks and other circulating items; the equivalent of seven checkouts per person in our service area of 34,000.

Overall, community members made 194,114 visits to the library in 2019, with 2,065 patrons benefiting from digital literacy classes and one-on-one instructional sessions.

The library held 404 programs for adults in 2019, drawing 6,059 participants; an increase of 60 programs and 1,734 participants over 2018’s totals. Reference Department staff assisted patrons 12,153 times, not counting digital literacy one-ons. Children’s program attendance topped 26,000, including 6,058 Children’s Summer Reading Program attendees.

Public computer sessions at our bank of 26 Internet-enabled PCs totaled 22,875, a slight decrease from 2018, as more patrons came with their own devices. Use of the library’s 24/7 Wi-Fi hotspot was more popular than ever, with 54,276 clients.

Patrons signed in to the library’s multi-faceted Creation Station makerspace 456 times in 2019, and public meeting room use by was robust, with 586 non-library sponsored events held.

Programs for English Speakers of Other Languages (ESOL) have become popular in many of New York’s libraries. Southeast Steuben County Library’s Coffee, Tea & English programs drew 2,651 participants in 2019.

Digital checkouts of eBooks on Overdrive and magazines on RB Digital were patron favorites.

Southeast Steuben County Library cardholders borrowed 26,717 eBooks, downloaded 4,549 magazine issues, and streamed or downloaded 13,910 Freegal music tracks in 2019.
Highlights of 2019:

Construction Aid will fund Health & Safety Upgrades

Southeast Steuben County Library was awarded $75,000 from New York State's Construction Aid for Libraries Program to install new safety and security equipment. Improvements will include new electrical boxes, a refurbished access control system, a better fire safety system, plus new security cameras and new locks throughout the building. The changes will eliminate hazards and improve building access and security.

Library Board adopts new Strategic Plan

After months of outreach and thoughtful deliberation, the Library Board of Trustees has adopted a new community-focused action plan. The Strategic Plan will help steer the direction of the library through the end of 2021. It views the library as an example of democracy-in-action; a place for belonging that stimulates intellectual and creative curiosity, empowers individuals to pursue their goals, and provides a sense of hope.

Priorities identified in the plan include opening digital communication doorways, encouraging social connections for adults, and further developing the library's internal capacity to contribute to a thriving community.

Schools honor Miss Sue

In September 2019, Children's Librarian Sue McConnell, a.k.a. Miss Sue, was recognized by the Corning-Painted Post School Board for her outreach work in the schools. The CPP School Board’s Excellence-in-Action program recognizes individuals who have demonstrated outstanding efforts on behalf of the school district.

Miss Sue visits classrooms in each elementary school regularly, hosts school field trips to the library, and conducts many other enriching programs and events. She is shown here with young friends, after accepting the award during a School Board meeting.
Lifelong Learning by the Numbers ...

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>29,729</td>
<td>Registered Resident Borrowers  These borrowers live or work within the library’s chartered service area.</td>
</tr>
<tr>
<td>8,018</td>
<td>Registered Non-resident Borrowers  Most non-resident borrowers reside or work within the wider STLS region. Others pay an annual fee for borrowing privileges.</td>
</tr>
<tr>
<td>34,509</td>
<td>Total Attendees at Library Programs &amp; Events</td>
</tr>
<tr>
<td>253</td>
<td>Summer Reading Program Sessions in 2019</td>
</tr>
<tr>
<td>7,330</td>
<td>Total Attendance at Summer Reading Events</td>
</tr>
<tr>
<td>2,651</td>
<td>Coffee, Tea &amp; English (ESOL) Participants  (English for Speakers of Other Languages)</td>
</tr>
<tr>
<td>12,153</td>
<td>Reference Questions &amp; Transactions  Does not include public computer usage.</td>
</tr>
<tr>
<td>2,065</td>
<td>Digital Literacy (Tech Coaching) Participants  Includes one-on-one and group sessions.</td>
</tr>
<tr>
<td>26,717</td>
<td>Overdrive Checkouts by Library Cardholders  eBooks - Audiobooks - Videos</td>
</tr>
<tr>
<td>4,549</td>
<td>RB Digital Downloads by Library Cardholders  Popular Magazines to Download and Keep</td>
</tr>
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Objectives for 2020, a Year of Renewal

