

# BUFFALO & ERIE COUNTY PUBLIC LIBRARY



## Annual Report of the Director 2016

# LIBRARIES ARE FOR



# EVERYONE

## 2016 Facts and Figures

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37 Libraries and one *Library on Wheels*

280,000 Library cardholders

3.2 Million materials in the Collection (books, magazines, DVDs, audio books, eBooks, etc.)

6.8 Million materials borrowed

826,900 WiFi sessions

705,190 In-house public computer sessions

98,442 Adult Program attendees

100,271 Children's Program attendees

18 Million Library System website hits

19,928 Social Media followers/fans (Facebook, Twitter, Instagram, Pinterest)

\$128,389,323 Total retail value of Library services

\$5.47 Return value in library services for every \$1 received in Erie County taxpayer funding



Photo by kc kratt

## Message from Library Director Mary Jean Jakubowski

Dear Friends & Supporters of the  
Buffalo & Erie County Public Library System,

2016 marked the 180<sup>th</sup> anniversary of book lending in Erie County. I am proud to say that the libraries of the Buffalo & Erie County Public Library System have been and continue to be honored to serve the residents of Erie County and beyond! While libraries have certainly evolved over time, much of this last year was spent planning for the future – in particular the next five years. Through a series of surveys, focus groups and data collections, along with an abundance of patron comment forms, the System received and reviewed feedback from more than 4,000 people. A Five Year Plan of Service was developed with a goal to better understand the informational needs of Erie County residents and a plan for providing the most requested and high quality library services to our residents, businesses, community groups and schools – something for all ages and all people.

Through this process, we learned that libraries - our libraries, your libraries - transform lives. The 37 Buffalo & Erie County Public Libraries and the new *Library On Wheels* bookmobile had over 3.1 million visits in 2016. Your Buffalo & Erie County Public Libraries offer free job fairs; health fairs; college fairs; WiFi; computer training; storytimes; lectures; MakerSpace programs; Summer and Winter Reading activities; a plethora of online links and resources; and a wide variety of public workshops for small businesses, English language learners, genealogy research, writing, citizenship, and much more.

**Libraries transform communities** and we are where the people are. In 2016, we successfully extended our reach well beyond the four walls of our physical buildings – reaching deep into the community. Our staff visited local schools, Canalside, Larkin Square, the Erie County Fair, Juneteenth Festival, Eden Corn Festival, Walden Galleria Mall, and hundreds of other community and neighborhood events and festivals. Since June 2016, our new WiFi-equipped bookmobile, the *Library on Wheels*, has made regular stops in those Erie County communities that do not have physical libraries. It has also visited local senior centers, nursing homes, day-care programs and a wide variety of unique locations.

Libraries play a critical role in the quality of life and the continued growth and success of our communities. We not only connect people to information, we connect people to people. Libraries are community gathering places, safe havens and a place where conversations get started. Libraries expand the classroom, promote education, ignite curiosity, and feed one's imagination.

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BECAUSE A LIBRARY CARD IS THE MOST IMPORTANT SCHOOL SUPPLY OF ALL.

BECAUSE STUDENTS WHO READ DURING THE SUMMER END UP ON THE HONOR ROLL IN THE FALL.

BECAUSE LEARNING STARTS BEFORE KINDERGARTEN.

BECAUSE 5 OUT OF 5 DOCTORS AGREE READING ALOUD TO CHILDREN SUPPORTS BRAIN DEVELOPMENT.



**Libraries are passionate advocates for lifelong learning.**

In 2016, our libraries had something for everyone: Toddler Time reading programs; sensory programming; Common Core-based, school-age programming focused on Science, Technology, Engineering and Mathematics (STEM); the annual Battle of the Books teen competition which combined reading, fun and teamwork strategies; adult coloring classes; book discussions; lectures on emerging community issues; and even knitting clubs. The list goes on and on. Didn't have what you need? Tell us! We want to hear from you. Libraries are a smart investment. To invest in your local public library is to invest in your community's future. Buffalo & Erie County Public Libraries would not exist without the

generous support, assistance and encouragement of our dedicated staff, trustees, Erie County elected officials, New York State lawmakers, partners, local businesses, foundations, and the entire community. We are truly grateful for your support and we thank you.

Hope to see you in our libraries and throughout Erie County!

Gratefully,



Mary Jean Jakubowski  
Library Director



In October 2016, Library Administrators, Directors and Managers show off the new **One Buffalo Community Library Card**, a partnership with Pegula Sports & Entertainment, Inc.



*Libraries allow children to ask questions about the world and find the answers. And the wonderful thing is that once a child learns to use a library, the doors to learning are always open.*  
—Laura Bush

# Our Mission, Vision & Core Values

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## **Mission**

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

## **Vision**

The Vision of the Buffalo & Erie County Public Library is to be deeply rooted in the community: promoting partnerships, fostering the development of a literate and informed citizenry through free and equal access to cultural, intellectual, recreational and informational resources, planning for the future, and making the most effective use of taxpayer funding.

## **Core Values**

Core values represent an organization's highest priorities, deeply held beliefs, and fundamental driving forces. Core values define what an organization believes and how it resonates both internally and externally.

### ***Respect***

We practice courtesy and civility in our actions and attitudes; value, support and respect all customers and staff.

### ***Integrity***

We consistently adhere to honesty, sound principles and strong interpersonal values.

### ***Helpfulness***

We provide resources and services with a kindly disposition to meet and exceed user need and maximize user experience.

### ***Teamwork***

We combine efforts, celebrate unique talents, and work cooperatively towards the Library's goals with trust and enthusiasm.

### ***Dependability***

We provide reliable, responsible and trustworthy services.

### ***Excellence***

We strive for superior performance.

