FINGER LAKES LIBRARY SYSTEM



2017 Annual Report *Transformational Trustees*

Growing Trustee Relationships

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

Board of Trustees

President: Sally Eller, Seneca County Vice President: Sue Ahner, Cayuga County Secretary: Barbara Melvin, Tompkins County Gregg Kiehl, At – Large Patricia Schaffer, Tioga County Georgianna Horvath, Tioga County Gary Seymour, Cortland County Kay Zaharis, Cortland County Liz Hudson, Tompkins County Martin Toombs, Seneca County Deb Lewis, Cayuga County

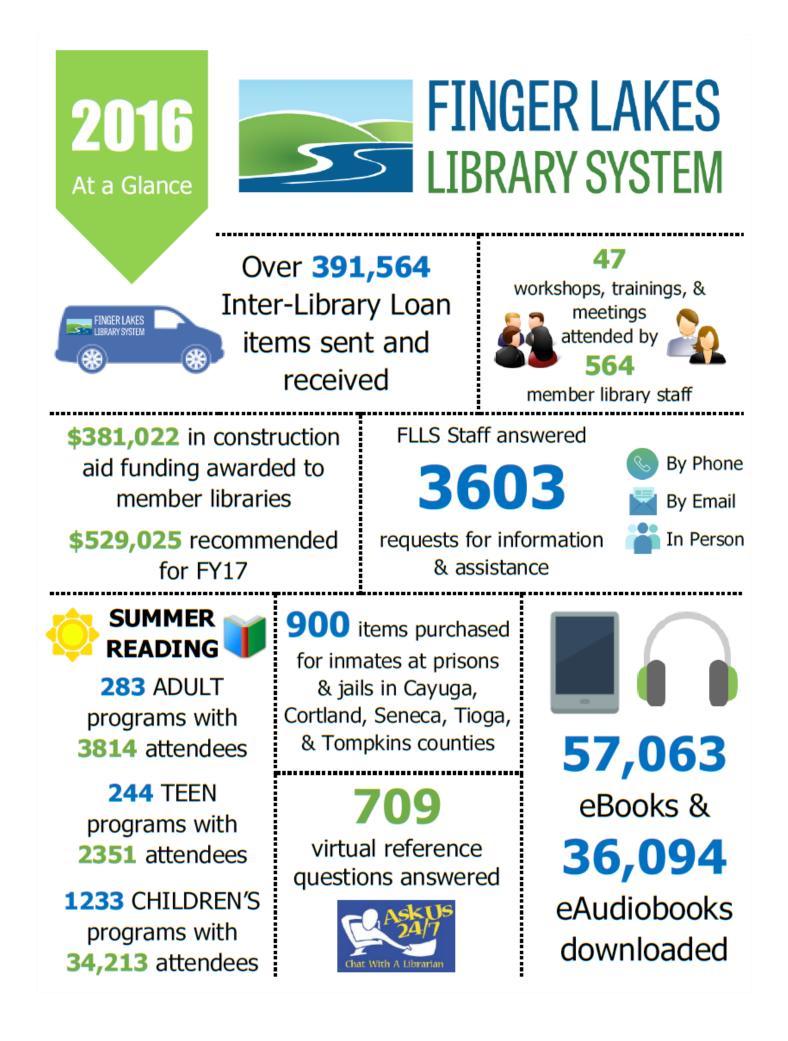
<u>In Memory Of</u>

<u>Loís Makí</u>

Finger Lakes Library System staff member Lois Maki passed away on Friday, July 21 after an extended illness. Lois worked as a copy cataloger at Finger Lakes Library System since 2008. Many of you might remember Lois as the former Director of the Newfield Public Library.

Lois loved the outdoors and spent most of her time with her horses, riding her bike, and snowshoeing. Her husband, Steve, and her daughters Amanda and Kristin survive her. Lois was not only a colleague; she was a friend to many of our staff and directors. Our staff miss her greatly and continue to think of her and her family daily.







<u>Outstanding Years of</u> <u>Service</u>

Amanda Schiavulli, Member Services Librarian

5 Years on September 26th.





Sam Norton, Interlibrary Loan Assistant

10 Years on September 10th.



Staff Directory

Administration Team:



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.



James Stebbins – Business Manager

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. Consults members on various HR issues, policies, and questions.

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. Plans special events.

Computer Network Servíces:



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 Finger Lakes 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.

<u>Delívery Servíces:</u>



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.

Technical Services (Catalog & ILL):



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. Maintains records and monitors the status of ILL requests, and schedules the return of ILL packages.

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.

<u>Consultant Servíces:</u>



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

<u>Letter From The Dírector</u>

This time last year while we were preparing for our Annual Meeting, phrases such as "Save IMLS" and "fake news" were not in our day-to-day library vocabulary. Since last November, public library systems have had to fight harder for stable, secure funding on a national, state, and local level than ever before. We have had to quickly create fact sheets and training sessions on how to deal with fake news and evaluate resources. Our regional library council quickly put together a social justice summit held in July that met the national objections of far right news sources.

While these issues may have put extra challenges on our members and the system, I am extremely proud of how our libraries have responded and come together to fight these issues. Our advocacy efforts have increased tremendously over the past year, with our most successful campaign being a blitz of grassroots advocacy in Cayuga County that resulted in restored county funding for all libraries in Cayuga County. Funding had been cut over three years ago but is now back into the county budget, helping our Cayuga County libraries offset their Polaris charges so they can focus their budgets on programming, collections, and staffing.

Our Advocacy Day campaign was so successful this year that we had to rent a large van for our Cayuga and Seneca County advocates and we had record attendees in Albany this year. For the first time, I took part in National Library Legislative Day in Washington this past May and had successful meetings with four Congressmen. Legislative Day saw over 1,000 librarians and trustees from every state meet with our elected officials to advocate for IMLS and library funding in general.

Library usage, summer reading programming and summer lunch programs are expanding every year for our system. Our libraries are creating innovative programming, partnering with more diverse community partners, and collaborating with each other for vital grant opportunities. FLLS is doing more member library outreach in areas such as marketing, trustee training, library law and regulations, and sustainable funding than ever.

I continue to look forward to working with all of you to create a stronger library system so that we are able to provide the services and opportunities you need from us. Please do not hesitate to reach out with any question or concern.

