

# Buffalo and Erie County Public Library Annual Report for Library Systems - 2020 (Public Library Systems 2020)

## 1. General System Information

### System/Director Information

Please note: Bibliostat CollectConnect is now compatible with major browsers including Google Chrome, Mozilla Firefox, Safari and Internet Explorer.

Please be advised Bibliostat CollectConnect is now using a new interface. If you have accessed or if you believe you may have accessed the old Bibliostat CollectConnect, please click the new link [here](#) and you will be taken to the new interface. Please be sure you exit and close the old Bibliostat CollectConnect before you begin your survey.

Please use the note field to explain answers when necessary. This note field can also be used for local notes.

To avoid loss of data, only one person at a time should be logged into a member library report. Multiple people logged into the same report will cause data to be lost.

Libraries should not have reports from two different years open at the same time.

1.1	SEDCODE	140600700787
1.2	Institution ID	800000052491
1.3	System Name	Buffalo and Erie County Public Library
1.4	Beginning Reporting Year	01/01/2020
1.5	Ending Reporting Year	12/31/2020
1.6	Street Address	1 Lafayette Square
1.7	City	Buffalo
1.8	Zip Code	14203
1.9	Four-Digit Zip Code Extension (enter N/A if unknown)	1887
1.10	Mailing Address	1 Lafayette Square
1.11	City	Buffalo
1.12	Zip Code	14203
1.13	Four-Digit Zip Code Extension (enter N/A if unknown)	1887
1.14	Library System Telephone Number (enter 10 digits only and hit the Tab key)	(716) 858-8900
1.15	Fax Number (enter 10 digits only)	(716) 845-9053

1.16	System Home Page URL	www.buffalolib.org
1.17	URL of the system's complete Plan of Service	https://www.buffalolib.org/about-becpl/five-year-plan
1.18	Population Chartered to Serve (2010 Census)	919,040
1.19	Area Chartered to Serve (square miles)	1043
1.20	Federal Employer Identification Number	166002558
1.21	County	Erie
1.22	County (Counties) Served	Erie
1.23	School District	Buffalo City School District
1.24	First Name of System Director	Mary Jean
1.25	Last Name of System Director	Jakubowski
1.26	NYS Public Librarian Certification Number of the Director of Public Library System, and Reference and Research Library Resources System.	15501
1.31	Telephone Number of the System Director, including area code and extension (enter digits only, field will automatically format with extension)	(716) 858-7180
1.32	E-Mail Address of the System Director	jakubowskim@buffalolib.org
1.33	Fax Number of the System Director (enter 10 digits only and hit the Tab key)	(716) 845-9052
1.34	Name of Outreach Coordinator	Dan Caufield

**Contracts/Unusual Circumstances**

1.48 Does the reporting system have a contractual agreement with a municipality or district to provide library services to residents of an area not served by a chartered library? Enter Y for Yes, N for No. If yes, please complete one repeating group for each contract. If no, enter N/A on questions 1 N

through 5 of one repeating group.

1. Name of Contracting Municipality or District N/A
2. Is this a written contract? (Enter Y for Yes, N for No) N/A
3. Population of the geographic area served by this contract N/A
4. Dollar amount of contract N/A
5. Indicate "Full" or "Partial" range of services provided by this contract (Select one) N/A

- 1.49 For the reporting year, has the system experienced any unusual circumstance(s) that affected the statistics and/or information reported (e.g. natural disaster, fire, closed for renovations, massive weeding of collection, etc.)? Indicate Y for Yes, N for No. If Yes, please annotate using the note. Y

THESE QUESTIONS ARE FOR NYC PUBLIC LIBRARY SYSTEMS ONLY. PLEASE PROCEED TO THE NEXT QUESTION.

- 1.50 President/CEO Name. If there is no President/CEO please enter "N/A" N/A
- 1.51 President/CEO Phone Number N/A
- 1.52 President/CEO Email N/A

## 2. Personnel Information

- 2.1 FTE (Full-Time Equivalent Calculation)  
The number of hours per work week used to compute FTE for all budgeted positions. 35

### BUDGETED POSITIONS IN FULL-TIME EQUIVALENTS

(enter to two decimal places; enter decimal point)

- 2.4 Public Library System Director per CR 90.3(f) - Filled Position FTE 1
- 2.5 Public Library System Director per CR 90.3(f) - Vacant Position FTE 0
- 2.10 Librarians - Filled Position(s) 39.4

	FTE	
2.11	Librarians - Vacant Position(s) FTE	8.17
2.12	Outreach Coordinator (certified) per CR 90.3 (1)(2) (iii) - Filled Position FTE	1
2.13	Outreach Coordinator (certified) per CR 90.3 (1)(2) (iii) - Vacant Position FTE	0
2.14	<b>Total Certified Librarians - Filled Position(s) FTE (total questions 2.4 + 2.10 + 2.12)</b>	41.40
2.15	<b>Total Certified Librarians - Vacant Position(s) FTE (total questions 2.5 + 2.11 + 2.13)</b>	8.17
2.16	Total Other Professional Staff - Filled Position(s) FTE	5
2.17	Total Other Professional Staff - Vacant Position(s) FTE	1
2.18	Total Other Staff - Filled Position(s) FTE	159.88
2.19	Total Other Staff - Vacant Position(s) FTE	34.89
2.20	<b>Total Paid Staff - Filled Position(s) FTE (total questions 2.14 + 2.16 + 2.18)</b>	206.28
2.21	<b>Total Paid Staff - Vacant Position(s) FTE (total questions 2.15 + 2.17 + 2.19)</b>	44.06

#### SALARY INFORMATION

2.22	Entry-Level Librarian (certified) FTE	1
2.23	Entry-Level Librarian (certified) Current Annual Salary	\$44,801
2.24	System Director FTE	1
2.25	System Director Current Annual Salary	\$145,380

### 3. System Membership, Outlets and Governance

#### PUBLIC SERVICE OUTLETS

3.9	Number of member libraries. Do not include branches.	22
3.15	Main Library/System Headquarters	1
3.16	Indicate the year the system building was initially constructed	1963
3.17	Indicate the year the system	2019

	building underwent a major renovation costing \$25,000 or more	
3.18	Square footage of the system building	403,000
3.19	Branches of the Library System	8
3.20	Bookmobiles	1
3.21	Reading Centers	0
3.22	Other Outlets	2
3.23	<b>Total Public Service Outlets (total questions 3.15 through 3.19)</b>	12
3.24	Name of Central Library/Co-Central Libraries	Buffalo and Erie County Public Library

#### BOARD/COUNCIL MEETINGS

3.25	Total number of public library system/3Rs board meetings or school library system council meetings held during reporting year	11
3.26	Current number of <u>voting</u> positions on system board/council. Please add a note if this has changed from the previous year report.	15
3.27	Term length for system board/council members. Please add a note if this has changed from the previous year report.	5 Years

**Note:** For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

3.28	Board/Council Selection - Enter Board/Council Selection Code (select one; drop-down). If O is selected, please use the State note to explain how members were named to the Board/Council.	A
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#### SYSTEM BOARD/COUNCIL

Public Library Systems - enter information for the period January 1, 2021, through December 31, 2021.

President/Council Chair

3.29	Status	Filled
3.30	First Name	Kathleen
3.31	Last Name	Berens Bucki

- |      |  |            |
|------|--|------------|
| 3.32 | Institutional Affiliation  | N/A        |
| 3.33 | Professional Title   | Librarian  |
| 3.34 | Mailing Address  |            |
| 3.35 | City   |            |
| 3.36 | Zip Code (enter five digits only)  |            |
| 3.37 | Telephone for the Board President (enter 10 digits only and hit the Tab key)   |            |
| 3.38 | E-mail Address   |            |
| 3.39 | Term Begins - Month  | January    |
| 3.40 | Term Begins - Year (yyyy)  | 2017       |
| 3.41 | Term Expires - Month or N/A  | December   |
| 3.42 | Term Expires - Year (YYYY) or N/A  | 2021       |
| 3.43 | Is this trustee serving a full term? If No, add a State Note if this trustee's term is not a full term (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). | Yes        |
| 3.44 | The date the board president took the Oath of Office (mm/dd/yyyy)  | 03/28/2017 |
| 3.45 | The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy)   | 03/28/2017 |
| 3.46 | Is this a brand new trustee?   | N          |

Board/Council Member - complete one record for each Board/Council Member. For each vacant position, select "Vacant" in question 1, and enter N/A in questions 2-16 of the repeating group. You may 1) enter the data for the Board/Council Members directly into the survey as usual or 2) send Baker and Taylor the data for this section to be uploaded into CollectConnect. If you choose to send your data for uploading, you must enter the data into the spreadsheet form available in the survey by clicking [here](#). Complete this form and email it to [collectconnect@baker-taylor.com](mailto:collectconnect@baker-taylor.com). The number of Council members must be 5 to 11 (no less than five and no more than 11).

- |     |                                   |                            |
|-----|-----------------------------------|----------------------------|
| 1.  | Status                            | Filled                     |
| 2.  | First Name                        | Kimberly                   |
| 3.  | Last Name                         | Johnson                    |
| 4.  | Institutional Affiliation         | Erie County Probation Dept |
| 5.  | Professional Title                | Clerk                      |
| 6.  | Mailing Address                   |                            |
| 7.  | City                              |                            |
| 8.  | Zip Code (enter five digits only) |                            |
| 9.  | Term Begins - Month               | December                   |
| 10. | Term Begins - Year (yyyy)         | 2017                       |

11. Term Expires - Month or N/A December
12. Term Expires - Year (YYYY) or N/A 2019
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). No
14. The date the trustee took the Oath of Office (mm/dd/yyyy) 12/22/2017
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 12/22/2017
16. Is this a brand new trustee? N
1. Status Filled
2. First Name Joel
3. Last Name Moore
4. Institutional Affiliation Erie County Surrogate's Court
5. Professional Title Attorney
6. Mailing Address
7. City
8. Zip Code (enter five digits only)
9. Term Begins - Month January
10. Term Begins - Year (yyyy) 2017
11. Term Expires - Month or N/A December
12. Term Expires - Year (YYYY) or N/A 2021
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). Yes
14. The date the trustee took the Oath of Office (mm/dd/yyyy) 12/28/2016
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 12/28/2016
16. Is this a brand new trustee? N
1. Status Filled
2. First Name Alan
3. Last Name Bedenko
4. Institutional Affiliation Smith, Sovik, Kendrick & Sugnet PC
5. Professional Title Attorney

6. Mailing Address
7. City
8. Zip Code (enter five digits only)
9. Term Begins - Month January
10. Term Begins - Year (yyyy) 2015
11. Term Expires - Month or N/A December
12. Term Expires - Year (YYYY) 2019  
or N/A
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). Yes
14. The date the trustee took the Oath of Office (mm/dd/yyyy) 02/06/2015
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 02/06/2015
16. Is this a brand new trustee? N
1. Status Filled
2. First Name Michael
3. Last Name Amodeo
4. Institutional Affiliation Supreme Court
5. Professional Title Attorney
6. Mailing Address
7. City
8. Zip Code (enter five digits only)
9. Term Begins - Month January
10. Term Begins - Year (yyyy) 2018
11. Term Expires - Month or N/A December
12. Term Expires - Year (YYYY) 2022  
or N/A
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). Yes
14. The date the trustee took the Oath of Office (mm/dd/yyyy) 01/23/2018
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 01/23/2018



16. Is this a brand new trustee? N
1. Status Filled
2. First Name Sheldon
3. Last Name Berlow
4. Institutional Affiliation Pyramid Brokerage Company
5. Professional Title Broker
6. Mailing Address
7. City
8. Zip Code (enter five digits only)
9. Term Begins - Month January
10. Term Begins - Year (yyyy) 2019
11. Term Expires - Month or N/A December
12. Term Expires - Year (YYYY) or N/A 2023
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). Yes
14. The date the trustee took the Oath of Office (mm/dd/yyyy) 11/04/2019
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 11/04/2019
16. Is this a brand new trustee? N
1. Status Filled
2. First Name Katie
3. Last Name Burd
4. Institutional Affiliation N/A
5. Professional Title N/A
6. Mailing Address
7. City
8. Zip Code (enter five digits only)
9. Term Begins - Month January
10. Term Begins - Year (yyyy) 2017
11. Term Expires - Month or N/A December
12. Term Expires - Year (YYYY) or N/A 2021
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a

trustee who resigned their position).

14. The date the trustee took the Oath of Office (mm/dd/yyyy) 03/28/2017
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 03/28/2017
16. Is this a brand new trustee? N
  1. Status Filled
  2. First Name Lucy
  3. Last Name Candelario
  4. Institutional Affiliation The Belle Center
  5. Professional Title Executive Director
  6. Mailing Address
  7. City
  8. Zip Code (enter five digits only)
  9. Term Begins - Month January
  10. Term Begins - Year (yyyy) 2018
  11. Term Expires - Month or N/A December
  12. Term Expires - Year (YYYY) or N/A 2022
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). Yes
14. The date the trustee took the Oath of Office (mm/dd/yyyy) 01/23/2018
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 01/23/2018
16. Is this a brand new trustee? Y
  1. Status Filled
  2. First Name Carima
  3. Last Name El-Behairy
  4. Institutional Affiliation Buffalo Heritage Carousel
  5. Professional Title Executive Director
  6. Mailing Address
  7. City
  8. Zip Code (enter five digits only)
  9. Term Begins - Month March
  10. Term Begins - Year (yyyy) 2019
  11. Term Expires - Month or N/A December

12. Term Expires - Year (YYYY) 2019  
or N/A
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). No
14. The date the trustee took the Oath of Office (mm/dd/yyyy) 03/27/2019
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 03/27/2019
16. Is this a brand new trustee? N
1. Status Filled
2. First Name Frank
3. Last Name Gist
4. Institutional Affiliation Greater Buffalo Bail Bonds Agency
5. Professional Title Owner
6. Mailing Address
7. City
8. Zip Code (enter five digits only)
9. Term Begins - Month January
10. Term Begins - Year (yyyy) 2016
11. Term Expires - Month or N/A December
12. Term Expires - Year (YYYY) 2020  
or N/A
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). Yes
14. The date the trustee took the Oath of Office (mm/dd/yyyy) 10/28/2016
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 10/28/2016
16. Is this a brand new trustee? N
1. Status Filled
2. First Name Frank
3. Last Name Housh
4. Institutional Affiliation Housh Law Offices
5. Professional Title Attorney
6. Mailing Address

7. City
8. Zip Code (enter five digits only)
9. Term Begins - Month January
10. Term Begins - Year (yyyy) 2019
11. Term Expires - Month or N/A December
12. Term Expires - Year (YYYY) or N/A 2023
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). Yes
14. The date the trustee took the Oath of Office (mm/dd/yyyy) 03/27/2019
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 03/27/2019
16. Is this a brand new trustee? N
1. Status Filled
2. First Name Theodore
3. Last Name Johnson
4. Institutional Affiliation Hadley Exhibits
5. Professional Title President
6. Mailing Address
7. City
8. Zip Code (enter five digits only)
9. Term Begins - Month January
10. Term Begins - Year (yyyy) 2016
11. Term Expires - Month or N/A December
12. Term Expires - Year (YYYY) or N/A 2020
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). Yes
14. The date the trustee took the Oath of Office (mm/dd/yyyy) 03/28/2017
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 03/28/2017
16. Is this a brand new trustee? N

- |     |  |            |
|-----|--|------------|
| 1.  | Status   | Filled     |
| 2.  | First Name   | Sharon     |
| 3.  | Last Name  | Kelly      |
| 4.  | Institutional Affiliation  | N/A        |
| 5.  | Professional Title   | Attorney   |
| 6.  | Mailing Address  |            |
| 7.  | City   |            |
| 8.  | Zip Code (enter five digits only)  |            |
| 9.  | Term Begins - Month  | January    |
| 10. | Term Begins - Year (yyyy)  | 2016       |
| 11. | Term Expires - Month or N/A  | December   |
| 12. | Term Expires - Year (YYYY) or N/A  | 2020       |
| 13. | Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). | Yes        |
| 14. | The date the trustee took the Oath of Office (mm/dd/yyyy)  | 03/28/2017 |
| 15. | The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy)   | 03/28/2017 |
| 16. | Is this a brand new trustee?   | N          |
- 
- |     |  |          |
|-----|--|----------|
| 1.  | Status   | Filled   |
| 2.  | First Name   | Elaine   |
| 3.  | Last Name  | Panty    |
| 4.  | Institutional Affiliation  | N/A      |
| 5.  | Professional Title   | Retired  |
| 6.  | Mailing Address  |          |
| 7.  | City   |          |
| 8.  | Zip Code (enter five digits only)  |          |
| 9.  | Term Begins - Month  | January  |
| 10. | Term Begins - Year (yyyy)  | 2018     |
| 11. | Term Expires - Month or N/A  | December |
| 12. | Term Expires - Year (YYYY) or N/A  | 2022     |
| 13. | Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). | Yes      |

14. The date the trustee took the Oath of Office (mm/dd/yyyy) 11/04/2019
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) 11/04/2019
16. Is this a brand new trustee? N
1. Status Vacant
2. First Name N/A
3. Last Name N/A
4. Institutional Affiliation N/A
5. Professional Title N/A
6. Mailing Address N/A
7. City N/A
8. Zip Code (enter five digits only) N/A
9. Term Begins - Month N/A
10. Term Begins - Year (yyyy) N/A
11. Term Expires - Month or N/A N/A
12. Term Expires - Year (YYYY) or N/A N/A
13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position). N/A
14. The date the trustee took the Oath of Office (mm/dd/yyyy) N/A
15. The date the Oath of Office was filed with town or county clerk (mm/dd/yyyy) N/A
16. Is this a brand new trustee?

