

Southeast  
Steuben  
County

# Library

# 2016

## Report to the Community



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with term expiration dates

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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



Dear Community Members,

Your library is a vibrant, bustling community center with resources for everyone to share. On any given day you'll see neighbors and friends browsing the stacks, participating in community forums, trading ideas in one of the writers groups, gaining English language fluency with the Coffee, Tea and English group, or enjoying a story time or craft activity with their children. Broadband users in the library enjoy the fastest internet speeds available, and everyone finds helpful, friendly staff members to assist them.

In 2016 we saw increased use of the library's many programs and services. We welcomed 211,684 on-site library users – the equivalent of six visits for each person in our service area – and we circulated 234,934 books, audio books, CDs, DVDs and other materials. What's more, nearly 38,000 children, teenagers and adults attended fun and informative library programs.

Now publicly funded, the Southeast Steuben County Library returns incredible value for your tax dollars, including for those who visit us online at [www.ssclibrary.org](http://www.ssclibrary.org). Take advantage of our digital formats: e-books, magazines, audio books and music. There were 48,008 downloads and streams by our library cardholders in 2016.

Library checkouts and programs are fee-free, but the current levy covers only 63 percent of our \$1.2 million operating budget. The library is responsible for coming up with the remaining 37 percent. On January 19, 2017 the Library Board voted to place a proposition on the Corning-Painted Post Area School District ballot to raise the library levy from \$786,000 to \$803,401, a difference of \$17,401. This amount is within calculated tax cap regulations.

If passed, taxpayers would see a rate increase of less than one cent per \$1,000 of assessed value. For example a property owner of a home valued at \$100,000 would see an increase of 80 cents. A property owner of a home valued at \$85,000 would see a 68 cent increase.\*

In the following pages, you'll see why our community finds extraordinary value in its library. I want to thank you and hope you will get out and vote on May 16, 2017.

Sincerely,  
*Pauline Emery,*  
Library Director

\*Tax rates represented are approximations.

## Library use statistics: Numbers up, up, up in 2016

Library use was strong in 2016, with most indicators up over the previous year. Increases in patron visits, circulation, program attendance and library website use were highlights. The library circulated 234,934 items and welcomed 211,684 visitors last year.

Pages on the library website (ssclibrary.org) were viewed 617,092 times during the year, an all-time high.

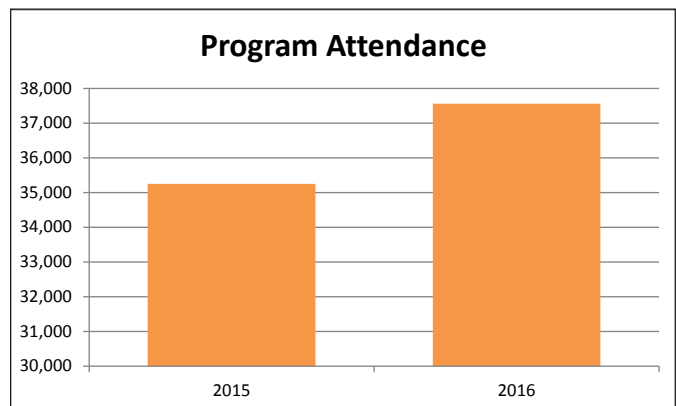
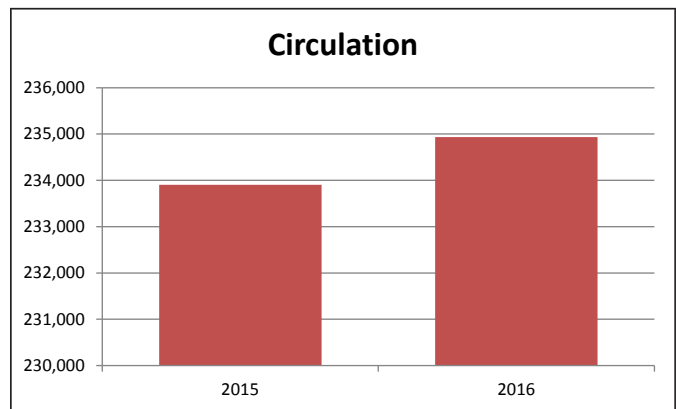
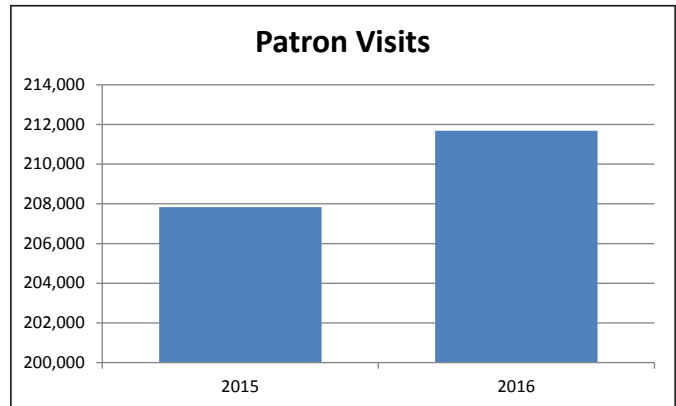
Overall, 37,559 community members attended lively, enriching library programs in 2016, with 2,885 patrons benefiting from digital literacy classes and one-on-one instructional sessions.