## **Principles**

The Buffalo & Erie County Public Library will:

1. Provide open, equal and free access to information in accordance with the American Library Association's "Library Bill of Rights."
2. Deliver timely, confidential and customer-oriented service to meet the informational, recreational and educational needs of the community.
3. Promote lifelong learning by encouraging all children and adults in their enjoyment of reading and discovery.
4. Contribute to the region's economic vitality by assisting individuals, businesses and government as they pursue better jobs and economic growth.
5. Create and maintain an environment that attracts, develops and encourages a diverse and skilled staff.
6. Listen to the entire community in pursuit of the Library's Mission.
7. Manage resources effectively and be accountable to its funding sources.
8. Pursue the private and public funding necessary to fulfill the Library's Mission.



A library card is the start of a lifelong adventure!



## Libraries Are Helping to Transform Our Community!

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The long-awaited *Library on Wheels* bookmobile was unveiled during an outdoor media event in May 2016. The custom-built, WiFi-equipped vehicle was made possible through capital funds from Erie County. Year-round, the bookmobile brings materials, laptops and programming to Erie County communities that don't have a physical library building including Brant, Colden, Depew, Evans, Holland, Sardinia and Wales. The *Library on Wheels* has also participated in various festivals and special community events including Springville's Western New York Dairy/Ag Festival, Explore & More's Touch-A-Truck, Discover Kenmore, Larkinville, Canalside, Juneteenth Festival and Taste of Diversity Festival.

Library resources that support the local immigrant population were presented to members of Erie County's New Americans Committee, as well as to the WNY Immigrant and Refugee Roundtable, International Institute of Buffalo, New York Immigration Coalition, Immigrant and Refugee Research Institute, Legal Aid Bureau and Jericho Road Community Health Center.

Buffalo Branch Libraries hosted Welcome Week, designed to bring together immigrants and U.S. born residents in a spirit of unity and to raise awareness of the richness of a culturally diverse community.

Skype software was installed on laptop computers for public use in all Buffalo Branch Libraries, providing patrons the opportunity to communicate with overseas family and friends.

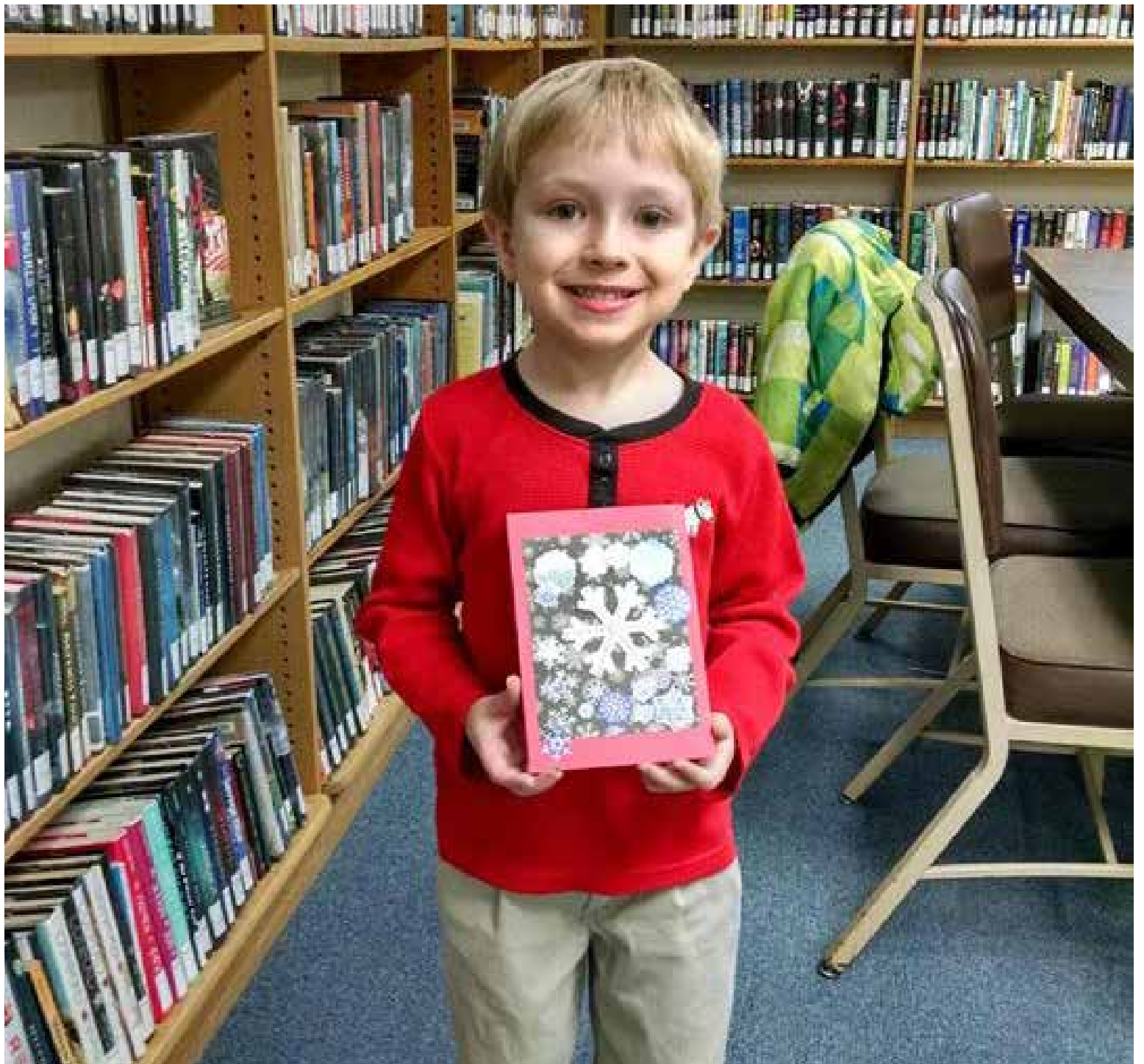
Humanities New York presented the program "Partnering for Success: Buffalo, Schools, Kids, Parents, Community" with speakers from the Buffalo Board of Education, District Parent Coordinating Council of Buffalo, Say Yes Buffalo, Lafayette High School and Child & Family Services.

