



FINGER LAKES LIBRARY SYSTEM

Evolve



Empower



Enrich



2016 Annual Report

Serving the 33 public libraries in Cayuga, Cortland, Seneca,
Tioga, and Tompkins Counties since 1958



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Sarah Glogowski, Executive Director
Diana Leigh, Administrative Assistant

Consultant Services

Kristi Downham, HR Administrator & State Programs Coordinator
Jenny Shonk, Continuing Education & Outreach Librarian
Amanda Schiavulli, Member Services Librarian
Malia Hall, Collections Associate

Technical Services (Cataloging & ILL)

Deborah Geier, Technical Services Librarian
Sam Norton, Circulation Associate
Lois Maki, Cataloging Associate
Ellen Hersey, Shelving Page
Arlene Krebs, Shelving Page

Computer Network Services

Rex Helwig, Manager
Eric Franks, Specialist

Delivery Services

Thomas Smith, Fleet Manager
John Leonard, Driver
Lou Pacelli, Driver



Outstanding Years of Service!

For the many years of dedication and service to Finger Lakes Library System and its member libraries we would like to say "Thank You"!



Eric Franks, CNS Specialist

15 Years on August 20th

Elaine Knapp, Business Manager

10 Years on May 19th



Lou Pacelli, Driver

5 Years on August 31st

Letter From the Director

Since last year's Annual Meeting, the Finger Lakes Library System has undergone many changes. We also spent this past year meeting with our libraries and holding focus groups to help complete our new Plan of Service. Due to these factors, we are using the theme "Evolve, Enrich, Empower" for our meeting this year to showcase how we continue to grow and assist our member libraries.

One of the ways FLLS is evolving is in the area of staffing. Over the past year, we had Librarian Linda Beins retire, and our Business Manager, Elaine Knapp, recently took a new job at Cornell. Last winter Deb Geier became our Technical Services Librarian and is now overseeing cataloging and interlibrary loan for FLLS. Amanda Schiavulli recently became our Member Services Librarian and will be working more closely with our member libraries helping them with a wide array of topics after we heard your feedback from our focus groups this summer that you wanted more staff visits from FLLS staff. We also had the pleasure of promoting Jenny Shonk (formerly Clark) from a Computer Network Services trainer to our Continuing Education and Outreach Librarian.

Another evolution is that we continue to offer new services and technology to our member libraries. Over the past year we have introduced hoopla, which provides access to streaming video, music, eBook and graphic novels. This September we launched our One Card, Many Libraries service, which allows patrons from all five counties to use their current library cards to borrow materials from any of the Finger Lakes Library System's 33 member libraries. By allowing patrons to access each of our libraries with one card, we are making our libraries more welcoming and convenient.

We all know that libraries enrich the quality of life in our communities. Libraries provide access to resources and technology to all and help close the gap between the rich and the poor. Libraries help build communities by offering a community gathering space for people to share ideas, engage in discussions, and experiment in new technology and media. Our library system also enriches all of our member libraries. Due to the partnership of FLLS and our 33 member libraries, we help provide access to new technology, shared resources like delivery of materials, and consultation services to make your libraries stronger. Our shared services help save our libraries thousands of dollars and give our libraries a chance to offer patrons more services and options.

This coming year, the Finger Lakes Library System is going to focus on how we can better empower our member libraries. Empowerment can mean many things, depending on the library and the community they serve. For some, it may mean help with space design and construction grant guidance so a library can expand or renovate their space. For others, it may mean marketing, social media or facilitated community discussions to help to with community engagement or outreach. Empowerment also means helping with increased advocacy efforts so that all of our libraries are more sustainable.

Thank you for all of your hard work over the past year and for taking part in our regional focus groups to help guide our next five years here at FLLS. Thank you for inviting me and the FLLS staff for library visits, programs, and Board meetings. I continue to love seeing all of the innovative programs and community outreach and involvement that all of you are doing. I look forward to working with all of our libraries to strengthen our library system even more.

Sarah Glogowski
Executive Director



Plan of Service

Much of this year has been spent preparing our new Plan of Service for the New York State Library. Every five years, the Division of Library Development requires public library systems to create new plans of service, or long range plans. For public library systems, it is a great opportunity to get out to our member libraries and meet with directors, staff, and boards. It is a chance to hear what we as a system are doing well, and where we need improvement. Creating a plan of service gives us the chance to hear if our member libraries would like us to pursue new technology endeavors or if we should be focusing on other areas, such as advocacy and marketing.

Since this spring, I conducted seven focus groups for our new plan of service. Each of our five counties had a focus group which gave member library directors, staff and trustees a chance to take part in conversations with FLLS. A separate focus group took place with our central library, Tompkins County Public Library, because the central library has to provide specific services to maintain central library status. Finally, the Finger Lakes Library System Board had a separate focus group to offer their opinions this summer.

During the focus groups, we touched on seven different areas during our conversations. For instance, I asked what the most beneficial resources or services provided by FLLS were, how do you feel most engaged to FLLS, how can FLLS enhance collaboration, and what could FLLS stop providing. We also touched on topics such as changes in staffing at FLLS and how FLLS is organized, if member libraries found our bulletin helpful, and how member libraries felt about our Annual Meeting.

Delivery of materials and interlibrary loan consistently ranked high with our focus groups as an essential service. Attendees praised our drivers and it was often brought up that our drivers were the face of our system because they were seen the most by our member library staff. Being able to get books through out-of-system interlibrary loan was vital to our regional members and many felt that it equalized libraries because it gave their patrons better access to materials.

Help with computer issues and Polaris issues also ranked high. Member library directors mentioned there is a wide range of comfort with new technology throughout our libraries, and it was reassuring to them that the system provided help. Also mentioned were continuing education opportunities, whether it be from our system meetings, opportunities to win scholarships to conferences, or an email pointing out an upcoming free or low-cost webinar. The ability to contact FLLS staff for help or guidance was also mentioned frequently and many of our libraries praised our efforts on how quickly we respond to emails or inquiries.

Many of our member libraries expressed that they found it most helpful when we came to them, either for site visits, county meetings, or Board meetings or presentations. Our libraries are often staffed with just a few staff members, and because of limited hours and funding issues, find it hard to travel to Ithaca. We heard that if we could do more regional meetings or library visits, it would be greatly appreciated. Member libraries also want the

reassurance that the FLLS staff truly understand small, rural libraries and the issues facing them, and are able to provide support to them with this knowledge.

While many of our focus groups did not have issues with our library catalog or its appearance, some focus groups mentioned that the appearance of the online catalog was dated and they wished it could be enhanced. We have already begun work on this, investigating different options and solutions, and will continue to work on this next year. We are also working hard to catch up on the backlog of cataloging records and will continue to focus our attention on this also.

We heard from our member libraries that they would like more help with marketing and advocacy efforts. Many mentioned that they would like to learn how to create eye-catching flyers or learn how to better promote themselves on social media. We just hosted a social media workshop here at FLLS in response to this request, and will be offering more marketing workshops over the next few years. Help with advocacy is something I believe strongly in, and we will be focusing our attention on this next year by bringing in speakers to help with advocacy and sustainable funding initiatives.