Public computer sessions at our bank of 27 Internet-enabled PCs totaled 26,440, a decrease over 2015. However, use of the library's popular 24/7 Wi-Fi hotspot continues to increase but was not tracked in 2016 due to technical limitations. Wi-Fi tracking began in March 2017. The first full month's statistics show more than twice the bandwidth usage on Wi-Fi, compared to fixed library PCs.

In June 2016, the Southeast Steuben County Library in Corning became the first library in the area to offer true high-speed bandwidth at its public access computers and Wi-Fi access points.

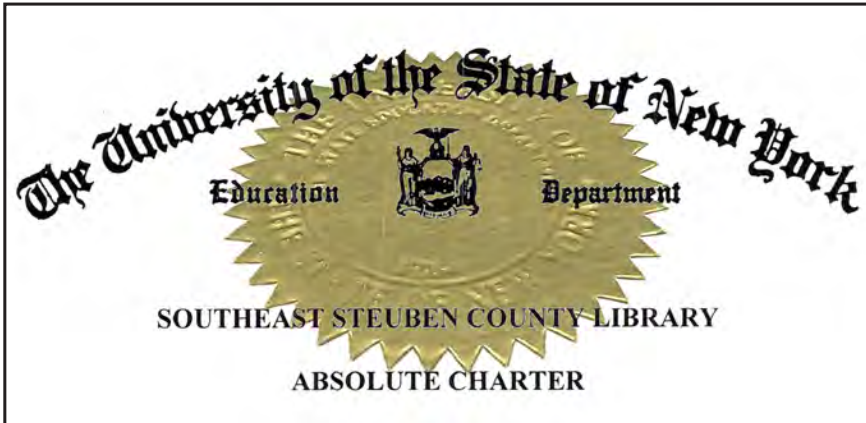
High speed broadband connections were made possible in our area thanks to the not-for-profit Southern Tier Network (STN), which has constructed a 260-mile long open access optical fiber network in Steuben, Chemung and Schuyler counties. Southern Tier Library System (STLS) and the Southeast Steuben County Library are directly networked to each other via the STN fiber backbone.

Thanks to our partnership with STLS, and thanks to grants from New York State, computer users in the library now have the fastest download and upload speeds around.



	<u>2015</u>	<u>2016</u>
Patron visits	207,835	211,464
Children's attendance	28,778	32,488
YA attendance	2,117	2,788
Adult attendance	4,356	2,283
Circulation stats	233,902	234,934

## Highlights of 2016:

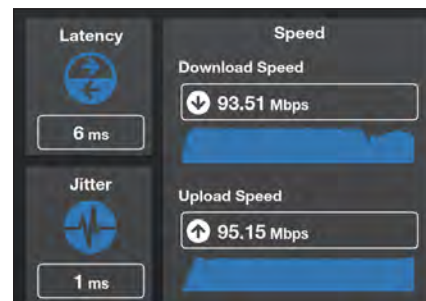


### Chartered to Serve You

On June 14, 2016, the New York State Board of Regents granted an Absolute Charter to the Southeast Steuben County Library. Prior to that, the library had operated under a provisional charter that required periodic renewal.

