



**Southeast Steuben County Library**

# **Annual Meeting**

**June 16, 2022**



# Welcome!

**to SSCL Board of Trustees, Staff, Volunteers, Friends of the Library and Patrons**

**2020-21 Southeast Steuben County Library Board of Trustees as of 6/1/22**

Barbara A. McLean, President

Julie E. Fromer, Vice President

Jeffrey Scott, Treasurer

Jamie Curtis, Secretary

Gail Bardhan

Nogaye Ka-Tandia

Kathryn C. Mack

Barry W. Nicholson

Kate Paterson

Louise Richardson

Svetlana Short

Geoffrey Steenberge

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 information, cultural and leisure needs of people within our community.

**Our Vision**  
**Informing**

*Inspiring*

**ENRICHING**

*Amazing*

Creating an environment that  
fosters lifelong learning and  
community connections





# 2021

The Plague Continues

**In 2020, SARS-CoV-2 changed life as we knew it. While it continued in 2021, the advent of effective vaccines allowed us to begin to get back to business.**

**Not exactly business as usual, as Covid has forever altered how libraries serve the needs of their patrons and communities.**

**With creativity and tech savvy, the staff found ways to serve the needs of a community struggling with an altered reality - and came to understand the power of virtual programming as an element of our services.**

Southeast Steuben County Library

**UNBOUND**

online and in the community





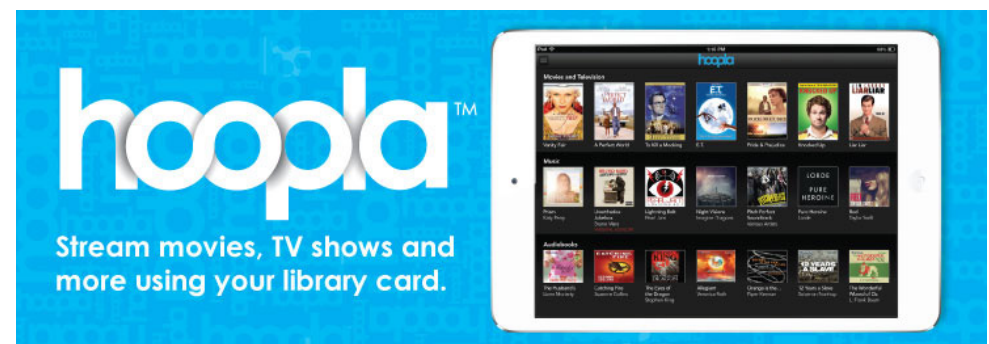
As patrons were able to visit the library and checkout materials, digital borrowing declined a bit but remained popular.



**2021: 46,441**

**2020: 54,696**

**2019: 28,749**





**With the building open and patrons venturing out once again, circulation of books, music and books on CD began to recover from the pandemic low with an increase of 55%.**

**2021: 130,446**

**2020: 84,124**

**2019: 208,854**





To our delight, patrons began visiting the library more as vaccines became widely available and restrictions eased, an increase of nearly 50% over 2020. We look forward to having this trend continue.

