

Southeast
Steuben
County

Library

2013

Report to the Community



Board of Trustees

with term expiration dates

Sarah Collins, President - 12/31/16

Mary Ann Thomas - Vice President - 12/31/14

Harry A. Merritt, Treasurer - 12/31/14

Mary H. Bacalles, Secretary - 12/31/15

Pronob Bardhan - 12/31/14

Nancy Kirby - 12/31/15

Kate Paterson - 12/31/16

Douglas V. Porter - 12/31/16

Hazel Russell - 12/31/14

Charlene Secondo - 12/31/15

Jim Sleeth - 12/31/15

Pauline Emery, Library Director

Our Mission:

The Southeast Steuben County Library provides free and open access to collections, electronic resources and innovative services which anticipate, support and respond to the ever-changing informational, cultural and leisure needs of all people within our community.

Our Vision:

*Informing, Inspiring,
Enriching, Amazing –*
Creating an environment that fosters lifelong learning and community connections

Stable, secure funding is essential to the Southeast Steuben County Library's survival and existence. While 2013 saw the highest service use rates in material circulation, visits and programming attendance, the library's December 17 public funding proposition failed.

Due to the failed funding referendum last December, the Library amended its 2014 budget to absorb \$100,000 in spending cuts.

Impacts:

- **The Library is no longer open on Sundays.**
Sunday closure means that more than 550 programs and events organized by the Library or civic and cultural groups will not take place in 2014.
- **Two Full Time positions were eliminated.**
- **25% reduction in Library programming.**
Programs for children, teens and adults, including digital literacy programming for job-seekers and others were markedly reduced.
- **One-on-one training sessions are now limited.**
Individualized training for those learning to use tablets, smartphones, e-Readers and other devices will be limited by reduced staff availability.
- **New books and other material acquisitions have been cut by 11%.**
The Southern Tier Library System's shared collection of downloadable e-books, audio books and other digital materials will continue to grow, but our Library's acquisitions of books, DVDs, music CDs and other physical materials will be curtailed. This means that patrons will have to wait longer for newer titles and releases.
- **Technology upgrades have been slashed.**
A 14% reduction in technology spending will have a magnified impact on planned upgrades to public access PCs. Aging Library computers are adequate to run on outdated Windows XP, or Windows 7. Plans to upgrade all of our computers to Windows 8 compatible hard drives will be scaled back by half.

The good news is that we are engaged with those who support the new funding plan, and understand better the reasons it was opposed. We listened, we learned, and we are taking action. The Board of Trustees, library staff, volunteers and Friends of the Library are working hard to keep our library strong, meeting the needs of the community by creating an environment that fosters lifelong learning.

The 2013 Annual report reflects the vital service the library provides and speaks to the economic and cultural benefits we provide to our entire service region.

- Library Director Pauline Emery

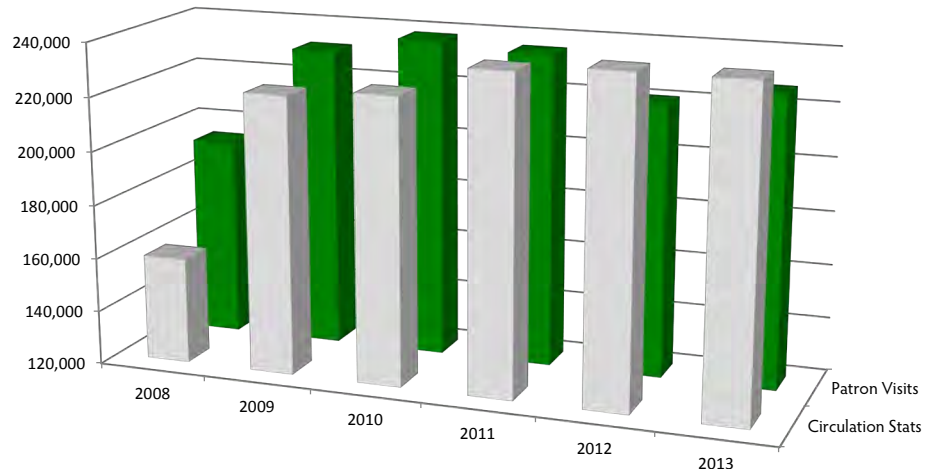
Usage tracks: Statistics show continued growth

Library use was the strongest ever in 2013, with new records set in circulation, program attendance and library website page views. We welcomed 227,218 visitors in 2013 and 252,218 items were circulated.