Buffalo Mayor Byron Brown designated the stretch of Washington Street between Clinton Street and Virginia Street as Buffalo's new *Literary Corridor*. The downtown Central Library anchors the corridor. Mayor Brown made the announcement during the 15<sup>th</sup> annual "Reading Rules" Kids Summer Reading Challenge kickoff, which was held on Central Library's outdoor ramp.

Hands-on technology, creativity, exploration, building and tinkering were themes of summer Maker Camps, which took place in several Buffalo & Erie County Public Libraries and were made possible through grants awarded by Maker Media, Inc., San Francisco, California.

The Launch Pad MakerSpace participated in the third annual Buffalo Mini Maker Faire at the Buffalo Museum of Science.

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*"There are many little ways to enlarge your child's world. Love of books is the best of all."*

- Jacqueline Kennedy Onassis

Members of Library System Administration, Contract Library Directors, trustees and staff, along with librarians from throughout the state, met with New York State (NYS) lawmakers in Albany for the New York Library Association's annual Library Education/Advocacy Day.

Libraries participated in the 20<sup>th</sup> anniversary of Straight Talk, presented by the Service Corps of Retired Executives (SCORE) and the Small Business Administration (SBA), held at the Buffalo Niagara Convention Center.

Library System staff attended several job fairs including the Native American Community Center Job Fair and spoke with job seekers about employment opportunities and resources available through the Library. Collaborations were discussed with the Westminister Economic Development Initiative (WEDI) and the Veterans Outreach Center of the Consumer Credit Counseling Service of Buffalo.

The Library's new Volunteer Program initiative was re-activated.

The Home Energy Assistance Program (HEAP) distributed and processed applications for energy assistance in several libraries.

Presentations on the New York State of the State Address were held in several libraries, featuring Lieutenant Governor Kathy Hochul, Upstate Revitalization Director Richard Tobe and Regional President of Empire State Development Sam Hoyt.

Using the Launch Pad MakerSpace's 3D printer, a patron completed making the necessary parts to rebuild the controls of an electric wheelchair.

1000 Books Before Kindergarten, a national campaign that promotes reading to newborns, infants and toddlers and encourages parent-child bonding, was unveiled in Buffalo & Erie County Public Libraries.

Buffalo Sabres Hockey Defenseman Josh Gorges, students from Buffalo's Bennett Park Montessori School and mascots Sabretooth and Reada BookOwl kicked off the Library System's 2016 Winter Reading initiative.

The third annual Take Your Child to the Library Day featured fun activities in many libraries. Programs were geared toward exposing children and families to the wonderful world of discovery found in libraries.

Día de los Niños/Día de los Libros (Children's Day, Book Day) programs took place in many libraries on April 30.

The Library again participated in the Kids Escaping Drugs Galleria of Treats, which had 5000+ attendees.

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Libraries . . .  
keeping the community connected!

The Library again participated in the Western New York Children's Book Expo at Kleinhans Music Hall, which had 2,300 attendees.

More than 650 children took advantage of the Read Down Your Fines program. For every 15 minutes of reading, youth ages 16 and under were eligible to earn a \$1 "reading buck" to be used against their fines. Participants read for approximately 1,170 hours (70,173 minutes) total, eliminating more than \$4,675 in fines.

Two teens from Newstead Public Library won the 2016 New York State Summer Reading Teen Video Challenge for their video, *Catch a Book*. The creativity and quality of the work was recognized by a panel of judges as the best submission in New York State.

Libraries were all the craze when *Pokemon Go* became an instant phenomenon and hundreds of people traveled to library locations to play the virtual reality app.

Thousands of people from dozens of countries viewed the Library's Subject Guides in 2016. Countries included Australia, Canada, Germany, Hong Kong, India, Ireland, Italy, Japan, Latvia, Mexico, Morocco, The Netherlands, New Zealand, Nigeria, the Philippines, Saudi Arabia, Saint Vincent and the Grenadines, South Africa, Thailand, Turkey, United Kingdom, United States and Zimbabwe.

Angola Public Library installed handicapped openers on the building's main doors, making building access easier for many patrons.

Amherst Public Library's sixth annual Love Your Village, Love Your Library Gala fundraiser raised more than \$28,000 to offset operational costs of the Williamsville Branch.

Friends of the Boston Free Library held their 34<sup>th</sup> annual Gala Fundraiser with basket raffles, refreshments, entertainment and a book sale.

Riverside Branch Library celebrated 70 years of service, with 30 years in its current location, with a celebration sponsored by the Friends of the Riverside Library group in November.

Friends of the Riverside Branch Library held a dedication ceremony for the installation of a new podium named in honor of the late Jeanne Pollard, a longstanding and dedicated member of the Friends group.

Alden Ewell Free Library completed a remodel of their meeting room. It was repainted, window shades were installed and the hardwood floor was refinished.



The new *Library on Wheels* bookmobile crisscrossed Erie County participating in special events including the Town of Lancaster's 4<sup>th</sup> of July Parade, the Puerto Rican and Hispanic Day Parades, Buffalo Niagara Scottish Festival, Eden Corn Festival, Western New York Dairy and Ag Festival, the Reading Invasion at Delaware Park and Canalside programs, as well as special event appearances at the City of Tonawanda Public Library and Amherst Public Library. The *Library on Wheels* also began regularly scheduled stops in the Town of Colden, the Town of Wales and the Boys & Girls Club of Holland.