**COORDINATED OUTREACH COUNCIL**

- 3.47 Has the Coordinated Outreach Council met at least two times during the calendar year per CR 90.3 (j)(2)(iv)? (Enter Y for Yes, N for No). Y

Coordinated Outreach Council Members - complete one record for each Council Member for the period January 1, 2021, through December 31, 2021. For each vacant position, select "Vacant" in question 1 and enter N/A in questions 2-5 of the repeating group. You may 1) enter the data for the Coordinated Outreach Council Members directly into the survey as usual or 2) send Baker and Taylor the data for this section to be uploaded into CollectConnect. If you choose to send your data for uploading, you must enter the data into the spreadsheet form available in the survey by clicking [here](#). Complete this form and email it to [collectconnect@baker-taylor.com](mailto:collectconnect@baker-taylor.com). The number of council members must be 5 to 11 (no less than five and no more than 11).

Note: For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

- |    |                           |  |
|----|---------------------------|--|
| 1. | Status                    | Filled   |
| 2. | First Name                | Dan  |
| 3. | Last Name                 | Caufield   |
| 4. | Institutional Affiliation | Buffalo & Erie County Public Library   |
| 5. | Professional Title        | Librarian IV Central Library Manager, Information Services & Outreach                                      |
| 1. | Status                    | Filled   |
| 2. | First Name                | Sandra   |
| 3. | Last Name                 | Courtney   |
| 4. | Institutional Affiliation | Buffalo & Erie County Public Library   |
| 5. | Professional Title        | Librarian II in charge of Small Business and Economic Outreach Services                                    |
| 1. | Status                    | Filled   |
| 2. | First Name                | Frank  |
| 3. | Last Name                 | Cammarata  |
| 4. | Institutional Affiliation | Erie County Office for the Disabled  |
| 5. | Professional Title        | Executive Director   |
| 1. | Status                    | Vacant   |
| 2. | First Name                | N/A  |
| 3. | Last Name                 | N/A  |
| 4. | Institutional Affiliation | N/A  |
| 5. | Professional Title        | N/A  |
| 1. | Status                    | Filled   |
| 2. | First Name                | Humberto   |
| 3. | Last Name                 | Hernandez  |
| 4. | Institutional Affiliation | Olmstead Center for Sight  |
| 5. | Professional Title        | Corporate Trainer and Accessibility Specialist   |
| 1. | Status                    | Filled   |
| 2. | First Name                | Andrew   |
| 3. | Last Name                 | Maines   |
| 4. | Institutional Affiliation | Buffalo & Erie County Public Library   |
| 5. | Professional Title        | Librarian II in charge of Correctional Services  |
| 1. | Status                    | Filled   |
| 2. | First Name                | Shanley  |
| 3. | Last Name                 | Olszowy  |
| 4. | Institutional Affiliation | Buffalo & Erie County Public Library   |
| 5. | Professional Title        | Librarian II Health and wellness outreach specialist. Designated Title II representative for B&ECPL System |
| 1. | Status                    | Filled   |
| 2. | First Name                | Samantha   |
| 3. | Last Name                 | Purpora  |

4.	Institutional Affiliation	Buffalo & Erie County Public Library
5.	Professional Title	Librarian III Manager of Mobile Services and City Libraries Manager
1.	Status	Filled
2.	First Name	Linda
3.	Last Name	Rizzo
4.	Institutional Affiliation	Buffalo & Erie County Public Library
5.	Professional Title	Librarian IV B&ECPL
1.	Status	Filled
2.	First Name	Miguel
3.	Last Name	Santos
4.	Institutional Affiliation	National Fuel Community Outreach/ Deacon to Erie County Correctional Facilities
5.	Professional Title	Consumer Advocate/Community Liaison National Fuel Deacon to Erie County Correctional Facilities/ Activist
1.	Status	Filled
2.	First Name	David
3.	Last Name	Wantuck
4.	Institutional Affiliation	DAS Deaf Access Services
5.	Professional Title	Community Engagement Specialist.

#### **4. Public Library System Transactions and Collection: Borrowers/Visits/Circulation/ Holdings**

##### **Borrowers/Visits/Circulation/Holdings**

4.1	Number of registered system borrowers	115,649
4.2	System Visits	327,662

##### **CIRCULATION**

4.3	Total Cataloged Book Circulation	544,066
4.4	Total Circulation of Other Materials	544,805
4.5	<b>Physical Item Circulation (Total questions 4.3 &amp; 4.4)</b>	1,088,871
4.6	Use of Electronic Material	1,278,403
4.7	Successful Retrieval of Electronic Information	639,496
4.8	<b>Electronic Content Use (Total Questions 4.6 &amp; 4.7)</b>	1,917,899
4.9	<b>Total Circulation of Materials (Total Questions 4.5 &amp; 4.6)</b>	2,367,274
4.10	<b>Total Collection Use (Total Questions 4.7 &amp; 4.9)</b>	3,006,770

##### **GENERAL SYSTEM HOLDINGS**



4.11	Total Cataloged Book Holdings	1,462,183
4.12	Uncataloged Book Holdings	89,104
4.13	Total Print Serial Holdings	418,296
4.14	All Other Print Materials Holdings	847,867
4.15	<b>Total Print Materials (Total questions 4.11, 4.12, 4.13 and 4.14)</b>	2,817,450
4.16	Electronic Books	108,826
4.17	Local Electronic Collections	31
4.18	Total Number of NOVELNY Databases	15
4.19	<b>Total Electronic Collections (Total questions 4.16 + 4.17 )</b>	108,857
4.20	Audio - Downloadable Units	24,657
4.21	Video - Downloadable Units	200
4.22	Other Electronic Materials (Include items that are not included in the above categories, such as e-serials; electronic files; collections of digital photographs; and electronic government documents, reference tools, scores and maps.)	1,044
4.23	<b>Total Electronic Materials (Total questions 4.18, 4.19, 4.20, 4.21 and 4.22)</b>	134,773

#### Holdings Continued

##### Non-Electronic Materials

4.24	Audio - Physical Units	102,882
4.25	Video - Physical Units	98,507
4.26	Other Non-Electronic Materials	14,841
4.27	<b>Total Other Materials Holdings (Total questions 4.24 through 4.26)</b>	216,230
4.28	<b>Grand Total Holdings (Total questions 4.15, 4.23 and 4.27)</b>	3,168,453

#### ROTATING COLLECTIONS/BOOK LOANS

4.29	Does the system have rotating collections/bulk loans? (Enter Y for Yes, N for No)	
4.30	Number of collections	6
4.31	Average number of items per collection	35

## 5. System Services

ILS

### TECHNOLOGY AND RESOURCE SHARING

#### INTEGRATED LIBRARY SYSTEM (ILS)

- 5.1 Does the system provide an integrated library automation system (ILS) for its member libraries? (Enter Y for Yes, N for No) Y
- 5.2 Indicate which modules of the system's ILS have been implemented (check all that apply):
- |    |                                |     |
|----|--------------------------------|-----|
| a. | Circulation                    | Yes |
| b. | Public Access Catalog          | Yes |
| c. | Cataloging                     | Yes |
| d. | Acquisitions                   | Yes |
| e. | Inventory                      | Yes |
| f. | Serials Control                | Yes |
| g. | Media Booking                  | No  |
| h. | Community Information          | No  |
| i. | Electronic Resource Management | No  |
| j. | Digital Collections Management | No  |
- 5.3 Identify ILS system vendor SirsiDynix
- 5.4 How many member libraries fully participate in the ILS? 22
- 5.5 % of member libraries participating (calculated field) 100.00%
- 5.6 How many member libraries participate in some ILS modules? 0
- 5.7 Indicate features of the system's ILS (check all that apply):
- |    |   |     |
|----|---|-----|
| a. | ILS shared with other library systems     | No  |
| b. | ILS software permits patron-initiated ILL | Yes |
| c. | ILL feature implemented and used          | No  |
- 5.8 Number of titles in the ILS bibliographic database 1,467,950
- 5.9 Number of new titles added by the system in the reporting year 34,499
- 5.10 Number of Central Library 0

	Aid titles added in the reporting year	
5.11	Number of new titles added by the members in the reporting year	0
5.12	<b>Total new titles (total questions 5.9 through 5.11)</b>	34,499

## Catalog

### UNION CATALOG OF RESOURCES

**For this report, a union catalog is defined as a vehicle that can access member and / or non-member catalogs. It can be either print, disc, or online (virtual) format.**

5.13 In what format(s) is the union catalog available? (Check all that apply):

a.	Print	No
b.	Disc	No
c.	Online (virtual catalog)	Yes
5.14	How many libraries participate in (or submit records for) the union catalog?	1
5.15	Is the system's union catalog shared with any other library system(s)? (Enter Y for Yes, N for No)	N
5.16	Number of titles in the system's union catalog	1,467,950
5.17	Number of holdings in the system's union catalog	3,321,158
5.18	Number of new titles added in the last year	34,499
5.19	Number of holdings added in the last year	161,934

5.20 If the union catalog is online (virtual catalog) Indicate the features of the system's virtual catalog (check all that apply):

a.	Non-member catalogs are included (if checked, please name non-member catalogs using the State note)	No
b.	Non-library catalogs are included (if checked, please name non-library catalogs using the State note)	No
c.	Patron-initiated ILL available and used through this catalog	Yes

### UNION LIST OF SERIALS

5.21 Does the system have a union Y

list of serials? (Enter Y for Yes, N for No. If No, enter zero (0) on question 5.22.)

5.22 How many libraries participate in (or submit records for) the union list of serials? 1

### COMBINED SYSTEM UNION CATALOG AND UNION LIST OF SERIALS

5.23 Does the system's union catalog contain both books and serials? (Enter Y for Yes, N for No, or N/A) Y

### Website/Interlibrary Loan/Delivery/Continuing Educ

### VISITS TO THE SYSTEM'S WEB SITE

5.24 Annual number of visits to the system's web site 6,206,913

### SYSTEM INTERLIBRARY LOAN ACTIVITY

5.25 Total items provided (loaned) 4,564

5.26 Total items received (borrowed) 3,665

5.27 Total requests provided (loaned) unfilled 8,121

5.28 Total requests received (borrowed) unfilled 620

5.29 **Total interlibrary loan activity (total questions 5.25 through 5.28)** 16,970

### DELIVERY

5.30 Indicate delivery methods used by the system (check all that apply):

**Note: For questions which include a choice of "Other", please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.**

a. System courier (on the System's payroll) Yes

b. Other system's courier No

d. Contracted service (paid by System - not on payroll) No

e. U.S. Mail No

f. Commercial carrier (e.g., UPS, DHL, etc.) No

g. Other (specify using the note) No

5.31 Number of stops (pick-up and delivery sites per week) 184

### CONTINUING EDUCATION/STAFF DEVELOPMENT Workshops/Meetings/Training Sessions

**Resource sharing (ILL, collection development, etc.)**

5.32	Number of sessions	2
5.33	Number of participants	45

**Continuing Education Cont.****Technology**

5.34	Number of sessions	3
5.35	Number of participants	5

**Digitization**

5.36	Number of sessions	0
5.37	Number of participants	0

**Leadership**

5.38	Number of sessions	1
5.39	Number of participants	5

**Management & Supervisory**

5.40	Number of sessions	8
5.41	Number of participants	1,100

**Planning and Evaluation**

5.42	Number of sessions	0
5.43	Number of participants	0

**Awareness and Advocacy**

5.44	Number of sessions	3
5.45	Number of participants	9

**Trustee/Council Training**

5.46	Number of sessions	0
5.47	Number of participants	0

**Special Client Populations**

5.48	Number of sessions	4
5.49	Number of participants	15

**Children's Services/Birth to Kindergarten**

5.50	Number of sessions	10
5.51	Number of participants	42

**Children's Services/Elementary Grade Levels**

5.52	Number of sessions	0
5.53	Number of participants	0

**Young Adult Services/Middle and High School Grade Levels**

5.54	Number of sessions	0
5.55	Number of participants	0

**General Adult Services**

5.56	Number of sessions	0
5.57	Number of participants	0

5.58	<b>Other:</b> Does the system provide other	Y
------	---	---

Workshops/Meetings/Training Sessions not listed above?  
Enter Y for Yes, N for No. If Yes, complete one record for each topic; if No, enter N/A for questions 1, 2 and 3 of one repeating group.

1.	Topic	Customer Service
2.	Number of sessions	4
3.	Number of participants	116
1.	Topic	U.S. Census Training
2.	Number of sessions	6
3.	Number of participants	96
1.	Topic	Employee Health
2.	Number of sessions	1
3.	Number of participants	19

5.59	<b>Grand Total Sessions</b> (total questions 5.32, 5.34, 5.36, 5.38, 5.40, 5.42, 5.44, 5.46, 5.48, 5.50, 5.52, 5.54, 5.56 and total of question #2 of Repeating Group #5)	42
5.60	<b>Grand Total Participants</b> (total questions 5.33, 5.35, 5.37, 5.39, 5.41, 5.43, 5.45, 5.47, 5.49, 5.51, 5.53, 5.55, 5.57 and total of question #3 of Repeating Group #5)	1,452
5.61	Do library system staff and/or trustees reach outside of the library system building to promote system programs and services through group presentations, information tables and/or other similar educational activities sponsored by the Library System?	Y

#### Coordinated Services/Consulting/Reference

#### COORDINATED SERVICES

5.62 Indicate which services the system provides (check all that apply):

Note: For questions which include a choice of "Other", please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

- |    |  |     |
|----|--|-----|
| a. | Coordinated purchase of print materials  | Yes |
| b. | Coordinated purchase of non-print materials                                      | Yes |
| c. | Negotiated pricing for licensed electronic collection purchases (not purchasing) | Yes |
| d. | Cataloging   | Yes |
| e. | Materials processing   | Yes |
| f. | Coordinated purchase of office supplies  | Yes |
| g. | Coordinated computer services/purchases  | Yes |
| h. | Virtual reference  | Yes |
| i. | Other (describe using the note)  | Yes |
| j. | N/A  | No  |

**CONSULTING AND TECHNICAL ASSISTANCE SERVICES**

- |      |  |        |
|------|--|--------|
| 5.63 | Number of contacts - Consulting with member libraries and/or branches on grants, and state and federal funding | 1,598  |
| 5.64 | Number of contacts - Consulting with member libraries and/or branches on funding and governance                | 3,039  |
| 5.65 | Number of contacts - Consulting with member libraries and/or branches on charter and registration work         | 76     |
| 5.66 | Number of contacts - Consulting with member libraries and/or branches on automation and technology             | 12,463 |
| 5.67 | Number of contacts - Consulting with member libraries and/or branches on youth services                        | 5,216  |
| 5.68 | Number of contacts - Consulting with member libraries and/or branches on adult services                        | 1,871  |
| 5.69 | Number of contacts - Consulting with member libraries and/or branches on physical plant needs                  | 365    |
| 5.70 | Number of contacts - Consulting with member  | 27,869 |

libraries and/or branches on  
personnel and management  
issues

5.71	Number of contacts - Consulting with state and county correctional facilities	179
5.72	Number of contacts - Providing information to local, county, and state legislators and their staffs	3,926
5.73	Number of contacts - Providing system and member library information to the media	4,371
5.74	Number of contacts - Providing website development and maintenance for member libraries	355
5.75	Does the system provide other Consulting and Technical Assistance Services not listed above? Enter Y for Yes, N for No. If Yes, complete one record for each topic. If No, enter N/A for questions 1 and 2 of one repeating group.	N
1.	Topic	N/A
2.	Number of contacts (all types)	N/A
5.76	<b>Total other contacts</b> (total of question #2 of Repeating Group #6)	0
5.77	<b>Total number of contacts</b> (total of questions 5.63 through 5.74 and 5.76)	61,328

#### REFERENCE SERVICES

5.78	Total Reference Transactions	55,456
------	------------------------------	--------

#### Special Clients/Fees

#### SERVICES TO SPECIAL CLIENTS (Direct and Contractual)

5.79 Indicate services the system provides to special clients (check all that apply):

a.	Services for patrons with disabilities	Yes
b.	Services for patrons who are educationally disadvantaged	Yes
c.	Services for patrons who are	Yes



	aged	
d.	Services for patrons who are geographically isolated	Yes
e.	Services for patrons who are members of ethnic or minority groups in need of special library services	Yes
f.	Services to patrons who are in institutions	Yes
g.	Services for unemployed and underemployed individuals	Yes
i.	N/A	No
5.80	Number of BOOKS BY MAIL loans	0
5.81	Number of member libraries with Job/Education Information Centers or collections	17
5.82	Number of State Correctional Facilities libraries served	3
5.83	Number of County Jails libraries served	2
5.84	Number of institutions served other than jails or correctional facilities	1
5.85	Does the system provide other special client services not listed above? If yes, complete one record for each service provided. If no, enter N/A in questions 1 and 2 of one repeating group.	Y
1.	Service provided	Nursing/retirement homes
2.	Number of facilities/institutions served	14
1.	Service provided	Head Start/Schools/Boys and Girls Clubs
2.	Number of facilities/institutions served	7
1.	Service provided	Facilities for the disabled
2.	Number of facilities/institutions served	2
1.	Service provided	Community Center for Immigrants/Refugees
2.	Number of facilities/institutions served	1

- |      |  |   |
|------|--|---|
| 1.   | Service provided   | Erie County Family Court  |
| 2.   | Number of facilities/institutions served   | 1   |
| 1.   | Service provided   | Oishei Children's Hospital Patient Outreach   |
| 2.   | Number of facilities/institutions served   | 1   |
| 5.86 | Does the system charge fees for any program or service? Enter Y for Yes; N for No. If yes, briefly describe using the text box below; if no, enter N/A in Question 5.87. | Y   |
| 5.87 | Description of fees  | 3D print services, copies, printing, and fax services. We also have available for sale: canvas book bags (\$2.00), flash drives (\$5.00), and headphones (\$3.00) |

## 5A. COVID

NOTE: This section of the survey (5A) collects data on the impact of the COVID-19 pandemic . Report all information in Part 5A from March 7, 2020 to December 31, 2020.