Sarah Glogowski Executive Director



<u>Mínímum Standards</u>

Since the spring, Finger Lakes has been working with our member libraries and trustees on proposed changes regarding minimum standards for public libraries in New York State. The Regents Advisory Council on Libraries (RAC), the New York State Library, the Public Library System Directors Organization (PULISDO), the New York Library Association (NYLA), and the Library Trustees Association of New York State (LTA) are committed to improving public library services. These statewide organizations work in partnership with each other and with libraries, library systems, trustees and other library supporters on many important policy issues including policies that will help assure equivalent levels of access to library services and resources through Minimum Standards for Public Libraries in New York State.

O

The library standards were last updated twenty years ago. Over the past two years, PULISDO has taken the lead in developing proposed changes in Minimum Standards for Public Libraries in New York State. A PULISDO Ad-hoc Committee appointed by the PULISDO Executive Board and led by Wanda Bruchis, Mid York Library System and Rebekkah Smith-Aldrich, Mid-Hudson Library System (co-author of the Handbook for Library Trustees in New York State) engaged in extensive background research and analysis, including discussions with key stakeholders such as the State Library, NYLA and LTA about ideas for proposed changes to the library standards. Public library system directors discussed the Committee's recommendations in depth, shared draft proposals with member libraries and partner organizations to gather input prior to the development of a final draft. The proposed amendments to Commissioner's Regulations reflect the outcomes of these local, regional and statewide discussions.

The State Library just ended a public comment period about the proposed minimum standard changes. After reviewing comments from public library directors, the State Library plans to revise the draft as needed, share with PULISDO and other stakeholders and will then repost a new draft for review by New York's library community.

More information about the current Minimum Standards for Public Libraries and the current provisions of CR90.2 is posted at: <u>http://www.nysl.nysed.gov/libdev/ministan.htm</u>.

Finger Lakes Library System thanks all of the directors, staff and trustees who took part in our county meetings about minimum standards, and those who filled out surveys on this topic. We understand that some of the minimum standard changes will require more staff and trustee time and attention. The goal of minimum standards is to make sure that all of our libraries are providing the same baseline of library services to all of our communities, regardless of size and budget. We look forward to working with all of you on this commitment.

<u>Central Library</u>



NVEN



Please join me in welcoming Annette Birdsall (pictured above left) as the new director of the Tompkins County Public Library. Annette joined TCPL on Wednesday, October 11 and was the director of the Ulysses Philomathic Library in Trumansburg. Birdsall received her Master of Library Science from Syracuse University. Prior to accepting the director's position at UPL in 2012, Birdsall held positions with the Finger Lakes Library System, TCPL, the South Central Regional Library Council and Cornell University Library.

We also would like to wish Susan Currie (pictured above right) a very happy and relaxing retirement as she leaves her position as director of the Tompkins County Public Library on October 13. During her eight-year tenure, Currie helped establish TCPL as an award-winning model for peer libraries. Among her lengthy list of successes are a building-wide reorganization, which served to flatten the Library's supervisory structure, providing increased leadership opportunities for staff members; advancing the progress of the County Library Budget Working Group and community engagement process, designed to identify sustainable funding for the Library; the successful 21st Century Library Campaign, which helped raise over \$3.5 million in support of library programs and services; increased collaborations with local businesses and not-for-profit organizations; a reduction in barriers to access for families and young adults and strengthened relationships with UAW 2300, the labor union representing the library's professional and support staff members. She just recently oversaw capital improvements and the construction of a 21st Century Learning Lab and teen center.

Each public library system in New York State has at least one central library. For our system, the central library is the Tompkins County Public Library. Under New York State law, the central library must have a collection of adult nonfiction that is physically assembled so as to provide maximum use of the collection by residents of the area served by the system. The central library must also provide information service (reference services) and bibliographical assistance to residents of the system service area. Our central library is also committed to educating member library staff concerning reference resources and techniques, new library trends, new services, and opportunities for community collaborations. The central library strives to be a leader in developing and helping the member libraries with these services and opportunities. The Finger Lakes Library System and the Tompkins County Public Library work together to provide the best possible access to resources in our communities for all patrons.



Continuing Education

Continuing Education in 2016 focused on a variety of topics including Polaris, Customer Service, Windows 8.1 & 10, and WordPress.

Topics: 18 Sessions: 87 Participants: 564

Visits to Member Libraries & Correctional Facilities: 43

Consulting

FLLS staff continually provide services including expertise, advice, or referrals, to assist and respond to questions, issues, and concerns from member library staff and trustees in all areas of librarianship.

Total Contacts: 3603

Most Popular Topics: Marketing, Website Assistance, Youth Services, Personnel & Management, Technology, and Grants & Funding





<u>Reference</u>

FLLS staff assist member library staff with research and reference inquiries as needed. We also participate in Ask Us 24/7, a virtual reference service.

Thank you to Annette Birdsall, Mary Lovell, Alyssa Harvey, Renee Weeks, Stephanie Langer, and Jacie Spoon for volunteering to answer questions online in 2016.

Total Reference Questions Answered: 717

Outreach Servíces

Outreach Mini-Grants 2016-2017

The FLLS mini-grant program helps our member libraries provide library and information resources to underserved groups and people with special needs in the FLLS service area. Targeted populations include: educationally disadvantaged, ethnic minorities, geographically isolated, jobseekers, persons with criminal records, persons with physical, visual, or developmental disabilities, residents of institutions, and seniors. \$15,000 is available each year.

This past year, grant recipients followed through on projects including a variety of computer classes for jobseekers and seniors, SRP performers, after-school activities for teens, and the purchase of large type books.



Correctional Facilities & Jails

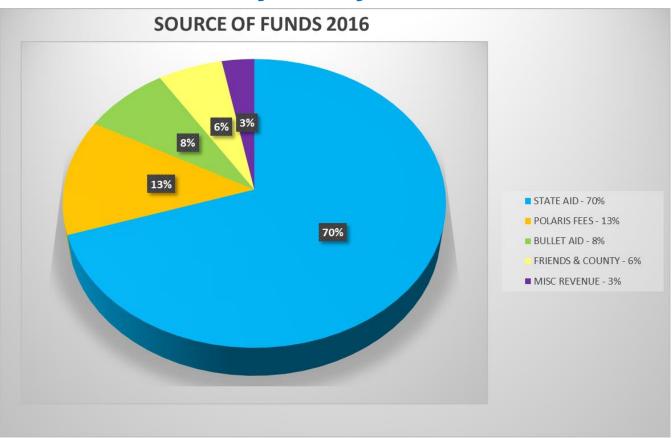
FLLS provides ILL, consulting, reference, collection development, and delivery to the correctional facilities in our service area. Due to limited resources, services to these libraries are essential. Jenny Shonk was able to visit Auburn Correctional Facility, Cayuga Correctional Facility, Five Points Correctional Facility, and Willard Drug Treatment Campus in the fall to learn more about the daily life of a prison librarian and to analyze each library collection. FLLS also provides collection development and delivery to the jails in Cayuga, Cortland, Seneca, Tioga, & Tompkins counties.

