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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,

In 2017, the Southeast Steuben County Library developed new outreach initiatives, launched many innovative programs and partnerships, and began a major renovation project. From storytelling at Centerway Square featuring Miss Sue, to Pop-Up Library events in Caton, Hornby and Lindley, our activities were guided by our plan of service and designed to align with the aspirations of the community we serve.

One important goal of the Strategic Plan was to ensure that our facility is accessible and supports our evolving programs and services. That’s a basic requirement. To that end, the Library Board of Trustees approved a grant funded project to renovate the library’s four public restrooms. The project was sorely needed, but it meant that meeting rooms and restrooms on the first floor were off limits for the last two months of the year.

Another stated goal of the plan was to foster, expand, and enhance community partnerships supporting our mission. In 2017, the library teamed up with The Rockwell Museum, The Corning Museum of Glass, The Arts Council of the Southern Finger Lakes, Habitat for Humanity, the Gaffer District, Nonnie Hood Parent Resource Center and many others to create events and educational programming. In 2018, you will continue to see library staff reaching out. We will continue to participate in community wide programs, celebrations and initiatives, all in an effort to support and respond to the ever-changing informational, cultural and leisure needs of all people within our community.

How do we measure our success? One outcome focus is the experience patrons take away from programs, services and partnerships. We value positive learning outcomes as well as social and emotional growth. I would like to share some of the comments we’ve received about our programs and services:

- Absolutely LOVE Miss Sue, Miss Erica, and all the crew at the Children’s Dept. Very creative + eager to meet needs. We enjoy your programs very much!
- Harp & Heart: What a comforting and joyful, hopeful musical experience.
- [Crystal City Creators class] was very relaxing and opened the door to art work.
- Grateful for Michelle Wells. Excellent facilitator and advisor.
- The staff is so friendly & helpful. They know what they are doing!
- Our library is wonderful. The programs are so educational.

We are a community together.

Sincerely yours,

Pauline Emery,
Library Director
Library use was impressive despite construction work

To enable renovation of four public restrooms, the library’s main meeting and activity rooms were closed for two months in 2017. As a result, we anticipated a big drop in library use, but that didn’t happen. Nearly 35,000 children, young adults and adults attended lively and enriching programs last year, and patrons borrowed 241,774 books, DVDs, CDs and other materials.

Overall, 209,499 community members visited the library in 2017, with 2,769 patrons benefiting from digital literacy classes and one-on-one instructional sessions.

Programs for adults, including our first annual Writer’s Conference, saw the largest attendance increase last year, with 4,532 participants, compared to 2,505 in 2016.

Reference Department staff assisted patrons 13,044 times, excluding digital literacy one-on-ones.

Public computer sessions at our bank of 31 Internet-enabled PCs totaled 26,440, and use of the library’s 24/7 Wi-Fi hotspot was even more popular, with 32,761 sessions from March 2017 through the end of the year. Visits to our website topped 90,000 ... a record.

Digital checkouts of eBooks on Overdrive, magazines on RB Digital, and music tracks on Freegal were made possible with Central Library funding. Southeast Steuben County Library cardholders borrowed 19,480 eBooks, downloaded 2,860 magazine issues, and listened to 21,756 Freegal music tracks in 2017.

<table>
<thead>
<tr>
<th>Patron visits</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children’s attendance</td>
<td>28,778</td>
<td>32,488</td>
<td>28,035</td>
</tr>
<tr>
<td>YA attendance</td>
<td>2,117</td>
<td>2,788</td>
<td>2,319</td>
</tr>
<tr>
<td>Adult attendance</td>
<td>4,356</td>
<td>2,283</td>
<td>4,531</td>
</tr>
<tr>
<td>Circulation stats</td>
<td>233,902</td>
<td>247,715*</td>
<td>241,774</td>
</tr>
</tbody>
</table>

*Updated to match NYS reporting criteria
Highlights of 2017:

Hannah Waschezyn Honored by STLS

When she's not dodging dinosaurs or demonstrating Green Screen effects at community events (see Maker Faire, below), Hannah Waschezyn, left, keeps busy organizing outreach programs for the Southeast Steuben County Library. The Southern Tier Library System honored Hannah with its "Outstanding Library Advocate Award" last year for extending library services to better include the towns of Caton, Hornby and Lindley.

Twin Tiers Maker Faire

Southeast Steuben County Library staff members were among the presenters at a regional "Maker Faire" held March 25, 2017 at the Arnot Mall. The event drew an estimated 2,000 participants and was organized by Chemung County Library District. Young creators work at a craft station at the Maker Faire, right.

Restrooms Renovated

Thanks to New York State Construction Aid for libraries, extensive renovations of the library’s four public restrooms began in fall 2017. The project was completed in March 2018. Many thanks to state legislators Tom O’Mara, Phil Palmesano and Chris Friend for their support!
### Lifelong Learning by the Numbers...