- |     |  |     |
|-----|--|-----|
| CV1 | Was the library system headquarters building physically closed to the public/member library staff for any period of time due to the Coronavirus (COVID-19) pandemic?         | Yes |
| CV2 | Did the library system add or increase access to electronic collection materials due to the Coronavirus (COVID-19) pandemic?   | Yes |
| CV3 | Did the library system allow users to complete registration for system library cards online without having to come to the system during the Coronavirus (COVID-19) pandemic? | Yes |
| CV4 | Did the library system provide live, virtual programs or training via the Internet during the Coronavirus (COVID-19) pandemic?   | Yes |
| CV5 | Did the library system create and provide recordings of program or training content via the Internet during the  | Yes |

Coronavirus (COVID-19) pandemic?

CV6 Enter the Number of Weeks System Headquarters Building Closed Due to COVID-19. This is the number of weeks during the year that due to the Coronavirus (COVID-19) pandemic, the library system headquarters building was physically closed, and the public/member library staff could not enter, when it otherwise would have been open. 17

CV7 Enter the Number of Weeks a system headquarters building Had Limited Occupancy Due to COVID-19. This is the number of weeks during the year that a system headquarters building implemented limited public occupancy practices for in person services at the building in response to the Coronavirus (COVID-19) pandemic. 25

Number of library system staff permanently laid off during 2020

Number of Librarians 0

Number of Other Staff 0

Number of library system staff furloughed during 2020

Number of Librarians 0

Number of Other Staff 0

Number of Weeks Furloughed 0

## 6. Operating Funds Receipts

### Local Public Funds

#### LOCAL PUBLIC FUNDS

6.1 Does the system receive county funding? Enter Y for Yes, N for No. If yes, please complete one record for each county. If No, enter N/A on questions 1 through 4 of one repeating group. Y

1. County Name Erie

2.	Amount	\$26,052,174
3.	Subject to Public Vote (Enter Y for Yes, N for No, or N/A)	N
4.	Written Contract (Enter Y for Yes, N for No, or N/A)	N

6.2	<b>Total County Funding</b>	\$26,052,174
6.3	All Other Local Public Funds	\$0
6.4	<b>Total Local Public Funds</b> (total questions 6.2 and 6.3)	\$26,052,174

**STATE AID RECEIPTS - arranged in alphabetical order**

6.5	Adult Literacy Library Services Grants	\$6,653
6.6	Central Library Development Aid	\$228,501
6.7	Central Book Aid	\$52,715
6.8	Conservation/Preservation Grants	\$0
6.9	Construction for Public Libraries Aid	\$862,840
6.10	Coordinated Outreach Services Aid	\$124,531
6.11	Correctional Facilities Library Aid	\$33,708
6.12	County Jails Library Aid	\$6,464
6.14	Family Literacy Grants	\$10,349
6.18	Local Library Services Aid - Kept at System	\$67,905
6.19	Local Library Services Aid - Distributed to Members	\$135,104
6.20	<b>Total LLSA (total questions 6.18 and 6.19)</b>	\$203,009
6.21	Local Services Support Aid	\$141,318
6.22	Local Consolidated Systems Aid	\$0
6.26	Public Library System Basic Aid	\$1,304,867
6.27	Public Library System Supplementary Operational Aid	\$160,990

**State Aid**

6.36	Special Legislative Grants and Member Items	\$0
6.37	The New York Public Library - The Research Libraries	\$0

- 6.38 The New York Public Library, \$0  
Andrew Heiskell Library for  
the Blind and Physically  
Handicapped Aid
- 6.39 The New York Public Library, \$0  
City University of New York
- 6.40 The New York Public Library,  
Schomburg Center for \$0  
Research in Black Culture  
Library Aid
- 6.41 The New York Public Library,  
Science, Industry and \$0  
Business Library
- 6.42 Does the system receive state  
funding from other sources?  
Enter Y for Yes, N for No. Y  
(Report Special Legislative  
Grants and Member Items on  
Q 6.36).

Complete one record for each grant. If the system does not receive other state aid, enter N/A on questions 1 and 2 of one repeating group.

- 1. Funding Source NYS Council on the Arts
- 2. Amount \$6,500

6.43 **Total Other State Aid (total  
question #2 of Repeating  
Group #9 above)** \$6,500

6.44 **Total State Aid Receipts**  
(total questions 6.5 through  
6.14, questions 6.20 through  
6.22, questions 6.26 through  
6.27, questions 6.36 through  
6.41, and question 6.43) \$3,142,445

**FEDERAL AID**

- 6.45 Library Services and  
Technology Act (LSTA) \$0
- 6.46 Does the system receive any  
other Federal Aid (specify  
Act and Title) e.g., NEH, N  
NEA, etc.? Enter Y for Yes, N  
for No.

Complete one record for each grant. If the system does not receive other federal aid, enter N/A on questions 1 and 2 of one repeating group

- 1. Funding Source N/A
- 2. Amount N/A

**Federal Aid/Contracts**

- 6.47 Total Other Federal Aid (total \$0  
questions #2 of Repeating  
Group #10 above)
- 6.48 Total Federal Aid (total \$0  
questions 6.45 and 6.47)

**CONTRACTS WITH LIBRARIES, LIBRARY SYSTEMS AND/OR OTHER INSTITUTIONS IN NEW YORK STATE**

- 6.49 Does the system contract with libraries, library systems or other institutions in New York N State? Enter Y for Yes, N for No.

Complete one record for each contract. If the system does not contract, enter N/A on questions 1, 2 and 3 of one repeating group.

1. Contracting Agency N/A
2. Contracted Service N/A
3. Total Contract Amount N/A

- 6.50 Total Contracts (total \$0  
question #3 of Repeating  
Group #11 above)

**MISCELLANEOUS RECEIPTS**

- 6.51 Gifts, Endowments, Fundraising, Foundations (include Gates Grants here; specify project number(s) and dollar amount using the state note) \$459,551
- 6.53 Income from Investments \$6,761

**Miscellaneous**

Proceeds from Sale of Property

- 6.54 Real Property \$0
- 6.55 Equipment \$0
- 6.56 Does the system have other miscellaneous receipts in categories not listed in questions 6.51 through 6.55? Y  
Enter Y for Yes, N for No.

Complete one record for each income category. If the system does not have other miscellaneous receipts, enter N/A on questions 1 and 2 of one repeating group.

1. Receipt category Library Charges
2. Amount \$192,890
1. Receipt category Rental of Real Property
2. Amount \$22,147

1.	Receipt category	Commissions
2.	Amount	\$7,846
1.	Receipt category	Misc
2.	Amount	\$323,937
6.57	<b>Total Other Miscellaneous Receipts (total question #2 of Repeating Group #12 above)</b>	\$546,820
6.58	<b>Total Miscellaneous Receipts (total questions 6.51 through 6.55 and question 6.57)</b>	\$1,013,132
6.59	<b>TOTAL OPERATING FUND RECEIPTS - Total Local Public Funds, Total State Aid, Total Federal Aid, Total Contracts, and Total Miscellaneous Receipts (total questions 6.4, 6.44, 6.48, 6.50, and 6.58)</b>	\$30,207,751
6.60	<b>BUDGET LOANS</b>	\$0

**Transfers/Grand Total**

**TRANSFERS**

6.61	Transfers from Capital Fund (Same as question 9.6)	\$0
6.62	Transfers from Other Funds	\$0
6.63	<b>Total Transfers (total questions 6.61 and 6.62)</b>	\$0
6.64	CASH BALANCE - Beginning of Current Fiscal Reporting Year: Public Library Systems - January 1, 2020. (Same as closing cash balance at the end of previous fiscal reporting year: Public Library Systems - December 31, 2019.)	\$11,532,347
6.67	<b>GRAND TOTAL RECEIPTS, BUDGET LOANS, TRANSFERS, AND BALANCE/ROLLOVER (Public Library Systems - total questions 6.59, 6.60, 6.63 and 6.64 - must agree with question 7.83)</b>	\$41,740,098

## 7. Operating Fund Disbursements

### Staff/Collection/Grants/Capital

#### STAFF EXPENDITURES

##### Salaries

7.1	System Director and Librarians	\$2,507,625
7.2	Other Staff	\$6,257,472
7.3	<b>Total Salary and Wages Expenditures (total questions 7.1 and 7.2)</b>	\$8,765,097
7.4	Employee Benefits Expenditures	\$4,596,582
7.5	<b>Total Staff Expenditures (total questions 7.3 and 7.4)</b>	\$13,361,679

#### COLLECTION EXPENDITURES

7.6	Print Materials Expenditures	\$343,741
7.7	Electronic Materials Expenditures	\$425,654
7.8	Other Materials Expenditures	\$120,865
7.9	<b>Total Collection Expenditures (total questions 7.6 through 7.8)</b>	\$890,260

#### GRANTS TO MEMBER LIBRARIES

##### Cash Grants Paid From

7.10	Local Library Services Aid (LLSA)	\$135,104
7.11	Central Library Aid (CLDA/CBA)	\$0
7.15	Other State Aid/Grants (e.g., Construction, Special Legislative or Member Grants)	\$0
7.16	Federal Aid	\$0
7.17	Other cash grants paid from system funds	\$64,310
7.18	<b>Total Cash Grants (total questions 7.10 through 7.17)</b>	\$199,414
7.19	Book/Library Materials Grants	\$1,881,853
7.20	Other Non-Cash Grants	\$8,188,427
7.21	<b>Total Grants to Member Libraries (total questions 7.18 through 7.20)</b>	\$10,269,694

#### CAPITAL EXPENDITURES FROM OPERATING FUNDS

7.22	Bookmobile	\$0
------	------------	-----



7.23	Other Vehicles	\$35,730
7.24	Computer Equipment	\$81,167
7.25	Furniture/Furnishings	\$74,095
7.26	Other Capital Expenditures	\$7,145
7.27	<b>Total Capital Expenditures from Operating Fund</b> (total questions 7.22 through 7.26)	\$198,137

**Capital Cont./Operation and Maintenance/Miscellane**

**TOTAL CAPITAL EXPENDITURES BY SOURCE OF FUNDS**

7.28	From Local Public Funds (71PF)	\$0
7.29	From Other Funds (71OF)	\$198,137
7.30	<b>Total Capital Expenditures by Source</b> (total questions 7.28 and 7.29; same as question 7.27)	\$198,137

**OPERATION AND MAINTENANCE OF BUILDINGS**

Repairs To Buildings and Building Equipment by Source of Funds

7.31	From Local Public Funds (72PF)	\$146,112
7.32	From Other Funds (72OF)	\$0
7.33	<b>Total Repairs to Buildings and Building Equipment</b> (total questions 7.31 and 7.32)	\$146,112
7.34	Other Building & Maintenance Expenses	\$619,920
7.35	<b>Total Operation and Maintenance of Buildings</b> (total questions 7.33 and 7.34)	\$766,032

**MISCELLANEOUS EXPENSES**

7.36	Total Operation & Maintenance of Bookmobiles and Other Vehicles	\$28,407
7.37	Office and Library Supplies	\$98,324
7.38	Equipment	\$83,175
7.39	Telecommunications	\$38,881
7.40	Binding Expenses	\$10,539
7.41	Postage and Freight	\$35,274
7.42	Publicity and Printing	\$72,777
7.43	Travel	\$7,744
7.44	Fees for Consultants and Professionals - Please include a Note with the consultants' or vendors' names and a brief	\$176,649

description of the service(s) provided.

7.45 Membership Dues - Please include a State Note listing Professional Organization Memberships for which dues are being paid. \$14,170

7.46 Does the system have other miscellaneous expenses in categories not listed in questions 7.36 through 7.45? Enter Y for Yes, N for No. Y

Complete one record for each expense category. If the system does not have other miscellaneous expenses, enter N/A on questions 1 and 2 of one repeating group.

1. Expense category Electr Acces  
2. Amount \$489,614

1. Expense category Misc  
2. Amount \$320,060

#### Miscellaneous Cont./Contracts/Debt Service

7.47 **Total Other Miscellaneous Expenses** (total question #2 of Repeating Group #13) \$809,674

7.48 **Total Miscellaneous Expenses** (total questions 7.36 through 7.45 and 7.47) \$1,375,614

#### CONTRACTS WITH LIBRARIES and/or LIBRARY SYSTEMS IN NEW YORK STATE

7.49 Does the system contract with libraries and/or library systems in New York State? Enter Y for Yes, N for No. N

Complete one record for each contract. If the system does not contract, enter N/A on questions 1, 2, and 3 of one repeating group.

1. Contracting Agency (specify using the State note) N/A  
2. Contracted Service (specify using the State note) N/A  
3. Total Contract Amount N/A

7.50 **Total Contracts** (total question #3 of Repeating Group #14 above) \$0

#### DEBT SERVICE

Capital Purposes Loans (Principal and Interest)

7.51	From Local Public Funds (73PF)	\$643,016
7.52	From Other Funds (73OF)	\$0
7.53	<b>Total Capital Purposes Loans</b> (total questions 7.51 and 7.52)	\$643,016

#### Transfers

##### Other Loans

7.54	Other Loans	\$0
7.55	<b>Total Debt Service</b> (total questions 7.53 and 7.54)	\$643,016
7.56	<b>TOTAL TOTAL DISBURSEMENTS - Total Staff Expenditures, Total Collection Expenditures, Total Grants to Member Libraries, Total Capital Expenditures, Total Operation and Maintenance of Buildings, Total Miscellaneous Expenses, Total Contracts, and Total Debt Service</b> (total questions 7.5, 7.9, 7.21, 7.27, 7.35, 7.48, 7.50, and 7.55)	\$27,504,432

#### TRANSFERS

##### Transfers to the Capital Fund

7.57	From Local Public Funds (76PF)	\$0
7.58	From Other Funds (76OF)	\$1,090,218
7.59	<b>Total Transfers to Capital Fund</b> (total questions 7.57 and 7.58; same as question 8.2)	\$1,090,218
7.60	<b>Total Transfers to Other Funds</b>	\$0
7.61	<b>Total Transfers</b> (total questions 7.59 and 7.60)	\$1,090,218
7.62	<b>TOTAL DISBURSEMENTS AND TRANSFERS</b> (total questions 7.56 and 7.61)	\$28,594,650

#### Cash Balance/Grand Total/Audit/Bank Balance

7.63	<b>CLOSING CASH</b>	\$13,145,448
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**BALANCE at the End of  
the Current Fiscal  
Reporting Year  
(For Public Library  
Systems - December 31,  
2020)**

7.83 **GRAND TOTAL  
DISBURSEMENTS,  
TRANSFERS, & ENDING  
BALANCE** (total questions  
7.62 and 7.63) \$41,740,098

**FISCAL AUDIT**

Note: For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

7.84 Last audit performed (mm/dd/yyyy) 12/31/2019  
7.85 Time period covered by this audit (mm/dd/yyyy - mm/dd/yyyy) 1/1/2019-12/31/2019  
7.86 Indicate type of audit (select one from drop-down): Private Accounting Firm

**ACCOUNT INFORMATION**

Complete one record for each financial account

1. Name of bank or financial institution N/A  
2. Amount of funds on deposit N/A

7.87 **Total Bank Balance** (total question #2 of Repeating Group #15) \$0

7.88 Does the system have a Capital Fund? Enter Y for Yes, N for No. If yes, please complete the Capital Fund Report. If no, stop here. Y

**8. Capital Fund Receipts**

**State Aid and Grants for Capital Projects**

8.1 **Total Revenue From Local Sources** \$0  
8.2 **Transfer From Operating Fund** \$1,090,218  
(same as question 7.59)