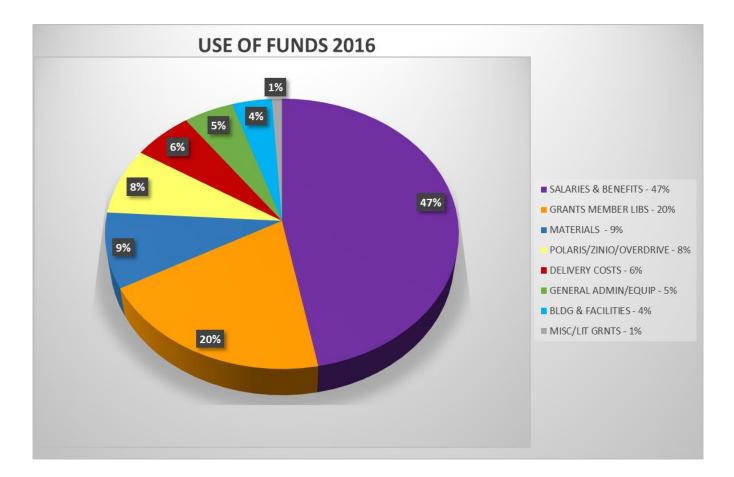
Over <u>900</u> items were purchased for inmates at prisons and jails in 2016.

Thank you to the libraries that donated magazines to the prisons, a continual supply is legally required for the Special Housing Unit in each facility.

Thank you to the Friends of the Tompkins County Public Library for generously donating several items to the prisons and jails in 2016.

2016 System Expenditures







Summer Reading Programs 2016:

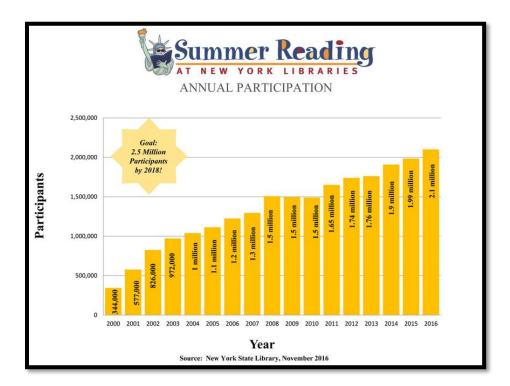
Compared to 2015

•	Memb	er Libraries Participating	32	Same
٠	Childr	en and Teens Participating	9266	Up 12.86%
٠	Summ	er programs throughout the system		
	0	Number of programs	1477	Up 47.11%
	0	Total Attendance	37,493	Up 19.29%

In 2016, 2.1 million children participated in Summer Reading at New York State Libraries. Data for 2017 will be announced at the 2017 NYLA Conference so stay tuned. The goal to reach 2.5 million children by 2018 is well within reach!

Speaking of 2018, in case you haven't heard, The CSLP 2018 Summer Reading Theme is **Libraries Rock!**.

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

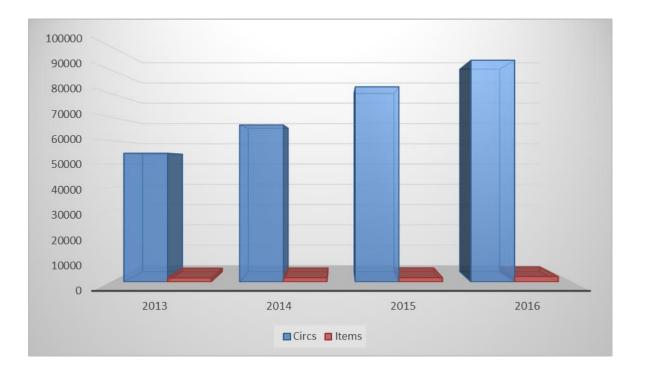


FLLS Collection Highlights:

★ 100% of member libraries are contributing to the Overdrive collection!

Year	Circs	Items
2013	54610	1697
2014	66589	1787
2015	82754	1824
2016	94013	2302

Circulations a comparison:



- ★ 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.
- ★ From July 2016 July 2017, 2,349 patrons checked out 12,969 items through FLLS' newest digital service, *Hoopla Digital* in its first 12 months of operation.
- ★ From July 2016-July 2017, 10,648 issues of 120 different magazine titles through *Zinio for Libraries*, were borrowed. We hope that the name change from Zinio to *RBDigital* will allow for more usage in 2018.
- ★ *Mango Language* users spent 56,351 minutes learning more than 170 ESL and foreign languages from July 2016-July 2017
- ★ More than 40,000 full-text family and local history books can be found on the *HeritageQuest Online* database.

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

<u>Bullet Aíd</u>

THANK YOU Senator DeFrancisco, Senator Seward, Senator Helming, Senator O'Mara, Assemblyman Finch and Assemblyman Palmesano!

DISTRICT 50



Senator John A. DeFrancisco (Republican)

In 2017, Senator DeFrancisco awarded a total of \$13,000 to the following member libraries: Seymour Public Library District (Auburn), Weedsport Free Library and Stewart B. Lang Memorial Library (Cato).

DISTRICT 51



Senator James Seward (Republican)

In 2017, Senator Seward awarded a total \$34,000 to the Groton Public Library, Lamont Memorial Free Library (McGraw), Peck Memorial Library (Marathon), Phillips Free Library (Homer), Powers Library (Moravia), Southworth Library (Dryden), and Cortland Free Library.

DISTRICT 54



Senator Pamela Helming (Republican)

In 2017 Senator Helming awarded a total of \$69,500 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, Lodi Whittier Library, Edith B. Ford Library (Ovid), Hazard Library (Poplar Ridge), Port Byron Library, Seneca Falls Library, Springport Free Library and the Waterloo Library.

District 58



Senator Tom O'Mara (Republican)

In 2017, Senator O'Mara awarded a total of \$10,000 to the following member libraries: Newfield Public Library, Tompkins County Public Library (Ithaca), and Ulysses Philomathic Library (Trumansburg). The Senator also generously awarded \$37,500 to FLLS so that we could get a new delivery van for our ILL services!

District 126



Assemblyman Gary Finch (Republican)

In 2017, Assemblyman Finch awarded \$13,000 to Powers Library in Moravia.