Public computer sessions at our bank of 27 Internet-enabled PCs totaled 35,513, and pages on the library website (ssclibrary.org) were viewed 143,134 times during the year. Use of the library's popular 24/7 Wi-Fi hotspot continues to increase and will be tracked in 2014.

Overall, 36,215 community members attended fun and informative library programs in 2013, an all-time high. Significant attendance gains were realized in children's programs and adult services programs including digital literacy and job skills training.

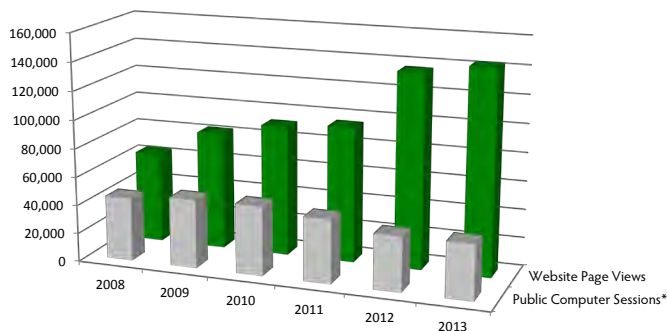
Circulation and Patron Visits



Six Years At-A-Glance

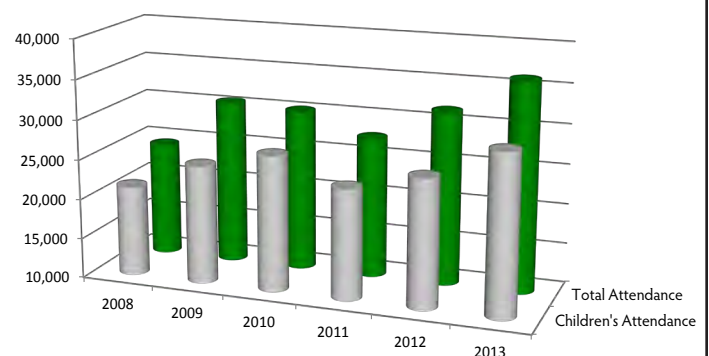
	2008	2009	2010	2011	2012	2013
Patron Visits	194,120	231,903	238,288	235,773	220,638	227,218
Children attendance	21,352	24,861	27,007	23,875	26,076	30,080
YA attendance	1,788	3,826	1,762	1,186	2,008	1,959
Adult attendance	1,251	1,936	1,475	2,566	3,611	4,176
Circulation stats	159,441	223,262	226,054	237,470	246,268	252,889
Internet sessions	44,704	48,584	49,030	45,099	38,716	38,965