Changes are already underway at FLLS due to our focus group conversations. Amanda Schiavulli is now our Member Services Librarian and will be working remotely at our member libraries as needed if they request help. If you need help with library policies, statistics, programming, summer reading, space planning, digital services or more, she can be on-site to answer your questions and meet with you. Continuing Education and Outreach Librarian Jenny Shonk will be offering more on-site regional trainings at your libraries and is planning some workshops in adult services programming ideas. We are committed to providing you useful and current information in our weekly bulletin and will continue to inform you about webinars and workshops we feel will be helpful to you. We are already planning changes to next year's Annual Meeting based on your feedback, and are already planning next year's monthly system meetings to offer you better continuing education opportunities. I have also begun planning for increasing our outreach to library trustees and offering more trustee training classes.

The Finger Lakes Library System is here for you. We are committed to helping you provide the best library services to your communities. Please don't hesitate to contact me with any questions or concerns. I look forward to seeing you at library visits, meetings, and at our headquarters.

Sarah

Staff Directory



Sarah Glogowski – Executive Director

Advises member libraries and trustees on trustee education, advocacy, library funding opportunities, library legal issues, training, customer service and personnel matters, and strategic planning.

Business Manager – Vacant

The Business Manager is responsible for formulating and tracking the FLLS financial budget and financial policies, its accounting practices, the maintenance of its records, and the preparation of financial reports. The Business Manager manages FLLS' relationships with independent auditors including the treasurer, banks, insurance providers, and legal counsel.



Kristi Downham – HR Administrator and State Programs Consultant

Coordinates the administration of System HR policies, including maintaining employee benefits, disability, workers' compensation, and payroll. Responsible for the coordination of NY State grants and reports for the System, assists the 33 member libraries with the completion of the Annual Reports and Construction Grants, helps with the coordination of advocacy efforts, and assists in planning System special events, including the Annual Meeting.

Diana Leigh –Administrative Assistant

The Administrative liaison to the FLLS staff and assists the Administrative Department. The recording secretary to the Board of Trustees who prepares agendas, minutes and packets for the FLLS Board. Handles accounts receivable records and cash deposits. Keeps all System records and files in order and oversees the supplies budget line.



Rex Helwig – Computer Network Services Manager

Responsible for supervising the Computer Network Services Department, overseeing all functions of the Integrated Library System (ILS) hardware/software, network infrastructure and System servers and computers. Serves as the official liaison with the ILS and technology vendors and is the System's main representative of the Fingerlakes Automated Library Consortium (FALCONS).

Eric Franks – Computer Services Specialist

Provides Integrated Library System (ILS) technical support, assists with the planning, installation and support of computer hardware/software and network equipment. Provides training on PC applications for the System and its member libraries. Oversees and makes recommendations for the System website.

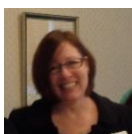


Tom Smith – Fleet Manager

Responsible for the hiring and supervising of drivers for the System, delivering library materials to member libraries and agencies within the System service area and oversees the regularly scheduled cleaning and maintenance of the System vehicles.

Lou Pacelli and John Leonard – Part-time Drivers

Responsible for delivering library materials to member libraries and agencies within the Finger Lakes Library System.



Deborah Geier – Technical Services Librarian

Oversees cataloging, database maintenance of the System catalog, as well as coordinating the interlibrary loan services system-wide. Is responsible for the accuracy and integrity of the FLLS catalog of holdings and performs original and copy cataloging in all formats. Oversees all operations of the interlibrary loan services, and supervises the ILL Assistant, Cataloging Associate and Pages.

Sam Norton – Interlibrary Loan Assistant

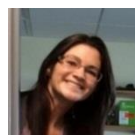
Processes interlibrary loan (ILL) materials borrowed from and loaned to libraries outside the Finger Lakes Library System and performs circulation tasks related to the correctional facilities. Receives and processes all materials from and to out-of-system ILLs, maintains records and monitors the status of ILL requests, and schedules the return of ILL packages.

Lois Maki – Cataloging Associate

Responsible for routines and activities associated with maintaining the FLLS catalog including copy cataloging and database maintenance under the supervision of the Technical Services Librarian.

Ellen Hersey and Arlene Krebs – Shelving Pages

Unpack delivery bags and sort materials for distribution to different departments and member libraries. Sort, check-in and shelve FLLS materials as needed.

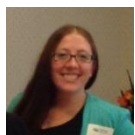


Amanda Schiavulli – Member Services Librarian

Responsible for assuring that the needs of the member libraries are met with a concentration on developing methods of improving libraries and library services in the digital age through social media and databases. Provides support for member libraries working with youth ages 0-18.

Malia Hall – Collections Associate

Performs all routines associated with the creating, cataloging, circulation, repair, and discarding of the System collections under the supervision of the Member Services Librarian. Creates floating collections for the member libraries, assists member libraries with collection concerns and is responsible for the daily request manager list assuring member libraries receive materials in a timely manner.



Jenny Shonk – Continuing Education and Outreach Librarian

Responsible for developing methods of improving libraries and library services in the area of adult services, reference, and outreach. Provides continuing education and support to member libraries and FLLS staff. Works collaboratively with the Member Services Librarian and the Technical Services Librarian.



The New York Library Association (NYLA) is the voice of the library community in New York. NYLA, established by Melvil Dewey in 1890, is the oldest state library association in the country and represents school, college, special and public libraries, library staff, trustees, and students from around the state.

NYLA is the only statewide organization dedicated to advocating on behalf of all libraries and library staff to the state legislature, and serves as the spokesperson on library matters to the media and public policymakers.

NYLA offers a variety of services and programs to meet our members' needs ranging from professional development opportunities at our NYLA Annual Conference and regional institutes to member discounts on a range of services and products for your personal or professional needs.

Personal Memberships:

First time: \$25.00

Trustee or Friend: (\$30.00)

Regular (see chart →)

Retired/Unemployed: (\$30.00)

Library support staff (\$25.00)

Student (\$15.00)

Income:	Dues:
Up to \$19,999	\$35.00
\$20,000 - \$29,999	\$60.00
\$30,000 - \$39,000	\$80.00
\$40,000 - \$49,000	\$100.00
\$50,000 and over	\$125.00

Basic membership includes free membership in one section. Additional sections are \$7.00 each. Roundtable memberships are \$5.00.

Organizational Memberships:

Schools, libraries, friends groups and other organizations are eligible to receive special rates.

Dues for libraries/systems are based on annual budget (see chart below).

With each organizational membership, the library/system receives one designated representative and additional associate members based on the dues.

The organizational rate for friends groups is \$50.00.

For more information contact the NYLA office at 800.252.6952.

To register online, visit www.nyla.org.

Library/System Budget:	Dues:
Up to \$50,000	\$50.00
\$50,000 - \$100,000	\$75.00
\$100,000 - \$500,000	\$150.00
\$500,000 - \$1M	\$300.00
\$1M - \$3M	\$600.00
\$3M - \$10 M	\$1,250.00



Save the Date!

Library Advocacy Day 2017

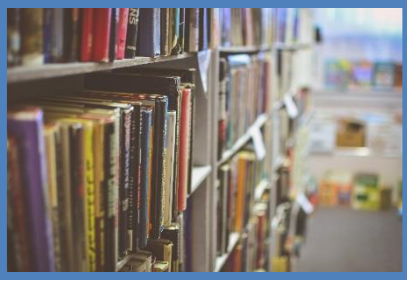
Wednesday, March 1st

Ballot Funding

We had another successful year with ballot funding. All of the libraries requesting an increase were approved again this year. Due to the continuous decrease in County Funding, ballot funding is an important and sustainable way to receive funding for your library. It is also a great way for communities and the public to show their support for your library. If you have any questions or need help with ballot funding, please contact Sarah Glogowski @ sglogowski@flls.org.