District 132



Assemblyman Philip A. Palmesano (Republican)

In 2017 Assemblyman Palmesano awarded \$13,000 to the Edith B. Ford Memorial Library in Ovid.

What Díd Bullet Aíd Purchase in 2016?





Top Left: New carpeting at the Weedsport Free Library.

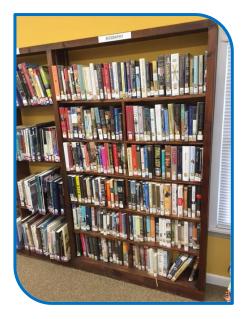
Top Right: Rewiring of porch for better lighting and power for outside programming at Hazard Library in Poplar Ridge

Middle Left: Emergency defibrillator at the Ulysses Philomathic Library in Trumansburg

Middle Center: New shelving in carpeting in the Fair Haven Public Library

Middle Right: Physics Bus for Summer Reading at Phillips Library in Homer











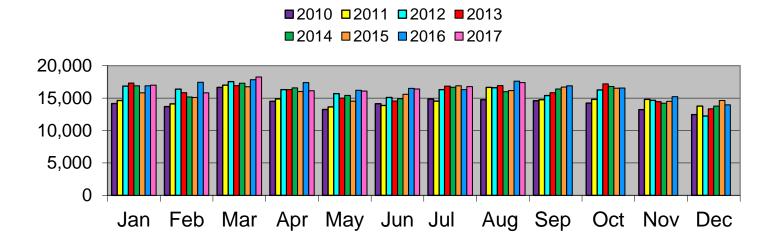
Far Left: Fresh paint at the Kellogg Free Library in Cincinnatus.

Left: Website development at the Seymour Public Library District in Auburn

2017 Y-T-D MEMBER LIBRARY INTERLIBRARY LOAN ACTIVITY										
Alphab	etical Order			Rank	Order					
Library	Borrowed	Loaned	Library	Borrowed	Library	Loaned				
APALACHIN	3682	2889	ПНАСА	19869	ПНАСА	24613				
AUBURN	9593	10136	AUBURN	9593	AUBURN	10136				
AURORA	1938	2850	CORTLAND	8963	CORTLAND	8604				
BERKSHIRE	1800	618	TRUMANSBURG	8657	GROTON	5867				
CANDOR	2084	1597	DRYDEN	8428	DRYDEN	5160				
CATO	2545	3606	SENECA FALLS	7211	HOMER	4882				
CINCINNATUS	1628	3153	LANSING	6327	WATERLOO	4135				
CORTLAND	8963	8604	HOMER	4585	TRUMANSBURG	4050				
DRYDEN	8428	5160	GROTON	3923	WAVERLY	3654				
FAIR HAVEN	557	1893	OWEGO	3715	CATO	3606				
GROTON	3923	5867	APALACHIN	3682	OWEGO	3419				
HOMER	4585	4882	NEWFIELD	3366	SENECA FALLS	3180				
INTERLAKEN	1145	1297	WEEDSPORT	3163	CINCINNATUS	3153				
ПНАСА	19869	24613	OVID	2966	OVID	3135				
LANSING	6327	2987	UNION SPRINGS	2782	PORT BYRON	3067				
LODI	1521	1268	MORAVIA	2631	LANSING	2987				
MARATHON	1943	2266	CATO	2545	APALACHIN	2889				
MCGRAW	1067	2013	WAVERLY	2433	AURORA	2850				
MORAVIA	2631	2453	WATERLOO	2408	NEWFIELD	2728				
NEWARK VALLEY	1754	1537	CANDOR	2084	UNION SPRINGS	2541				
NEWFIELD	3366	2728	SPENCER	2049	MORAVIA	2453				
NICHOLS	1441	1068	MARATHON	1943	MARATHON	2266				
OVID	2966	3135	AURORA	1938	SPENCER	2223				
OWEGO	3715	3419	PORT BYRON	1878	MCGRAW	2013				
POPLAR RIDGE	1757	1895	BERKSHIRE	1800	WEEDSPORT	1967				
PORT BYRON	1878	3067	POPLAR RIDGE	1757	POPLAR RIDGE	1895				
SENECA FALLS	7211	3180	NEWARK VALLEY	1754	FAIR HAVEN	1893				
SPENCER	2049	2223	CINCINNATUS	1628	CANDOR	1597				
TRUMANSBURG	8657	4050	LODI	1521	NEWARK VALLEY	1537				
UNION SPRINGS	2782	2541	NICHOLS	1441	INTERLAKEN	1297				
WATERLOO	2408	4135	INTERLAKEN	1145	LODI	1268				
WAVERLY	2433	3654	MCGRAW	1067	NICHOLS	1068				
WEEDSPORT	3163	1967	FAIR HAVEN	557	BERKSHIRE	618				
OTHER ¹	3999	7057	7 ¹ ACF, CCF, FPCF, Alternative Library, FLLS & OCLC							
TOTAL	133808	133808								

Interlibrary Loan Activity

FLLS Interlibrary Loan Volume Increases January 2010 Through August 2017



Interlibrary Loan Highlights

133808 requests were filled during the first eight months of 2017 system-wide.

Patrons from all 33 Member Libraries received 3,221 out-of-system interlibrary loan items during the first eight months of 2017.

FLLS continues to streamline the out-of-system ILL process. Rex has put in a software request for accelerated development with Polaris to prevent patrons from inadvertently placing requests on items which the ILL department does not fill.

Cataloging Highlights

Between January 1 and August 31, the cataloging department has added over 21412 bibliographic records to the catalog.

In April 2017, Backstage Library Works began providing record upgrade services. In a near-fully automated process, Finger Lakes Library System exports quick bibs weekly to Backstage Library Works which searches against Worldcat to retrieve and edit complete records. These records are then imported into the Finger Lakes Library System's catalog.







NEW YORK LIBRARY ASSOCIATION Voice of the Library Community

The New York Library Association's Youth Services Section (NYLA-YSS) Annual Spring Conference made 2017 was a success!

On Friday, April 28, 2017, the Youth Services Section of the New York Library Association presented their Annual Spring Conference, *Out of the Box*, chaired by the Finger Lakes Library System's Member Services Librarian, Amanda Schiavulli, across three locations in Downtown Ithaca: The State Theatre of Ithaca, Cinemapolis and the Tompkins County Public Library.

