



LIBRARY 2020

ANNUAL REPORT OF THE DIRECTOR



A Message from the Director

Dear Friend and Library Supporter:

2020 was most certainly unprecedented, with the novel coronavirus (COVID-19) pandemic having changed the face of library services throughout Erie County. As libraries closed in March due to guidelines set forth by New York State, the dedicated staff throughout the Buffalo & Erie County Public Library System immediately jumped into action. Not a week went by without there being heartfelt discussions among library administrators, staff and trustees that focused on creating opportunities for libraries to offer the community new and innovative types of service models. We quickly established virtual programs, including but not limited to: online classes such as resume writing, cooking demonstrations, origami making, technology workshops, job fairs, children's storytimes, book clubs and teen clubs. We promoted the use of WiFi service outside of library buildings, an easily accessible online library card application and a *Library by Mail* program. We also extended due dates so that patrons would not incur overdue fines for materials borrowed just prior to closures.

When the time came to reopen library doors to the public in June/July, much consideration was given to the safety and well-being of both patrons and staff. Face coverings, social distancing, book/media quarantines, desk shields, hand sanitizer stations, no eating or drinking policies and other precautions were initiated and are now common practices in our libraries. Curbside, walk-up and other drive-through pickup solutions were offered and continue today. In addition, we also continue to follow guidelines from the Centers for Disease Control and Prevention, New York State Department of Health, Erie County Health Department, American Library Association and others.

Further reflecting on 2020 – pre-pandemic, over 81,800 people attended traditional, in-library programs such as lectures, book clubs, storytimes and technology training. Virtual programs (many conducted/videotaped from the homes of library staff) produced heartfelt community responses of gratitude with attendance exceeding 321,800.

Census 2020 presentations, one-on-one computer support, assistance with job and unemployment applications and a multitude of intergenerational activities both in-person and online rounded out the year.

Buffalo & Erie County Public Library cardholders reached an all-time record high of borrowing more than 1 million downloadable eBooks and eAudioBooks last year. As the trend in downloadable reading continues to increase, be assured we are ordering more eContent materials including children's and young adult materials. In 2020, our eCollections rose by more than 28%.

While there remains some uncertainty about the effects of the global pandemic, today Buffalo & Erie County Public Libraries are moving forward with solutions to support the informational needs of our community. I am grateful for our endurance, flexibility and accomplishments in 2020 and can say with confidence that all of the changes we have made and all we have been through has made us a more resilient organization, strongly committed to serving Erie County's diverse communities in both traditional and new ways.

My sincerest thanks and appreciation to all of our trustees, administration, staff, donors, community and business partners, government leaders and YOU for your investment, support and patience during the challenging year of 2020. More importantly, thank you for your continued use of library services. I truly believe that together, we are doing great things!

With gratitude,



Mary Jean Jakubowski, Library Director



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P.S. You can follow us on Facebook, Twitter, Instagram, Pinterest, YouTube, Flickr and listen to the Library's podcast *All Booked Up!*

Statistics 2020



37 libraries and the *Library on Wheels* bookmobile

394,463

Library card holders



4,431,875

Total materials borrowed

6,508,966

Webpage visits

1,614,936



Downloads
eBook &
Music

1,252,420

Library visits

3,321,158

Items in collection



9,137

Virtual & in-library programs offered

403,649

Virtual & in-library program attendees



298,536

WiFi sessions

214,859

Public computer sessions

\$409,346

Fundraising revenue

26,662

Social media friends,
fans & followers



2020 CONSOLIDATED FINANCIAL REPORT
For fiscal year ending Dec. 31, 2020

Revenues

Library Property Tax	\$25,409,158
New York State Library Aid	1,716,927
Annual New York State Grants	539,176
Non-Recurring Grants and Member Aid	39,083
Municipal Support	97,878
Contributions/Fundraising	546,097
Library Charges - Fines	346,910
Other Revenues	957,863
	\$29,653,091

Expenditures

Salaries & Wages	\$13,992,206
Fringe Benefits	7,040,468
Library Materials	2,816,906
Utilities	692,997
Service/ Maintenance Contracts	1,107,431
Other Costs	2,487,539
	\$28,137,548



3.34

**For every \$1 received
in Erie County funding,
\$3.34 is returned in
services to the community!**

Notes: Includes operating and grant revenue and expenses for the entire Buffalo & Erie County Public Library System, which includes the Central Library, City of Buffalo Branches, Contract Libraries, Library System Services, Outreach and the *Library on Wheels* bookmobile.
Does not include revenue and expenses for Capital Construction projects.