**STATE AID FOR CAPITAL PROJECTS**

8.3 State Aid Received for Construction \$0

**ALL OTHER AID AND/OR GRANTS FOR CAPITAL PROJECTS**

8.4 Does the system receive any other aid and/or grants for capital projects. Enter Y for Yes, N for No. If yes, complete one record for each award. If no, enter N/A on questions 1 and 2 of one repeating group. N

1. Contracting Agency N/A

2. Amount N/A

**Totals/Cash Balance**

8.5 **Total Aid and/or Grants** (total question #2 of Repeating Group #16 above) \$0

8.6 **TOTAL RECEIPTS - Revenues from Local Sources, Interfund Revenue, State Aid for Capital Projects, and All Other Aid and/or Grants for Capital Projects** (total questions 8.1, 8.2, 8.3, and 8.5) \$1,090,218

8.7 **NONREVENUE RECEIPTS** \$0

8.8 **TOTAL RECEIPTS - Total Receipts and Nonrevenue Receipts** (total questions 8.6 and 8.7) \$1,090,218

8.9 **CASH BALANCE -** Beginning of Current Fiscal Reporting Year: Public Library Systems - January 1, 2020. (Same as closing cash balance at the end of previous fiscal reporting year: Public Library Systems - December 31, 2019.) \$1,294,899

**Grand Total**

8.10 **TOTAL RECEIPTS AND CASH BALANCE** (total questions 8.8 and 8.9) \$2,385,117

## 9. Capital Fund Disbursements

### Project Expenditures/Cash Balance

#### PROJECT EXPENDITURES

9.1	Total Construction	\$758,719
9.2	Incidental Construction	\$0
9.3	Books and Library Materials	\$0
9.4	Total Other Disbursements	\$0
9.5	<b>Total Project Expenditures</b> (total questions 9.1 through 9.4)	\$758,719
9.6	<b>TRANSFER TO OPERATING FUND</b> (Same as question 6.61)	\$0
9.7	<b>TOTAL NONPROJECT EXPENDITURES</b>	\$0
9.8	<b>TOTAL DISBURSEMENTS - Total Project Expenditures, Transfer to Operating Fund, and Total Nonproject Expenditures</b> (total questions 9.5 through 9.7)	\$758,719
9.9	<b>CLOSING CASH BALANCE IN CAPITAL FUND at the End of the Current Fiscal Year</b> (December 31, 2020, for Public Library Systems)	\$1,626,398

### Grand Total

9.10	<b>TOTAL DISBURSEMENTS AND CASH BALANCE</b> (total questions 9.8 and 9.9)	\$2,385,117
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## 12. Projected Annual Budget For Library Systems

### Public Library Systems Budget for January 1, 2021 - December 31, 2021

#### PROJECTED OPERATING FUND - RECEIPTS

12.1	Total Operating Fund Receipts (include Local Aid, State Aid, Federal Aid, Contracts and Miscellaneous Receipts)	\$29,070,925
------	---	--------------

12.2	Budget Loans	\$0
12.3	Total Transfers	\$0
12.4	Cash Balance/Ending Balance in Operating Fund at the end of the previous fiscal year (For Public Library Systems, opening balance on January 1, \$13,145,448 2021 must be the same as the December 31, 2020, closing balance reported on Q7.63 of the 2020 annual report)	
12.5	<b>Grand Total Operating Fund Receipts, Budget Loans, Transfers and Ending Balance</b> (total questions 12.1 through 12.4)	\$42,216,373

**PROJECTED OPERATING FUND - DISBURSEMENTS**

12.6	Total Operating Fund Disbursements (include Staff Expenditures, Collection Expenditures, Grants to Member Libraries, Capital Expenditures from Operating Funds, Operation and Maintenance of Buildings, Miscellaneous Expenses, Contracts with Libraries and Library Systems in New York State and Debt Service)	\$31,021,483
12.7	Total Transfers	\$0
12.8	Cash Balance/Ending Balance in Operating Fund at the end of the fiscal year (For Public Library Systems, balance as of December 31, 2021)	\$11,194,890
12.9	<b>Grand Total Operating Fund Disbursements, Transfers and Ending Balance</b> (total questions 12.6 through 12.8)	\$42,216,373

**PROJECTED CAPITAL FUND - RECEIPTS**

12.10	Capital Fund Receipts (include Revenues from Local Sources, Transfer from Operating Fund, State Aid for Capital Projects and All Other Aid for Capital Projects)	\$993,543
12.11	Nonrevenue Receipts	\$0
12.12	<b>Cash Balance in Capital Fund at the end of the previous fiscal year</b>	\$1,626,398

(For Public Library Systems, opening balance on January 1, 2021, must be the same as the December 31, 2020, closing balance reported on Q9.9 of the 2020 annual report

12.13 Grand Total Capital Fund Receipts and Balance (total questions 12.10 through 12.12) \$2,619,941

### PROJECTED CAPITAL FUND - DISBURSEMENTS

12.14 Capital Fund Disbursements (include Project Expenditures, Transfer to Operating Fund and Nonproject Expenditures) \$2,619,941

12.15 Cash Balance in Capital Fund at the end of the current fiscal year \$0  
(For Public Library Systems, December 31, 2021)

12.16 Grand Total Capital Fund Disbursement, Transfers, and Balance (Sum of questions 12.14 and 12.15) \$2,619,941

## 13. State Formula Aid Disbursements

### Public Library Systems Basic Aid

#### **PUBLIC LIBRARY SYSTEMS BASIC AID, SUPPLEMENTAL AID and either LOCAL LIBRARY SERVICES AID and LOCAL SERVICES SUPPORT AID or LOCAL CONSOLIDATED SERVICES AID (Brooklyn, New York Public and Queens Borough only)**

**Statutory Reference (Basic Aid):** Education Law § 272, 273(1)(a, c, d, e, n)  
Commissioners Regulations 90.3

**Statutory Reference (LLSA):** Education Law § 272, 273(5)  
Commissioners Regulations 90.3 and 90.9  
The formula is \$0.31 per capita of a member library's chartered services area with a minimum of \$1,500 per library with formula equity to 1991 LLIA.

**Statutory Reference (LSSA):** Education Law § 272, 273(1)(f)(6)  
Commissioners Regulations 90.3 and 90.10  
The formula is \$0.31 per capita for system population living outside the chartered service areas of member libraries plus 2/3 members LLSA.

**Statutory Reference (LCSA):** Education Law § 272, 273(1)(f)(7)  
Commissioners Regulations 90.3



The formula is \$0.31 per capita plus 2/3 of per capita total with formula equity to 1991 LLIA.

**Statutory Reference** Education Law § 273(12)(a)

**(Supplemental):** The formula is a base grant of \$39,000 and an amount equal to 10.94% of the amount of Basic Aid provided under Education Law § 273(1)(a, c, d, e, and n).

**BECPL Special** Education Law § 273(1)(l)

**Aid:** Annual sum of \$50,000 for a continuity of service project. (Included in Basic Aid Payment)

**Brooklyn Special Aid:** Education Law § 273(1)(k)

Annual sum of \$350,000 for business library. (Included in Basic Aid Payment)

**Nassau Special** Education Law § 273(1)(m)  
**Aid:**

13.1.1-13.1.2 **Professional Salaries:** Indicate total FTE and salaries for all professional system employees.

13.1.1 Total Full-Time Equivalents (FTE) 4.14

13.1.2 Total Expenditure for Professional Salaries \$187,319

13.1.3-13.1.4 **Other Staff Salaries:** Indicate total FTE and salaries for all other system employees.

13.1.3 Total Full-Time Equivalents (FTE) 19.36

13.1.4 Total Expenditure for Other Staff Salaries \$859,358

13.1.5 **Employees Benefits:** Indicate the total expenditures for all system employee fringe benefits. \$627,298

13.1.6 **Purchased Services:** Did the system expend funds for purchased services? N  
Enter Y for Yes, N for No.

**Note:** For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

If yes, complete one record for each applicable category; if no, enter N/A for questions 1, 2 and 3 of one repeating group.

1. Expenditure Category N/A

2. Provider of Services N/A

3. Expenditure N/A

13.1.7 **Total Expenditure - Purchased Services** \$0

13.1.8 **Supplies and Materials:** Did N

the system expend funds for supply items, postage, library materials, or equipment and furnishings with a unit cost less than \$5,000? Enter Y for Yes, N for No.

Note: For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

If yes, complete one record for each applicable category; if no, enter N/A for questions 1 and 2 of one repeating group.

- |    |                      |     |
|----|----------------------|-----|
| 1. | Expenditure Category | N/A |
| 2. | Expenditure          | N/A |

13.1.9 **Total Expenditure - Supplies and Materials** \$0

13.1.10 **Travel Expenditures:** Did the system expend funds for travel? Enter Y for Yes, N for No. N

If yes, complete one record for each applicable category; if no enter N/A for questions 1 and 2 of one repeating group.

- |    |                |     |
|----|----------------|-----|
| 1. | Type of Travel | N/A |
| 2. | Expenditure    | N/A |

13.1.11 **Total Expenditures - Travel** \$0

13.1.12 **Equipment and Furnishings:** Did the system expend funds for equipment and furnishings with a unit cost of \$5,000 or more and having a useful life of more than one year. Enter Y for Yes, N for No. N

If yes, complete one record for each applicable category; if no enter N/A for questions 1, 2, 3, and 4 of one repeating group.

- |    |              |     |
|----|--------------|-----|
| 1. | Type of Item | N/A |
| 2. | Quantity     | N/A |
| 3. | Unit Cost    | N/A |
| 4. | Expenditure  | N/A |

13.1.13 **Total Expenditure - Equipment and Furnishings** \$0

13.1.14 **Local Library Services Aid Expenditures:** Indicate the total expenditures to member \$135,104

libraries for Local Library Services Aid.

13.1.15 **Grants to Member**

**Libraries:** Did the system expend funds for grants to member libraries? Enter Y for Yes, N for no.

N

If yes, complete one record for each grant; if no, enter N/A for questions 1, 2, and 3 of one repeating group.

- |    |  |     |
|----|--|-----|
| 1. | Recipient                                    | N/A |
| 2. | Allocation                                   | N/A |
| 3. | Project Description (no more than 300 words) | N/A |

13.1.16 **Total Expenditures - Grants for Member Libraries** \$0

13.1.17 **Total Expenditure (total 13.1.2, 13.1.4, 13.1.5, 13.1.7, 13.1.9, 13.1.11, 13.1.13, 13.1.14, and 13.1.16)** \$1,809,079

13.1.18 **Cash Balance at the Opening of the Fiscal Year**  
NOTE: The opening balance must be the same as the closing balance of the previous year. \$26,712

13.1.19 **Total Allocation from 2020 - 2021 State Aid:** \$2,310,555

13.1.20 **Total Available Before Expenditures (total 13.1.18 + 13.1.19)** \$2,337,267

13.1.21 **Cash Balance at the End of the Current Fiscal Year (total 13.1.19 + 13.1.18 - 13.1.17)** \$528,188

13.1.22 **Final Narrative:** Provide a brief narrative, no more than fifteen hundred (1500) words, describing the major activities carried out with these State Aid Funds. ""The Public Library System Aid helped to support the wages and fringe benefits for staff members of various departments of Buffalo & Erie County Public Library (B&ECPL) such as Shipping, Interlibrary Loan, Technical Services, and Processing who are imperative in providing prompt access to needed information and materials for our patrons. These departments are responsible for the movement of library materials from acquisition to the various locations in order to fulfill patrons' needs and requests. In addition, this aid assisted in meeting the personnel costs in B&ECPL's Technology Services department which include the Library's information technology and communications staff members who oversee the System's integrated network system and present an informative and easy to use website, catalog and reference service to remote library users. B&ECPL's information technology staff continues to find innovative and interesting ways to improve patrons' access to information, including the use of social media outlets - especially important during the Covid-19 pandemic.

Network support and communications staff members are also responsible for the maintenance of the public website, including the posting of necessary Covid-19 updates for all B&ECPL locations. The website also provides access to B&ECPL's various downloadable materials. This aid supported staff costs for those B&ECPL departments that provided consulting and technical support for member/contract libraries through staff expertise and assistance related to finance, governance, automation, technological support, borrower services, collection development, and human resources. Consultation is also provided to the contract/member libraries with applications for, and implementation of State Library Construction Aid programs. By providing assistance to member libraries, public service staff is freed from these duties and able to focus attention on patron needs including; but not limited to, reference assistance and programming. Finally, this aid supported B&ECPL staff costs for those departments that provide coordinated system services such as electronic access to databases and other electronic resources, including B&ECPL's "TechKnow Lab" which provided computer training to patron and staff members at locations throughout the system. The "Book a Technology Trainer" program provides one-on-one training on the newest technologies. B&ECPL's "Launch Pad" has become a resource for those patrons with a creative flair; providing hi-tech resources including a 3D printer, audio and video studio space, as well as lo-tech resources and lo-tech options including sewing, knitting, and button making. "Launch Pad" staff produced hundreds of face shields that were made available to staff during the first days of the Covid-19 pandemic. Though in-person access to these programs and resources were limited in 2020 due to Covid-19, staff members quickly adapted to the use of online resources such as Zoom, Facebook, and other platforms to continue to provide excellent service to B&ECPL's patrons. B&ECPL's Interlibrary loan department continued to provide access to B&ECPL's collection to library users throughout the world. B&ECPL's telephone and online reference services provide assistance for patrons unable to come to a physical library. Also, B&ECPL's "Book a Librarian" program provided one on one assistance for patrons who require more specific assistance. Consolidation of utility purchases, office and library supplies purchases, and equipment purchases, resulting in both cost and time savings for the member/contract libraries. Personnel Protective Equipment and EPA List-N Disinfectants and Cleaning Supplies were acquired at the System level, and distributed via the Shipping department to the various locations of the Buffalo & Erie County Public Library system, allowing staff to return to work safely while providing a clean and safe environment for the returning patrons. In addition, the Human Resources department continued to assist staff members by developing new staffing plans and providing ongoing training. The Human Resources department provided much needed support to the various departments and locations of B&ECPL system during the Covid-19 pandemic, by staying up to date on of the Families First Coronavirus Response Act (FFCRA), as well as various NYS rules and regulations. BECPL's Centralized Human Resources (CHR) program provides

centralized payroll, civil service and human resource activities for all member/contract libraries. Also included in this aid are funds that were provided to member libraries to cover personnel costs."

## Central Book Aid

### CENTRAL BOOK AID (CBA)

**Statutory** Education Law § 272, 273(1)(b)(2)

**Reference:** Commissioners Regulations 90.4

Central Book Aid is a flat sum of \$71,500 to each public library system. Please see the Central Library Program Guidelines at <http://www.nysl.nysed.gov/libdev/clda/index.html> for more information.

Include in this category library expenditures for CBA library materials. CBA funds may only be expended for adult non-fiction and foreign language library materials, including electronic content.

**Yes must be answered at least once in Questions 13.2.1 - 13.2.5**

13.2.1 **Purchased Services:** Did the library system expend CBA funds for purchased services Y for CBA library materials? Enter Y for Yes, N for No.

**Note: For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.**

List services purchased with CBA funds in separate repeating groups, itemizing by vendor contract. If yes, complete one record for each allowable expenditure; if no, enter N/A for questions 1, 2, and 3 of one repeating group.

1.	Expenditure Category	Commercial electronic content vendor contracts
2.	Provider of Services	Proquest
3.	Expenditure	\$52,715

13.2.2 **Total Expenditure - Purchased Services** 52,715

13.2.3 **Supplies and Materials:** Did the library system expend CBA funds for adult non-fiction and foreign language library materials with a unit cost less than \$5,000? Enter Y for Yes, N for No.

**Note: For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.**

If yes, complete one record for each applicable category; if no, enter N/A for questions 1, 2, 3, and 4 of one repeating group.

- |    |                      |     |
|----|----------------------|-----|
| 1. | Expenditure Category | N/A |
| 2. | Quantity             | N/A |
| 3. | Unit Cost            | N/A |
| 4. | Expenditure          | N/A |

13.2.4 **Total Expenditure - Supplies and Materials** \$0

13.2.5 **Grants to Central/Co-Central Libraries:** Did the system expend funds for grants to central/co-central libraries? Enter Y for Yes, N for No. N

If yes, complete one record for each grant; if no, enter N/A for questions 1,2, and 3 of one repeating group.

- |    |  |     |
|----|--|-----|
| 1. | Recipient                                    | N/A |
| 2. | Allocation                                   | N/A |
| 3. | Project Description (no more than 300 words) | N/A |

13.2.6 **Total Expenditure - Grants to Central/Co-Central Libraries** \$0

13.2.7 **Total Expenditure (total 13.2.2, 13.2.4, and 13.2.6)** \$52,715

13.2.8 **Cash Balance at the Opening of the Current Fiscal Year**  
NOTE: The opening balance must be the same as the closing balance of the previous year. \$0

13.2.9 **Total Allocation from 2020 - 2021 State Aid** \$65,890

13.2.10 **Total Available Before Expenditures (total 13.2.8 + 13.2.9)** \$65,890

13.2.11 **Cash Balance at the End of the Current Fiscal Year (total 13.2.9 + 13.2.8 - 13.2.7)** \$13,175

13.2.12 **Final Narrative:** Provide a brief narrative, no more than five hundred (500) words, describing the major activities carried out with these State Aid Funds. Central Library Book Aid was used to continue to provide access to a major database used by Buffalo & Erie County Public Library (B&ECPL)'s Central Library staff and patrons. From Proquest, B&ECPL extended its access to Ancestry Library an excellent online resource for patrons doing genealogical research. This resource is a greatly used in the Central Library's Grosvenor Room, a center for local history and genealogical research.