		Public Support Through Ballot Voting												
	County	Library	School System	2010	2011	2012	2013	2014	2015	2016	Increase	Yes	No	Date
1	Cayuga	Auburn-Seymour *	Special Leg District	0	0	0	742,000	754,000	896,311	962,000	65,689			12/2
2	Cayuga	Aurora	Southern Cayuga Cen	16,500	18,150	24,150	30,150	36,150	42,150	48,150	6,000			5/17
3	Cayuga	Cato-Lang	Cato-Meridian	30,000	50,000	50,000	50,000	50,000	N/A	N/A	0			
4	Cayuga	Fair Haven	Red Creek	0	15,000	15,000	15,000	15,000	N/A	30,000	15,000	220	87	5/17
5	Cayuga	Moravia-Powers	Moravia Central	25,000	25,000	25,000	32,500	43,700	45,000	46,350	1,200	324	126	5/17
6	Cayuga	Poplar Ridge-Hazard	Southern Cayuga Cen	16,500	16,500	22,500	28,500	34,500	40,500	N/A				
7	Cayuga	Port Byron	Port Byron Central	43,458	48,500	48,500	48,460	51,460	52,560	53,107	547	310	99	5/17
8	Cayuga	Union Springs-Springport	Union Springs Central	52,000	54,500	57,000	60,500	64,000	67,500	71,000	3,500	306	47	5/17
9	Cayuga	Weedsport	Weedsport Central	53,045	54,045	56,045	57,166	58,881	69,978	75,978	6,000	320	134	5/17
10	Cortland	Cortland	Cortland-Spec Leg I	349,969	350,000	350,000	355,073	360,150	367,353	370,755	3,422			
11	Cortland	Homer-Phillips	Homer Central	92,000	95,000	95,000	97,371	99,446	104,446	109,385	4,939	940	376	5/17
12	Cortland	Marathon-Peck	Marathon	52,000	52,000	52,000	52,000	52,000	N/A	N/A	0			
13	Cortland	McGraw -Lamont	McGraw Central	25,000	25,000	25,000	25,000	27,500	N/A	N/A	2,500	69	38	5/20
14	Seneca	Interlaken	South Seneca Central	15,000	30,000	16,750	16,537	25,000	N/A	N/A	8,462	333	93	
15	Seneca	Lodi	South Seneca Central	15,000	15,000	15,000	15,750	23,462	N/A	33,462	10,000	278	145	5/17
16	Seneca	Ovid-Ford	South Seneca Central	0	30,000	15,750	16,537	25,000	30,000	35,000	5,000	316	107	5/19
17	Seneca	Ovid-Ford	Romulus	6,000	3,000	3,150	3,649	5,000	10,000	12,000	2,000	122	65	5/19
18	Seneca	Seneca Falls	Seneca Falls Central	127,187	127,000	152,000	177,000	177,000	227,000	N/A				
19	Seneca	Waterloo	Waterloo Central	180,000	0	180,000	180,000	180,000	183,600	192,192	8,592	232	108	5/19
20	Tioga	Apalachin	Ow ego Apalachin Cen	0	0	0	30,000	60,000	72,444	92,444	20,000	686	400	5/17
21	Tioga	Candor	Candor Central	18,000	18,000	18,000	18,000	18,000	N/A	N/A	0			
22	Tioga	Nichols-Cady	Tioga Central	4,000	4,000	4,000	4,000	4,000	N/A	N/A	0			
23	Tioga	Ow ego-Coburn	Ow ego Apalachin Cen	5,600	0	5,600	35,600	35,600	N/A	N/A	0			
24	Tioga	Spencer	Spencer Van Etten	7,256	8,295	8,938	7,688	7,688		N/A	0			
25	Tioga	Waverly	Waverly Central	0	25,000	25,000	25,000	25,000	N/A	N/A	0			
26	Tompkins	Groton *	Groton Central	136,974	141,672	160,656	164,375	168,692	258,255	259,403	1,148	12	0	4/26
27	Tompkins	Lansing *	Lansing Central	105,310	105,310	105,310	113,310	116,310	126,310	136,310	10,000	158	11	5/3
28	Tompkins	New field	New field	27,000	33,000	33,000	41,500	41,500	45,500	N/A				
29	Tompkins	Trumansburg-Ulysses	T'Burg Central	94,000	94,000	97,760	101,709	105,114	110,370	N/A	5,256	441	109	5/19
		* Vote is separate from school vote												

Cataloging



Between January 1 and August 31, the cataloging department has added over 13897 bibliographic records to the catalog. A catalog cleanup project is planned which will improve the quality of both authority and bibliographic records.

2015 Training Stats

Training:

Topics: 7

Sessions: 17

Participants: 94

Library Visits: 7

Training in 2015 focused on the different aspects of Polaris. Sessions included Polaris New User, SimplyReports, Advanced Polaris, and PAC. A session on eReaders & Tablets was introduced in November and was well received.



Hoopla

Have you heard what all the hoopla is about?

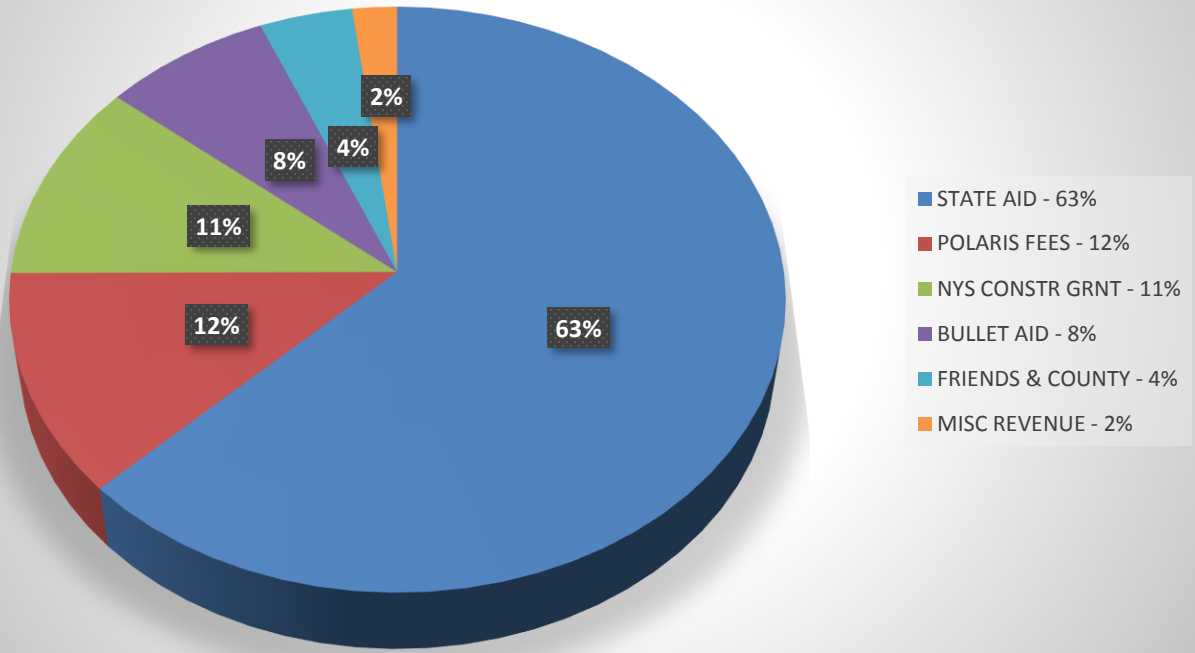
This summer we launched hoopla, a new digital service that allows for the streaming of over 500,000 movies, TV, books, comics, audio books and music with no wait lists. Patrons can borrow up to three hoopla selections per month with their active library card. Movies and television shows are available on patrons' devices for 3 days after check out. Music is available for 7 days and audiobooks are available for 21 days. All items are returned automatically, eliminating the possibility of late fees.

