

## SERVICES

- **New for 2021!** We're excited to announce that fees for placing holds/requests have been eliminated! You can now request items from any of our 37 libraries to pick up at your library at no charge. *Please note, fees for unclaimed hold/request items will remain in place.*
- The Interlibrary Loan service can be used to request items not available in our system.
- Deliveries of materials are received five times per week,
- Monday through Friday, weather permitting.
- Downloadable ebooks, audiobooks, and music available through the library's website <https://buffalo.overdrive.com/>
- Two digital scanners are available for patron use.
- Thanks to a grant secured by Senator Patrick Gallivan, you can now check out our "Library of Things" a telescope and karaoke machine!
- Windows 10 and Microsoft Office 2016 are provided on all 11
- PCs and 6 laptops available for public use. *No fee is charged to use the computers and they are open to both residents and non-residents of Erie County.* Printing is \$.10 per page for black and white, \$.25 for color.
- Our secure Wi-Fi is available 24/7 and the password is "librarywifi".
- 2 Self check-out stations are available.
- Copies cost \$.15 for 8.5x11 and \$.30 for 8.5x14.
- Public Fax services are available through FaxScan24.. \$1.75 for the first page and \$1 for each additional page.
- Through the library system's partnership with Literacy New York, appointments can be made with literacy tutors. Please call 876-8991 for more information.

*Connecting our diverse community with library resources that enrich, enlighten and entertain.*

# W E L C O M E !



**Hulbert Library of the Town of Concord**  
**18 Chapel Street**  
**Springville, NY 14141**  
**(716) 592-7742**

### LIBRARY HOURS

Monday Closed  
Tuesday 10-6 pm  
Wednesday 12-7 pm  
Thursday 10-6 pm  
Friday 12-7 pm  
Saturday 10-3 pm  
Sunday Closed

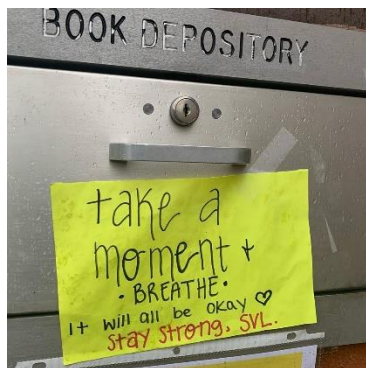
**Jennifer Morris, Library Director**

### Board of Trustees

Dr. Susan Fischbeck, President  
Stephanie Bacon, Vice President  
Robert Adler, Secretary  
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Mary O'Reilly  
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# 2020 ANNUAL REPORT

Despite the extraordinarily challenging year, we are happy to share our achievements with you in this annual report.



## Conducted:

- 71 Library Programs
- Total Attendance 1,444
- 649 Reference Questions.

## Welcomed:

- 18,438 Patron Visits

## Library Collection:

- 14,779 Adult Books, including Large Print
- 10,319 Children's Books
- 53 Magazines subscriptions
- 9,809 A/V Materials (CDs, Audio books, DVDs, Blu-Ray)

## Highlights

- The number of registered borrowers for this location was 4,563
- Total visits to the individual library's website were 5,055
- Circulation was 29,886

## Programs in 2020

- Weekly Story time
- Monthly Saturday Afternoon Family Movie
- Erie County Dept. of Social Services Assistance
- SPCA Paws for Love (Read to a Dog Program)
- LEGO Book Club for Kids
- Teen Game Lab
- Monthly Book Club
- Dad & Me Story time
- Drop-in Genealogy
- Local author visit
- Virtual Family Yoga
- Virtual Gardening classes

## Computer Classes offered in 2020

- Microsoft Office (Excel, Word, PowerPoint)
- eBooks & eReaders
- Family History Research with Ancestry Library

**Many thanks** to our community for supporting YOUR Library. We are thankful for the opportunity to serve you. We also want to thank those for book & monetary donations that support our collections and programs.

**Thank You** to the following for their ongoing support:

Town of Concord  
The Village of Springville  
Assemblyman David DePietro  
Legislator John Mills  
Senator Patrick Gallivan

**We look forward to serving our patrons and meeting the needs of our community in 2021 and beyond.**