Computer Sessions and Website Use



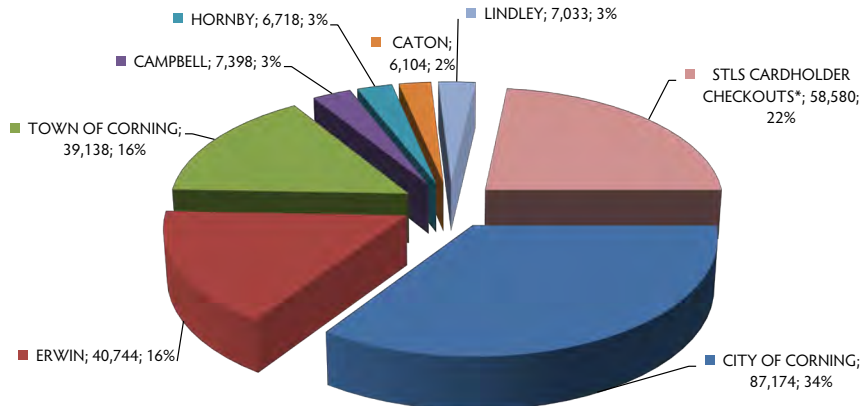
*WiFi Use Not Tracked

Program Participation



Circulation and Computer Sessions by Resident Municipality

2013 Circulation by Municipality



Total Circulation - 252,889

Southeast Steuben County Library borrowers come from all over our service area and beyond. Most non-resident borrowers reside or work within the Southern Tier Library System (STLS). Other non-residents pay an annual fee for library card privileges.

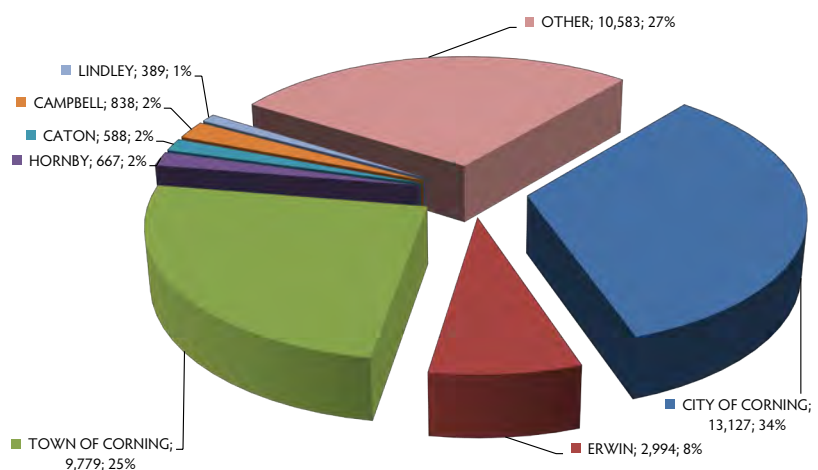
The checkouts we make to STLS cardholders are reciprocated because our patrons have access to over 1.3 million items systemwide.



Fee-free public broadband access is essential to job seekers and low-income library users.

Visitors to the area rely on library broadband and WiFi to keep in touch with friends, family and business associates. While PC sessions at the library peaked in 2010, WiFi use is on the rise commensurate with the rising popularity of laptops and hand-held devices. Statistical tracking of WiFi usage will begin in 2014.

2013 Computer Sessions by Municipality



Total Sessions - 38,965

Highlights of 2013:

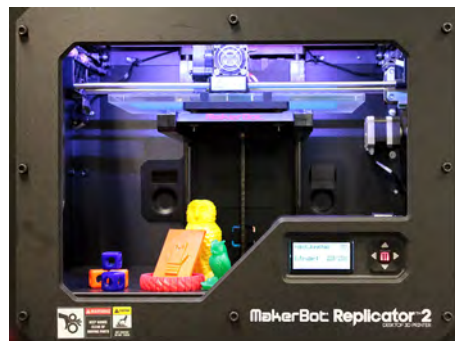


NYS Construction Grant: Conference Room Expansion

In 2013 the library received and implemented a \$58,358 grant to renovate and expand the Conference Room. Improvements include better handicapped access, an Inductive Hearing Loop assistive listening system, and smart room capabilities including a state-of-the-art interactive white board. We thank NYS Senator Tom O'Mara and Assemblyman Phil Palmesano for helping to make this grant possible.

3-D Printing & Lego Robotics

Thanks to a grant from Corning Rotary and matching funds from the District Rotary, the library now has a portable 3-D printer and Lego Bots. Working with the Southern Tier Library System, the Children's Department has developed educational programs that demonstrate the creative possibilities of 3-D printing and robotics. Our portable "maker-space" demonstrations have inspired students and educators throughout the area.



Digital Literacy Training

In 2013, our digital literacy staff engaged with more than 1,600 people in job search & skills training, and in using basic computer & mobile devices. In addition to one-on-one sessions and classes, the library collaborated with the City of Corning, the Corning Area Chamber of Commerce, Workforce New York and others to organize a job fair held on Sept. 28 that drew nearly 200 participants.