Using the service is simple! Download the free hoopla digital mobile app on your Android or IOS device or visit hoopladigital.com in a web browser, to begin enjoying thousands of titles – from major Hollywood studios, record companies and publishers – available to borrow 24/7, for instant streaming or temporary downloading to your smartphones, tablets and computers. Check out all of the titles we offer at www.hoopladigital.com

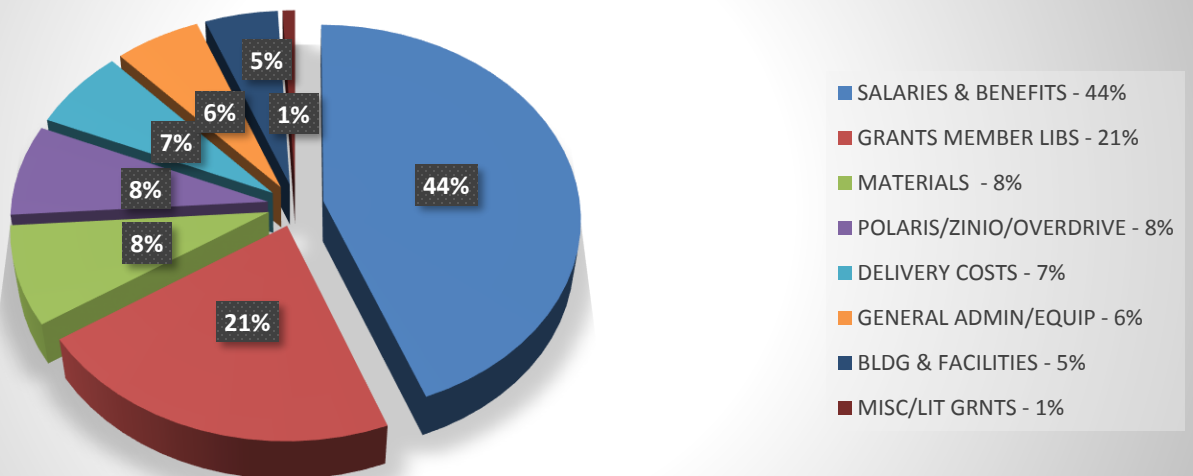


2015 System Expenditures

SOURCES OF FUNDS 2015



USE OF FUNDS 2015



Bullet Aid

THANK YOU!! Senator Nozzolio, Senator Seward, Senator DeFrancisco , and Senator O'Mara

DISTRICT 54



Senator Mike Nozzolio (Republican)

In 2016 Senator Nozzolio awarded a total of **\$110,000** in special legislative funds to help make a variety of projects at the following member libraries in our system possible: **Aurora Free Library, Fair Haven Public Library, Interlaken Public Library, Lansing Community Library, Edith B. Ford Library (Ovid), Hazard Library (Poplar Ridge), Port Byron Library, Seneca Falls Library, Springport Free Library and the Waterloo Library.**

Thank you Senator Nozzolio for being such a strong supporter of libraries in our system and for recognizing the system's role in providing library services in your district!

DISTRICT 51



Senator James Seward (Republican)

As a long-time member of the Senate Committee on Libraries, **Senator Seward** has often taken a leadership role in securing funding for our libraries and our schools.

In 2016, Senator Seward awarded a total **\$28,000** to the **Groton Public Library, Lamont Memorial Free Library (McGraw), Peck Memorial Library (Marathon), Phillips Free Library (Homer), Powers Library (Moravia), Southworth Library (Dryden), Kellogg Free Library (Cincinnatus) and Cortland Free Library.**

DISTRICT 50



Senator John A. DeFrancisco (Republican)

Senator DeFrancisco has consistently given money to the libraries in our system since re-districting in 2012 brought some of our libraries under his aegis.

In 2016, Senator DeFrancisco awarded a total of **\$20,000** to the following member libraries: **Seymour Public Library District (Auburn), Weedsport Free Library and Stewart B. Lang Memorial Library (Cato).**

District 58



Senator Tom O'Mara (Republican)

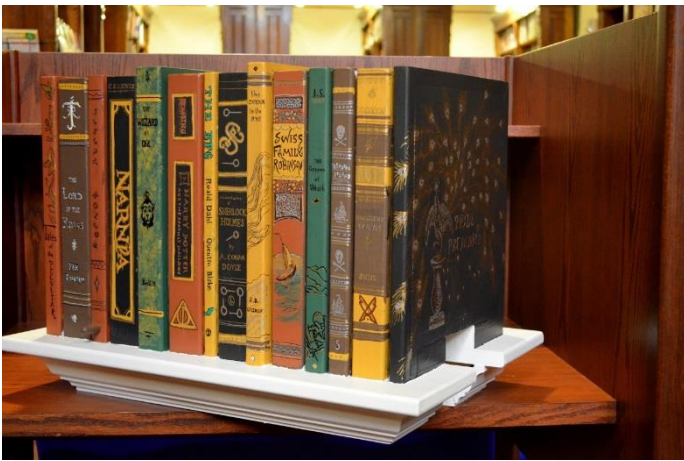
As a former trustee of the Horseheads Free Library, **Senator O'Mara** has always been a strong supporter of libraries and active community member.

In 2016, Senator O'Mara awarded a total of **\$11,000** to the following member libraries: **Newfield Public Library, Tompkins County Public Library (Ithaca), and Ulysses Philomathic Library (Trumansburg).**

What Did Bullet Aid Purchase in 2015?



New History Room in Seymour Public Library District (left), custom mailbox (center, left), freshly painted porch (center, right), bean bag chairs for teen space (bottom, left), raised garden beds (bottom, right).





Summer Reading Programs 2015:

- Member Libraries Participating.....32
- Children and Teens Participating.....8210
- Summer programs throughout the system
 - Number of programs.....1004
 - Total Attendance31,431

Compared to 2014

Same

Down 1.29%

Up 9.85%

Up 7.08%

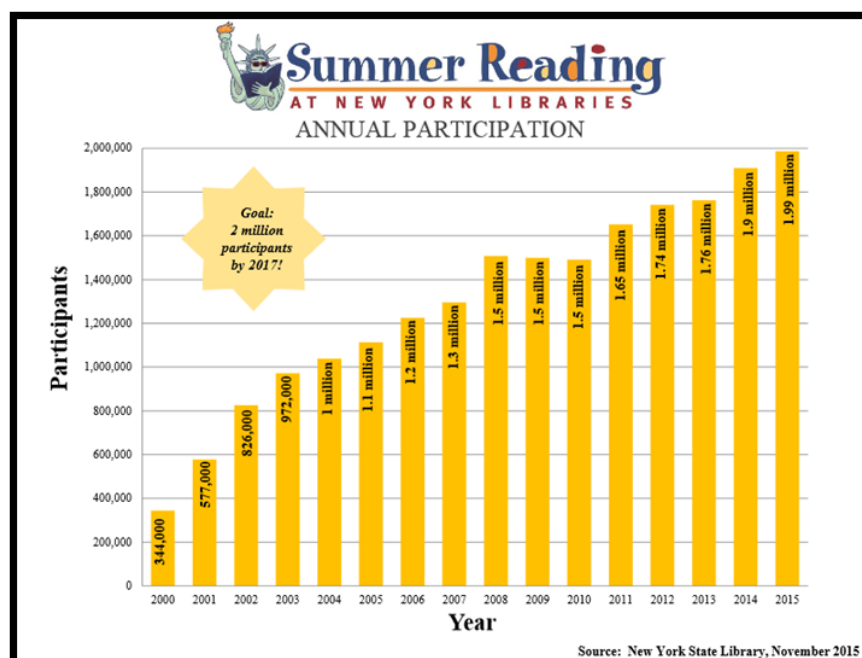
In 2015, 1.99 million children participated in Summer Reading at New York State Libraries.