**2021: 68,804**

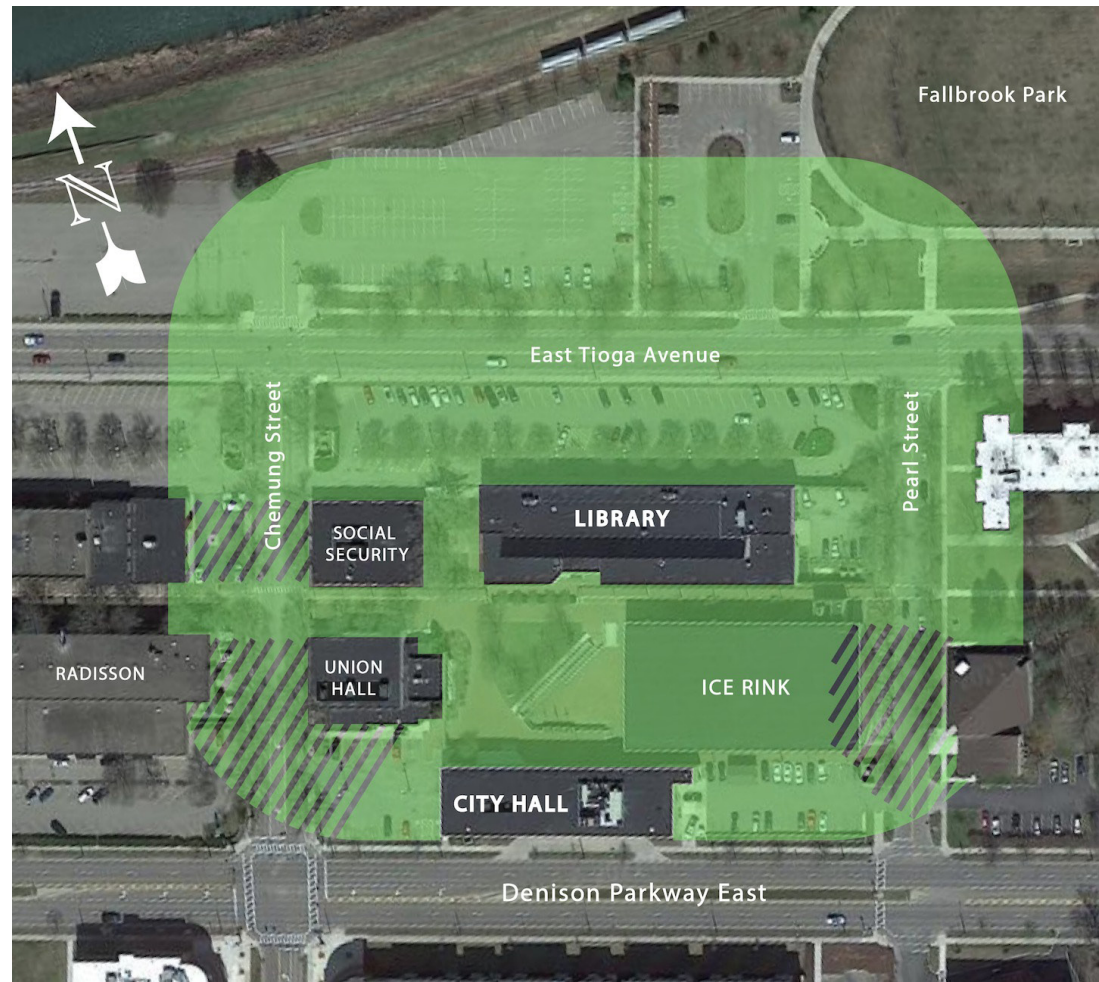
**2020:  
45,948**

**2019: 194,114**





Our newly enhanced 24/7  
free WiFi hotspot attracted  
**25,884** users





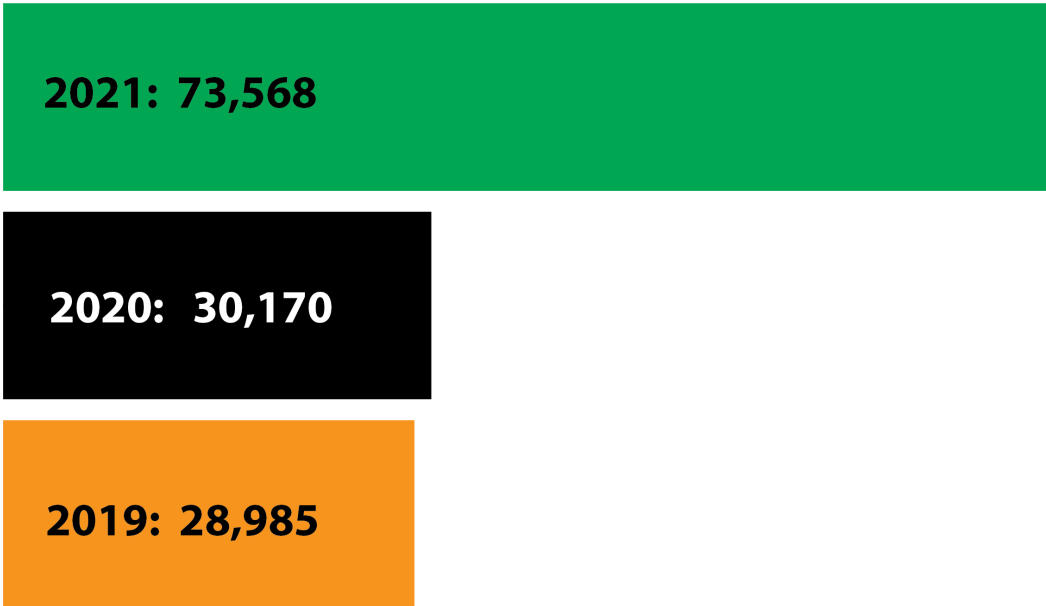
The Reference Department assisted patrons **3,796** times in 2021, **an increase of over 238%**



and **1:1** sessions with our tech coaches have helped hundreds learn how to optimize their use of computers, tablets, ereaders, tablets and smart phones. Keeping up with technology is a challenge - our experts can help!



**Visits to our website more than doubled in 2021.**



Many patrons visiting the website accessed the many opportunities we offer there for online learning and research.



and dozens more



# Serving Our Community and Beyond

## **15,416 Registered Resident Borrowers**

live or work within the library's chartered service area