Over 200 conference attendees, vendors and presenters enjoyed a BEAUTIFUL day of walking through the Ithaca Commons, comfortable theater seating at breakout sessions, and an after-party. The 2017 Service Project, *Books and Backpacks*, was a success! We received **204** books to distribute to local Backpack Programs. The event was catered by GreenStar Catering who offered a wide selection of breakfast and lunch options. The Downtown Ithaca Alliance made it possible for the conference committee to connect with the venues and local businesses for the complete *Out of the Box* experience.

Special Thanks to the 2017 YSS Planning Committee.

Photographed from Left to Right:

- Kate DeVoe, Tompkins County Public Library
- Sandy Groth, Aurora Free Library
- Annette Birdsall, Ulysses Philomathic Library
- Sara O'Shea, Tompkins County Public Library
- Tammy Sickmon, Cortland Free Library
- Madelyn Lombardo, Philips Free Library and Tully Free Library
- Lisa Semenza, Hazard Library Association
- Tara Montoney, Seneca Falls Library
- Diane Pamel, Southworth Library Association
- Amanda Schiavulli, Finger Lakes Library System



An extra special thank you to FLLS staff Eric and Chuck who provided IT support, photo taking, transportation, and running errands to keep the day running smoothly.

This day could not have been made possible by the support of Executive Director, Sarah Glogowski, and the Finger Lakes Library System board of Trustees! Thank you!



Ready to Read at New York State Libraries

Family Literacy Grant 2016-2019

<u>5 Training Components</u>

- 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.

...and

• Money for your library!

Visit <u>http://www.flls.org/earlyliteracy</u> for the 2017-2018 Family Literacy Grant Mini-Grant application! They are due December 15, 2017.

The pictures below are from the 2016-2017 cycle. Just an example of what you can purchase with this grant! Apply TODAY!



Early learning space at the brand new Elizabeth Garnsey Delavan Library in Lodi



Interactive play kitchen at the Seymour Library in Auburn



Light up table and geometric shapes at Seneca Falls Library

Ballot Funding

Once again, our ballot funding efforts were successful this year. Every library that requested an increase was approved in 2017. With the increasing uncertainty of Federal funding and decreasing County funding, ballot funding is stable funding that provides security for your library's operating budget. 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													
	<u>County</u>	Library	School System	<u>2010</u>	<u>2011</u>	<u>2012</u>	<u>2013</u>	<u>2014</u>	<u>2015</u>	<u>2016</u>	<u>2017</u>	Increase	Yes	<u>No</u>	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	54,150	6,000	378	130	5/16
3	Cayuga	Cato-Lang	Cato-Meridian	30,000	50,000	50,000	50,000	50,000	N/A	N/A	N/A				
4	Cayuga	Fair Haven	Red Creek	0	15,000	15,000	15,000	15,000	N/A	30,000	N⁄A				
5	Cayuga	Moravia-Pow ers	Moravia Central	25,000	25,000	25,000	32,500	43,700	45,000	46,350	47,740	1,390	338	92	5/16
6	Cayuga	Poplar Ridge-Hazard	Southern Cayuga Cen	16,500	16,500	22,500	28,500	34,500	40,500	N/A	46,500	6,000	378	130	5/30
7	Cayuga	Port Byron	Port Byron Central	43,458	48,500	48,500	48,460	51,460	52,560	53,107	57,147	2,000	239	95	5/16
8	Cayuga	Union Springs-Springport	Union Springs Central	52,000	54,500	57,000	60,500	64,000	67,500	71,000	74,500	3,500	299	37	5/16
9	Cayuga	Weedsport	Weedsport Central	53,045	54,045	56,045	57,166	58,881	69,978	75,978	76,785	807	367	105	5/16
10	Cortland	Cortland	Cortland-Spec Leg	349,969	350,000	350,000	355,073	360,150	367,353	370,755	375,663	4,888	349	141	5/16
11	Cortland	Homer-Phillips	Homer Central	92,000	95,000	95,000	97,371	99,446	104,446	109,385	110,285	900	479	116	5/16
12	Cortland	Marathon-Peck	Marathon	52,000	52,000	52,000	52,000	52,000	N/A	N/A	N⁄A				
13	Cortland	McGraw -Lamont	McGraw Central	25,000	25,000	25,000	25,000	27,500	N/A	N/A	N/A				
14	Seneca	Interlaken	South Seneca Central	15,000	30,000	16,750	16,537	25,000	N/A	N/A	N⁄A				
15	Seneca	Lodi	South Seneca Central	15,000	15,000	15,000	15,750	23,462	N/A	35,000	40,000	5,000	288	69	5/16
16	Seneca	Ovid-Ford	South Seneca Central	0	30,000	15,750	16,537	25,000	30,000	35,000	40,000	5,000	288	69	5/16
17	Seneca	Ovid-Ford	Romulus	6,000	3,000	3,150	3,649	5,000	10,000	12,000	14,000	2,000	112	63	5/16
18	Seneca	Seneca Falls	Seneca Falls Central	127,187	127,000	152,000	177,000	177,000	227,000	N/A	N⁄A				
19	Seneca	Waterloo	Waterloo Central	180,000	0	180,000	180,000	180,000	183,600	192,192	198,170	5,978	169	74	5/16
20	Tioga	Apalachin	Ow ego Apalachin Cen	0	0	0	30,000	60,000	72,444	92,444	N⁄A				
21	Tioga	Candor	Candor Central	18,000	18,000	18,000	18,000	18,000	N/A	N/A	N/A				
22	Tioga	Nichols-Cady	Tioga Central	4,000	4,000	4,000	4,000	4,000	N/A	N/A	N/A				
23	Tioga	Ow ego-Coburn	Ow ego Apalachin Cen	5,600	0	5,600	35,600	35,600	N/A	N/A	65,000	35,000	601	268	5/16
24	Tioga	Spencer	Spencer Van Etten	7,256	8,295	8,938	7,688	7,688		N/A	N⁄A				
25	Tioga	Waverly	Waverly Central	0	25,000	25,000	25,000	25,000	N/A	N/A	N/A				
26	Tompkins	Groton *	Groton Central	136,974	141,672	160,656	164,375	168,692	258,255	259,403	263,658	4,255	13	1	4/25
27	Tompkins	Lansing *	Lansing Central	105,310	105,310	105,310	113,310	116,310	126,310	136,310	166,310	30,000	156	11	5/2
28	Tompkins	Newfield	New field	27,000	33,000	33,000	41,500	41,500	45,500	N/A	58,000	12,500	247	91	5/16
29	Tompkins	Trumansburg-Ulysses	T'Burg Central	94,000	94,000	97,760	101,709	105,114	110,370	N/A	114,931	4,561	489	128	5/17
		* Vote is separate from sc	hool vote												