Aurora Town Public Library added a new, low and mobile shelving unit to replace a taller unit through the generous support of the Friends of the Aurora Town Public Library.

The Clarence Public Library MakerSpace officially opened during the winter holidays with high attendance.

Collins Public Library established a Teen Advisory Board.

New public laptop computers, AV equipment and other technology were purchased by Concord Public Library through a Bullet Aid Grant from Senator Patrick Gallivan.

Frank E. Merriweather, Jr. Branch Library hosted the *Architecture + Advocacy* book launch and party in December, which celebrated the accomplishments of buildings designed by architect Robert Traynham Coles.

The Kenmore - Town of Tonawanda Friends of the Library earmarked \$16,000 raised by their Annual Book Sale for community room renovations at Kenilworth Branch.

New energy-efficient windows were installed at Elma Public Library, replacing originals that dated back to 1958. The deteriorating 18-foot-high, floor-to-roof feature window was completely rebuilt with a more modern appearance. The project was funded by a New York State Public Library Construction Grant and the Town of Elma.

Lackawanna High School students and teachers, as well as teens from Baker Victory Services, toured Lackawanna Public Library.

Lancaster Public Library expanded and resurfaced their parking lot from 19 spaces to 35 spaces.

Marilla Free Library held a Fun Fest, their first major fundraiser for a proposed expansion project.

Newstead Public Library received a \$3,500 Rural Gateways Grant to provide adult Science, Technology, Engineering and Mathematics (STEM) programming for the community.

The Friends of the Orchard Park Library presented a fall speaker series, Trick or Treat Super Heroes Party and an intergenerational chess program.

Buffalo-born and internationally known author Lauren Belfer visited City of Tonawanda Library to talk about her latest book, *And After the Fire*.



*"As a child, I felt that books were holy objects, to be caressed, rapturously sniffed, and devotedly provided for. As a child . . .(I would) dream of books, make books and collect books."*

*- Author Maurice Sendak*



Hamburg Public Library held a series of art shows, spin offs from the partnership with the Public Art Initiative of the Albright-Knox Art Gallery.

The Library System received a Certificate of Appreciation for partnering with SCORE to help small businesses get off the ground, grow and achieve their goals through education and mentorship.

Public input sessions were held for discussion about building improvements to the East Delavan and Crane Branch Libraries in Buffalo.

The third annual Holiday Meal for the Homeless served more than 125 attendees. This year's program, sponsored by local organization Alabaster Box, featured donated food and clothing, haircuts and manicures, music and a visit from Buffalo Bills player Sergio Brown.

## **Keeping the Community Connected**

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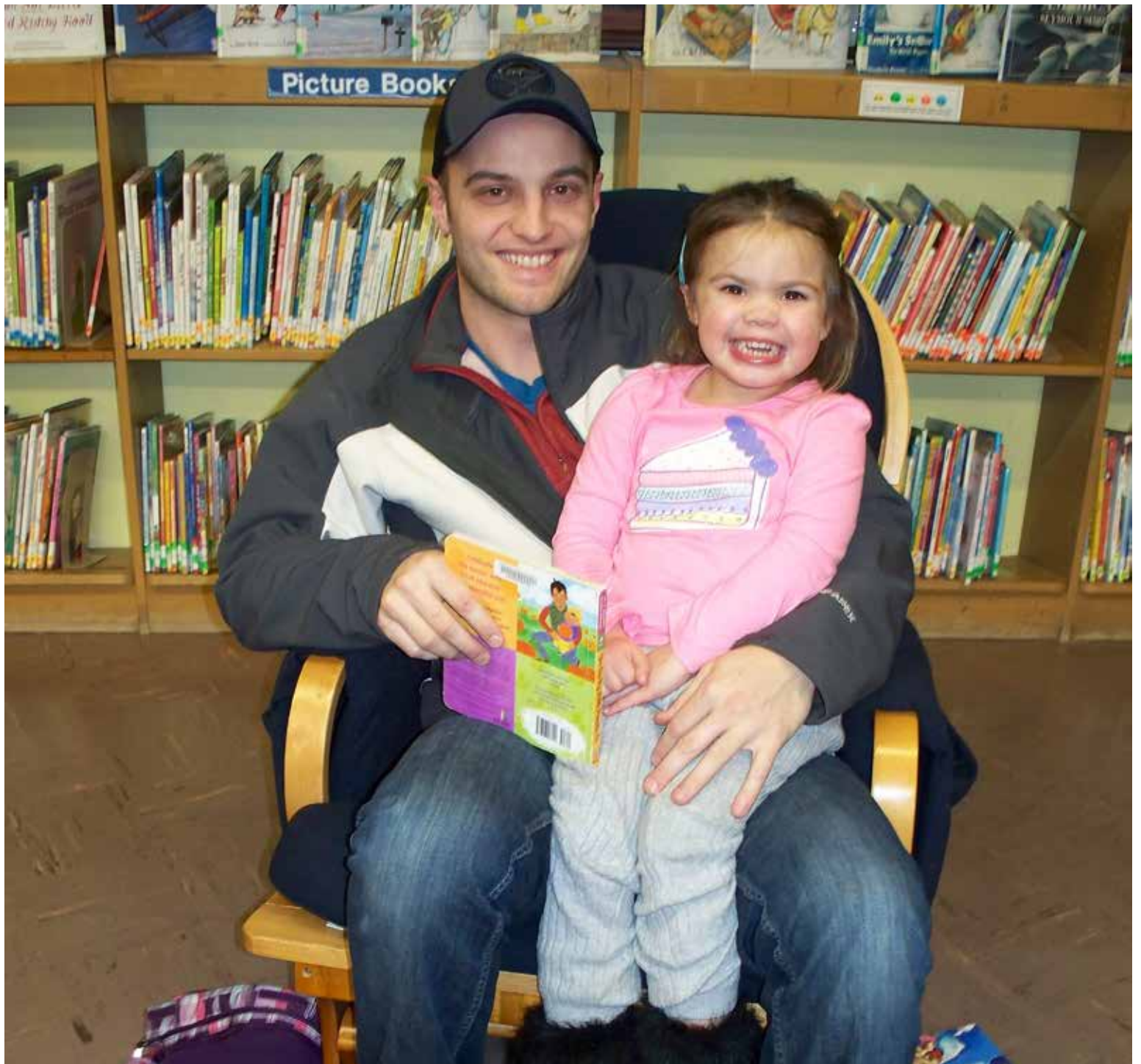
Google Translate, a multilingual translation service with more than 100 languages, has been integrated into the Library's website and online catalog for use by non-English or limited-English speaking persons.