Data for 2016 will be announced at the 2016 NYLA Conference so stay tuned.

The goal to reach 2 million children by 2017 is well within reach!

Speaking of 2017, in case you haven't heard, The CSLP 2017 Summer Reading Theme is **Build a Better World**.

Visit <http://www.flls.org/summerreadingprogram/> for everything Summer Reading!

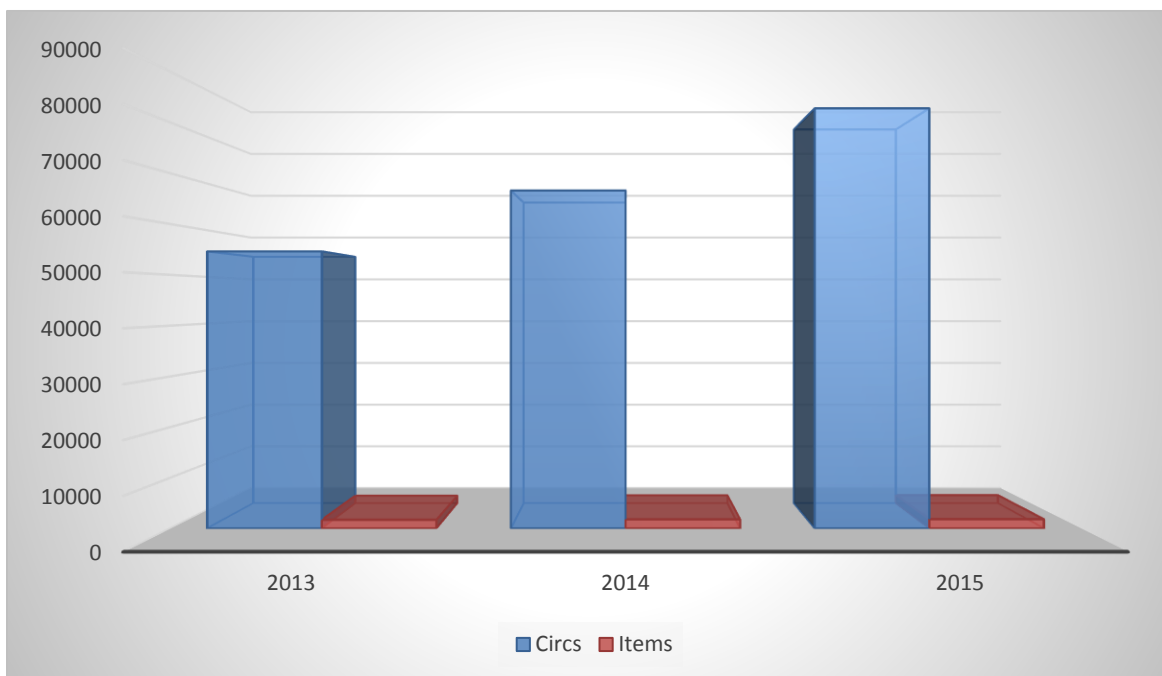


FLLS Collection Highlights

100% of member libraries are contributing to our Overdrive collection!

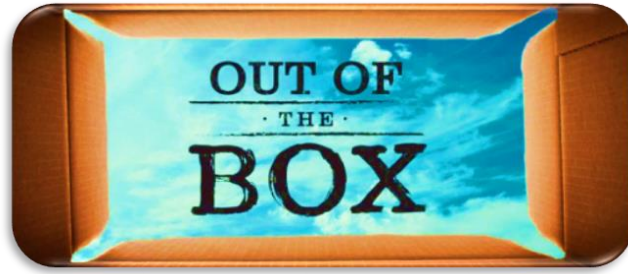
Circulations a comparison:

Year	Circs	Items
2013	54610	1697
2014	66589	1787
2015	82754	1824



- ★ More electronic games have been purchased due to high demand.
- ★ Playaways, Playaway Views and LaunchPads collections were continued to supplement our growing need for affordable media devices for our patrons.
- ★ Beginning in late July, 770 patrons checked out 2,086 items through FLLS' newest digital service, ***Hoopla Digital*** in its first 2+ months of operation.
- ★ From July 2015-July 2016, 855 patrons checked out 10,122 issues of 120 different magazine titles through ***Zinio for Libraries***, making the first year a success!
- ★ ***Mango Language*** users spent 16,371 minutes learning more than 80 ESL and foreign languages so far this year.
- ★ More than 40,000 full-text family and local history books can be found on the ***HeritageQuest Online*** database.
- ★ ***Learning Express*** users experienced 122 sessions of testing resources from September 2015-September 2016.

A special THANK YOU to the Friends of the Tompkins County Public Library for funding these collections!



YOUTH
SERVICES
SECTION



NEW YORK LIBRARY ASSOCIATION
Voice of the Library Community

The New York Library Association's Youth Services Section (NYLA-YSS) Annual Spring Conference is coming to Ithaca!

Our planning committee has been working hard to give our area a conference we haven't had in over 3 decades! We hope to have a great turnout on Friday, April 28, 2017!

For the first time ever, registration for the conference will be available online. We have a great lineup of programs ready for you, from forming community partnerships to grant writing to STEM and STEAM programs, and much, MUCH more! Registration will open in February so stay tuned!

Special Speakers include 2015 Library Journal Mover and Shaker, Sue Kowalski and a collaborative visual luncheon with author/illustrator duo Adam Rubin and Daniel Salmieri!

Special thanks to the 2017 conference planning committee:

- Tara Montoney, Seneca Falls Library
- Tammy Sickmon, Cortland Free Library
- Annette Birdsall, Ulysses Philomathic Library
- Diane Pamel, Southworth Library Association
 - Lisa Semenza, Hazard Library
 - Sandra Groth, Aurora Free Library
- Kate DeVoe, Tompkins County Public Library
- Sarah O'Shea, Tompkins County Public Library
- Madelyn Lombardo, Phillips Free Library and Tully Free Library.



New York State Library Literacy Grants 2013-2016

Family Literacy 2013-2016

Engaging Summer Readers via Unbound Media to Build Digital Literacy and the Common Core @ the Finger Lakes Library System.



Year 3 of the Family Literacy Grant had member libraries traveling the world getting StreetPasses and exposure using the Nintendo 3DS system. Libraries using the technology reported success in program attendance and an overall increase in gaming circulation statistics.