Computer Network Servíces

Network Upgrades:

We ended 2016 with the implementation of Meraki Security Appliances in 26 of the 33 member libraries. This enterprise grade equipment replaced the SOHO (Small Office/Home Office) routers we had been using for years. The benefit to the libraries was immediate and the level of network stability and reliability has been astounding. We now have clarity into what is going on within the library networks. Issues include: why is the internet slow, what web services are the wireless patrons using and who is using up all the Internet bandwidth. For the libraries that have two Internet connections in their building, we were able to connect both to the new security appliance, which allows for failover or load balancing. We are able to prioritize the libraries' Polaris traffic so the patron use of the Internet doesn't slow down (streaming video) and implement traffic shaping so everyone on the network receives a decent and responsive Internet experience. At System HQ we are able to look at the entire System of Meraki Security Appliances and verify that their Internet connection is up and functional. This has allowed us to be proactive and call service providers, often before the library opens for the day. For the 21 libraries that took advantage of the eRate discount by filtering the Internet (CIPA compliant), there is an easy to use tool that allows for unfiltered access for individual users that require it.

Polaris Upgrade and PowerPAC:

In July 2017 we upgraded our Polaris Integrated Library Software to version 5.5 which included a redesigned Library Web catalog (PowerPAC). The catalog is designed with an adaptive theme that is written for mobile devices first. This adaptive theme allows for the full catalog experience for mobile phones to full screen computers and everything in between and will allow for the discontinuation of MobilePAC, saving the System annual maintenance costs.

Annual Bulk Computer Purchase:

On this year's Bulk Computer purchase we ordered 78 computers on behalf of 20 member libraries. The breakdown of that purchase is 5 Laptops, 7 OptiPlex desktops, 37 OptiPlex All-in-One, 11 Chromebox & 18 Chromebook computers. The All-in-One computers continue to be a hit with staff since they reclaim valuable desktop real-estate and reduce the amount of wiring to 2 wires (network & power). New to the scene this year are the Chromeboxes and Chromebooks. These computers offer a lower price point and a cloud based management dashboard.

General Upgrades:

Over the course of the last year Eric has been upgrading the Libdata PC Time and Print Management software at the 12 member libraries that use it to the ControlCenterX Web based version. This version is also compatible with the Chomebox & Chromebook computers. As he has been visiting the libraries he has also been upgrading the Deep Freeze software on the public computers and installing the enterprise dashboard on the staff computers so staff can manage them from a single location. This management tool allows for initiating Windows updates, and thawing and freezing individual workstations or groups of workstations, saving staff valuable time.







Jan Aguírre Customer Servíce Award



Michelle Calupca Lansing Community Library

The Jan Aguirre Customer Service Award is given to a member library employee, volunteer, or trustee who possesses the enthusiasm, grace, friendliness, and patience that Jan had for training and helping others. Jan was the Finger Lakes Library System Training Coordinator for 26 years, until her passing in July 2013.

This year's winner, Michelle, consistently goes above and beyond for Lansing's patrons and their community. Michelle is noted for taking it upon herself to learn emerging technology in order to better assist Lansing's patrons to acclimate to that new technology. Never judgmental about technology skills or comfort levels, Michelle assists patrons with computer issues and helps them to understand their computer usage at the library. She has patiently helped staff and patrons learn the ins and outs of Polaris and delights in learning successes.

Michelle has also helped organize the library book club, making sure not only that there are enough copies available, but that there is good discussion at the meetings. She is seen as a central pillar of the Lansing Library, always going above and beyond to assist all patrons to the best of her abilities. The Lansing Board of Trustees describes Michelle as approachable, kind and encouraging with all ages and interests. She always offers to help other staff without being asked and is a great team leader and member. Michelle also has a keen sense for many patrons' personal reading preference and offers personalized service by recommending authors and ordering books for patrons that she knows they will enjoy.

Congratulations to Michelle on her hard work and dedication to the patrons of the Lansing Community Library!

Joan Cooke Youth Services Award



Christa Boice Lamont Memorial Free Library, McGraw

Only a year and a half ago Christa Boice began her position as Children's Coordinator for the Lamont Memorial Free Library. Taking her experience from working and volunteering at the Marathon Christian Academy, she has brought together fun, creative, and unique programs for the young families of the McGraw community. Christa genuinely cares for each family who attends her programs. She wishes for everyone to have a great experience and return each week with an excitement for reading and the library. I myself look forward to what she will be presenting for story time and hearing her ideas for future programs. She has unique displays and bulletin boards to liven up the children's space, for example: Eskimos and sled dogs.



Programs include great stories, hands on activities, crafts, songs, games, and fun snacks. Christa has incorporated the support of community businesses and organizations into programs. Groups have either supplied materials for an activity or have come to highlight their jobs. Recent examples are, but not limited to: the McGraw Fire Department, Cortland County Sheriff, Lowes providing paint chips for a craft, and field trips to the post office. Christa has successfully involved and brought interest to the activities at the library through the building of the reading igloo and the life sized Candyland game.

Successfully navigating the crazy times of Summer Reading is a huge accomplishment for any new employee. Christa handled the special artist performances and created theme related programs for kids 1 to 10 years of age based on the theme, again providing the best possible programs for the kids. Christa is just beginning her work here at the library. She has revitalized and restored the integrity of programs for children here in McGraw. I look forward to where she will be expanding our children's program.

Trustee of the Year Award



Deb Lewis Finger Lakes Library System, Ithaca

The 2017 Trustee of the Year Award goes to Deb Lewis of the Finger Lakes Library System Board of Trustees. Deb joined the Finger Lakes Board in January 2017 and recently retired as the System Administrator for System and Member Services at Onondaga County Public Library System in Syracuse, NY. When Deb was voted in last October at our Annual Meeting, she spoke of her desire to support, advise, and guide FLLS and to be an advocate for FLLS and libraries throughout the Finger Lakes. She watched over ten years as the Cayuga County Legislature reduced, then totally eliminated, monetary support for their public libraries.

Deb showed her commitment to advocating for Cayuga County libraries this spring during a Cayuga County Legislature meeting. While FLLS and the nine Cayuga County libraries had worked tirelessly to restore county funding to the public libraries in the fall of 2016, continued funding support was not a given. In April, Deb attended a meeting of the legislature and spoke before the body explaining the importance of libraries in the community. Immediately after she spoke, the legislature voted to enter into a contract and article of agreement with the nine libraries.