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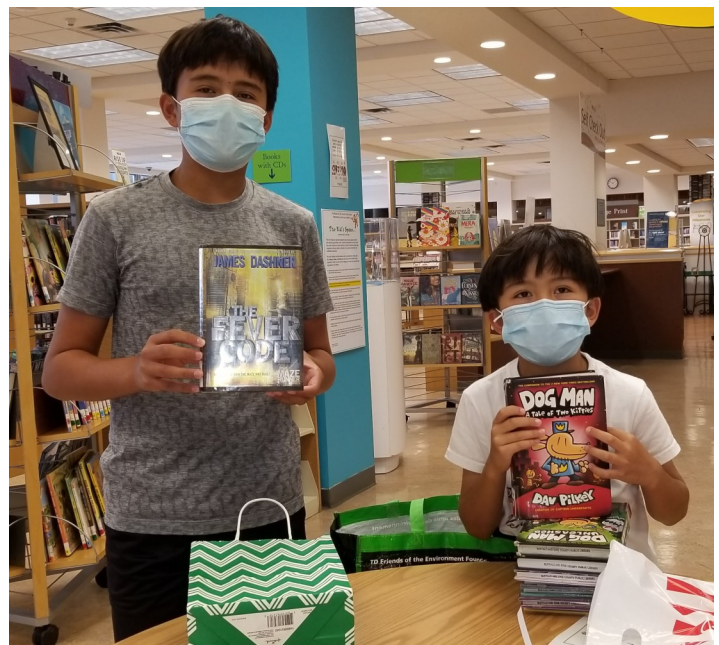
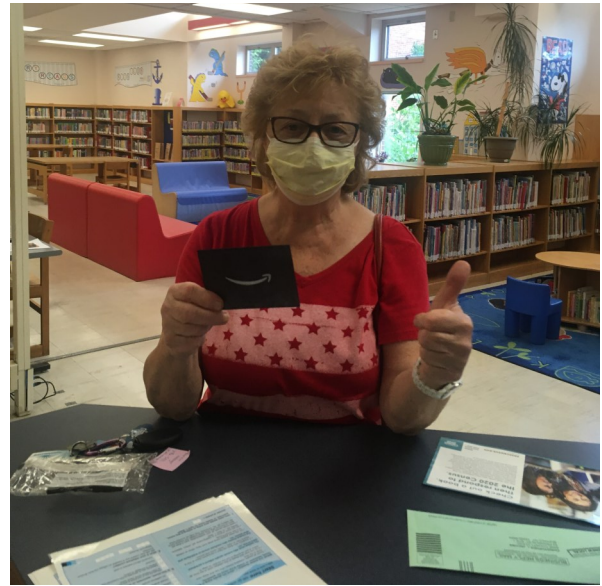
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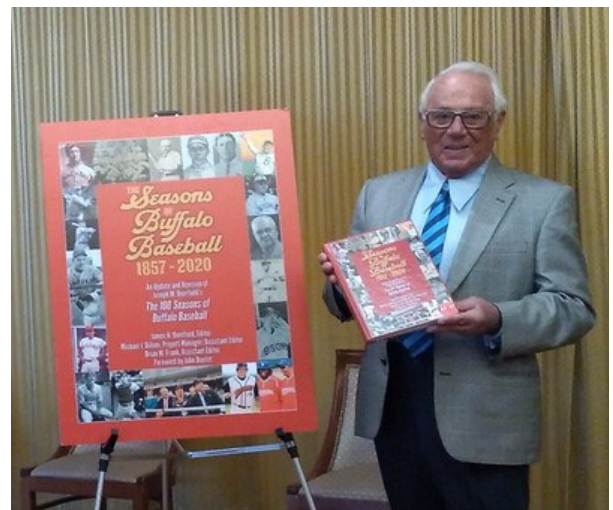
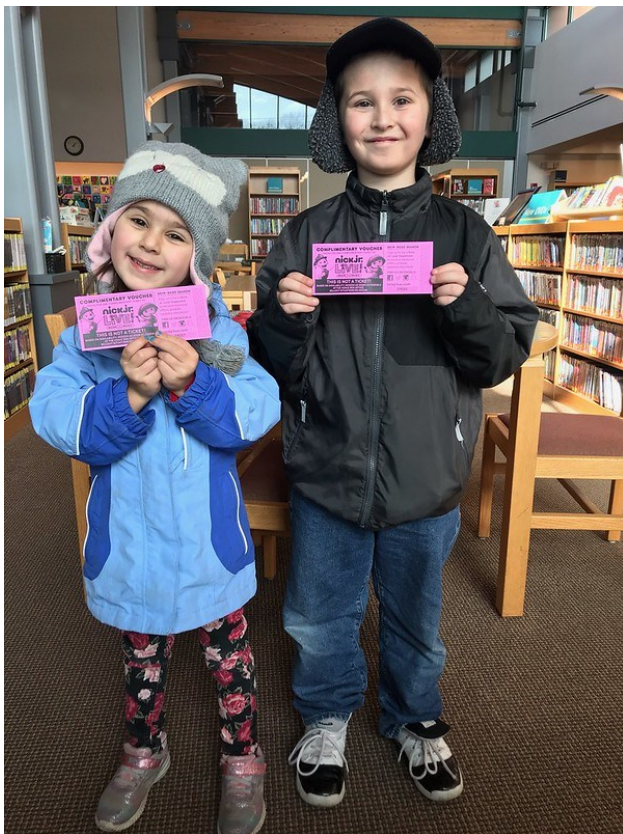