- 3,583 unique users were contacted through the StreetPass software 7,907 times.
- 294 users access the unique www.flls.org/sp website.
- 12 member libraries conducted gaming programs during September 2016 and June 30, 2016.
- 230 Programs
 - 119 were intergenerational
- 1398 Kids
- 1384 Teens
- 464 Adults
- 492 games were added system wide for a total of 7096 circulations.



Looking ahead: Ready to Read at New York State Libraries

Family Literacy Grant 2016-2019

5 Training Components

- *Early Literacy Community Asset Analysis.*
- *Strategies for Successful Partnerships and Outreach to Families with Young Children.*
- *Strengthening Young Families through Early Literacy Practices.*
- *Early Learning Spaces.*
- *Everyone Serves Families with Young Children.*

What is the Overarching Goal of Ready to Read at New York Libraries Program?

New York's public libraries will significantly improve the quality of early learning services, providing families and caregivers with the knowledge they need to prepare young children for their school years.

What does this mean for Finger Lakes Library System?

- Money for you and your staff to attend training.
- Funding for youth services professional development resources such as handouts, books and more.
- A better understanding of what you can do for your community.

Stay tuned for training updates and opportunities at: <http://www.flls.org/earlyliteracy>

Adult Literacy 2013-2016: Building Educational Success in Tompkins County

Year 3 of the three-year-grant proved to be a success. While grant partners strived to promote services to jobseekers, it became clear our audience needed more of a general approach to basic computer skills.

Objectives:

- 1) Adults in Tompkins County will gain increased accessibility to computer and educational resources.
- 2) Adults with low computer literacy skills will improve their computer and technology skills.
- 3) Outreach and awareness of both library and literacy resources will expand in Tompkins County.

Results:

51 students and 48 tutors participated in the fall 2015 session

37 students and 36 tutors for the spring 2016 session

Total: 88 students and 84 tutors

Classes:

Sessions were one-on-one and self-paced over the 2015-2016 cycle for a total of 88 sessions or 176 hours.

These classes were self-driven one-on-one sessions tailored to the needs of the participants. As reported on the surveys, 100% of participants improved their computer and technology skills.

This grant also supports access system-wide access to the Learning Express Database. During the grant cycle there were a reported 135 sessions with 41 new users system wide.

Ask Us 24/7 Statistics

Librarians Linda Beins (FLLS), Annette Birdsall (TRU), Mary Lovell (AUB), Meghan Malloy (SENF), and Amanda Schiavulli (FLLS) responded to 758 inquiries through the chat reference service, Ask Us 24/7. Questions came from FLLS area residents and from as far away as the UK. Based on user surveys, 86% rated their Ask Us 24/7 experience positively and said that they would recommend the service to others. Some feedback from users included:

- ✓ “Thanks for this excellent service.”
- ✓ “Thanks! Got me right where I needed to be!”
- ✓ “I love all the ways I can access and use the library from home. I think it is wonderful!”
- ✓ “Librarians are Wonderful!”



Continuing Education and Outreach Department Update

Jenny Shonk became the Continuing Education and Outreach Librarian in September 2016. She plans to expand the services offered through this department in the next 6 months by providing individualized technology training to member libraries in all five counties; distributing updated promotional materials for outreach special populations; updating the outreach resources available on the FLLS website; providing continuing education classes focusing on grant writing, reference, adult programming, marketing, and other core library topics; helping member libraries apply for the Outreach Mini Grant; and making all system meetings accessible through recordings available on the website.

Outreach Services

Outreach Mini-Grants 2016-2017 Cycle:

\$15,000 was available to our 33 member libraries to better serve Targeted Outreach Populations. Our COSAC committee was able to provide full funding for seven member library projects. We hope to receive many more projects that will serve a broad range of targeted populations:

- *Individuals that are aged 55+*
- *People with visual, physical, or developmental disabilities,*
- *Residents of institutional facilities,*
- *Individuals with an educational disadvantage,*
- *Jobseekers,*
- *Individuals who are geographically isolated,*
- *Ethnic minorities,*
- *Incarcerated individuals/individuals with criminal records.*



Outreach to Our Correctional Facilities and Jails:

Imagine doing reference services without a computer. In addition to ILL, FLLS provides consulting services to Willard Drug Treatment Center, Auburn Correctional Facility, Cayuga Correctional Facility and Five Points Correctional Facility. In 2015, 284 titles were purchased for these facilities through the NYS Coordinated Outreach Services Program. In addition to the correctional facilities, we purchased 412 paperback titles for our county jails through this program.

A special thank you to our member libraries who have donated a number of discarded Books on Tape to our facilities. Due to the changes in technology and the strict guidelines for items entering the facilities, inmates that are at a visual or educational disadvantage do not have equal access to library services. CDs, Playaways and even the TBBL devices can be repurposed with devastating results. The only option for equal access is cassette tapes that are no longer in production by vendors. The facilities appreciate your donations of cassettes to aid this shortcoming in service.

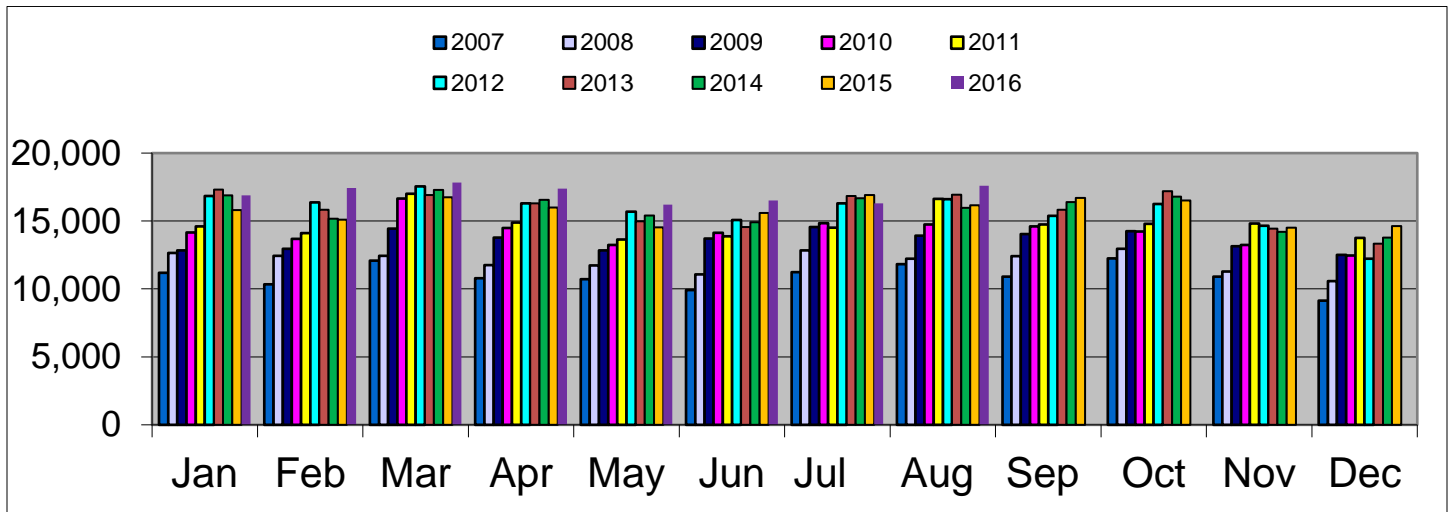
Due to new regulations at the correctional facilities, they are looking for titles for their Special Housing Unit (SHU). Discards of paperbacks are desired.