Central Library Development Aid

CENTRAL LIBRARY DEVELOPMENT AID (CLDA)

**Statutory** Education Law § 272, 273(1)(b)(1)  
**Reference:** Commissioners Regulations 90.4  
The formula is \$0.32 per capita or \$105,000 whichever is greater. Please see the Central Library Program Guidelines at <http://www.nysl.nysed.gov/libdev/clda/index.html> for more information.  
Note: CLDA funds which are expended for library materials must be used for adult non-fiction and foreign language, including electronic content.

13.3.1-13.3.2 **Professional Salaries:** Indicate total FTE and salaries for all professional system employees (paid from CLDA funds).

13.3.1 Total Full-Time Equivalents (FTE) 1.77

13.3.2 Total Expenditure for Professional Salaries \$81,459

13.3.3-13.3.4 **Other Staff Salaries:** Indicate total FTE and salaries for all other system employees (paid from CLDA funds).

13.3.3 Total Full-Time Equivalents (FTE) 2.12

13.3.4 Total Expenditures for Other Staff Salaries \$76,939

13.3.5 **Employee Benefits:** Indicate the total expenditures for all system employee benefits (paid from CLDA funds). \$97,097

13.3.6 **Purchased Services:** Did the system expend funds for purchased services? Enter Y for Yes, N for No. N

Note: For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

If yes, complete one record for each applicable category; if no, enter N/A for questions 1, 2, and 3 of one repeating group.

- 1. Expenditure Category N/A
- 2. Provider of Services N/A
- 3. Expenditure N/A

13.3.7 **Total Expenditure - Purchased Services** \$0

13.3.8 **Supplies and Materials:** Did N

the system expend funds for supply items, postage, adult nonfiction and foreign language library materials, or equipment and furnishings with a unit cost less than \$5,000? Enter Y for Yes, N for No.

Note: For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

If yes, complete one record for each applicable category; if no, enter N/A for questions 1 and 2 of one repeating group.

- |    |                      |     |
|----|----------------------|-----|
| 1. | Expenditure Category | N/A |
| 2. | Expenditure          | N/A |

13.3.9 **Total Expenditure - Supplies and Materials** \$0

13.3.10 **Travel Expenditures:** Did the system expend funds for travel? Enter Y for Yes, N for No. Y

If yes, complete one record for each type of travel; if no, enter N/A for questions 1 and 2 of one repeating group.

- |    |                |              |
|----|----------------|--------------|
| 1. | Type of travel | System staff |
| 2. | Expenditure    | 418          |

13.3.11 **Total Expenditures - Travel** \$418

13.3.12 **Equipment and Furnishings:** Did the system expend funds for equipment and furnishings with a unit cost of \$5,000 or more and having a useful life of more than one year. Enter Y for Yes, N for No. N

If yes, complete one record for each type of item purchased; if no, enter N/A for questions 1, 2, 3 and 4 of one repeating group.

- |    |              |     |
|----|--------------|-----|
| 1. | Type of item | N/A |
| 2. | Quantity     | N/A |
| 3. | Unit cost    | N/A |
| 4. | Expenditure  | N/A |

13.3.13 **Total Expenditure - Equipment and Furnishings** \$0

13.3.14 **Grants to Central/Co-Central Libraries:** Did the



system expend funds for grants to central/co-central libraries? Enter Y for Yes, N for No.

If yes, complete one record for each grant; if no, enter N/A for questions 1, 2, and 3 of one repeating group.

1.	Recipient	N/A
2.	Allocation	N/A
3.	Project Description (no more than 300 words)	N/A
13.3.15	<b>Total Expenditure - Grants to Central/Co-Central Libraries</b>	\$0
13.3.16	<b>Total Expenditure (total 13.3.2, 13.3.4, 13.3.5, 13.3.7, 13.3.9, 13.3.11, 13.3.13, and 13.3.15)</b>	\$255,913
13.3.17	<b>Cash Balance at the Opening of the Fiscal Year</b> NOTE: The opening balance must be the same as the closing balance of the previous year.	34,936.00
13.3.18	<b>Total Allocation from 2020 - 2021 State Aid:</b>	\$285,630
13.3.19	<b>Total Available Before Expenditures (total 13.3.17 + 13.3.18)</b>	\$320,566
13.3.20	<b>Cash Balance at the end of the Current Fiscal Year (total 13.3.18 + 13.3.17 - 13.3.16)</b>	64,653.00
13.3.21	<b>Final Narrative:</b> Provide a brief narrative, no more than five hundred (500) words, describing the major activities carried out with these State Aid Funds.	Central Library Development Aid (CLDA) helped sustain the Grosvenor Room/Special Collections department at the Central Library. Staff from the department respond to the bulk of Buffalo & Erie County's (B&ECPL) specialized email and telephone reference requests; and promote and exhibit the B&ECPL's rare book collection, making the Central Library a focal point for tourism and research throughout Erie County and beyond. CLDA was utilized to supplement wages of staff who planned and implemented many of the programs and exhibits held at the Central Library. Though delayed by Covid-19, 2020 saw the opening of a new exhibit of the Rare Book Room: "B is for Book: Children's stories through the centuries" which includes alphabet and instructional books, magazines and Mother Goose editions, as well as the fairy tales of the Brothers Grimm and Hans Christian Andersen plus some Dr. Seuss classics. Some of these items have been part of the B&ECPL's collection since 1896, when a reading room specifically for children was first opened. CLDA also provided funding for staff who assist library patrons in using public access computers and who shelve and retrieve items in the various collections throughout the building.

COORDINATED OUTREACH LIBRARY SERVICES AID

**Statutory Reference:** Education Law § 273(1)  
(h)  
Commissioners  
Regulations 90.3

13.4.1-13.4.2 **Professional Salaries:** Indicate total FTE and salaries for all professional system employees.

13.4.1 Total Full-Time Equivalents (FTE) 1.25

13.4.2 Total Expenditure for Professional Salaries \$61,260

13.4.3-13.4.4 **Other Staff Salaries:** Indicate total FTE and salaries for all other system employees.

13.4.3 Total Full-Time Equivalents (FTE) 1

13.4.4 Total Expenditure for Other Staff Salaries \$43,353

13.4.5 **Employee Benefits:** Indicate the total expenditures for all system employee benefits. \$78,599

13.4.6 **Purchased Services:** Did the system expend funds for purchased services? Enter Y for Yes, N for No. N

Note: For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

If yes, complete one record for each allowable expenditure; if no, enter N/A for questions 1, 2, and 3 of one repeating group.

- 1. Expenditure Category N/A
- 2. Provider of Services N/A
- 3. Expenditure N/A

13.4.7 **Total Expenditure - Purchased Services** \$0

13.4.8 **Supplies and Materials:** Did the system expend funds for supply items, postage, library materials, or equipment and furnishings with a unit cost less than \$5,000? Enter Y for Yes, N for No. N

Note: For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

If yes, complete one record for each applicable category; if no, enter N/A for questions 1 and 2 of one repeating group.

- |    |                      |     |
|----|----------------------|-----|
| 1. | Expenditure Category | N/A |
| 2. | Expenditure          | N/A |

13.4.9 **Total Expenditure - Supplies and Materials** 0

13.4.10 **Travel Expenditures:** Did the system expend funds for travel? Enter Y for Yes, N for No. Indicate the total expenditures for system employee travel only in this category. Y

If yes, complete one record for each type of travel; if no, enter N/A for questions 1 and 2.

- |    |                |              |
|----|----------------|--------------|
| 1. | Type of Travel | System staff |
| 2. | Expenditure    | \$28         |

13.4.11 **Total Expenditure - Travel** \$28

13.4.12 **Equipment and Furnishings:** Did the system expend funds for equipment and furnishings with a unit cost of \$5,000 or more and having a useful life of more than one year. Enter Y for Yes, N for No. N

If yes, complete one record for each type of item purchased; if no, enter N/A for questions 1, 2, 3, and 4 of one repeating group.

- |    |              |     |
|----|--------------|-----|
| 1. | Type of item | N/A |
| 2. | Quantity     | N/A |
| 3. | Unit Cost    | N/A |
| 4. | Expenditure  | N/A |

13.4.13 **Total Expenditure - Equipment and Furnishings** \$0

13.4.14 Did the system expend funds on grants to member libraries? Enter Y for Yes, N for No. N

If yes, complete one record for each grant; if no, enter N/A for questions 1, 2, and 3 of one repeating group.

- |    |                        |     |
|----|------------------------|-----|
| 1. | Recipient              | N/A |
| 2. | Allocation             | N/A |
| 3. | Description of Project | N/A |

13.4.15 **Total Expenditure - Grants to Member Libraries** \$0

13.4.16	<b>Total Expenditure (total 13.4.2, 13.4.4, 13.4.5, 13.4.7, 13.4.9, 13.4.11, 13.4.13, and 13.4.15)</b>	\$183,240	
13.4.17	<b>Cash Balance at the Opening of the Fiscal Year</b> NOTE: The opening balance must be the same as the closing balance of the previous year.	\$83,438	
13.4.18	<b>Total Allocation from 2020 - 2021 State Aid:</b>	\$155,664	
13.4.19	<b>Total Available Before Expenditures (total 13.4.17 + 13.4.18)</b>	\$239,102	
13.4.20	<b>Cash Balance at the End of the Current Fiscal Year (total 13.4.18 + 13.4.17 - 13.4.16)</b>	\$55,862	
13.4.21	<b>Final Narrative:</b> Provide a brief narrative, no more than five hundred (500) words, describing the major activities carried out with these State Aid Funds.		Buffalo & Erie County Public Library (B&ECPL) continued to provide a welcoming atmosphere at all its locations for persons with disabilities and continued to develop a staff trained to work with diverse populations. The B&ECPL System has established outreach services for the residents of Buffalo and the surrounding areas by providing programs and services at the 8 city branches. Though limited by Covid-19, library staff found creative ways to continue to provide services by using Zoom, Facebook and other social media outlets. Closed captioned virtual programs expanded the availability of these presentations. Bookmobile service continued in 2020 with the "Library on Wheels" mobile unit. In addition to providing a traditional materials collection, the bookmobile offers free WiFi and laptops for public use. Due to Covid-19, person to person outreach was limited, but staff took advantage of technology to provide virtual access to many B&ECPL's services. B&ECPL's Adult Programming Team continued to reach out to and collaborate with community organizations and educational institutions as well as in-house partners Literacy New York, Project Flight and Young Audience of Western New York. These partnerships helped to provide greater public insight into the resources available at the Library, to improve literacy, to improve economic development and provide job placement assistance. The use of virtual programming allowed staff to continue to offer many services including: job fairs, resume workshops, and computer training. Health and wellness initiatives continued important outreach activities in 2020. Central library staff hosted monthly "Wellness Wednesday" programs through March. A Covid-19 subject guide was developed to provide access to authoritative information regarding the virus. In addition, the B&ECPL Children's Programming Team provided many in-person and virtual programs throughout 2020. Staff worked to educate and entertain children and young adults hit hard by Covid-19. "Take & Make" bags were made available for patrons, providing educational activities for children of all ages. Online programs

included STEAM challenges, Read-Alouds, Family Art Break, and Bilingual (Spanish) Storytimes. Staff continued to develop programs to entertain and educate the diverse population of Buffalo and Erie County, while promoting the resources and services available for use at B&ECPL.

**Services to County Jails Aid**

**SERVICE TO COUNTY JAILS (INTERINSTITUTIONAL) AID**

**Statutory Reference:** Education Law § 285(2)

The intent of the Services to County Jails Program is to provide basic reading materials for those individuals who are incarcerated short term in county jails across the State. Examples of appropriate spending include books and magazine / newspaper subscriptions which are acceptable to the institution (Supplies & Materials), as well as programs such as Job Information and other topics directly relevant to the county jail inmate's needs (Purchased Services).

13.5.1 **Purchased Services:** Did the system expend funds for purchased services? Enter Y for Yes, N for No. Y

**Note:** For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

If yes, complete one record for each allowable expenditure; if no, enter N/A for questions 1, 2, and 3 of one repeating group.

- |    |                      |                                      |
|----|----------------------|--------------------------------------|
| 1. | Expenditure Category | Other (specify using Note field)     |
| 2. | Provider of Services | Buffalo & Erie County Public Library |
| 3. | Expenditure          | \$2,032                              |

13.5.2 **Total Expenditure - Purchased Services** \$2,032

13.5.3 **Supplies and Materials:** Did the system expend funds for supply items, postage, library materials, or equipment and furnishings with a unit cost less than \$5,000? Enter Y for Yes, N for No. N

**Note:** For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

If yes, complete one record for each type of item purchased; if no, enter N/A for questions 1 and 2 of one repeating group.

- |    |                      |     |
|----|----------------------|-----|
| 1. | Expenditure Category | N/A |
|----|----------------------|-----|

2.	Expenditure	N/A
13.5.4	<b>Total Expenditure - Supplies and Materials</b>	\$0
13.5.5	<b>Total Expenditure (total 13.5.2, and 13.5.4)</b>	2,032.00
13.5.6	<b>Cash Balance at the Opening of the Fiscal Year:</b> NOTE: The opening balance must be the same as the closing balance from the previous year.	\$840
13.5.7	<b>Total Allocation from 2020 - 2021 State Aid</b>	\$8,080
13.5.8	<b>Total Available Before Expenditures (total 13.5.6 + 13.5.7)</b>	\$8,920
13.5.9	<b>Cash Balance at the End of the Current Fiscal Year (total 13.5.7 + 13.5.6 - 13.5.5)</b>	\$6,888
13.5.10	<b>Final Narrative:</b> Provide a brief narrative, no more than five hundred (500) words, describing the major activities carried out with these State Aid Funds.	Though limited by Covid-19, Buffalo & Erie County Public Library (B&ECPL) continued to provide comprehensive and innovative service to all penal-connected facilities operated by Erie County - the Erie County Holding Center and the Erie County Correctional Facility. Library services in these facilities encompass a variety of materials in print and non-print formats which engage the population and provide educational opportunities. This aid assisted B&ECPL to offer access to information for the individuals housed in Erie County's penal-connected facilities.

**State Correctional Aid**

**THE FOLLOWING QUESTIONS ARE FOR SYSTEMS WITH STATE CORRECTIONAL FACILITIES ONLY**

STATE CORRECTIONAL FACILITIES AID

**Statutory** Education Law § 285 (1)  
**Reference:** Commissioners Regulations 90.14  
The amount provided in Education Law is \$9.25 per inmate. Please see the State Corrections Program Guidelines at [www.nysl.nysed.gov/libdev/outreach/corrgdln.htm](http://www.nysl.nysed.gov/libdev/outreach/corrgdln.htm) for more information.

13.6.1-13.6.2 **Professional Salaries:** Indicate total FTE and salaries for all system professional employees.

13.6.1	Total Full-Time Equivalentents (FTE)	.05
--------	--------------------------------------	-----

13.6.2 Total Expenditure for Professional Salaries \$3,194

13.6.3-13.6.4 **Other Staff Salaries:** Indicate total FTE and salaries for all other system employees.

13.6.3 Total Full-Time Equivalents (FTE) .33

13.6.4 Total Expenditure for Other Staff Salaries \$8,200

13.6.5 **Employee Benefits:** Indicate the total expenditures for all system employee benefits. \$3,111

13.6.6 **Purchased Services:** Does the system expend funds for purchased services? Enter Y for Yes, N for No. Y

Note: For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

If yes, complete one record for each applicable category; if no, enter N/A for questions 1, 2 and 3 of one repeating group.

1. Expenditure Category Institutional membership dues  
2. Provider of Services New York Library Association  
3. Expenditure \$199

13.6.7 **Total Expenditure - Purchased Services** 199

13.6.8 **Supplies and Materials:** Did the system expend funds for supply items, postage, library materials, or equipment and furnishings with a unit cost less than \$5,000? Enter Y for Yes, N for No. Y

Note: For questions which include a choice of "Other" in a drop-down menu, please add a Note of explanation when "Other" is chosen. Also please see individual instructions for these questions for any further requirements.

If yes, complete one record for each type of item purchased; if no, enter N/A for questions 1 and 2 of one repeating group.

1. Expenditure Category Office/library supplies and postage  
2. Expenditure \$12,183

13.6.9 **Total Expenditure - Supplies and Materials** \$12,183

13.6.10 **Travel Expenditures:** Did the system expend funds for travel? Enter Y for Yes, N for No. N

If yes, complete one record for each type of item purchased; if no, enter N/A for questions 1 and 2 of one repeating group.