## **607 Registered Non-resident Borrowers**

live or work within the Southern Tier Library System or pay an annual fee for borrowing privileges



**You can bring those books back!**

**In 2021, following the success of our Fine Free programs for children and youth, the Board voted to go Fine Free for All.**

**We agree with the American Library Association that monetary fines are “a form of social inequity.”**

**Research shows that elimination of fines increases the number of users and the circulation of books and does not increase late book returns.**

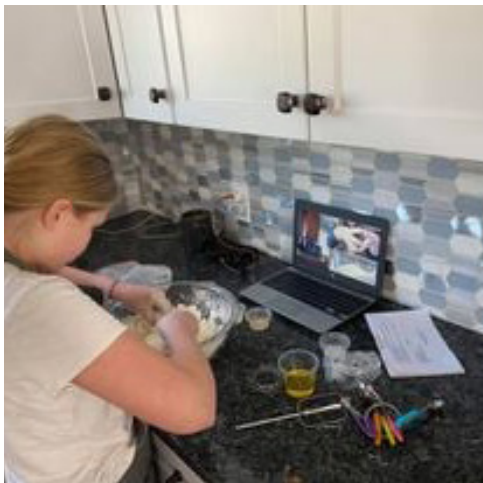


**Children's programs  
attracted  
22,420 participants,  
and included  
95 Summer Reading  
Program events with  
5,057 attendees**





Focaccia was just one of the items on the menu for **Tween Baking with Miss Abby**. The kids picked up packages of ingredients at the library and baked at home with Miss Abby, via the magic of the internet.