### True Broadband

Thanks to funding from New York State's Construction Aid for Libraries Program, thanks to our partnership with the Southern Tier Library System, and with strong legislative support from Tom O'Mara, Phil Palmesano and Chris Friend, library users experience true broadband connectivity. We linked up with the Southern Tier Network's fiber backbone in June. The Ookla/Spectrum speed test shown was made during a period of high use.



### Art in the Library:

In December, The ARTS Council of the Southern Finger Lakes recognized library Youth Services Specialist Erica Unterman with its Arts Partnership Award. Through her work in bringing art and creativity into the library and through her support of arts programming outside the library, Erica "has had an unparalleled impact on the community," the ARTS Council said. Erica was praised for "her creative energy, eagerness to collaborate and network with organizations, and her commitment to advance the arts-related programs and events in the region."

## Lifelong Learning by the Numbers ...

<b>33,349 = Registered Resident Borrowers</b> These borrowers live or work within the library's chartered service area.
<b>1,020 = Registered Non-resident Borrowers</b> Most non-resident borrowers reside or work within the wider STLS region. Others pay an annual fee for borrowing privileges.
<b>9,143 = Reference Questions Answered in 2016</b>
<b>772 = Meeting Room Uses by the Public in 2016</b> Library programs and events not included.
<b>8,902 = People who Attended those Meetings</b>
<b>37,559 = Attendees at Library Programs and Events</b>
<b>2,855 = Digital Literacy Program Participants</b> Includes one-on-one and group sessions.
<b>16,518 = Overdrive Checkouts by Library Cardholders</b> eBooks - Audiobooks - Videos
<b>28,458 = Freegal Uses by Library Cardholders</b> Streaming Music and Music Downloads
<b>3,032 = Zinio Downloads by Library Cardholders</b> Popular Magazines to Download and Keep



*One-on-one digital literacy sessions with library staff members have helped hundreds learn how to optimize their use of computers and handheld devices. If you have questions about how to use your eReader, tablet, smart phone or computer, make a free appointment. Call us at 936-3713 Ext. 502 or email [diglit@stls.org](mailto:diglit@stls.org).*



### Summer Reading & Summer Feeding

Nearly 7,000 children, young adults and adults attended our Summer Reading Program events in 2016, and more than 400 registered for the Summer Reading Club. The library collaborated with 16 nonprofit agencies and community organizations to serve the public, including outdoor grills on Thursdays, whetting appetites for pro-literacy programs and activities.

### Library Objectives for 2017:

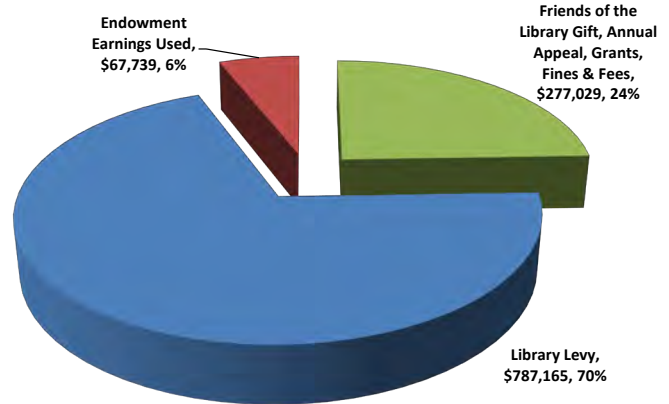
- Develop a Facilities Plan that supports evolving community interests and addresses facility deficiencies.
- Implement monthly outreach programming that serves outlying municipalities in our designated service area.
- Produce a Diversity and Inclusion Plan based on information from partner organizations to be the foundation for programming in 2017 and 2018.
- Partner with nonprofit and cultural organizations to initiate high-profile events and collaborative programs.
- The Library Board of Trustees and its Finance Committee will develop a multi-year Financial Plan that supports library services.