- |    |                |     |
|----|----------------|-----|
| 1. | Type of Travel | N/A |
| 2. | Expenditure    | N/A |

13.6.11 **Total Expenditure - Travel** \$0

13.6.12 **Equipment and Furnishings:** Did the system expend funds for equipment and furnishings with a unit cost of \$5,000 or more and having a useful life of more than one year. Enter Y for Yes, N for No. N

If yes, complete one record for each type of item purchased; if no, enter N/A for questions 1, 2, 3, and 4 of one repeating group.

- |    |              |     |
|----|--------------|-----|
| 1. | Type of item | N/A |
| 2. | Quantity     | N/A |
| 3. | Unit Cost    | N/A |
| 4. | Expenditure  | N/A |

13.6.13 **Total Expenditure - Equipment and Furnishings** 0.00

13.6.14 **Total Expenditure (total 13.6.2, 13.6.4, 13.6.5, 13.6.7, 13.6.9, 13.6.11, and 13.6.13)** \$26,887

13.6.15 **Cash Balance at the Opening of the Fiscal Year:**  
NOTE: The opening balance must be the same as the closing balance of the previous year. \$33,590

13.6.16 **Total Allocation from 2020 - 2021 State Aid:** \$42,136

13.6.17 **Total Available Before Expenditures (total 13.6.15 + 13.6.16)** \$75,726

13.6.18 **Cash Balance at the End of the Current Fiscal Year (total 13.6.16 + 13.6.15 - 13.6.14)** \$48,839

13.6.19 **Final Narrative:** Provide a brief narrative, no more than five hundred (500) words, describing the major activities carried out with these State Aid Funds  
The Buffalo & Erie County Public Library (B&ECPL) continues to provide library service to New York State Correctional facility inmates. During 2020, the Collins, Gowanda, and Wende State Correctional Facilities contracted with the Buffalo & Erie County Public Library for a variety of public libraries services and programs including: interlibrary loan and delivery, reference and consultant services, membership in the Western New York Library Resources Council, and the purchase and delivery of new books and other materials.



## 14. Summary of Library System Accomplishments

Using the goals from Section 4 in the approved 2017-2021 System Plan of Service, **BRIEFLY** describe the final results of each element for Year 4 (2020).

- 14.1 Element 1: Resource Sharing [Cooperative Collection Development: Develop and maintain relevant traditional, electronic, and digital collections that reflect and support all B&ECPL libraries and their diverse communities.]  
- Results
- The centralized Collection Development Team orders print, media, and downloadable materials for all System libraries using System funds. To procure items that appeal to users and fulfill the B&ECPL's mission, the team maintains close contact with member library staff. 4 surveys were sent to member libraries to gauge satisfaction with topics, formats, and quantity of materials ordered. Staff suggestions totaled 282 titles, of which 83% were purchased. Member libraries were provided with funding for local collection development. 9 "checklists" of pre-selected titles on a wide range of topics were provided to facilitate ease of acquisition and to expedite cataloging and processing. Circulation totaled 4,431,875. Statistics and data on the number of holds placed were monitored to see where user demand was concentrated. Enthusiasm for eBooks and eAudiobooks dramatically increased, with the overall circulation exceeding 1 million digital checkouts. The trend began during COVID-19 closures, but continued after the library reopened to the public. 22,323 eBooks and 6,672 eAudiobooks were added. 132,839 titles were added in traditional print and media formats. 7,326 purchase suggestions were received from users through an online form, of which 68.5% were purchased. [Integrated Library System: Implement, maintain, and enhance a next-generation Integrated Library System.] The Library entered year 4 of a multi-year contract with SirsiDynix. The public Enterprise catalog was upgraded to 5.0.1, including a 2019.03.02 Web Services update. Mobile-friendly Enterprise functionality was implemented for iOS and Android devices. Additional lists of shareable titles were created. The Symphony test server was upgraded to version 3.6.2. The outbound portion of the automated telephone hold and overdue notice system was enabled. SirsiDynix's BLUEcloud Analytics tool continued to be used to track grants and inform administrative decisions. A suite of new circulation, hold, and configuration management reports aided COVID-19 closings and changes. The online library card application was enhanced, a new user category was created to quickly provide students with access to online resources, and a procedure for pre-loading library accounts was developed to simplify off-site library card registrations. [Delivery: Provide timely and efficient delivery via System vehicles.] Transport of all library materials, including new material, items to fill patron holds, and Interlibrary Loan (ILL) requests from outside the B&ECPL, is done through the Shipping Department at the Central Library. An average of 184 delivery stops were made per week, a decrease from 2019 (211) due to COVID-19. The Shipping Department facilitated the critical delivery of PPE and cleaning products to all B&ECPL libraries. [Interlibrary Loan: Maintain efficiency and improve awareness of ILL services.] Interlibrary Loan (ILL) use

totaled 4,375 items loaned, 3,681 items borrowed, and 428 new users. B&ECPL continues to be part of the OCLC ILL group Libraries Very Interested in Sharing (LVIS), the first global OCLC no charge Resource Sharing Group. B&ECPL was a net lender in sharing our diverse collection with libraries worldwide. [Digital Collections Access: Develop and maintain a digital collections website and enhance digital discoverability.] 4 new digital collections were added and 15 items were added to existing collections for a total of 47 digital collections, accessed 1,998,626 times (an increase of 177%).

14.2 Element 2: Special Client Groups - Results

""""""""[Adult Literacy: Create a lifelong learning environment where adults can reach a level of literacy allowing them to achieve their personal, family, and work goals through education, empowerment, and engagement.] Adult tutoring and adult literacy programming totaled 650 sessions with 1,352 attendees, including 564 one-on-one programs (580 attendees), 86 group adult literacy programs (772 attendees), and adult English for Speakers of Other Languages (ESOL) programs. Partner organization Literacy New York offered the majority, with others offered by public school districts. Adult digital literacy programs totaled 618 with 1,939 attendees: 55 group programs (1,344 attendees) and 563 one-on-ones (595 attendees). Of these programs, 2 adult literacy programs (5 attendees); 36 adult digital literacy group programs (1224 attendees), and 58 one-on-ones (58 attendees) were offered virtually. [Coordinated Outreach: Partner with Member Libraries, government agencies, and community organizations to provide services and programming to Coordinated Outreach populations as defined by New York State Education Law A 273 (1) (h) (1).] An updated website designed to be responsive, user centric and ADA compliant was launched at [www.BuffaloLib.org](http://www.BuffaloLib.org). Outreach efforts resulted in 166 programs with 10,164 attendees. This included 126 regular outreach programs (7,863 attendees) and 40 virtual outreach programs (2,301 attendees). Wellness Wednesdays, held monthly at the Central Library, brought relevant health information to about 30 attendees each month through March. The Erie County Department of Health held its monthly HIV and Hepatitis-C screening program at the Central Library. A COVID-19 subject guide was developed, and thousands found up-to-date and authoritative information concerning the disease. While closed, staff continued to answer reference questions remotely via phone and email, connecting vital health and wellness resources to those in need. Closed captioned virtual programming expanded accessibility. In summer/fall, B&ECPL collaborated with the Western New York Library Resource Council (WNYLRC) Committee for Health Information Access and coordinated the distribution of hundreds of health resource kits, which included antiseptics and other personal health items for at-risk populations. The kits were available at the Central and Buffalo Branch Libraries and through in-house partner Restoration Society, Inc., which serves individuals with mental health issues and Buffalo's homeless population. [Deliver library services to underserved populations with the bookmobile and associated mobile outreach efforts.] Bookmobile services were drastically reduced in 2020 due to COVID-19. The Bookmobile traveled 2,660 miles servicing all of

Erie County, visited 14 senior living centers monthly, and made 8 monthly stops to towns that do not have a public library. The Bookmobile also visited 2 charter schools, 1 homeschool collective organization, 1 adult mental health residence and 1 daycare center on a monthly basis, and added services to 3 more sites. 5,132 items were circulated, 320 WiFi log-ins were recorded, and programs totaled 17 with 1,815 attendees. The Bookmobile was "open" 264 service hours. [Partner with Member Libraries, government agencies, and community organizations to provide services to the unemployed/underemployed.] Programs on starting a business, staffing, legal issues, training and workplace services, hiring and recruitment, resume workshops, and small business development were held onsite and then virtually, in partnership with WNY Law Center Small Business Clinic, Northland Workforce Training Center, Erie County Department of Social Services, Erie County Department of Labor, NYS Department of Corrections, Thrive Buffalo of United Way of Erie County, Buffalo Police Department, EOC, Business of Music, and Small Business Administration. The US Census Bureau used Central and Buffalo Branches as recruitment locations to hire managers and general staff for the census. The Adult Services Team's Job Outreach Program reached 624 participants. 2 job fairs were coordinated by B&ECPL staff, 1 onsite at the Central Library and 1 virtual. Over 500 individuals participated, connecting job seekers with over 37 employers and organizations. The B&ECPL offered classroom training in person, then virtually with Zoom, Facebook, and other social media outlets, assisting over 100 job seekers. Staff continued to work in partnership with The Service Collaborative of WNY, Veterans One-stop Center of WNY, the Department of Labor, Erie Community College and the Buffalo Public Schools Adult Education Program. B&ECPL surveyed attendees using the Project Outcome Job Skills Survey, which measures the impact of services designed to improve the skills needed to find and apply for jobs and advance careers; 42 survey responses were collected. Of those who agreed or strongly agreed that they benefited from the service or program, 95% felt more knowledgeable about the job-search process, 96% will use what they learned in the job-search process, 96% felt more confident about the job-search process, and 97% were more aware of resources and services provided by the library. The Adult Services Team continued its work with business development agencies, chambers of commerce, and not-for-profit organizations that offer assistance to individuals starting or running businesses in Erie County. 12 programs were conducted in person and virtually with over 600 attendees, including Straight Talk, the region's largest Small Business Development Conference held at the Buffalo Convention Center (238 entrepreneurs attended). 8 virtual programs reached 308 entrepreneurs. B&ECPL surveyed participants using the Project Outcome Economic Development Survey, which measures the impact of services designed to improve business start-up and development skills; 46 survey responses were collected. Of those who either agreed or strongly agreed that they benefited from the service or program: 92% felt more knowledgeable about what it takes to establish a business, 95% intend to apply what they learned, 94% felt more confident

about establishing a new business, and 95% were more aware of resources and services provided by the library. [Ensure library accessibility and appropriate resources for immigrants, refugees, and new learners of the English Language.] English for Speakers of Other Languages (ESOL) programming totaled 396 programs with 1,174 attendees. This included 304 one-on-one programs (320 attendees) and 92 group programs (854 attendees). 2 were virtual with 5 attendees. The Central Library and Buffalo Branches (Panty, Gonzales-Soto) hosted 6 in person ESOL & Citizenship classes, reaching 69 individuals. Staff attended a job/career fair held by the Buffalo Public School Adult Education program to introduce the 42 graduates of the English as a New Language program to available B&ECPL resources. Central Adult Services continued to work with Journey's End Refugee Services, Inc., Jericho Road Community Health Center, and the Buffalo State Community Academic Center during COVID-19 closures to introduce immigrants and refugees to needed resources. Staff provided valuable information about housing/rental assistance, support for food and meal assurance, and support for a struggling business. Central Library Programming and Outreach staff participated in 3 virtual events reaching 100 new citizens. [Correctional Facilities (State and County): Provide services to incarcerated populations and reach out to agencies working with individuals recently released from prison.] Staff have not been able to report to the Erie County Correctional Facility and Erie County Holding Center since March 2020. Law library services continued uninterrupted and totaled 14,421 transactions. Correctional Facility and Holding Center staff utilized telephone reference services to mitigate some of the staffing changes. Reforms to bail and sentencing guidelines continued to result in declining inmate populations. 12 inmates requested resume packets and received assistance in preparing a resume to have upon release. The B&ECPL continued to collaborate and provide support services to NYS Correctional Facilities at Collins, Gowanda, and Wende. [Youth Services (Youth to age 18 exclusive of Early Literacy): Ensure innovative youth programs and services to provide diverse experiences, respond to current interests, and support local curriculum and New York state Education requirements.] Programs for youth to age 18, including one-on-one programs, totaled 2,917 programs and 75,170 attendees. 942 were virtual programs with 51,582 attendees. Children's Services provided programming at the Central Library and off-site outreach events prior to March 17th, including classroom and group visits from public, private, and charter schools ranging from Pre-K to grade 12. Youth programs for the general public varied in size and method, including large scale programming like Take Your Child to the Library Day, the Buffalo Beauts professional women's hockey team reading stories, and a teaching artist in partnership with Young Audiences of WNY. Engineers' Week provided STEM-centric activities; Rainbow Fish Storytime, presented by Shea's Performing Arts Center, featured the Marcus Pfister book read in English, Spanish and French; and children's author/illustrator Hervé Tullet presented a community painting workshop in partnership with the Albright-Knox Art Gallery. Staff attended public and charter school family literacy

nights and community events. Off-site programs were offered with community partners, including Canisius College Kids Day, Buffalo Philharmonic Orchestra Buffalo Concert, and John R. Oishei Children's Hospital. Take & Make bags featuring educational activities for children of all ages were offered to patrons. Explore & More, The Ralph C. Wilson, Jr. Children's Museum, provided STEAM kits for patrons at the Central Library and Buffalo Branches. A tortoise and hare floor print activity was created in the B is for Book: Children's Stories Through the Centuries exhibit at the Central Library to highlight the Aesop's Fable and provide a socially distanced, active play area. Diverse, inclusive titles and award winners were featured in the exhibit to show how children's literature evolved. Scavenger hunt activities were available for visitors in addition to a virtual exploration game. Virtual library programming included STEAM Challenges, Classic Children's Literature Read-Alouds, DIY Sensory Programs, Family Art Breaks, storytelling for children of all ages, Coming Out Day activities, and monthly Bilingual Storytimes (Spanish). Virtual outreach included: Buffalo Waterfront, Every Person Influences Children Canalside Storytime, First Night Buffalo New Year's Eve, School Librarians Association of WNY, and WNY Book Arts. Summer reading programs to help prevent the loss of skills gained in school and help students prepare for the next grade consisted of storytimes, performances with reading positive messages, and contests that incentivized summer reading. A System-wide online summer reading challenge was offered through Readsquared for participants to submit book reviews for a chance to win prizes, and additional activities such as scavenger hunts, tracking time read, and games to earn digital badges. A similar online challenge was offered in winter for patrons of all ages. Staff attended Buffalo Public Schools' device distribution days and issued over 600 library cards and spoke with over 750 families about library resources. A Student Digital Card, for Erie County residents in K-12 schools, was implemented to allow students to borrow eBooks and eAudiobooks, download music, and get homework help using online encyclopedia and magazine articles. Central's Teen Advisory Group (TAG), an ongoing literacy based project, met virtually. TAG voted on graphic templates for the #becplcreateyourdreamlibrary social media challenge, provided feedback for teen Take & Make bags and virtual craft hangouts, submitted book recommendations for a TAG Recommendations Pinterest board, wrote library advocacy letters, and coached the Tirade of the Tomes book trivia competition. Rising Voices, a monthly book group, continued virtually for teens to discuss current issues. Reader's Quest Middle School Book Club also took place virtually with discussions, trivia, scavenger hunts, and writing activities. The Online Manga Club met via Discord to brainstorm comic ideas, watch anime, and discuss manga. Children's Services provided support to System Youth Services staff through semi-annual Youth Services Group meetings and material support to System libraries, including offering kits and other programming materials (books, music CDs, activity sheets, puppets, felt/flannel stories, STEM resources, craft supplies, and Ellison die cut orders). The Youth Services webpage was updated

with resources for digital programming, publisher permissions, Take & Make activities, virtual learning/homeschooling, performers, and professional development opportunities. [Early Literacy (Birth to School Age with Parents/Caregivers): Provide birth to school-age children with diverse programs and services designed to enrich, enlighten, educate, stimulate imagination, and prepare children for the school environment.] Early literacy programs, including birth to school-age, parent/caregiver and combined audience programs, totaled 1,812 programs with 140,456 attendees. 895 were virtual programs with 121,059 attendees. Children's Services provided early literacy programming at the Central Library, outreach events, and community organizations, which included Baby, Toddler, Preschool, and Family Storytimes, and Scooping, Pouring, Playing, Learning: Sensory Box Playtime. The Library visited pediatric patients at John R. Oishei Children's Hospital to read stories and sing songs on a monthly basis. Preschool and kindergarten classes visited the library for stories and to learn about library resources. Virtual programming was offered to babies, toddlers and preschoolers. A DIY Sensory program for parents/caregivers was presented on the Central Library Facebook feed; 14 sensory inclusive videos were posted with over 5,000 views. Over 800 early literacy titles were distributed to patrons across the System, with bags of information about upcoming programs, developmental tips, and library resources. Material support through board books, kits, craft supplies, and other programming materials were also provided to System libraries (storytime kits, puppets, big books, felt stories, and Ellison die cuts). """"""""""

14.3 Element 3: Professional Development and Continuing Education - Results

[Inspire excellence in library services by increasing opportunities for continuing education/professional development and training for all B&ECPL staff.] Staff Development Day was cancelled, but a broad variety of training sessions were offered to employees, including targeted training for customer service, technology, and special populations. The pivot to mostly web-based training starting in April had the benefit of making programs more accessible to staff System-wide. The most popular program, Customers Without Masks: Simple Strategies That Get Customers to Follow Your COVID-19 Policies, was completed by 92 employees. By comparison, the best-attended non-mandatory program in 2019 had 39 attendees. The TechKnow Lab offered online training on updates to Overdrive and eBook access, attended by 52 staff members, and how to use Discord for library purposes, attended by 9 staff. Webinars were purchased for specific areas. Technology training included: Best Practices for Apps in Storytime; Civic Technology 101 for Libraries; Inclusive Technology for Babies to Teens in the Library; Part Playground, Part Laboratory: Building New Ideas at Your Library; and We're All Tech Librarians Now. Working with special populations training included: Bringing Technology & Arts Programming to Senior Adults; Early Childhood Experience Beyond Libraryland: Serving Refugee and Immigrant Families; Enhancing the Digital Experience for Library Patrons with Disabilities; and Understanding Trauma-Informed Approaches in Public Libraries. 53 programs were offered to staff: 21 in-house training sessions

(in-person or virtual), 1 live program from an external trainer, and 31 online programs. 3,906 employee training and development sessions (in-house, external, or online) were reported in 2020, a slight increase from 2019 (1.8%). [Foster an environment to ensure informed and active library trustees system-wide.] B&ECPL System Administration continued its effort to educate and inform Library System trustees. Training was conducted during 2 Association of Contracting Library Trustee (ACT) virtual meetings. System Director Mary Jean Jakubowski provided individual training to member library boards as requested. Trustees were notified of various webinars and training programs sponsored by the New York Library Association, New York Library Trustees Association, and other relevant organizations. B&ECPL Administration continued to update the trustee website to facilitate access to current, relevant information and resources, and to foster communication among trustees. New member library trustees were provided a copy of the Handbook for Library Trustees of New York State, 2018 edition.