Google Earth was installed on all public computers. It allows users to view satellite imagery, terrain maps, 3D buildings, space galaxies and ocean depths.

The Information Technology (IT) Department upgraded public-use computers from the Windows 7 operating system to the Windows 10 Anniversary version. With the upgrade to Windows 10, all computers have the option of using the Microsoft Ease of Access magnification and screen reader for increased accessibility and readability. In addition, the Microsoft suite of products was upgraded to Office 2016.

A new e-mail notice was developed early in the year to alert cardholders when their checked-out items are one day overdue. The notice is sent as a courtesy to those cardholders who have "opted in" to receive e-mail notifications from the Library. The e-mail serves as a reminder for borrowers to return overdue items as soon as possible to avoid additional fines. A courtesy reminder continues to be sent two days before items are due.

The second annual Vex IQ Robot Challenge was held in early 2016. Middle and high school teams from around Erie County competed to build the best robot.



Read Aloud.  
**15 Minutes.**  
Every Parent.  
Every Child. Every Day!

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Social media outreach in 2016 resulted in a gain of more than 2,000 new followers across all platforms including Facebook, Twitter, Instagram and Pinterest. The impact of the B&ECPL's social networking efforts extended far beyond its subscriber base thanks to the power of "sharing" and "liking."

## **Reaching Far & Wide - Rare Books & Special Collections**

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John J. Audubon's *The Birds of America, Volume 2* was beautifully conserved by Etherington Conservation Services, with plates (pages) being publicly displayed throughout the year.

Touring the Mark Twain Room at Central Library was one of the "100 Things Every Western New Yorker Should Do Once," according to an article in *The Buffalo News*.

*Celebrating 400 Years of Shakespeare: Reflecting on the Life of the Bard* was part of a multi-organization collaboration in 2016, marking the 400th anniversary of William Shakespeare's death. A Shakespeare Jubilee included a ceremonial marriage event of Shakespeare's folios of the Buffalo & Erie County Public Library's Rare Book Room and the University at Buffalo's (UB) Special Collections. The Library also participated in a Shakespeare conference and celebration with readings and performance art. Dr. Emma Smith of Oxford University, Roger Chartier and Peter Stallybrass from the University of Pennsylvania provided public lectures on Shakespeare's work.

Nearly 49,000 people visited the *Milestones of Science: Books that Shook the World!* rare and early edition books on display in Central Library's Collections Gallery. Visitors included Courtney L. Young, immediate past president of the American Library Association, Leadership Buffalo participants, *Buffalo Spree* Magazine event attendees, Creative Mornings program attendees, many local schools, elected officials and other program participants.

A promotional video highlighting the *Milestones of Science* exhibit was produced by Launch Pad staff <http://bit.ly/MilestonesofSci>.

Many of the rich historic treasures of the Library System's Grosvenor Library have been digitized and are now reaching far and wide audiences via the websites of New York Heritage (<http://bit.ly/2wZlnWB>) and the Digital Public Library of America (<http://bit.ly/1THOOCr>) through a partnership with the Western New York Library Resources Council, Empire State Library Network and Empire State Digital Network.

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Newspapers from the early 1800s including *The Buffalo Patriot*, *The Western Star* and *The Buffalo Daily Republican* were microfilmed with a New York State Conservation/Preservation Grant. Microfilming ensures these papers, which were in various states of deterioration, will be available in a sustainable format long into the future.

Educator Preview Nights took place throughout the year to promote the *Milestones of Science* exhibit.

Preservation Buffalo Niagara honored the Library System's Rare Book Room with its Education & Outreach Award for its preservation and conservation efforts with rare books of architectural historical significance.

Central Library displayed the United States Holocaust Memorial Museum exhibit entitled *Nazi Persecution of Homosexuals – 1933–1945* in partnership with the Holocaust Resource Center of Buffalo.

Central Library celebrated Buffalo's African American history with an exhibit from the Michigan Street African American Heritage Corridor Commission featuring information about many of the Michigan Avenue institutions and their impact on local African American history, art and culture.

Seventeen libraries were awarded Bullet funding totaling \$95,000 from NYS Senators Patrick M. Gallivan and Michael Ranzenhofer including Amherst Public Library, Aurora Town Public Library, Boston Free Library, Clarence Public Library, Concord Public Library, Eden Library, Elma Public Library, Alden Ewell Free Library, Lancaster Public Library, Marilla Free Library, Newstead Public Library, Town of Collins, Town of North Collins and West Seneca Public Library. Thank you Senators Gallivan and Ranzenhofer!

Erie County Legislator John Mills again hosted Hot Dog Roast Library Fundraisers at the libraries in his district: Angola Public Library, Boston Free Library, Town of Collins Public Library, Eden Library, Hulbert Library in the Town of Concord, North Collins Public Library and Orchard Park Public Library. Over the past decade, more than \$67,000 has been raised. Thank you Legislator Mills!

