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

P.S. You can follow us on Facebook, Twitter, Instagram, Pinterest, YouTube, Flickr and listen to the Library’s podcast All Booked Up!
37 libraries and the Library on Wheels bookmobile

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Number</th>
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<tbody>
<tr>
<td>Library card holders</td>
<td>394,463</td>
</tr>
<tr>
<td>Total materials borrowed</td>
<td>4,431,875</td>
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<tr>
<td>Library visits</td>
<td>1,252,420</td>
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<tr>
<td>Items in collection</td>
<td>3,321,158</td>
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<td>Virtual &amp; in-library programs</td>
<td>9,137</td>
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<td>403,649</td>
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<tr>
<td>Webpage visits</td>
<td>6,508,966</td>
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<tr>
<td>Downloads</td>
<td>1,614,936</td>
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<tr>
<td>WiFi sessions</td>
<td>298,536</td>
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<tr>
<td>Public computer sessions</td>
<td>214,859</td>
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<tr>
<td>Fundraising revenue</td>
<td>$409,346</td>
</tr>
<tr>
<td>Social media friends, fans &amp; followers</td>
<td>26,662</td>
</tr>
</tbody>
</table>
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.
Thank You to Library Donors

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Some photos were taken prior to the COVID-19 pandemic and may not reflect current health & safety protocols.
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Eggertsville-Snyder Branch 4622 Main, Snyder 839-0700
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Angola Public Library 34 N. Main, Angola 549-1271
Aurora Town Public Library 550 Main, E. Aurora 652-4440
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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
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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
Newstead Public Library 33 Main St, Akron 542-2327
North Collins Public Library 2095 School St, N Collins 337-3211
North Park Branch 975 Hertel Ave, Bflo 875-3748
Orchard Park Public Library S-4570 S Buffalo St, Orchard Park 662-9851
City of Tonawanda Public Library 333 Main St, Tonawanda 693-5043
Town of Tonawanda Public Library
Kenilworth Branch 318 Montrose Ave, Tn of Ton 834-7657
Kenmore Branch 160 Delaware Rd, Kenmore 873-2842
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The 2020 Annual Report was produced by the Development/Communications Department of the Buffalo & Erie County Public Library System. If you have any questions call 716-858-7182 or email to communications@buffalolibrary.org.

Writer/Editors: Joy Testa Cinquino, Mary Jean Jakubowski
Graphics & Layout: Darlene Pennachi, Dawn Stanton
Contributors: Maureen Germaine, Tracy Palicki, Kenneth Stone, Melissa Burgess

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