LIBRARY
2019
ANNUAL REPORT OF 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 Isaias Gonzalez-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

PS. Please follow us on social media—Facebook, Twitter, Instagram, Pinterest and listen to our podcast All Booked Up!
Libraries = Strong Communities 2019

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 New titles added
203,471 Total materials added

598,284 WiFi sessions
9,211,804 Webpage visits
520,413 Public computer sessions

84,226 Hours open

$420,175 Fundraising revenue

648,337 eBooks downloaded
320,269 Audio books downloaded
333,761 Music downloads

380,276 Library card holders

24,295 Social media friends, fans & followers

2019 333,761 Music downloads
# 2019 CONSOLIDATED FINANCIAL REPORT
For fiscal year ending Dec. 31, 2019

## Revenues

<table>
<thead>
<tr>
<th>Source</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Property Tax</td>
<td>$24,910,939</td>
</tr>
<tr>
<td>New York State Library Aid</td>
<td>$2,251,490</td>
</tr>
<tr>
<td>Annual New York State Grants</td>
<td>$691,800</td>
</tr>
<tr>
<td>Non-Recurring Grants and Member Aid</td>
<td>$312,451</td>
</tr>
<tr>
<td>Municipal Support</td>
<td>$174,266</td>
</tr>
<tr>
<td>Contributions/Fundraising</td>
<td>$699,759</td>
</tr>
<tr>
<td>Library Charges - Fines</td>
<td>$759,273</td>
</tr>
<tr>
<td>Other Revenues</td>
<td>$934,792</td>
</tr>
<tr>
<td><strong>Total Revenues</strong></td>
<td><strong>$30,734,760</strong></td>
</tr>
</tbody>
</table>

## Expenditures

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries &amp; Wages</td>
<td>$15,882,130</td>
</tr>
<tr>
<td>Fringe Benefits</td>
<td>$6,920,041</td>
</tr>
<tr>
<td>Library Materials</td>
<td>$3,014,896</td>
</tr>
<tr>
<td>Utilities</td>
<td>$787,104</td>
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<tr>
<td>Service/Maintenance Contracts</td>
<td>$1,125,465</td>
</tr>
<tr>
<td>Other Costs</td>
<td>$1,866,530</td>
</tr>
<tr>
<td><strong>Total Expenditures</strong></td>
<td><strong>$29,596,167</strong></td>
</tr>
</tbody>
</table>

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.
2019 Battle of the Books winners from Lancaster Public Library

Elaine M. Panty Branch Library

Hamburg Public Library

Grand Island Memorial Library

Downtown Central Library

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Library on Wheels Bookmobile outreach

Clearfield Branch Library

Passport to Reading winner at West Seneca Public Library

Amherst Public Library at Williamsville Library

Aurora Town Public Library
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Maria J. Borowiak, Secretary to Director

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Peggy Snajczuk, President (through 3/2019) Richard M. Earne (beginning 3/2019)

The 2019 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@buffalolib.org.

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City of Buffalo
Buffalo Mayor Byron Brown and members of the Buffalo Common Council
New York State
Members of the New York State Senate and Assembly
Thank you!

To view a complete list of 2019 Buffalo & Erie County Public Library donors, visit www.BuffaloLib.org.

www.BuffaloLib.org
<table>
<thead>
<tr>
<th>Library Locations</th>
<th>Address</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Alden Ewell Free Library</td>
<td>13280 Broadway, Alden</td>
<td>937-7082</td>
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<tr>
<td>Amherst Public Library</td>
<td>Main Library at Audubon 350 Audubon Pkwy</td>
<td>689-4922</td>
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<td>Clearfield Branch Library 770 Hopkins Rd, Wmsv</td>
<td>688-4955</td>
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<td>Eggertsville-Snyder Branch 4622 Main, Snyder</td>
<td>839-0700</td>
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<td>Williamsville Branch 5571 Main, Wmsv</td>
<td>632-6176</td>
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<td>Angola Public Library</td>
<td>34 N. Main, Angola</td>
<td>549-1271</td>
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<td>Aurora Town Public Library</td>
<td>550 Main, E. Aurora</td>
<td>652-4440</td>
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<td>Boston Free Library</td>
<td>9475 Boston State Rd, Boston</td>
<td>941-3516</td>
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<tr>
<td>Central Downtown Library</td>
<td>1 Lafayette Square, Bflo</td>
<td>858-8900</td>
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<tr>
<td>Cheektowaga Public Library</td>
<td>Anna Reinstein Memorial Library 2580 Harlem Rd, Chktg</td>
<td>892-6089</td>
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<td>Julia Boyer Reinstein Library 1030 Losson Rd, Chktg</td>
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<td>Clarence Public Library</td>
<td>3 Town Pl, Clarence</td>
<td>741-2650</td>
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<td>Town of Collins Public Library</td>
<td>2341 Main St, Collins</td>
<td>532-5129</td>
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<td>Concord Public Library</td>
<td>18 Chapel St, Springville</td>
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<td>Crane Branch</td>
<td>633 Elmwood Ave, Bflo</td>
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<td>Dudley Branch</td>
<td>2010 South Park Ave, Bflo</td>
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<td>1929 Clinton, Bflo</td>
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<td>Eden Library</td>
<td>2901 E. Church St, Eden</td>
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<td>Elaine M. Panty Branch</td>
<td>820 Tonawanda St, Bflo</td>
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<td>Elma Public Library</td>
<td>1860 Bowen Rd, Elma</td>
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<td>Frank E. Merriweather, Jr. Branch</td>
<td>1324 Jefferson Ave, Bflo</td>
<td>883-4418</td>
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<td>Grand Island Memorial Library</td>
<td>1715 Bedell Rd, Grand Island</td>
<td>773-7124</td>
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<td>Hamburg Public Library</td>
<td>Hamburg Public Library 102 Buffalo St, Hamburg</td>
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<td>Lake Shore Public Library, 4857 Lake Shore Rd, Hamburg</td>
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<td>Isaías González-Soto Branch</td>
<td>280 Porter Ave, Bflo</td>
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<td>Lackawanna Public Library</td>
<td>560 Ridge Rd, Lackawanna</td>
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<td>5466 Broadway, Lancaster</td>
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<td>Leroy R. Coles, Jr. Branch</td>
<td>1187 E. Delavan Ave, Bflo</td>
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<td>Marilla Free Library</td>
<td>11637 Bullis Rd, Marilla</td>
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<td>Newstead Public Library</td>
<td>33 Main St, Akron</td>
<td>542-2327</td>
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<td>North Collins Public Library</td>
<td>2095 School St, N Collins</td>
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<td>975 Hertel Ave, Bflo</td>
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<td>Orchard Park Public Library</td>
<td>S-4570 S Buffalo St, Orchard Park</td>
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<td>City of Tonawanda Public Library</td>
<td>333 Main St, Tonawanda</td>
<td>693-5043</td>
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<td>Town of Tonawanda Public Library</td>
<td>Kenilworth Branch 318 Montrose Ave, Tn of Ton</td>
<td>834-7657</td>
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<td>Kenmore Branch 160 Delaware Rd, Kenmore</td>
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<td>West Seneca Public Library</td>
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<td>Library on Wheels Bookmobile</td>
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<td>858-7157</td>
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Library Info: 716-858-8900