<table>
<thead>
<tr>
<th>Count</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>27,300</td>
<td><strong>Registered Resident Borrowers</strong></td>
</tr>
<tr>
<td></td>
<td>These borrowers live or work within the library’s</td>
</tr>
<tr>
<td></td>
<td>chartered service area.</td>
</tr>
<tr>
<td>8,131</td>
<td><strong>Registered Non-resident Borrowers</strong></td>
</tr>
<tr>
<td></td>
<td>Most non-resident borrowers reside or work</td>
</tr>
<tr>
<td></td>
<td>within the wider STLS region. Others pay an annual fee</td>
</tr>
<tr>
<td></td>
<td>for borrowing privileges.</td>
</tr>
<tr>
<td>13,044</td>
<td><strong>Reference Questions Answered in 2017</strong></td>
</tr>
<tr>
<td>946</td>
<td><strong>Meeting Room Uses by the Public in 2017</strong></td>
</tr>
<tr>
<td></td>
<td>Library programs and events not included.</td>
</tr>
<tr>
<td>8,625</td>
<td><strong>People who Attended those Meetings</strong></td>
</tr>
<tr>
<td>34,885</td>
<td><strong>Attendees at Library Programs and Events</strong></td>
</tr>
<tr>
<td>2,769</td>
<td><strong>Digital Literacy (Tech Coaching) Participants</strong></td>
</tr>
<tr>
<td></td>
<td>Includes one-on-one and group sessions.</td>
</tr>
<tr>
<td>19,480</td>
<td><strong>Overdrive Checkouts by Library Cardholders</strong></td>
</tr>
<tr>
<td></td>
<td>eBooks - Audiobooks - Videos</td>
</tr>
<tr>
<td>21,756</td>
<td><strong>Freegal Uses by Library Cardholders</strong></td>
</tr>
<tr>
<td></td>
<td>Streaming Music and Music Downloads</td>
</tr>
<tr>
<td>2,860</td>
<td><strong>RB Digital Downloads by Library Cardholders</strong></td>
</tr>
<tr>
<td></td>
<td>Popular Magazines to Download and Keep</td>
</tr>
</tbody>
</table>

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### Library Objectives for 2018:

- Complete extensive renovations of the library’s four public rest rooms. Provide floor drains, plumbing improvements, ADA compliant access and improved sight lines for everyone. Install changing stations, state-of-the-art hand driers and sparkling new tiles & fixtures.
- Realize mobility and inclusion goals of the library’s 2016-2018 Strategic Plan. These include monthly outreach in Caton, Hornby and Lindley; early literacy programs in day-care centers and elementary schools; conversation & vocabulary groups for non-native English speakers, and much more.
- Secure NYS funding to replace the library building’s old, inefficient boilers and chiller with an energy-saving HVAC system designed for environmental sustainability and long-term utility cost savings.

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**Summer Reading & Summer Feeding**

More than 6,500 children, young adults and adults attended our Summer Reading events in 2017, and 692 signed up for the Summer Reading Club. The library collaborated with more than a dozen nonprofit agencies and community organizations to serve the public during the summer, including daily meals for kids and outdoor grills on Thursdays. Club members read 5,773 books in July and August.
Children’s Outreach reached more in 2017

Children’s Librarian Sue McConnell - known to children and young families throughout our area as ‘Miss Sue, the Story Lady’ - has long been on a mission to spread the word that reading is fun. In 2017 she collaborated with schools, daycare centers, arts & cultural organizations and businesses to bring story hours and early literacy programs to new places and to reach diverse audiences.

School’s Out Camp brought crafts and STEM activities to the towns of Caton and Lindley during school breaks, while Stories at the Painted Post Farmer’s Market was started to focus attention on local farmers, where food comes from, and what kinds of food are available at a farmers market. Similarly, Centerway Square provided “a different place to do stories, so some who never set foot into the library would still receive library services. Over 100 attendees were at each Centerway Square storytime,” McConnell said, adding, “It also made the community more aware of the library and its services.”

Other programs included Art Explorer’s Story Hour, a collaboration with the Rockwell Museum, and Chinese Storytime, with stories read by a community member in Mandarin and with cultural activities highlighting aspects of Chinese heritage.

Coffee, Tea and English brings people together

Coffee, Tea and English, the library's English language conversation proficiency group, meets weekly on Tuesdays from Labor Day until Memorial Day. Led by Maryalice Little, the group draws participants from many different cultures and backgrounds. At meetings in 2017, more than a dozen nations were represented, including Thailand, Korea, Ethiopia, China, Georgia, Mexico, Latvia, Spain, Ukraine, Germany, Taiwan, Lesotho and the United States.

Discussions are organized around themes and topics of interest to the participants. For example, in February 2017, the group talked about presidents and leadership qualities, among other topics.

The Coffee, Tea and English group makes regular field trips. In 2017, the group visited Heritage Village, Glenn H. Curtiss Museum, The Studio at CMoG, Reisinger’s Apple Country and the Rockwell Museum. Also, the group toured Corning Community College and went Christmas caroling at Absolut Care of Three Rivers.

By popular demand, a vocabulary class now meets regularly, and a book club was in the works for 2018. Coffee, Tea and English met 36 times in 2017 with an average of more than 18 participants each session. The vocabulary class met 11 times, with 227 attendees.
Financials in Brief

In 2017, the library levy made up 75 percent of the library's income and covered 65 percent of its actual expenses. Total expenses were $1,213,196. Grants and donations plus service fees and fines contributed another 25 percent on the income side. That left a gap of $163,837 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 69 percent of spending. The library spent $185,072 on books and other circulating materials, public internet fees, computer maintenance and library supplies. Library programs for all age groups cost another $38,061 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 31 percent of library spending in 2017.

2017 Income Sources *

- Library Levy, $787,060, 65%
- Friends of the Library Gift, Annual Appeal, Grants, Fines & Fees, $262,299, 22%
- Endowment Earnings Used, $163,837, 13%

* Income + Endowment Allocation: $1,213,196

2017 Actual Expenses

- Patron Services, Materials, Equipment and Programming, $840,138, 69%
- Administrative & Business Expenses, $373,058, 31%

Total Expenses: $1,213,196
Thank You, Donors

The Southeast Steuben County Library gratefully recognizes the individuals and organizations that have contributed to our 2017-18 Fund Drive. This year, 291 donors contributed $69,729.

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.
2017-18 Annual Fund Donors

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