## Financials in Brief

In 2016, the library levy made up 70 percent of the library's income and covered 70 percent of its actual expenses. Total expenses were \$1,131,933. Grants and donations plus service fees and fines contributed another 24 percent on the income side. That left a gap of \$67,739 that was covered by earnings from the endowment. Income from the endowment was used in keeping with the library's Endowment Investment and Spending Policy. The policy ensures that the principal remains untouched and supports continued growth of the fund.

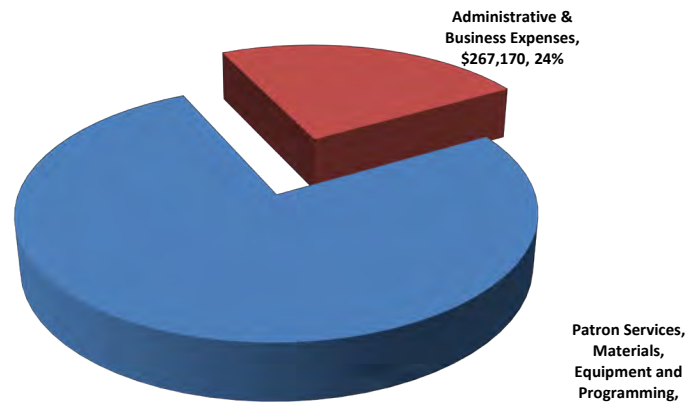
On the expense side, patron services, materials, equipment and programming, including payroll for staff directly providing patron services, made up 76 percent of spending. The library spent \$147,816 on books and other circulating materials, public internet fees, computer maintenance and library supplies. Library programs for all age groups cost another \$36,367 and were funded by a generous gift from the Friends of the Library and other grants. Administrative and business expenses including facilities expenses accounted for only 24 percent of library spending in 2016.

## 2016 Income Sources



Total Income: \$1,131,933

## 2016 Actual Expenses



Total Expenses: \$1,131,933



Left and Above: Summer Reading performances in 2016 encouraged literacy and fun. Right: Scene from a recent winter Sparkle event featuring Rudolf and the Grinch in the library.



## 2016-17 Annual Fund Drive Thank You, Donors

### Trustee's Circle (\$2,000 and above)

Corning Incorporated Foundation  
Corning Enterprises, Inc.  
Marcia D. Weber and James B. Flaws  
Kim Frock and Wendell Weeks  
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Sarah and Dan Collins  
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Marcia Klokus  
Jean K. Krebs  
Nancy Kirby Kurjakovic

**Continued on following page**

The Southeast Steuben County Library gratefully recognizes the individuals and organizations that have contributed to our 2016-17 Fund Drive. This year, 284 donors contributed \$62,093.

All gifts are very much appreciated and help make it possible to provide the innovative, patron-friendly services on which our community relies. These include creative children's programming and story times, public meeting rooms, writers groups, digital literacy training sessions, youth groups, summer & winter reading programs, downloadable e-books, music, magazines, and access to more than 1.3 million circulating items in the Southern Tier Library System.



## 2016-17 Annual Fund Donors

### Enrichment Circle (Continued)

Ian G. Mackenzie  
John and Karen Madison  
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Jacob and Karen Welch  
Ristiina Wigg  
Graham and Dee Wightman  
Valerie and Aaron Wightman\*  
Penelope Zonneville

### Owl's Nest (\$1 - \$99)

Marcia L. Adamy  
Anthony & Jill Agosta\*  
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Angus and Donna Andrews  
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David and Carol McNeil  
Rita and Al McRae, in honor of Harriett Picarazzi's 90th Birthday  
Erin Merrill  
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*\* Thank you to these donors for participating in their employer's matching gifts program.*

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The Southeast Steuben County Library is handicapped accessible and is equipped with hearing loops in meeting rooms and at the service desks. If you require special accommodations, please call us in advance: (607) 936-3713.