



LIBRARY 2019

ANNUAL REPORT OF THE DIRECTOR



A Message from the Director

Dear Friend and Supporter of the Library,

Throughout 2019, the Buffalo & Erie County Public Library System worked hard to provide services and resources to meet the ever-changing needs of our communities. I am proud to say we have over 380,000 library cardholders and received more than 2.8 million visits to our 37 libraries! As exciting centers of activity and community hubs, libraries welcomed 282,428 people to over 19,000 programs. One-on-one computer training sessions increased by 25%, demonstrating the need to continue offering individualized, topic-specific educational opportunities. Wi-Fi usage grew by 5.7% and the System website (www.BuffaloLib.org) was visited more than 9 million times. Our helpful *Subject Guides* continued to be accessed locally, nationally and internationally!

Overall, material borrowing reached 6,635,641 – an increase of 1.8% from 2018 – a tremendous feat, given many libraries throughout both New York State and the nation are showing a slow, albeit steady, decline in this area. More than 3.8 million items were shipped between our libraries. Library staff examined collections and collection usage, adjusting budget lines to address the increased demand for electronic resources – eBooks, eAudiobooks and downloadable music. You may have seen the *Library on Wheels* bookmobile as it traversed Erie County's 1,058 square miles bringing library services to underserved areas, participating in special events, parades and festivals and providing services to neighborhoods when their libraries were closed due to construction or renovation – including the Dudley Branch Library, Elma Public Library and Grand Island Memorial Library.

In terms of outreach, library staff brought their expertise into local schools, daycare centers, senior centers, Canalside Buffalo, Kleinhans Music Hall, the Buffalo Convention Center and many more locations. In addition, libraries throughout the System assisted with Erie County's *Beat the Heat* program by jumping into action and opening for additional hours on two occasions when the Erie County Health Department advised the community about dangerously high temperatures and a high heat index.

In August, approximately 300 people attended the official opening of Buffalo's new outdoor Reading Park, located adjacent to the downtown Central Library. Erie County Executive Mark C. Poloncarz joined this writer and representatives from partner organizations for a festive ribbon cutting ceremony and the launch of dozens of programs ranging from a *Reading Invasion to NASA @ Your Library* activities, outdoor storytimes and a concert by the band *Harry & the Potters*. Response from the public has been positive, finding the Reading Park a welcoming place to enjoy lunch, take a break or attend a program. Many have even been seen reading! Funded through a generous *Heart of the Community Grant* from Southwest Airlines, the Reading Park was developed in cooperation with the City of Buffalo and County of Erie, as well as community partners.

We are grateful for our funders and work hard to use the funds both effectively and efficiently. We also continue to fundraise, receiving more than \$420,000 through generous contributions from Library supporters, business sponsors, bequests and grants. Donations were used to support special events and programming for all ages, to purchase books and other materials and to replace outdated, worn and damaged equipment and furnishings throughout the Library System. The Ralph C. Wilson, Jr. Foundation generously supported a sports equipment lending pilot program and *Play Down Your Fines* for children at the Isaías González-Soto Branch Library.

We look forward to continuing to provide high quality library services in 2020 and encourage every Erie County resident to be counted in the 2020 Decennial U.S. Census. A new exhibition, *B is for Book* featuring children's books and other materials from our Special Collections, will replace the *Buffalo Never Fails: The Queen City and World War I* exhibit which was visited by 66,198 people in 2019. As demand continues, programs for children, teens and adults will be a main focus. Outreach is expected to grow both through the *Library on Wheels* bookmobile and our involvement with community partners including, but not limited to schools, senior centers, community centers, neighborhood groups and more. Resources, both in print and electronic formats, will be added to our collections.

Thank you for helping the Buffalo & Erie County Public Library System! We are committed to serving Erie County's diverse communities, providing excellent customer service, exploring new, exciting programming, listening to our constituents, expanding technology, simplifying access to information and meeting the needs of those we serve.

We look forward to seeing and serving you at the Library!