We greatly appreciate the Friends of the Tompkins County Public Library who allowed us to select 280 items for our facilities on Library Day this past September.

Visits made to member libraries and correctional facilities by consultant services in 2015: 29

Interlibrary Loan Activity

FLLS Interlibrary Loan Volume Increases January 2007 Through July 2016



Interlibrary Loan/Reference Department 2015 Highlights

- ★ 136165 requests were filled during the first eight months of 2016 system-wide.
- ★ Patrons from all 33 Member Libraries received a total of 3,015 out-of-system interlibrary loan items during the first eight months of 2016.
- ★ Barcodes scanners were updated system-wide to allow scanning of OCLC barcodes deeming the use of placing additional barcodes on paperwork unnecessary and saving staff time.
- ★ With Rex Helwig's assistance, out-of-system Interlibrary Loan has been able to completely update, unify and streamline the shipping process. Previously we had a patchwork system that incorporated a Pitney Bowes postage meter and the UPS website. Tracking packages required manually sorting through check out receipts to find a tracking number. With the additional volume from becoming a loaning library, the old system was far too slow, and difficult to navigate when we need to track a specific item.

Our new software is through the site Shippingeasy.com, and allows us to ship and compare prices between USPS, UPS and FedEx. All the tracking information is kept on one site and allows for quick reference. Rex created a method that allows us to export information from our circulation software Polaris, and upload it to Shippingeasy. This imports all the addresses, titles, and contact info, giving us an exact list of everything shipping out from our offices. Once the package is finalized, we can print a shipping label using our dedicated label printer. All of this works together to simplify and speed up our entire shipping process.

2016 Y-T-D MEMBER LIBRARY INTERLIBRARY LOAN ACTIVITY

Alphabetical Order			Rank Order			
Library	Borrowed	Loaned	Library	Borrowed	Library	Loaned
APALACHIN	3261	3045	ITHACA	21651	ITHACA	26729
AUBURN	9962	10906	AUBURN	10998	AUBURN	10906
AURORA	2315	2955	CORTLAND	10030	CORTLAND	8155
BERKSHIRE	1627	633	TRUMANSBURG	9146	HOMER	5428
CANDOR	1964	1501	DRYDEN	8502	DRYDEN	5258
CATO	2994	3572	SENECA FALLS	6757	GROTON	5031
CINCINNATUS	1781	4015	LANSING	6375	WATERLOO	4207
CORTLAND	9004	8155	HOMER	5499	TRUMANSBURG	4145
DRYDEN	8195	5258	GROTON	4484	CINCINNATUS	4015
FAIR HAVEN	570	1909	OWEGO	4104	WAVERLY	3613
GROTON	4205	5031	UNION SPRINGS	3724	CATO	3572
HOMER	4797	5428	OVID	3708	OWEGO	3388
INTERLAKEN	979	1109	NEWFIELD	3686	PORT BYRON	3262
ITHACA	18735	26729	WEEDSPORT	3664	SENECA FALLS	3233
LANSING	6342	3055	APALACHIN	3476	OVID	3153
LODI	2034	1269	MORAVIA	3097	LANSING	3055
MARATHON	2111	1673	WATERLOO	3060	APALACHIN	3045
MCGRAW	1259	1880	CATO	2919	AURORA	2955
MORAVIA	2523	2221	POPLAR RIDGE	2357	UNION SPRINGS	2898
NEWARK VALLEY	1945	1615	MARATHON	2356	NEWFIELD	2504
NEWFIELD	3890	2504	WAVERLY	2138	MORAVIA	2221
NICHOLS	1843	1040	CINCINNATUS	2121	WEEDSPORT	2046
OVID	3263	3153	CANDOR	2064	SPENCER	1996
OWEGO	3690	3388	SPENCER	2007	FAIR HAVEN	1909
POPLAR RIDGE	1990	1736	PORT BYRON	2001	MCGRAW	1880
PORT BYRON	1860	3262	AURORA	1970	POPLAR RIDGE	1736
SENECA FALLS	7154	3233	LODI	1924	MARATHON	1673
SPENCER	1671	1996	BERKSHIRE	1809	NEWARK VALLEY	1615
TRUMANSBURG	8653	4145	NEWARK VALLEY	1414	CANDOR	1501
UNION SPRINGS	3275	2898	MCGRAW	1215	LODI	1269
WATERLOO	2911	4207	NICHOLS	1202	INTERLAKEN	1109
WAVERLY	2208	3613	INTERLAKEN	805	NICHOLS	1040
WEEDSPORT	3567	2046	FAIR HAVEN	778	BERKSHIRE	633
OTHER ¹	3587	6985	¹ ACF, CCF, FPCF, Alternative Library, FLLS & OCLC			
TOTAL	136165	136165				

Finger Lakes Library System Member Library 2015 Statistics

<i>Library</i>	<i>Population</i>	<i>Holdings</i>	<i>Per Capita Holdings</i>	<i>Circulation</i>	<i>Per Capita Circulation</i>	<i>Avg Wkly Hrs of Operation</i>
Apalachin	1,131	25,317	22.38	24,246	21.44	38
Auburn	34,450	95,378	2.77	101,210	2.94	56
Aurora	1,886	20,781	11.02	25,600	13.57	20
Berkshire	2,584	19,480	7.54	8,727	3.38	25
Candor	851	32,503	38.19	9,298	10.93	25
Cato	4,743	23,892	5.04	21,167	4.46	40
Cincinnatus	1,056	31,048	29.40	17,629	16.69	26
Cortland	19,204	81,228	4.23	103,170	5.37	49
Dryden	1,889	46,180	24.45	77,503	41.03	38
Fair Haven	745	23,346	31.34	4,439	5.96	21
Groton	6,024	35,631	5.91	34,790	5.78	41
Homer	12,531	34,873	2.78	43,196	3.45	38
Interlaken	602	23,222	38.57	5,198	8.63	21.5
Ithaca	101,564	223,169	2.20	707,703	6.97	60
Lansing	7,354	31,001	4.22	64,422	8.76	42
Lodi	1,550	18,293	11.80	12,370	7.98	20
Marathan	919	25,956	28.24	14,042	15.28	30
McGraw	1,053	26,821	25.47	10,517	9.99	26
Moravia	1,282	27,412	21.38	22,386	17.46	30
Newark Valley	997	24,945	25.02	12,460	12.50	25
Newfield	759	26,061	34.34	24,790	32.66	28
Nichols	2,525	27,508	10.89	8,894	3.52	27
Ovid	6,627	26,094	3.94	26,944	4.07	50
Owego	3,896	45,337	11.64	21,443	5.50	37
Poplar Ridge	1,368	19,113	13.97	14,062	10.28	21
Port Byron	2,378	27,424	11.53	14,720	6.19	35
Seneca Falls	9,838	48,018	4.88	45,800	4.66	57
Spencer	3,153	32,794	10.40	13,390	4.25	29
Truamansburg	4,900	37,079	7.57	57,759	11.79	45
Union Springs	2,367	21,950	9.27	27,714	11.71	26
Waterloo	5,171	32,521	6.29	31,738	6.14	44
Waverly	4,444	49,524	11.14	26,265	5.91	41
Weedsport	4,464	25,477	5.71	22,041	4.94	52

Central Library Collection Housed at TCPL 25,818

Statistical information is from the 2015 Annual Report as submitted to Finger Lakes Library System.