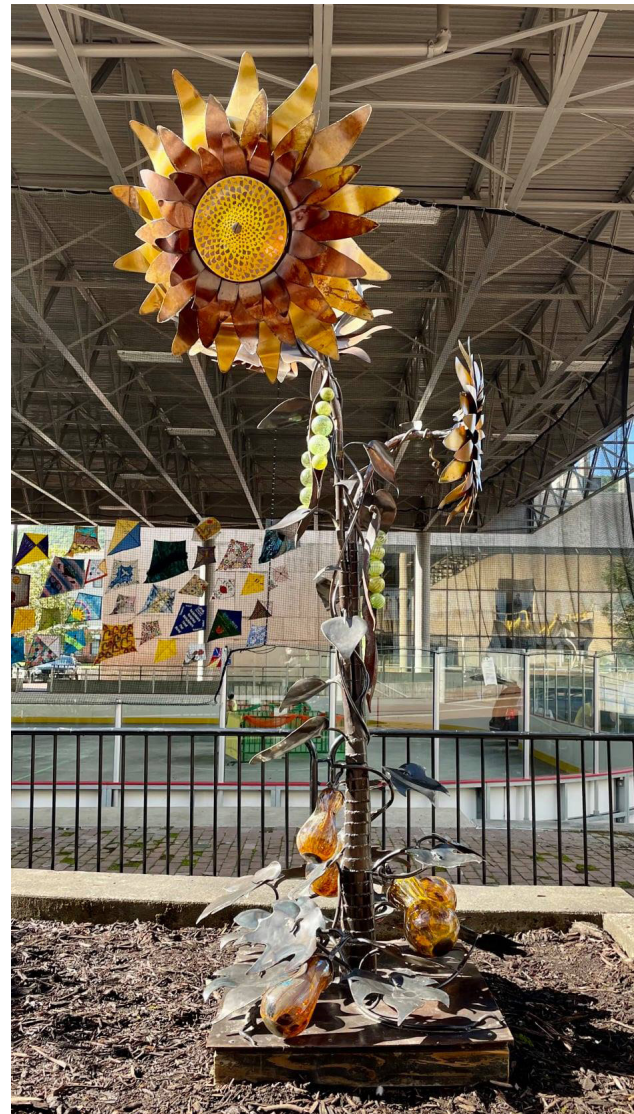
# imagine!

*Public Art in the Plaza*

**Right in our back yard!**

**We collaborated with many regional organizations in *Imagine!*, an arts festival held Labor Day weekend in Nasser Civic Center Plaza, organized by Mehgan O'Toole and the ARTS Council of the Southern Finger Lakes.**