- Utilize the New York Pause mandatory library building closure to expedite construction of the new Energy Efficient HVAC System. Arrange for temporary quarters for the library and for the building’s tenants during the construction period.
- Minimize safety risks for everyone while we operate from temporary quarters at 8 Denison Parkway. Institute New York Forward health & safety practices in all departments as we provide curbside and in-person circulation services, as well as storytimes and other programs online.
- Prepare the library building to reopen safely in the fall with upgraded HVAC filtration and in-duct UV disinfection. Rearrange shelving and furniture to accomodate social distancing and new COVID-19 safety procedures.
- Reintroduce in-house services including broadband access and public computing, Reference help, Children’s and Youth services and more as we reopen to the public at 300 Nasser Civic Center Plaza.
Financials in Brief

In 2019, the library tax levy covered 64 percent of library expenses for the year.* Total expenses were $1,323,590. Grants and donations plus service fees and fines covered another 18 percent of expenses. The remaining 18 percent was covered by earnings from the endowment. Income from the endowment was used in keeping with the library’s Endowment Investment and Spending Policy. The policy ensures that the principal remains untouched and supports continued growth of the fund.

Patron services, materials, equipment and programming, including payroll for staff directly providing patron services, made up 70 percent of spending. The library spent $929,498 on books and other circulating materials, public internet fees, computer maintenance, library supplies, programs and non-administrative personnel.

Library programs for all age groups were funded with a generous gift from the Friends of the Library and with other grants and donations.

Administrative and business expenses accounted for only 23 percent of library spending in 2019. Facilities related expenses made up 7 percent of spending.

*Figures shown represent income and operating expenses. For an accrual based analysis, see the library’s 2019 Audited Financial Statements.
2019-20 Annual Fund Drive
Thank You, Donors

Trustee’s Circle ($2,000 and above)
- Corning Incorporated Foundation
- Marcia D. Weber and James B. Flaws
- Kim Frock and Wendell Weeks
- Charlie and Trudy Craig
- Sarah and Dan Collins

Leadership Circle ($1,000 - $1,999)
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- David and Marie Blouin, in memory of Patricia Lesso
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- Tom and Beth Tranter
- Bob and Pam Walker
- Diane Legendre and James Webb*
- Dale and Kathleen Wexell*
- Kevin & Berta Wyrick & Family, in honor of Mary Lu Walker*

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- Karen and Jim Alpha
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- Gail and Elijah Baity
- Bernadette Baldini
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- Beth Bentley & Edward Dougherty
- Nancy F. Doutt
- Loretta E. Drouard
- Anne Earhardt, in memory of Eileen Riesbeck
- Eric and Angie Elder
- Pauline Emery

The Southeast Steuben County Library extends thanks to Annual Campaign Co-Chairs Marcia D. Weber and Mary H. Bacalles. We gratefully recognize the individuals and organizations that have contributed to our 2019-20 Fund Drive. This year, 273 donors contributed $73,319 to enhance library resources and programs for everyone.

The pandemic-related closure of the library building in March 2020 was extended through the summer of 2020 to allow for construction of a new state-of-the-art HVAC system. Meanwhile, from its temporary Annex, the library offered online programs for all age groups, and special, physically distanced outdoor events. As we re-open in fall 2020, your ongoing support will help us to provide a full complement of innovative, patron-friendly services … re-imagined for a new world.
2019-20 Annual Fund Donors

Enrichment Circle (Continued)
Dr. Richard and Jane Fastiggi
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Anne and Michael Foster
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Eileen Riesbeck
William L. Vincent
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Ristina Wigg
Mark Woodruff
Kogo and Michicho Yamaguchi

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- Ken and Christina Wright

*Thank you to these donors for participating in their employer’s matching gifts program.

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