Sincerely,



Mary Jean Jakubowski, Library Director

P.S. Please follow us on social media - Facebook, Twitter, Instagram, Pinterest and listen to our podcast *All Booked Up!*



Libraries=Strong COMMUNITIES



*37 libraries and the
Library on Wheels bookmobile*

2,802,969

Library visits

19,064 Programs offered

282,428 Program attendees



including

2,992

technology
class
attendees

6,635,641

Materials

borrowed

33,947 : 203,471

New
titles
added

Total
materials
added

598,284

WiFi sessions

9,211,804

Webpage visits

520,413

Public
computer sessions



380,276

Library card
holders



\$420,175

Fundraising
revenue



648,337

eBooks
downloaded

320,269

Audio books
downloaded

333,761

Music
downloads

24,295 Social media friends, fans & followers



2019 CONSOLIDATED FINANCIAL REPORT

For fiscal year ending Dec. 31, 2019

Revenues

Library Property Tax	\$24,910,939
New York State Library Aid	2,251,490
Annual New York State Grants	691,800
Non-Recurring Grants and Member Aid	312,451
Municipal Support	174,266
Contributions/Fundraising	699,759
Library Charges - Fines	759,273
Other Revenues	934,792
	\$30,734,760

Expenditures

Salaries & Wages	\$15,882,130
Fringe Benefits	6,920,041
Library Materials	3,014,896
Utilities	787,104
Service/ Maintenance Contracts	1,125,465
Other Costs	1,866,530
	\$29,596,167



\$4.59

For every \$1 received
in Erie County funding,
\$4.59 is returned in
services to the community!

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



Downtown Central Library



Library on Wheels Bookmobile



Leroy R. Coles, Jr. Branch



Newstead Public Library



Concord Public Library

Thank You to Library Donors

Donations from January 1, 2019 - December 31, 2019

\$10,000 +

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Foundation, Inc.
Erie County
Erie County Fiscal Stability Authority
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2019 Battle of the Books winners from Lancaster Public Library



Elaine M. Panty Branch Library



Hamburg Public Library

Indie
AUTHOR DAY



Downtown Central Library



Grand Island Memorial Library

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Eden Library



Isaías González-Soto Branch



Amherst Public Library at Audubon Library



Anna Reinstein Memorial Library



Town of Collins Public Library

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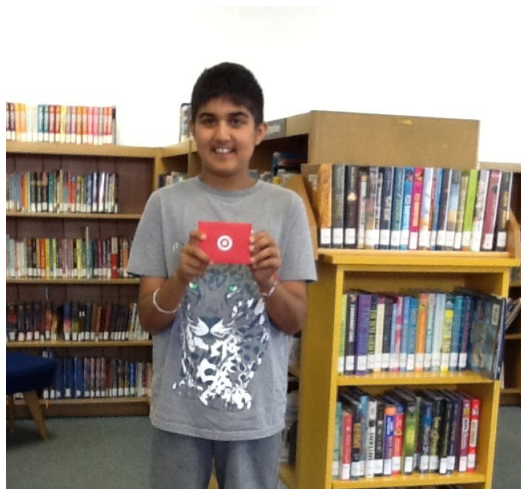
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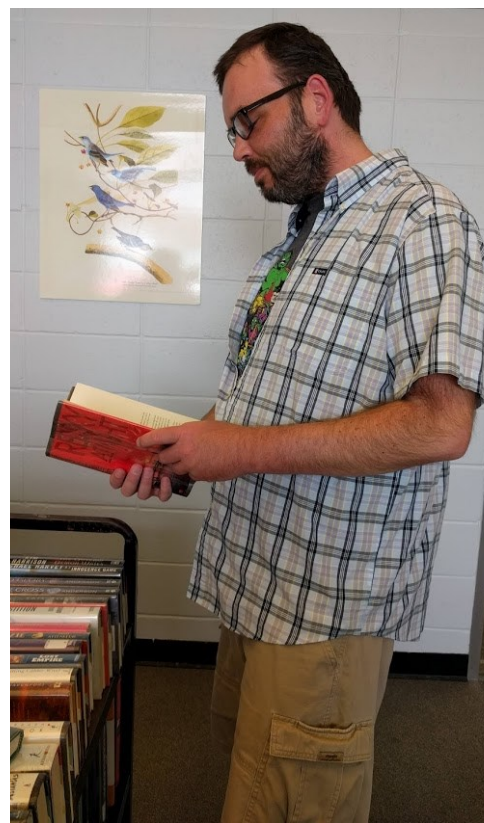
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