**The project, a celebration of culture and community, highlighted the plaza's potential as an arts park.**

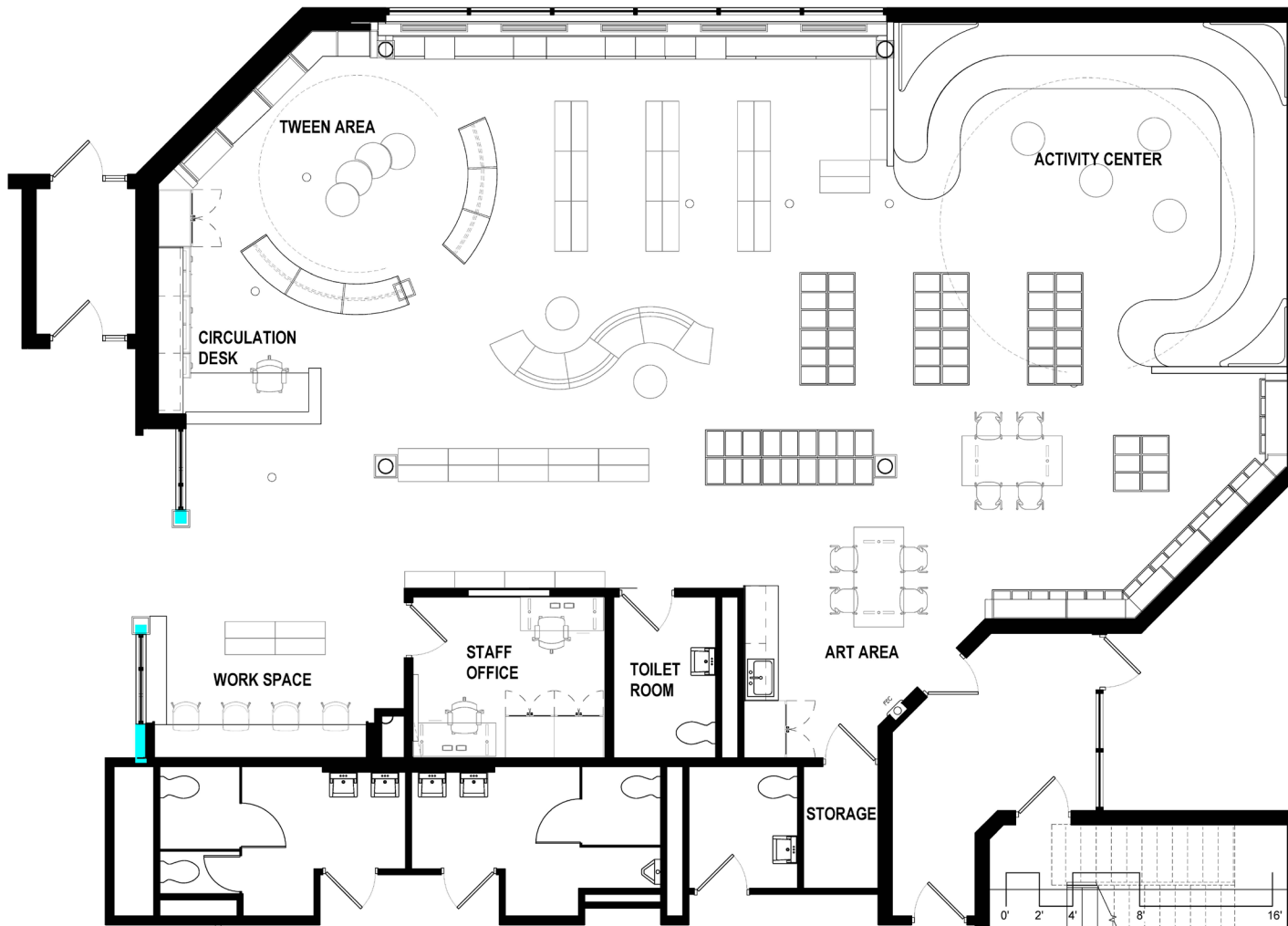


**Realizing that our many different loan periods for various materials were confusing to all, the staff drafted and the board approved a streamlined policy for all circulating materials.**







<b>4 WEEK LOAN PERIOD WITH ONE 4 WEEK RENEWAL</b>	Notes:
Fiction & Nonfiction books (except new titles)	Available for Summer and Special Loans; see section below*
All Large Print books	
Audiobooks (except new titles)	Available for Summer and Special Loans; see section below*
Video Games	Available for Summer and Special Loans; see section below*
Magazines	
Music CDs	
DVDs	
Playaway View Players	<i>Device must be returned directly to SSCL staff</i>
eReaders & tablets	<i>1 per card; device must be returned directly to SSCL staff</i>
Maker Kits & Game Kits	2 kits per card

<b>2 WEEK LOAN PERIOD WITH ONE 2 WEEK RENEWAL</b>	
New Fiction and New Nonfiction books	
New Audiobooks	
WiFi Hotspot	<i>1 per card; device must be returned directly to SSCL staff</i>
Books Plus Kits	1 Kits per card
<b>1 WEEK LOAN PERIOD - NO RENEWALS</b>	
Museum Passes	<i>Cannot be put on hold; must be returned directly to SSCL staff</i>
Empire Passes	<i>Cannot be put on hold; must be returned directly to SSCL staff</i>

Planning got underway for the renovation of the Children's Room, which will be named for Mary Lu Walker and funded in part by a generous gift from her family



# What's ahead?

-  The construction and dedication of the new Mary Lu Walker Children's Room
-  Complete a new strategic plan, including long range facilities and financial plans
-  Circulation of 30 Access-To-Go laptop and WiFi hotspot kits, fully funded by the Institute for Museum and Library Services under the federal CARES Act
-  Upgrade the library's public access PCs with new internet-enabled laptops
-  Take the public computers wireless, thanks to a broadband access grant from the Appalachian Regional Commission and Southern Tier Library System
-  Continued innovating and adapting to meet our patrons needs