14.5 Element 5: Consulting and Development Services - Results

[Actively provide System resources designed to meet the varying needs expressed by member libraries.] The centralized Human Resources Department adapted and continued improving its System-wide training strategy by pivoting to provide web-based training to staff, which had the benefit of being accessible across all library locations as well as to staff working remotely. Overall, 43 of the 53 training programs offered in 2020 (81.1%) were attended by member library staff, a slight decrease of 3.9%. However, 27 of the 31 (87.1%) webinars offered were attended/viewed by member library staff, which was an increase of 5.1% from 2019 for that category. In-house training topics were designed to meet the needs of staff from all libraries, including: 2020 Census Training, A+ Customer Service, Discord Training, Financial Training, Libby & eBooks, State Report Non-Financial Help Session, and Zoom Meetings Training. Online training was reviewed for relevance and accessibility to System libraries; whenever possible webinars were archived and made available on the staff intranet. HR also arranged and monitored the progress of System-wide compliance training; all B&ECPL staff completed the online training modules Harassment Prevention: A Commonsense Approach and Workplace Violence: The Early Warning Signs, hosted by Kantola Productions. 482 employees completed the modules during the annual training period and 50 new employees completed the training as part of their new hire orientation. [Provide advice and assistance to member libraries to ensure policies and governance meet legal requirements and reflect the organization's values.] 4 System-wide policies were reviewed and amended as necessary: Circulation Policy, Equal Employment Opportunity & Anti-Harassment Policy, Internet Safety and Acceptable Use Policy, and Sexual Harassment Prevention Policy. 3 new System-wide policies were developed: Protective Measures to Reduce Risk of Exposure to COVID-19, Reopening Plan, and State of Emergency/Quarantine Leave Policy. 8 B&ECPL (Central Library/Buffalo Branch Libraries) policies were reviewed and amended as necessary: Central Library Access Ramp Policy, Conflict of Interest Policy, Ethics Policy, Information Technology

Security Policy Manual, Lost and Found Policy, Procurement Policy, Rules of Conduct, and Whistleblower Policy. 3 new B&ECPL (Central Library/Buffalo Branch Libraries) policies were developed: B&ECPL COVID-19 Micro-Cluster Plan, COVID-19 Reopening Safety Plan, and Telecommuting Policy.

14.6 Element 6: Coordinated Services - Results

[Virtual Reference: Provide a variety of electronic referral points, which patrons and member libraries can rely on to answer any questions in a timely manner.] B&ECPL patrons had many ongoing avenues open for communication with the Library System. The 716-858-8900 telephone line continued to be available during closures. Staff received reference questions, borrower account and Overdrive/eBook queries, comments, and complaints, and made directional referrals. Most queries were handled on the spot; more complex questions were referred to subject departments. The "Contact Us" email portal remained accessible via the B&ECPL website 24/7. AskUs 24/7 chat reference service was available to answer patron reference questions. B&ECPL member library staff had continued access to System-related information. The staff intranet, containing policies, forms, directories, statistics, and avenues for communication with Administration and among staff via forums, was available on all staff workstations and through remote access. Staff members were provided with email accounts, and announcements, memos, and updates were sent regularly.

[Digitization Services: Provide local content management system and digitization services for prioritized special collections; provide guidance for outsourced digitization and off-site content management, including backup and storage for long-term sustainability.] The Digitization Committee continued to initiate and facilitate the selection, digitization, storage, and electronic access to resources in the System's collections. The Committee provided ongoing expertise on types of projects to propose and possible funding options for outsourced digitization. The Committee continued to maintain Omeka, an open-source internal management system, and facilitated System-wide collections on the consortium platforms New York Heritage and NYS Historic Newspapers.

[(Other) General Coordinated Services for Members: Provide System-coordinated, centralized library services that are cost-effective and ensure efficient operation and outstanding service to the residents of Erie County.] The B&ECPL System provided access to 31 databases and 15 NOVELny databases in-library or remotely. Database searches totaled 302,354. \$194,642 was expended on databases, \$62,715 of which was paid through Central Library Book Aid (CLBA). Additional services provided to member libraries included: consolidated purchasing services and supply fulfillment from the Business Office, including personnel protective equipment (PPE) and cleaning supplies related to the COVID-19 pandemic; access to remote meeting services including ZOOM and GoToMeeting; publicity and graphics support for library programs and events, closings, and curbside offerings from the Development and Communications Department; administration of the E-Rate Program for all libraries; and centralized delivery services of materials to all libraries by the Shipping Department, including regular assessment of routes to ensure efficient and timely delivery. The System also provided Directors and Officers



Insurance for the System board trustees and administrators, member library directors, and member library trustees; Crime Insurance for library staff and all trustees; and General Liability Insurance for all libraries.

14.7 Element 7: Awareness and Advocacy - Results

[Provide education and training to support Library System initiatives and services to library staff, trustees, volunteers, and the community.] The B&ECPL Development & Communications Department worked to increase awareness among internal and external constituents, including the distribution (online and in library) of 3 public surveys. Over 6,100 responses were received. Questions pertained to use of the library, COVID-19 safety expectations in libraries, and measurement of program satisfaction. 6 online surveys were administered to B&ECPL managers and directors on topics ranging from the US Census and One Community One Book marketing collateral to reopening schedules. In an effort to communicate library priorities and the value of libraries, the System made presentations and provided support materials including online links, hardcopy letters, training videos, posters, and flyers to member library managers and directors on topics ranging from the library's resources for the US Census, social distancing protocols, using the LibCal calendar software for virtual programming, and addressing County, State and federal library funding and advocacy. 43 media releases/media invitations were issued and presented or co-presented for media events on a new library card, community partnerships, advocacy, and construction aid. More than a dozen media interviews took place (TV, radio, print, social media) with the Library Director and administrative staff on topics ranging from COVID-19 closures, reopenings, safety protocols, Census support for the public, virtual programming, and Rotary Reads Kids Clubs. The B&ECPL issued 13 mass emails to 40,000 - 100,000+ library card holders. Yearly marketing materials communicating the value of B&ECPL were produced including a Return on Investment piece, Yearend Statistic posters, and The Annual Report of the Director. Materials were distributed in libraries, online, through email, and by US mail. Information pertaining to library services and programs was posted on the System website and social media pages. Each library was sent a series of weekly social media posts communicating library priorities. This allowed for public messaging to come out as "one voice" to reinforce the library brand. [Provide elected officials from all levels of government with information to increase awareness and promote library initiatives, programs, and services.] 13 B&ECPL administrators, trustees, member library directors, and staff attended NYLA Advocacy Day in Albany on February 25, 2020. The local contingent gathered with libraries from across the state and met individually with Western New York Assembly and Senate members and/or their staff to provide updates and statistics and seek support for reinstatement of funding cuts in the Governor's proposed budget. B&ECPL administrators, member library directors, and other library professionals attended 13 local meetings to discuss the importance of funding with members of the WNY legislative delegation before the annual New York State budget vote. Library cardholders and supporters were asked to sign an online letter to the WNY delegation in February/March 2020.

For the third consecutive year, Library System Administration was invited to attend and present about the value of libraries at a local meeting of members of the Western New York State delegation of elected officials. Over 35 email messages were sent to 92 elected officials and their staff members about COVID-19 closures, Census community support activities, virtual programs, and initiatives. The Return on Investment and Yearend Statistics were mailed or hand delivered to all Erie County, City of Buffalo, and New York State elected officials. A letter writing campaign to Erie County officials resulted in 725 signed letters encouraging passage of the 2021 budget proposed by the County Executive.

14.8 Element 8: Communication among Member Libraries and/or Branch Libraries - Results

[Actively foster and facilitate effective, efficient communication and collaboration between and among the Library System, member libraries, and all staff to better serve library users and the community.] B&ECPL managers and directors were surveyed on topics such as using the LibCal calendar application to promote in-person and virtual programs, Census Day plans, reopening schedules, social distancing signage, and programming. Results were shared in meetings and posted on the staff intranet. 26 email messages were sent to B&ECPL managers and directors about advocacy, social media tools, updating calendars, and communicating with the public and elected officials. More than 127 email messages were sent to all B&ECPL staff on topics including media exposure, programming, advocacy, patron surveys, and promotions. B&ECPL Administration and managers hosted System-wide and department meetings both virtually and in-person throughout the past year. 3 Manager-Director Meetings took place in-person and 8 were held virtually. Surveys were conducted to determine which aspects of the monthly meeting were most/least useful and to improve upon the timing/location/format. In February 2020, 62% of managers indicated they would be interested in a remote option for the meetings; in April, by necessity, the meetings were migrated to virtual platforms. This change has resulted in increased engagement with System library staff. From July - December 2019 on average 14.5 of the 22 System libraries had representation at the monthly meeting; by comparison, from July - December 2020 on average 19.7 of the 22 System libraries were represented.

14.9 Element 9: Cooperative Efforts with Other Library Systems - Results

[Participate in collaborative programs and activities with other local or regional library systems and library consortia, as well as participate in statewide and national organizations.] The B&ECPL had a representative on the WNYLRC Board of Trustees and on 6 of the 7 WNYLRC committees in 2020, including: the Committee for Health Information Access (Chair), Continuing Education Committee (Chair), High School to College Committee, Preservation Committee, Resource Sharing Committee, and Western New York Library Assistants Committee. The B&ECPL also had representatives on NYLA's Civil Service Task Force, PULISDO's Diversity, Equity and Inclusion Committee, DLD/PULISDO's Reopening and Minimum Open Hours Committee, and the Board of Trustees for the Labor Management Healthcare Fund. B&ECPL staff attended many national, state, and regional conferences in 2020, including: Association of

Bookmobile and Outreach Services Conference (3 attendees); Association of College and Research Libraries Together Wherever Virtual Event (1); ALA Annual Conference (5); bbcon2020 (1); Library 2.0 Conference (5); Library 2.020: Sustainability in Libraries (3); Library Journal Day of Dialog (2); Library Journal Summit (1); LibraryCon Live! (3); Media Mentorship Forum (1); Middle Grade Magic Conference (6); New York Archives Conference (1); NYLA Annual Conference (3); NYS Library System Outreach Coordinators Conference (1); PLA Conference (12); RootsTech 2020 Conference (1); SirsiDynix Connections Summit (2); School Library Journal Day of Dialog (3); SLJTeen Live! (3); Tech Camp Conference (2); and WNYLRC's Intersect Unconference (6).

14.10 Element 10: Construction - Results

[Support the replacement, renovation, rehabilitation, and addition of library buildings and infrastructure through system-wide coordination of the State Aid for Libraries Construction Program.] System staff assisted in coordinating, providing guidance, and reviewing a total of 3 projects submitted for 2020-2021 State Aid for Library Construction, with recommended funding totaling \$641,863. Those projects include: Isaías González-Soto Branch, Buffalo - replace the roof, original single pane windows, asbestos-containing flooring, and circulation service area (with ADA compliant circulation station); Grand Island Memorial Library - sidewalk/light-pole replacement; and North Collins Library - convert interior lighting to LEDs. [Assist member libraries with facility planning in an effort to achieve welcoming environments and efficient, sustainable library buildings and grounds.] B&ECPL continued multi-year phased work to convert lighting at the Central Library and Buffalo Branch Libraries to more efficient LED lighting. As of the end of 2020, approximately 95% of regularly used lighting in the Central Library and Buffalo Branches have been converted to LED. National Grid rebates helped lower the net cost. B&ECPL staff continued to provide guidance and assistance for member libraries considering or implementing LED conversion projects, which in 2020 included the City of Tonawanda, Clarence, Collins, Grand Island, Marilla Free, and North Collins libraries. The System provided local match funding for projects implemented in 2020 at the Clarence, Grand Island, and Marilla Free libraries, which, combined with the System's successful applications for National Grid and NYSEG rebates, covered the full cost of these conversions. For LED conversion at the North Collins Library, System funds combined with NY State Aid for Library Construction and anticipated National Grid rebates will help fund the project.

14.11 Element 11: Central Library - Results

[Funds from the CLDA and CLBA will support the Central Library's function as a major reference, information and electronic resource in the Buffalo & Erie County Public Library System. In addition, funds will be used to support improved service initiatives and major programming and/or exhibits to benefit member libraries as well as residents of the County of Erie and beyond.] 57 titles were ordered in languages other than English for various member libraries. CLBA was used for 2 databases for the region's foreign language speaking population. Pronunciator offers instruction for

beginner, intermediate, and advanced students in 80 foreign languages. SCOLA provides authentic foreign language resources in more than 175 native languages and receives and re-transmits foreign TV programming from around the world. CLBA was also used to provide continued access for patrons and staff to major databases for genealogical research, ProQuest's Ancestry Library and Heritage Quest. CLDA helped sustain the Central Library's Grosvenor Room, a center for local history and genealogical research. The Special Collections Division continued to promote and exhibit the B&ECPL's Rare Book Collection, making the Central Library a focal point for tourism and research throughout and beyond Erie County. CLDA was utilized to supplement wages of Special Collections staff who planned and implemented many of the programs and exhibits held at the Central Library, especially those related to items from our Rare Book Collection. In September, a new, large scale exhibit, B is for Book: Children's Stories Through the Centuries, opened in the Collections Gallery. It will run for 2 years and features over 200 books from the Rare Book Collection's children's book collection, including alphabet books, fairy tales, instructional books, mechanical books, picture books, and storybooks. CLDA also provided funding for staff to assist library patrons in using public access computers and staff members to shelve and retrieve items in the various collections throughout the building.

- |       |                                     |   |
|-------|-------------------------------------|---|
| 14.12 | Element 12: Direct Access - Results | <a href="https://www.buffalolib.org/system-wide-policies/free-direct-access-plan">https://www.buffalolib.org/system-wide-policies/free-direct-access-plan</a> |
| 14.13 | Element 13: Other Goal(s) - Results | N/A   |

## 15. Current system URL's

- |      |                                 |   |
|------|---------------------------------|---|
| 15.1 | System Home Page URL            | <a href="http://www.buffalolib.org">www.buffalolib.org</a>  |
| 15.2 | URL of Current List of Members  | <a href="https://www.buffalolib.org/locations-and-hours">https://www.buffalolib.org/locations-and-hours</a>   |
| 15.3 | URL of Current Governing Bylaws | <a href="https://www.buffalolib.org/board-trustees/bylaws">https://www.buffalolib.org/board-trustees/bylaws</a>   |
| 15.4 | URL of Evaluation Form          | <a href="https://www.buffalolib.org/stafftrustee-surveys-2020">https://www.buffalolib.org/stafftrustee-surveys-2020</a>   |
| 15.5 | URL of Evaluation Results       | <a href="https://www.buffalolib.org/stafftrustee-surveys-2020">https://www.buffalolib.org/stafftrustee-surveys-2020</a>   |
| 15.6 | URL of Central Library Plan     | <a href="https://www.buffalolib.org/sites/default/files/library-system/2017-2021%20Central%20Library%20Plan%20FINAL-a.pdf">https://www.buffalolib.org/sites/default/files/library-system/2017-2021%20Central%20Library%20Plan%20FINAL-a.pdf</a> |
| 15.7 | URL of Direct Access Plan       | <a href="https://www.buffalolib.org/system-wide-policies/free-direct-access-plan">https://www.buffalolib.org/system-wide-policies/free-direct-access-plan</a>   |

## 16. Assurance and Contact Information

### CONTACT INFORMATION

- |      |   |                  |
|------|---|------------------|
| 16.1 | Contact name (person completing report)                             | Angela Pierpaoli |
| 16.2 | Contact telephone number (enter 10 digits only and hit the Tab key) | (716) 858-7161   |

16.3 Contact e-mail address pierpaolia@buffalolib.org

**ASSURANCE**

16.4 The Library System operated under its approved Plan of Service in accordance with the provisions of Education Law and the Regulations of the Commissioner, and assures that this "Annual Report" was reviewed and accepted by the System Board/Council on (date - mm/dd/yyyy) 4/15/2021

**APPROVAL** (for New York State Library use only/not a required field)

16.5 The Library System's Annual Report and Projected Annual Budget were reviewed and approved by the New York State Library on (date - mm/dd/yyyy).