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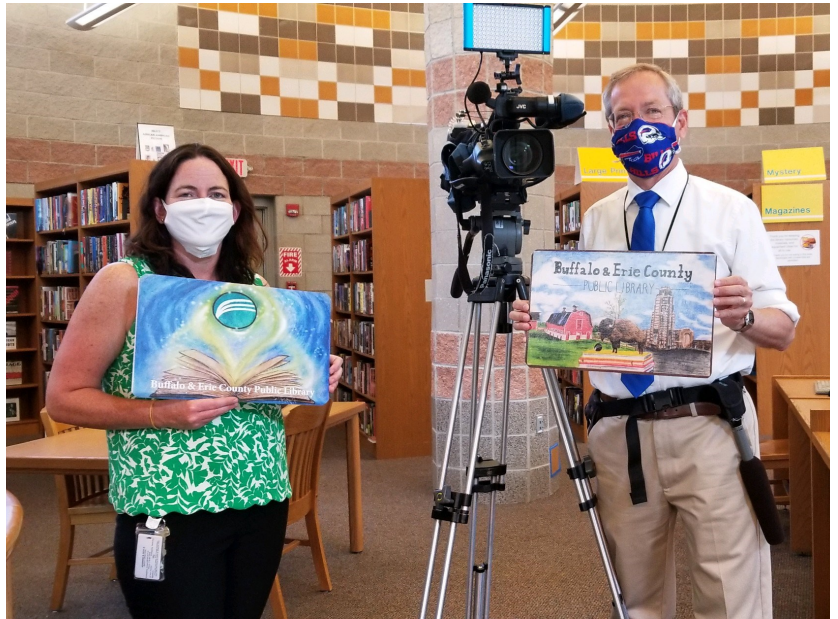
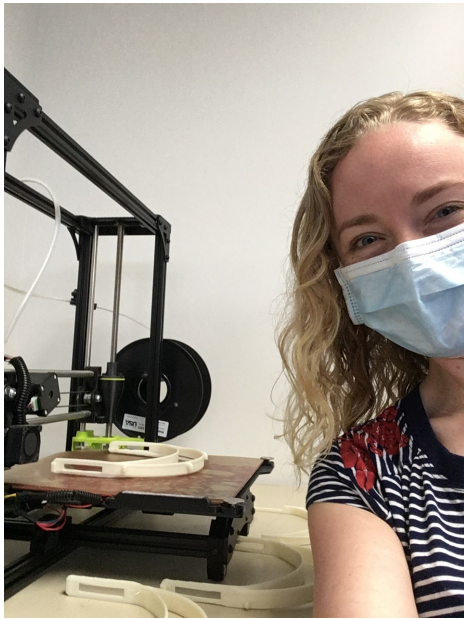
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Angola Public Library 34 N. Main, Angola	549-1271
Aurora Town Public Library 550 Main, E. Aurora	652-4440
Boston Free Library 9475 Boston State Rd, Boston	941-3516
Central Downtown Library 1 Lafayette Square, Bflo	858-8900
Cheektowaga Public Library	
Anna Reinstein Memorial Library 2580 Harlem Rd, Chktg	892-8089
Julia Boyer Reinstein Library 1030 Losson Rd, Chktg	668-4991
Clarence Public Library 3 Town Pl, Clarence	741-2650
Town of Collins Public Library 2341 Main St, Collins	532-5129
Concord Public Library 18 Chapel St, Springville	592-7742
Crane Branch 633 Elmwood Ave, Bflo	883-6651
Dudley Branch 2010 South Park Ave, Bflo	823-1854
East Clinton Branch 1929 Clinton, Bflo	823-5626
Eden Library 2901 E. Church St, Eden	992-4028
Elaine M. Panty Branch 820 Tonawanda St, Bflo	875-0562
Elma Public Library 1860 Bowen Rd, Elma	652-2719
Frank E. Merriweather, Jr. Branch 1324 Jefferson Ave, Bflo	883-4418
Grand Island Memorial Library 1715 Bedell Rd, Grand Island	773-7124
Hamburg Public Library	
Hamburg Public Library 102 Buffalo St, Hamburg	649-4415
Lake Shore Public Library 4857 Lake Shore Rd, Hamburg	627-3017
Isaías González-Soto Branch 280 Porter Ave, Bflo	882-1537
Lackawanna Public Library 560 Ridge Rd, Lackawanna	823-0630
Lancaster Public Library 5466 Broadway, Lancaster	683-1120
Leroy R. Coles, Jr. Branch 1187 E. Delavan Ave, Bflo	896-4433
Marilla Free Library 11637 Bullis Rd, Marilla	652-7449
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