NYS Assemblyman Robin Schimminger awarded \$6,000 in Special Legislative Project funding to both Riverside Branch Library in Buffalo and Town of Tonawanda Public Library.





Libraries have the energy that fuels our imagination. They open up windows to the world and inspire us to explore and achieve, and contribute to improving our quality of life.

# Libraries Are for Everyone!

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All 38 Buffalo & Erie County Public Libraries are welcoming spaces providing services to all! Libraries make a difference in the lives of those learning to read, those looking for work and those seeking creative and stimulating programs, materials and resources.

## Highlights:

Offered WiFi, public computers and computer training.

Offered Job Clubs, Job Fairs and career and business outreach programs.

Offered programs and collections based on STEM, STEAM and STREAM (Science, Technology, Engineering, Mathematics, Art, Reading & Religion).

Presented regular family programming including Storytimes & Toddler Times.

Celebrated the 400<sup>th</sup> anniversary of the death of William Shakespeare with programs and exhibits in partnership with the University at Buffalo Libraries.

Exhibited Rare Book and first edition Special Collection exhibits such as *Milestones of Science: Books that Shook the World!*, *Mark Twain & Shakespeare*, and *Celebrating 400 Years Since Shakespeare: Reflecting on the Life of the Bard*.

## Community Partners Working For You

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More than 700 community partners work with Buffalo & Erie County Public Libraries to provide services to you. Here is a sampling of our partners:

Albright Knox Art Gallery  
Arts Services Initiative of  
Western New York  
Association for a Buffalo  
Presidential Center  
Aspire of WNY  
Baird Foundation  
Boys and Girls Clubs  
Buffalo History Museum  
Buffalo News  
Buffalo Place  
Buffalo Public Schools  
Buffalo Spree Magazine  
Buffalo State College  
Canalside Buffalo, Erie Canal  
Harbor Development Corp.  
Center for the Study of Art,  
Architecture, History and  
Nature  
Clarence Central Schools  
Colden Town Hall

Educational Opportunity Center  
Erie I BOCES & Erie II BOCES  
Erie County Departments/  
Offices of the County  
Executive, Legislature, Health,  
Social Services, Environment  
& Planning, Commission on  
the Status of Women, Office  
for the Disabled, Veterans  
Services  
Gay & Lesbian Youth Services  
Hispanic Heritage Council of  
WNY  
International Institute  
Journey's End Refugee Services,  
Inc.  
Just Buffalo Literary Center  
Kids Escaping Drugs  
Larkin Square  
Literacy New York Buffalo  
Niagara  
National Federation of  
Just Communities

Michigan Street African American  
Heritage Corridor Commission  
Neighborhood Legal Services  
Peace of The City Ministries  
Pegula Sports &  
Entertainment, Inc.  
Project Flight  
Read to Succeed  
Rotary Club of Buffalo  
Say Yes to Education  
Buffalo SCORE Buffalo Niagara  
University at Buffalo  
Western New York Genealogy  
Society  
Veterans One-Stop Center  
Visit Buffalo Niagara  
Western New York Library  
Resources Council  
Western New York STEM Hub  
Young Audiences of Western  
New York



The 18<sup>th</sup> annual *Battle of the Books* was held in August. Twenty-eight teams, 202 players (students in grades 6 – 9) and 17 coaches from 16 Buffalo & Erie County Public Libraries participated in the wonderfully exciting, Jeopardy-like contest. After five regular rounds of challenging trivia questions, teams from Amherst Public Library and Grand Island Memorial Library faced off in the final round before 500 excited friends and family members. Amherst Library emerged as the winner and took home gold medals! Everyone did an amazing job!

# Libraries are Passionate Advocates for Lifelong Learning.

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## Highlights:

Collaborated with Pegula Sports & Entertainment, Inc. (owner of the Buffalo Bills football team, Buffalo Sabres hockey team and Buffalo Bandits lacrosse team) to offer a new, branded **One Buffalo Community Library Card**.

Continued encouraging "READ ALOUD 15," an ongoing national movement designed to encourage 15 minutes of reading to every child, every day.

Joined forces with Project Flight, Channel 2, The Buffalo News, WBLK and Wegmans to encourage book donations for disadvantaged children through the annual Books for Kids campaign.

Provided ongoing, fun all ages technology programs in the Launch Pad MakerSpace.

Hosted the 18<sup>th</sup> *Battle of the Books* teen reading competition with more than 200 participants from 16 Buffalo & Erie County Public Libraries.

Hosted weekly IMAGINE Buffalo series of lectures on the sciences, nature, arts and architecture.

Played host for the second year to hundreds of young creative inventors - local school children and their families - for the WNY Invention Convention.

Offered a James Baldwin series of programs supported by a grant from the New York Council for the Humanities.

Supported the works of 40 local authors through participation in the first Indie Author Day national program.

Provided library service to New York State Correctional facility inmates in Collins, Gowanda and Wende State Correctional Facilities.

## Facts & Figures – the Summer of '16

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4,855 teens attended Buffalo & Erie County Public Library Summer Reading programs in 2016

1,282 Summer Reading programs were offered

36,960 children attended Summer Reading programs

15,409 books were read during the Summer Reading campaign

9,018 children registered for Summer Reading

2,598 Early Literacy programs were conducted

59,442 families and young children attended Early Literacy programs

60,393 people attended Intergenerational programs





Libraries . . .  
are community!

## Libraries and Library Employees Never Stop Learning

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“Two out of three of adults in the U.S. today say fabricated news stories cause a great deal of confusion about the basic facts of current issues and events.”

*Pew Research Center study, December 2016.*

Information, technology and literacy skills are needed now more than ever to help people navigate the rapidly evolving world of online media and marketing. Librarians and library staff are trained to assist patrons in understanding and evaluating accurate information.

### Highlights:

Nearly 300 Library employees attended Staff Development Day. Training topics included team building, providing A+ Customer Service, children’s programming and more.