In addition to advocating at a local level, Deb also has advocated at a State level for secure funding. She takes part in regular continuing education and trustee training opportunities and stays current on library topics and trends. She is embraces social media and through her knowledge of technology and public library systems she has brought a new depth of knowledge to the Finger Lakes Board of Trustees.

Deb believes libraries play a major role in the communities, from supporting early childhood learning to workforce development to helping to level the playing field by providing access to resources not all people can afford in their homes. She believes they deserve all the support they can get from their communities. Public library systems in New York were created to reduce costs and extend the reach of their member libraries, and she looks forward to advocating for the System and the services it can provide to its members and their constituents.

Thank you for all of your hard work and dedication, Deb!

Dírector of the Year Award



Susan Currie Tompkins County Public Library

Susan Currie was nominated for Director of the Year for both her recent efforts, and for the entirety of her service to the Tompkins County Public Library as she prepares to retire on October 13. During her eight-year tenure as Director of the Tompkins County Public Library, Susan took an institution with deep roots and transformed it, through her leadership into a beloved community anchor. Susan's impact was immediate and palpable, with patrons remarking on how the library felt different - more welcoming and patron-friendly. Susan created a vision for TCPL: to inspire and educate all members of our community during each stage of their lives, to be a place where people can experience the joy of reading, the power of information, and the strength of community connections. She empowered employees at all levels to realize this vision, by putting patrons first; by making decisions and taking risks; and by being nimble and responsive to meet needs as they arose. Susan consistently and passionately championed the staff, celebrating their talents and hard work; as a result, TCPL and its staff have been recognized with awards locally and nationally. She emphasized partnerships and collaborations, understanding that we are all stronger, and better equipped to serve, when we leverage each other's resources.

Susan's fiscal leadership is notable: during the recession, when more and more people turned to the library, she positioned TCPL to respond by creating a lean and efficient organization; since then, she has been a strong advocate for the incremental restoration of funds, and for the exploration of sustainable funding solutions. As Susan's time at TCPL draws to a close, TCPL is set to unveil a renovated facility with new spaces and services she identified as being necessary right from the outset: a teen center, a digital lab and makerspace, additional meeting and study rooms, and a local history room, all alongside much-needed upgrades to the restrooms and carpet to make TCPL as inviting as possible. Susan Currie leaves a tremendous legacy upon which the next generation of library leaders can build.

Congratulations Susan, and best wishes for your retirement!

	D () (Per Capita	<i>Circulation</i>	Circulation	2016 vs 2015		Avg Wkly Hrs
Library	Population	Holdings	Holdings	2015	2,016	+/-	Circulation	of Operation
Apalachin	1,131	29,510	26.09	24,246	29,566	5,320	26.14	38
Auburn	34,450	96,548	2.80	101,210	172,530	71,320	5.01	56
Aurora	1,886	25,879	13.72	25,600	25,358	-242	13.45	20
Berkshire	2,584	24,053	9.31	8,727	8,003	-724	3.10	25
Candor	851	37,527	44.10	9,298	8,468	-830	9.95	25
Cato	4,743	28,613	6.03	21,167	24,243	3,076	5.11	42
Cincinnatus	1,056	36,189	34.27	17,629	17,265	-364	16.35	26
Cortland	19,204	87,700	4.57	103,170	112,077	8,907	5.84	49
Dryden	1,889	52,560	27.82	77,503	93,768	16,265	49.64	38
Fair Haven	745	28,680	38.50	4,439	4,870	431	6.54	21
Groton	6,024	39,532	6.56	34,790	39,025	4,235	6.48	41
Homer	12,531	38,764	3.09	43,196	47,391	4,195	3.78	38
Interlaken	602	27,648	45.93	5,198	7,252	2,054	12.05	21.5
lthaca	101,564	226,021	2.23	707,703	737,310	29,607	7.26	60
Lansing	7,354	37,117	5.05	64,422	74,554	10,132	10.14	42
Lodi	1,550	23,011	14.85	12,370	10,721	-1,649	6.92	20
Marathon	919	30,585	33.28	14,042	14,384	342	15.65	32
McGraw	1,053	32,073	30.46	10,517	10,309	-208	9.79	26
Moravia	1,282	33,105	25.82	22,386	25,822	3,436	20.14	30
Newark Valley	997	28,796	28.88	12,460	11,977	-483	12.01	25
Newfield	759	31,850	41.96	24,790	31,137	6,347	41.02	28
Nichols	2,525	32,352	12.81	8,894	11,727	2,833	4.64	25
Ovid	6,627	31,376	4.73	26,944	24,101	-2,843	3.64	50
Owego	3,896	49,677	12.75	21,443	34,842	13,399	8.94	37
Poplar Ridge	1,368	24,120	17.63	14,062	14,290	228	10.45	21
Port Byron	2,378	31,547	13.27	14,720	14,789	69	6.22	35
Seneca Falls	9,838	48,417	4.92	45,800	52,117	6,317	5.30	57
Spencer	3,153	37,740	11.97	13,390	13,810	420	4.38	29
Truamansburg	4,900	41,975	8.57	, 57,759	68,897	11,138	14.06	45
Union Springs	2,367	26,581	11.23	27,714	28,755	1,041	12.15	26
Waterloo	5,171	38,430	7.43	31,738	35,384	3,646	6.84	44
Waverly	4,444	50,320	11.32	26,265	34,661	8,396	7.80	40
Weedsport	4,464	29,299	6.56	22,041	25,945	3,904	5.81	52

Finger Lakes Library System Member Library 2016 Statistics

Central Library Collection Housed at TCPL 25,797

Statistical information is from the 2016 Annual Report as submitted to Finger Lakes Library System.