Financials in Brief

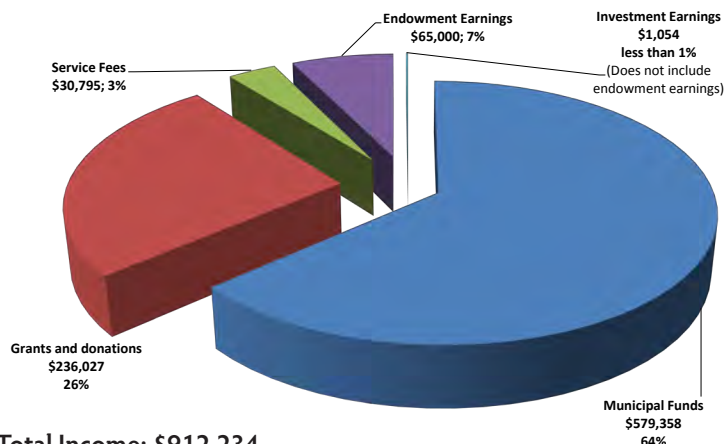
In 2013, municipal funds made up 64 percent of the library's income, but covered only 54 percent of our actual expenses. Grants and donations contributed 26 percent on the income side. Service fees and investment earnings together covered 3 percent. \$65,000 in endowment earnings contributed another 7 percent. Making up the difference between income and expenses required a \$100,000 transfer from Capital Reserves plus \$68,733 from other reserve accounts, now dissolved.

On the expense side, payroll and benefits accounted for 61 percent of our spending; facilities and capital improvement costs were 18 percent, library materials (books, CDs, DVDs, audio books, etc.) were 10 percent. General supplies, equipment and internet service accounted for another 9 percent of spending, with 2 percent in program-related expenses.

Under terms of our contract, municipal contributions to the library were reduced 10 percent in 2011 and remained flat through 2013. In 2014, the library will receive a 4 percent increase – still 6 percent less than 2010 municipal contributions – and that figure will remain flat through 2016, when the contract expires.

Endowment earnings were utilized in compliance with the library's Endowment Policy, ensuring continued growth of the fund.

2013 Actual Income

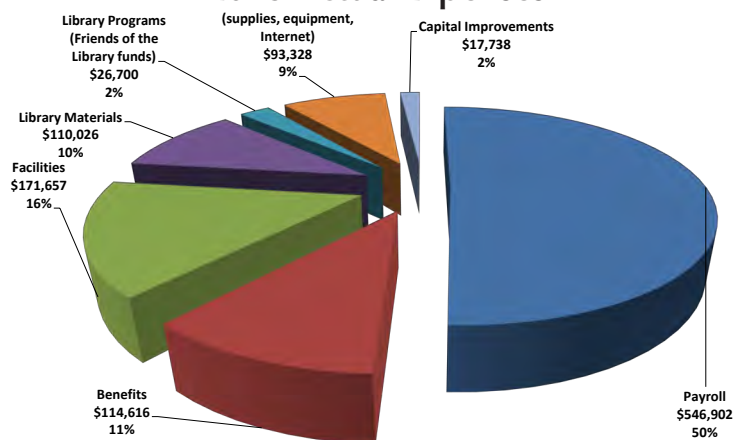


Total Income: \$912,234

Notes: \$100,000 transferred from Capital Reserves.

\$68,733 from other reserve accounts (accounts dissolved)

2013 Actual Expenses



Total Expenses: \$1,080,967

Library Objectives for 2014:

- Hold successful library funding referendum in October 2014.
- Readjust library hours to cope with budget and staff cuts following failed 2013 vote.
- Secure 2014/2015 NYS Construction Aid for energy efficient LED lighting retrofit.
- Meet 2014 Annual Appeal goal.
- Replace all library windows with eco-friendly double-paned argon-filled windows.
- Meet endowment markers in accord with our Endowment and Spending Policy.