Library Managers and Directors met monthly. Agendas ranged from discussing annual budgets to advocacy training to early literacy initiatives, patron surveys, collection development, technical upgrades and public programming, to name a few. Over the past year, speakers from the community presented to Library Managers and Directors from organizations such as Explore & More Children’s Museum, the Veterans Outreach Center, Just Buffalo Literary Center, Erie County Department of Health, University at Buffalo and the Western New York Library Resources Council.

Library Administrators participated in meetings, programs and events with:

New York Library Association (NYLA)

New York State Regents Advisory Council

American Library Association (ALA)

Public Library System Directors Organization (PULISDO)

Public Library Association (PLA)

Black Caucus of the American Black Library Association

Western New York Library Resources Council

The Library System Human Resources Department implemented a Workforce Development Plan focusing on compliance training, customer service, employee health and safety and serving special client populations.

Employee in-house training included sessions on sorting out fake news, addressing computer viewing complaints, conducting performance evaluations, security in libraries, social media and marketing for libraries.

Nearly 120 Library employees attended 16 in-house staff technology training classes to brush up on their skills.



A library is the delivery room for the birth of ideas,  
a place where history comes to life.

## Libraries are a Smart Investment!

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According to the American Library Association, libraries are essential in providing equitable access to digital resources for their communities. Being born into the digital age does not guarantee access to digital technology. This poses exciting challenges and opportunities for libraries to reach patrons and non-library users in new and compelling ways.

### Highlights:

For the second year, all Buffalo Public Schools students had access to their classroom desktop on Library public computers.

Patrons using public computers or their own devices took advantage of the new one-time password-based login through the development of a new encrypted WiFi network.

Ongoing updates and edits to the Library System website, [www.BuffaloLib.org](http://www.BuffaloLib.org), made it easier for visitors to navigate.

Multi-language options are now available on the Library System website.

Over 1,000 public technology training sessions took place in 2016 including one-on-one training and Cyber Train classes.

The Library's TechKnow Lab created 12 new YouTube documentaries and training videos.

Open eBooks, a new, downloadable application (app), launched by former First Lady Michelle Obama to encourage children to read, was promoted in Buffalo & Erie County Public Libraries.

Electronic collections, including downloadable books, music, audio books and videos exceeded 53,000 titles.



Libraries . . .  
bringing the world to you!

**BUFFALO & ERIE COUNTY PUBLIC LIBRARY SYSTEM**  
**DIRECTOR'S ANNUAL CONSOLIDATED FINANCIAL REPORT**  
**For the Fiscal Years 2012 - 2016**

<u>REVENUE</u>	2012	2013	2014	2015	2016
Library Property Tax	\$19,872,457	\$22,172,457	\$22,588,324	\$23,013,857	\$23,474,134
Erie County Interfund Subsidy	2,000,000	0	58,689	\$4,000	\$0
Annual New York State Library Aid	1,903,221	1,996,576	2,017,824	2,135,116	2,227,209
Annual New York State Grants	584,761	630,805	619,973	659,283	684,450
Non-Recurring Grants and Member Aid	925,681	826,556	916,817	478,752	155,997
Municipal Support	205,879	149,766	189,454	143,011	173,260
Contributions/Fundraising	569,687	528,615	602,040	700,109	593,233
Library Charges - Fines	842,308	952,953	906,943	891,583	800,427
Other Revenues	1,920,337	1,631,374	1,277,034	1,319,163	1,225,446
	<u>\$28,824,331</u>	<u>\$28,889,102</u>	<u>\$29,177,098</u>	<u>\$29,344,873</u>	<u>\$29,334,156</u>
<u>EXPENSE</u>					
Salaries & Wages	\$12,805,006	\$13,065,634	\$13,644,792	\$14,016,199	\$14,124,856
Fringe Benefits	6,214,930	6,504,599	\$6,949,473	\$7,185,568	\$6,970,822
Library Materials	3,027,099	3,161,322	\$3,088,147	\$2,990,489	\$3,053,220
Utilities	1,012,488	1,106,955	\$1,200,152	\$907,385	\$758,713
Service/Maintenance Contracts	1,162,130	1,032,689	\$1,057,366	\$949,228	\$979,852
Use of Committed Funds for Construction					
Grant Match	0	663,609	\$755,407	\$0	\$43,500
Other Costs	3,192,446	3,088,561	\$2,781,847	\$3,185,119	\$2,542,196
	<u>\$27,414,098</u>	<u>\$28,623,369</u>	<u>\$29,477,184</u>	<u>\$29,233,987</u>	<u>\$28,473,159</u>
YEAR END SURPLUS/(DEFICIT) - difference between Revenue and Expense	\$1,410,233	\$265,733	<b>(\$300,086)</b>	\$110,886	\$860,997

Notes: Includes operating and grant revenue & expense for entire Buffalo & Erie County Public Library System including all suburban contracting libraries.  
Does not include revenue & expenses for Capital Construction projects.

**BUFFALO & ERIE COUNTY PUBLIC LIBRARY DIRECTOR'S  
ANNUAL CONSOLIDATED FINANCIAL REPORT  
For the Fiscal Year Ending December 31, 2016**

REVENUES	TOTAL
Library Property Tax	\$23,474,134
New York State Library Aid	2,227,209
Annual New York State Grants	684,450
Non-Recurring Grants and Member Aid	155,997
Municipal Support	173,260
Contributions/Fundraising	593,233
Library Charges - Fines	800,427
Other Revenues	1,225,446
	\$29,334,156
EXPENDITURES	
Salaries & Wages	\$14,124,856
Fringe Benefits	6,970,822
Library Materials	3,053,220
Utilities	758,713
Service/Maintenance Contracts	979,852
Use of Committed Funds for Construction Grant Match	43,500
Other Costs	2,542,196
	\$28,473,159
<u>YEAR END SURPLUS/(DEFICIT) - difference between Revenues and Expenditures</u>	\$860,997

Notes: Includes operating and grant revenue & expense for entire Buffalo & Erie County Public Library System includes Central & Buffalo City Branches, Contracting Member Libraries, and Library System Services, Outreach and Library on Wheels.