	Chartered	to Serve			City or	School &	All	
Library	Area	Population	County	Town	Village	Tax District	Other	Total
Apalachin	Apal CDP	1,131	\$8,612	\$1,500	\$0	\$92,444	\$41,237	\$143,793
Auburn	Special District	34,450	\$0	\$0	\$0	\$769,001	\$317,754	\$1,086,755
Aurora	Town	1,886	\$0	\$0	\$0	\$48,150	\$71,945	\$120,095
Berkshire	2 Towns	2,584	\$8,612	\$12,200	\$0	\$0	\$31,108	\$51,920
Candor	Village	851	\$8,612	\$6,000	\$0	\$18,000	\$4,374	\$36,986
Cato	Towns	4,743	\$0	\$0	\$0	\$50,000	\$35,907	\$85,907
Cincinnatus	Town	1,056	\$0	\$0	\$0	\$0	\$145,130	\$145,130
Cortland	City & Town	19,204	\$0	\$0	\$0	\$368,932	\$203,355	\$572,287
Dryden	Village	1,889	\$32,499	\$14,000	\$6,600	\$0	\$104,434	\$157,533
Fair Haven	Village	745	\$0	\$500	\$2,000	\$30,000	\$13,290	\$45,790
Groton	School District	6,024	\$30,908	\$0	\$0	\$182,011	\$39,772	\$252,691
Homer	School District	12,531	\$0	\$36,050	\$27,000	\$213,779	\$39,159	\$315,988
Interlaken	Village	602	\$9,500	\$1,400	\$0	\$25,000	\$28,129	\$64,029
lthaca	County	101,564	\$3,233,201	\$10,000	\$15,086	\$0	\$717,921	\$3,976,208
Lansing	School District	7,354	\$32,499	\$0	\$0	\$141,310	\$60,730	\$234,539
Lodi	Town	1,550	\$9,500	\$1,750	\$500	\$25,000	\$17,266	\$54,016
Marathon	Village	919	\$0	\$0	\$0	\$52,000	\$19,224	\$71,224
McGraw	Village	1,053	\$0	\$27,606	\$12,745	\$27,500	\$13,361	\$81,212
Moravia	Village	1,282	\$0	\$2,600	\$3,000	\$45,000	\$41,846	\$92,446
Newark Valley	Village	997	\$8,612	\$10,000	\$9,000	\$0	\$6,850	\$34,462
Newfield	Village	759	\$32,499	\$22,000	\$0	\$45,500	\$29,014	\$129,013
Nichols	Town	2,525	\$8,612	\$14,500	\$0	\$4,000	\$15,766	\$42,878
Ovid	2 Towns	6,627	\$9,500	\$7,000	\$150	\$47,000	\$377,842	\$441,492
Owego	Village	3,896	\$8,612	\$1,776	\$2,800	\$30,000	\$59,929	\$103,117
Poplar Ridge	Town	1,368	\$0	\$0	\$0	\$40,000	\$43,773	\$83,773
Port Byron	Town	2,378	\$0	\$0	\$0	\$54,600	\$20,753	\$75,353
Seneca Falls	Village	9,838	\$12,300	\$10,000	\$0	\$227,000	\$97,133	\$346,433
Spencer	Town	3,153	\$8,612	\$10,000	\$4,500	\$6,700	\$7,901	\$37,713
Trumansburg	Town	4,900	\$32,499	\$16,000	\$5,000	\$110,370	\$105,387	\$269,256
Union Springs	Town	2,367	\$0	\$2,000	\$3,200	\$71,000	\$18,118	\$94,318
Waterloo	Village	5,171	\$12,300	\$15,500	\$0	\$183,600	\$25,313	\$236,713
Waverly	Village	4,444	\$8,612	\$2,000	\$4,000	\$25,000	\$76,505	\$116,117
Weedsport	Town	4,464	\$0	\$18,770	\$16,500	\$75,978	\$25,313	\$136,561

Finger Lakes Library System Member Library 2016 Operating Receipts

Information is from the 2016 Annual Reports as submitted to Finger Lakes Libr *Other includes: State and System Aid, Endowments, library fees, etc.

Finger Lakes Library System Member Library 2016 Operating Expenditures

	Salaries &			Total	
Library	Benefits	Materials	Other	Operating	Per Capita
Apalachin	\$57,867	\$14,239	\$29,785	\$101,891	\$90.49
Auburn	\$637,680	\$91,826	\$413,921	\$1,143,427	\$34.05
Aurora	\$56,381	\$11,865	\$63,648	\$131,894	\$71.99
Berkshire	\$19,368	\$2,527	\$23,025	\$44,920	\$17.71
Candor	\$26,966	\$1,868	\$12,736	\$41,570	\$48.62
Cato	\$54,553	\$10,682	\$24,411	\$89,646	\$17.34
Cincinnatus	\$65,786	\$11,613	\$117,699	\$195,098	\$185.63
Cortland	\$259,045	\$43,811	\$316,266	\$619,122	\$21.39
Dryden	\$94,744	\$13,068	\$62,731	\$170,543	\$93.09
Fair Haven	\$9,277	\$7,136	\$21,802	\$38,215	\$43.23
Groton	\$152,498	\$25,787	\$62,890	\$241,175	\$41.28
Homer	\$111,387	\$27,594	\$57,132	\$196,113	\$15.67
Interlaken	\$17,964	\$7,597	\$30,493	\$56,054	\$83.17
lthaca	\$2,962,609	\$303,993	\$599,517	\$3,866,119	\$40.06
Lansing	\$125,792	\$27,933	\$70,814	\$224,539	\$32.40
Lodi	\$28,307	\$4,575	\$17,375	\$50,257	\$34.05
Marathon	\$38,191	\$4,045	\$30,044	\$72,280	\$68.00
McGraw	\$41,926	\$11,533	\$20,047	\$73,506	\$73.51
Moravia	\$47,757	\$21,589	\$36,952	\$106,298	\$77.99
Newark Valley	\$29,450	\$2,406	\$9,606	\$41,462	\$38.71
Newfield	\$71,441	\$13,382	\$37,673	\$122,496	\$189.33
Nichols	\$15,609	\$3,890	\$23,238	\$42,737	\$16.54
Ovid	\$128,194	\$11,971	\$76,465	\$216,630	\$45.20
Owego	\$75,305	\$19,023	\$23,010	\$117,338	\$30.00
Poplar Ridge	\$33,221	\$10,992	\$29,352	\$73,565	\$57.20
Port Byron	\$39,597	\$11,170	\$19,602	\$70,369	\$28.77
Seneca Falls	\$152,898	\$29,802	\$208,031	\$390,731	\$56.95
Spencer	\$23,028	\$4,316	\$21,743	\$49,087	\$16.48
Trumansburg	\$165,019	\$25,110	\$98,135	\$288,264	\$60.37
Union Springs	\$33,309	\$18,158	\$19,312	\$70,779	\$31.37
Waterloo	\$131,288	\$26,834	\$78,591	\$236,713	\$46.31
Waverly	\$98,570	\$19,258	\$41,647	\$159,475	\$34.62
Weedsport	\$76,531	\$7,281	\$42,971	\$126,783	\$26.54

Information is from the 2016 Annual Reports as submitted to Finger Lakes Library System.