**Suggested Improvements**

Library System Buffalo and Erie County Public Library

Name of Person Completing Form Angela Pierpaoli

Phone Number and Extension (enter area code, telephone number and extension only): 7168587161

Please share with us your suggestions for improving the *Annual Report*. When providing feedback, if applicable please indicate the question number each comment/suggestion refers to. Thank You! Thank you. No additional comment.

# Buffalo and Erie County Public Library Annual Report for Library Systems - 2020 (Public Library Systems 2020)

## 1. General System Information

- 1.20 Federal Employer Identification Number  
**Note:** Federal Employee Identification Number listed here is for the County of Erie, who maintains the banking and employment records for the BECPL. The BECPL has a separate tax identification number of 16-6032029.
- 1.23 School District  
**Note:** In addition to the Buffalo School District, the BECPL provides public library services to residents of all the school districts of Erie County.
- 1.49 For the reporting year, has the system experienced any unusual circumstance(s) that affected the statistics and/or information reported (e.g. natural disaster, fire, closed for renovations, massive weeding of collection, etc.)? Indicate Y for Yes, N for No. If Yes, please annotate using the note.  
**Note:** As a result of the COVID-19 pandemic and Gubernatorial workforce reduction orders, Central and city branches were closed 3/17/2020-5/31/2020. Central and two city branches were open the first week of June for curbside/walkup only, and then opened for limited hours and services. As of 9/12, Central and city branches went back up to minimum standard hours, but when the state went to micro-cluster zones 11/20, libraries closed for curbside/pickup only, reopening for limited hours and services 12/28. Also, Dudley Branch closed 11/18/2019-1/11/2020 for construction.

## 2. Personnel Information

No Notes

## 3. System Membership, Outlets and Governance

- 3.44 The date the board president took the Oath of Office (mm/dd/yyyy)  
Repeating Group 1  
**Note:** Trustee Bucki served as a holdover trustee from January 2017 through March 2017 when reappointed.
12. Term Expires - Year (YYYY) or N/A  
**Note:** Trustee K. Johnson is currently serving as a holdover trustee for the term to run from January 2020 through December 2024 until reappointed or replaced by a new trustee. The Mayor of the City of Buffalo must recommend reappointment/replacement of this position. The appointment is subsequently approved by the Erie County Executive with the confirmation

required by the Erie County Legislature. Per NY Not for Profit Corporation Law, Sec. 703(c) "Each director (this includes trustees) shall hold office until the expiration of the term for which he is elected or appointed, and until his successor has been elected and qualified."

Repeating Group 3

- 12. Term Expires - Year (YYYY) or N/A

Trustee Bedenko is currently serving as a holdover trustee for the term to run from January 2020 through December 2024 until reappointed or replaced by a new trustee. The reappointment/replacement of this position falls to the Erie County Executive with the confirmation required by the Erie County Legislature. Per NY Not for Profit Corporation Law, Sec. 703(c) "Each director (this includes trustees) shall hold office until the expiration of the term for which he is elected or appointed, and until his successor has been elected and qualified."

Repeating Group 8

- 12. Term Expires - Year (YYYY) or N/A

Trustee El-Behairy is currently serving as a holdover trustee for the term to run from January 2020 through December 2024 until reappointed or replaced by a new trustee. The reappointment/replacement of this position falls to the Erie County Executive with the confirmation required by the Erie County Legislature. Per NY Not for Profit Corporation Law, Sec. 703(c) "Each director (this includes trustees) shall hold office until the expiration of the term for which he is elected or appointed, and until his successor has been elected and qualified."

Repeating Group 9

- 12. Term Expires - Year (YYYY) or N/A

Trustee Gist is currently serving as a holdover trustee for the term to run from January 2021 through December 2025 until reappointed or replaced by a new trustee. The Mayor of the City of Buffalo must recommend reappointment/replacement of this position. The appointment is subsequently approved by the Erie County Executive with the confirmation required by the Erie County Legislature. Per NY Not for Profit Corporation Law, Sec. 703(c) "Each director (this includes trustees) shall hold office until the expiration of the term for which he is elected or appointed, and until his successor has been elected and qualified."

Repeating Group 11

- 12. Term Expires - Year (YYYY) or N/A

**Note:** Trustee T. Johnson is currently serving as a holdover trustee for the term to run from January 2021 through December 2025 until reappointed or replaced by a new

trustee. The reappointment/replacement of this position falls to the Erie County Executive with the confirmation required by the Erie County Legislature. Per NY Not for Profit Corporation Law, Sec. 703(c) "Each director (this includes trustees) shall hold office until the expiration of the term for which he is elected or appointed, and until his successor has been elected and qualified."

Repeating Group 12

- 12. Term Expires - Year (YYYY) or N/A

**Note:**

Trustee Kelly is currently serving as a holdover trustee for the term to run from January 2021 through December 2025 until reappointed or replaced by a new trustee. The reappointment/replacement of this position falls to the Erie County Executive with the confirmation required by the Erie County Legislature. Per NY Not for Profit Corporation Law, Sec. 703(c) "Each director (this includes trustees) shall hold office until the expiration of the term for which he is elected or appointed, and until his successor has been elected and qualified."

Repeating Group 1

- 13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position).

**Note:**

Trustee K. Johnson was appointed in December 2017 to fill the remainder of Phyllis Horton's term, for which Ms. Horton was serving as a holdover trustee. That term was from January 2015 through December 2019.

Repeating Group 8

- 13. Is this trustee serving a full term? If No, add a State Note (for example, this trustee was appointed to complete the remainder of a term of a trustee who resigned their position).

**Note:**

Trustee El-Behairy was appointed in March 2019 to fill the remainder of Wayne Wisbaum's term. Mr. Wisbaum was serving as a holdover trustee and then passed away during that term. That term was to run from January 2015 through December 2019.

Repeating Group 5

- 14. The date the trustee took the Oath of Office (mm/dd/yyyy)

**Note:**

Trustee Berlow served as a holdover trustee from January 2019 through October 2019 when reappointed.

Repeating Group 6

- 14. The date the trustee took the Oath of Office (mm/dd/yyyy)

**Note:**

Trustee Burd served as a holdover trustee from January 2017 through March 2017 when reappointed.

Repeating Group 9

- 14. The date the trustee took the Oath of Office (mm/dd/yyyy)

**Note:**

Trustee Gist served as a holdover trustee from January 2016 through October 2016 when reappointed.

Repeating Group 10

- 14. The date the trustee took the Oath of Office (mm/dd/yyyy)

**Note:**

Trustee Housh served as a holdover trustee from January 2019 through March 2019 when reappointed.



Repeating Group 11

- 14. The date the trustee took the Oath of Office (mm/dd/yyyy) **Note:** Trustee T. Johnson served as a holdover trustee from January 2016 through March 2017 when reappointed.

Repeating Group 12

- 14. The date the trustee took the Oath of Office (mm/dd/yyyy) **Note:** Trustee Kelly served as a holdover trustee from January 2016 through March 2017 when reappointed.

Repeating Group 13

- 14. The date the trustee took the Oath of Office (mm/dd/yyyy) **Note:** Trustee Panty served as a holdover trustee from January 2018 through October 2019 when reappointed.

Repeating Group 4

- 1. Status **Note:** Previously held by Sara Fuller, who was Librarian I at Buffalo & Erie County Public Library in charge of Employment and ESL Outreach.

**4. Public Library System Transactions and Collection: Borrowers/Visits/Circulation/ Holdings**

- 4.2 System Visits **Note:** As a result of the COVID-19 pandemic and Gubernatorial workforce reduction orders, Central and city branches were closed 3/17/2020-5/31/2020. Central and two city branches were open the first week of June for curbside/walkup only, and then opened for limited hours and services. As of 9/12, Central and city branches went back up to minimum standard hours, but when the state went to micro-cluster zones 11/20, libraries closed for curbside/pickup only, reopening for limited hours and services 12/28. Also, Dudley Branch closed 11/18/2019-1/11/2020 for construction. Curbside/pickup visits are included because the data that excludes those services is not available.

- 4.7 Successful Retrieval of Electronic Information **Note:** Databases and Freegal

**5. System Services**

- 5.31 Number of stops (pick-up and delivery sites per week) **Note:** Covid-19 pandemic affected volume totals and staff hours.
- i. Other (describe using the note) **Note:** Payroll; benefits administration; Centralized Human Resources; Integrated Library System (including online catalog); children and adult programming teams; coordinated e-Rate funding; grants administration; public technology training; graphics and publicity; Centralized Collection Development; outside service to assist with the recovery of overdue items, fines and fees; RFID self-check/theft-deterrent

5.80 Number of BOOKS BY MAIL loans  
 Number of institutions served  
 5.84 other than jails or correctional facilities  
 Repeating Group 1

systems; Wide Area Network support including public WiFi; public computers with automated log-on software; insurance coverage  
**Note:** There is a new Library by Mail program being piloted in 2021.  
**Note:** Erie County Youth Detention Center

1. Service provided  
 Repeating Group 2

**Note:** The Library on Wheels Bookmobile (mobile library) provides older adult appropriate programming, readers advisory services, and mobile device support to 14 nursing/retirement homes. The Bookmobile also brings a variety of circulating materials each visit as well as requested materials from residents.

1. Service provided  
 Repeating Group 3

**Note:** The Bookmobile visits schools, a Head Start program, and various afterschool programs to offer library materials, programming and technology to students who would otherwise not have access to a library. The Central Library Launch Pad also meets monthly with two different Boys and Girls Clubs to promote STEAM and STEM activities.

1. Service provided  
 Repeating Group 4

**Note:** The Bookmobile visits facilities where patrons attend schools or live, in which we offer all library materials and the opportunity for special accommodations with collections and due dates. (Buffalo Hearing and Speech Rosewood School (K-2) - school for students with special needs and Ebenezer Square Apts. - housing for adults with psychiatric disabilities.)

1. Service provided  
 Repeating Group 5

**Note:** The library brings laptops to Jericho Road Community Health Center to provide immigrants and refugees with access to library and community resources.

1. Service provided  
 Repeating Group 6

**Note:** B&ECPL provides reading material and storytimes to children whose parents have meetings, appointments or hearing dates with Erie County Family Court.

1. Service provided

**Note:** B&ECPL provides reading material and storytimes to children unable to leave the hospital.

**5A. COVID**

CV6 Enter the Number of Weeks System Headquarters Building  
**Note:** 11 weeks closed, and 6 weeks curbside/walkup (pickup) only

Closed Due to COVID-19. This is the number of weeks during the year that due to the Coronavirus (COVID-19) pandemic, the library system headquarters building was physically closed, and the public/member library staff could not enter, when it otherwise would have been open.

## 6. Operating Funds Receipts

6.9 Construction for Public Libraries Aid **Note:** Awarded \$1,015,073 in Construction Aid in 2019. Lesser award of \$862,840 in 2020

6.36 Special Legislative Grants and Member Items **Note:** No funding received in 2020

6.44 **Total State Aid Receipts** (total questions 6.5 through 6.14, questions 6.20 through 6.22, questions 6.26 through 6.27, questions 6.36 through 6.41, and question 6.43) **Note:** 20% of State Aid Awards held by state until 2021 (Questions 6.5-6.27), except for Construction Aid (6.9)

### Repeating Group 1

1. Receipt category **Note:** This represents proceeds for library charges included fines, lost books, printing and copy machines. Amount less than prior year due to Covid-19

### Repeating Group 2

1. Receipt category **Note:** This represents proceeds from rental of space within the Central Library. Tenants are non-for-profit agencies that following the Library's mission. Included is Literacy New York, Young Audiences of Western New York, Hispanic Heritage Council, and Buffalo Presidential Center

### Repeating Group 3

1. Receipt category **Note:** This represents proceeds commissions received from vendors providing services to the Central Library

### Repeating Group 4

2. Amount **Note:** This represents other revenues that do not fit into any other category, primarily the contractual return to system payments from B&ECPL member libraries (\$318,979)

## 7. Operating Fund Disbursements

7.6 Print Materials Expenditures **Note:** Reduced purchases due to Covid 19

7.7 Electronic Materials Expenditures **Note:** Increase in use of electronic resources (E-books) due to Covid-19

7.8	Other Materials Expenditures	<b>Note:</b> Reduced purchases due to Covid 19
7.9	<b>Total Collection Expenditures</b> (total questions 7.6 through 7.8)	<b>Note:</b> Reduced purchases due to Covid 19
7.11	Central Library Aid (CLDA/CBA)	<p>B&amp;ECPL is both System Headquarters as well as Central Library, therefore there is no transfer to member libraries. Question # 11.4 of Buffalo &amp; Erie County's Public Library reports the receipt of the</p> <p><b>Note:</b> funds from NYS, and question 7.11 is reported as zero, because the expenditure of the funds are included in Library Materials and Personnel expenses for Central Library of Buffalo &amp; Erie County Public Library</p>
7.19	Book/Library Materials Grants	<b>Note:</b> Reduced purchases due to Covid-19
7.23	Other Vehicles	<b>Note:</b> Purchase of new shipping truck
7.36	Total Operation & Maintenance of Bookmobiles and Other Vehicles	<b>Note:</b> Bookmobile usage was limited due to Covid-19
7.39	Telecommunications	<p>Increase due transfer for Central Library phone system</p> <p><b>Note:</b> from Erie County's provided service. Elimination of e-rate reimbursement for telephone service.</p>
7.43	Travel	<b>Note:</b> Reduction due to Covid-19. In person conferences cancelled, replaced by webinars.
7.44	Fees for Consultants and Professionals - Please include a Note with the consultants' or vendors' names and a brief description of the service(s) provided.	<p>Professional Fees in excess of \$10,000: Bond Schoeneck &amp; King (Legal) \$62,902; Erie County</p> <p><b>Note:</b> Purchasing \$28,251; Alan Rozansky (Security Consultant) \$33,136; ESC Conservation (Rare Book Conservation) \$19,000</p>
7.45	Membership Dues - Please include a State Note listing Professional Organization Memberships for which dues are being paid.	<p>Western NY Library Resource Council (AskUs 24/7) \$6,881. New York Library Association (Excelisor Membership)\$2,500. Buffalo Niagara Partnership (Institution) \$1,944. Public Library Systems Directors</p> <p><b>Note:</b> Organization \$400. Empire Library Delivery \$1,247 Assoc of Bookmobile &amp; Outreach Services \$49 Leave a Legacy \$250 Customer of Sirsi User Group \$100 New York Library Association (Individual Membership) \$199 Library Trustee Association \$600</p>
Repeating Group 1		
1.	Expense category	<p>This category represents expenditures for Electronic Assess for Buffalo &amp; Erie County Public Library. This</p> <p><b>Note:</b> includes charges for OCLC services, access for Integrated Library System, and corresponding support services</p>
Repeating Group 2		
1.	Expense category	<p>This category represents expenditures that do not fit into any other categories: Small equipment purchases, rentals and repairs; Clothing Supplies; Training &amp;</p> <p><b>Note:</b> Education; Insurance, and Other Expenses</p>

- 7.51 From Local Public Funds (73PF) **Note:** Interest on Bonds issues by the County of Erie on behalf of the Buffalo & Erie County Public Library
- Total Bank Balance (total question #2 of Repeating Group #15)** **Note:** Buffalo & Erie County Public Library funds are pooled in the same bank accounts as the funds for Erie County, managed by the Erie County Comptroller.

**8. Capital Fund Receipts**

- 8.9 CASH BALANCE – Beginning of Current Fiscal Reporting Year: Public Library Systems – January 1, 2020. (Same as closing cash balance at the end of previous fiscal reporting year: Public Library Systems – December 31, 2019.) **Note:** Awaiting completion of construction projects at Central Library and Crane Branch.

**9. Capital Fund Disbursements**

- 9.1 Total Construction **Note:** Expenses related to Construction projects at Central Library and Dudley Branch Library

**12. Projected Annual Budget For Library Systems**

No Notes

**13. State Formula Aid Disbursements**

Repeating Group 1

- 1. Type of travel **Note:** Central Library staff members will travel to outside organizations highlighting the collection and services available at the Central Library. These sessions focus on the Library's Rare Book Collection and Local History collections.

**14. Summary of Library System Accomplishments**

No Notes

**15. Current system URL's**

No Notes

**16. Assurance and Contact Information**

No Notes

**Suggested Improvements**

No Notes