Does not include revenue & expenses for Capital Construction projects.

**CELEBRATING OUR MILESTONES GALA**  
**180 YEARS OF BOOKS,**  
**HISTORY & COMMUNITY**  
Honoring Wayne D. Wisbaum  
&  
Recognizing the Legacy of Chauncey Hamlin

The Gala was held on Friday, December 2, 2016 at the downtown Central Library. Over 200 guests attended and helped to raise funds for the Library's Rare Books and Special Collections. Proceeds also benefitted all 37 Buffalo & Erie County Public Libraries; each received \$500 for children's programming.

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The Buffalo & Erie County Public Library System gratefully acknowledges Erie County Executive **Mark Poloncarz** and members of the Erie County Legislature. The Buffalo & Erie County Public Library System also gratefully acknowledges members of the New York Senate and Assembly.





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Questions: 716-858-7182



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<b>Alden Ewell Free Library</b> . . . . .	13280 Broadway, Alden . . . . .	937-7082
Amherst Public Library		
<b>Main Library at Audubon</b> . . . . .	350 John James Audubon Pkwy, Amh. . . . .	689-4922
<b>Clearfield Branch Library</b> . . . . .	770 Hopkins Rd, Williamsville. . . . .	688-4955
<b>Eggertsville-Snyder Branch</b> . . . . .	4622 Main St, Snyder. . . . .	839-0700
<b>Williamsville Branch</b> . . . . .	5571 Main St, Williamsville . . . . .	632-6176
<b>Angola Public Library</b> . . . . .	34 N Main St, Angola . . . . .	549-1271
<b>Aurora Town Public Library</b> . . . . .	550 Main St, East Aurora . . . . .	652-4440
<b>Bookmobile "Library on Wheels"</b> . . . . .		858-7157
<b>Boston Free Library</b> . . . . .	9475 Boston State Rd, Boston. . . . .	941-3516
Buffalo Branches		
<b>Central Downtown Library</b> . . . . .	1 Lafayette Square, Buffalo. . . . .	858-8900
<b>Crane Branch</b> . . . . .	633 Elmwood Ave, Buffalo . . . . .	883-6651
<b>Dudley Branch</b> . . . . .	2010 South Park Ave, Buffalo . . . . .	823-1854
<b>East Clinton Branch</b> . . . . .	1929 Clinton St, Buffalo . . . . .	823-5626
<b>East Delavan Branch</b> . . . . .	1187 E. Delavan Ave, Buffalo . . . . .	896-4433
<b>Frank E. Merriweather, Jr. Branch</b> . . . . .	1324 Jefferson Ave, Buffalo. . . . .	883-4418
<b>Niagara Branch</b> . . . . .	280 Porter Ave, Buffalo. . . . .	882-1537
<b>North Park Branch</b> . . . . .	975 Hertel Ave, Buffalo . . . . .	875-3748
<b>Riverside Branch</b> . . . . .	820 Tonawanda St, Buffalo . . . . .	875-0562
Cheektowaga Public Library		
<b>Anna Reinstein Memorial Library</b> . . . . .	2580 Harlem Rd, Cheektowaga . . . . .	892-8089
<b>Julia Boyer Reinstein Library</b> . . . . .	1030 Losson Rd, Cheektowaga . . . . .	668-4991
<b>Clarence Public Library</b> . . . . .	3 Town Pl, Clarence . . . . .	741-2650
<b>Town of Collins Public Library</b> . . . . .	2341 Main St, Collins . . . . .	532-5129
<b>Concord Public Library</b> . . . . .	18 Chapel St, Springville . . . . .	592-7742
<b>Eden Library</b> . . . . .	2901 E Church St, Eden . . . . .	992-4028
<b>Elma Public Library</b> . . . . .	1860 Bowen Rd, Elma . . . . .	652-2719
<b>Grand Island Memorial Library</b> . . . . .	1715 Bedell Rd, Grand Island . . . . .	773-7124
Hamburg Public Library		
<b>Hamburg Public Library</b> . . . . .	102 Buffalo St, Hamburg . . . . .	649-4415
<b>Lake Shore Public Library</b> . . . . .	S-4857 Lake Shore Rd, Hamburg. . . . .	627-3017
<b>Lackawanna Public Library</b> . . . . .	560 Ridge Rd, Lackawanna . . . . .	823-0630
<b>Lancaster Public Library</b> . . . . .	5466 Broadway, Lancaster . . . . .	683-1120
<b>Marilla Free Library</b> . . . . .	11637 Bullis Rd, Marilla . . . . .	652-7449
<b>Newstead Public Library</b> . . . . .	33 Main St, Akron . . . . .	542-2327
<b>North Collins Public Library</b> . . . . .	2095 School St, North Collins . . . . .	337-3211
<b>Orchard Park Public Library</b> . . . . .	S-4570 S Buffalo St, Orchard Park. . . . .	662-9851
<b>City of Tonawanda Public Library</b> . . . . .	333 Main St, Tonawanda . . . . .	693-5043
Town of Tonawanda Public Library		
<b>Kenilworth Branch</b> . . . . .	318 Montrose Ave, Town of Tonawanda . . . . .	834-7657
<b>Kenmore Branch</b> . . . . .	160 Delaware Rd, Kenmore . . . . .	873-2842
<b>West Seneca Public Library</b> . . . . .	1300 Union Rd, West Seneca . . . . .	674-2928