Finger Lakes Library System Member Library 2015 Operating Receipts

<i>Library</i>	<i>Chartered to Serve Area</i>	<i>Population</i>	<i>County</i>	<i>Town</i>	<i>City or Village</i>	<i>School & Tax District</i>	<i>All Other</i>	<i>Total</i>
Apalachin	Apal CDP	1,131	\$8,612	\$1,500	\$0	\$72,444	\$36,088	\$118,644
Auburn	Special District	34,450	\$0	\$0	\$0	\$754,001	\$183,125	\$937,126
Aurora	Town	1,886	\$0	\$0	\$4,800	\$42,150	\$53,801	\$100,751
Berkshire	2 Towns	2,584	\$8,612	\$12,000	\$0	\$0	\$28,860	\$49,472
Candor	Village	851	\$8,612	\$6,000	\$0	\$18,000	\$4,908	\$37,520
Cato	Towns	4,743	\$0	\$0	\$0	\$50,000	\$16,142	\$66,142
Cincinnatus	Town	1,056	\$0	\$0	\$0	\$0	\$140,251	\$140,251
Cortland	City & Town	19,204	\$0	\$0	\$0	\$363,752	\$141,773	\$505,525
Dryden	Village	1,889	\$29,317	\$14,000	\$6,300	\$0	\$88,726	\$138,343
Fair Haven	Village	745	\$0	\$0	\$0	\$15,000	\$4,316	\$19,316
Groton	School District	6,024	\$28,894	\$0	\$0	\$175,265	\$39,259	\$243,418
Homer	School District	12,531	\$0	\$36,050	\$27,000	\$99,446	\$38,481	\$200,977
Interlaken	Village	602	\$9,028	\$1,400	\$2,000	\$25,000	\$11,737	\$49,165
Ithaca	County	101,564	\$3,087,217	\$15,000	\$15,301	\$0	\$618,718	\$3,736,236
Lansing	School District	7,354	\$29,054	\$0	\$0	\$131,310	\$28,689	\$189,053
Lodi	Town	1,550	\$9,028	\$1,750	\$500	\$25,000	\$16,434	\$52,712
Marathon	Village	919	\$0	\$0	\$0	\$52,000	\$18,097	\$70,097
McGraw	Village	1,053	\$0	\$27,606	\$12,775	\$27,500	\$9,003	\$76,884
Moravia	Village	1,282	\$0	\$2,500	\$3,000	\$43,700	\$84,651	\$133,851
Newark Valley	Village	997	\$8,612	\$10,000	\$9,000	\$0	\$4,191	\$31,803
Newfield	Village	759	\$29,317	\$22,000	\$0	\$45,500	\$17,707	\$114,524
Nichols	Town	2,525	\$8,612	\$14,000	\$0	\$4,000	\$2,812	\$29,424
Ovid	2 Towns	6,627	\$9,028	\$7,000	\$150	\$40,000	\$370,201	\$426,379
Owego	Village	3,896	\$8,612	\$0	\$2,800	\$60,000	\$76,638	\$148,050
Poplar Ridge	Town	1,368	\$0	\$0	\$0	\$40,500	\$45,755	\$86,255
Port Byron	Town	2,378	\$0	\$0	\$0	\$53,480	\$8,964	\$62,444
Seneca Falls	Village	9,838	\$11,752	\$10,000	\$0	\$202,000	\$73,555	\$297,307
Spencer	Town	3,153	\$8,612	\$14,000	\$0	\$7,300	\$8,432	\$38,344
Trumansburg	Town	4,900	\$29,317	\$16,000	\$4,000	\$110,370	\$100,285	\$259,972
Union Springs	Town	2,367	\$0	\$4,000	\$3,200	\$67,500	\$3,535	\$78,235
Waterloo	Village	5,171	\$11,752	\$0	\$0	\$180,000	\$30,517	\$222,269
Waverly	Village	4,444	\$8,612	\$3,000	\$4,000	\$25,000	\$78,046	\$118,658
Weedsport	Town	4,464	\$0	\$18,400	\$16,500	\$69,978	\$21,365	\$126,243

Information is from the 2015 Annual Reports as submitted to Finger Lakes Libr *Other includes: State and System Aid, Endowments, library fees, etc.

Finger Lakes Library System Member Library 2015 Operating Expenditures

<i>Library</i>	<i>Salaries & Benefits</i>	<i>Materials</i>	<i>Other</i>	<i>Total Operating</i>	<i>Per Capita</i>
Apalachin	\$48,575	\$12,474	\$39,687	\$100,736	\$89.46
Auburn	\$614,844	\$107,495	\$181,679	\$904,018	\$26.92
Aurora	\$47,451	\$9,990	\$67,378	\$124,819	\$68.13
Berkshire	\$18,068	\$3,949	\$55,584	\$77,601	\$30.60
Candor	\$26,327	\$1,753	\$14,144	\$42,224	\$49.38
Cato	\$44,417	\$9,812	\$29,964	\$84,193	\$16.28
Cincinnatus	\$61,303	\$20,524	\$101,327	\$183,154	\$174.27
Cortland	\$251,133	\$50,589	\$94,613	\$396,335	\$13.69
Dryden	\$85,155	\$14,463	\$47,287	\$146,905	\$80.19
Fair Haven	\$9,305	\$8,335	\$34,347	\$51,987	\$58.81
Groton	\$134,361	\$22,290	\$65,171	\$221,822	\$37.96
Homer	\$106,140	\$25,492	\$64,747	\$196,379	\$15.69
Interlaken	\$14,945	\$7,105	\$27,412	\$49,462	\$73.39
Ithaca	\$2,942,937	\$267,557	\$761,983	\$3,972,477	\$41.17
Lansing	\$107,853	\$22,316	\$71,121	\$201,290	\$29.04
Lodi	\$27,772	\$6,606	\$23,614	\$57,992	\$39.29
Marathon	\$36,063	\$5,389	\$53,965	\$95,417	\$89.76
McGraw	\$44,815	\$9,479	\$23,890	\$78,184	\$78.18
Moravia	\$45,377	\$13,378	\$65,035	\$123,790	\$90.82
Newark Valley	\$24,228	\$3,633	\$14,530	\$42,391	\$39.58
Newfield	\$68,138	\$13,336	\$36,695	\$118,169	\$182.64
Nichols	\$14,893	\$3,526	\$15,454	\$33,873	\$13.11
Ovid	\$119,823	\$14,536	\$77,345	\$211,704	\$44.17
Owego	\$66,114	\$14,702	\$31,183	\$111,999	\$28.64
Poplar Ridge	\$29,045	\$9,498	\$34,807	\$73,350	\$57.04
Port Byron	\$37,280	\$10,911	\$17,462	\$65,653	\$26.84
Seneca Falls	\$199,272	\$33,078	\$138,845	\$371,195	\$54.10
Spencer	\$22,315	\$5,643	\$11,859	\$39,817	\$13.37
Trumansburg	\$159,744	\$27,526	\$199,916	\$387,186	\$81.09
Union Springs	\$33,510	\$17,537	\$33,897	\$84,944	\$37.65
Waterloo	\$123,183	\$31,191	\$79,469	\$233,843	\$45.75
Waverly	\$85,110	\$19,503	\$48,727	\$153,340	\$33.28
Weedsport	\$73,400	\$7,292	\$42,971	\$123,663	\$25.89

Information is from the 2015 Annual Reports as submitted to Finger Lakes Library System.

*We at the Finger Lakes Library System would like to thank
you all for your continuing dedication and support!*

