



2022

***Finger Lakes
Library System***
**ANNUAL MEETING
SUMMARY**



**FINGER LAKES
LIBRARY SYSTEM**



BOARD OF TRUSTEES

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Letter from the Director

When we create the Annual Report to our community, it gives us the chance to look back over the last year and see our growth, challenges and opportunities. Looking back from last year, it seems hard to believe we are on our third year of virtual annual meetings. However, Covid infections recently have spiked in our service area yet again and libraries are still being impacted. In fact, September 2022 saw our highest peak of infections in library staff and boards to date.

Our libraries continue to amaze me on their adaptability since March 2020. While Covid still is in our lives, we are not seeing the library closures we saw in 2020 and 2021. Libraries continue to offer creative programming, especially in the summer, and hybrid options for community talks and programs are still being used in many of our libraries. In fact, offering a hybrid option for library programming allows more participation in library events and meetings, allows for more diverse programming, and offers increased accessibility.

As we see our library circulation and visits slowly increase, we are pleased to offer more options for our patrons in 2022. For instance, FLLS has collaborated with the Southern Tier Library System and OWWL System to share content in our OverDrive collections. This reciprocal lending agreement has created more access for all of our patrons at no additional cost to any of the systems. We also had our OverDrive digital collection available to public school students in our service area through Public Library Connect, allowing students who may not have a public library card to use their school library card accounts to access appropriate content in our digital catalog.

In August 2022, FLLS restarted out-of-system interlibrary loan services. Shut down in March 2020 due to the Covid pandemic and budget cuts related to it, we are happy to see that since the beginning of August, more than 400 requests have been fulfilled. We are also delighted to welcome Arlene Krebs as our interlibrary loan assistant.

We continue to expand our consulting professional services to our member libraries. Our work ranges from webinars to referendum help, to member library support groups and the creation of the Inclusion, Diversity, Equity and Accessibility (IDEA) Committee to discuss and develop DEI initiatives for FLLS. Thanks to that committee, we have a forthcoming IDEA resource toolkit and an IDEA statement.

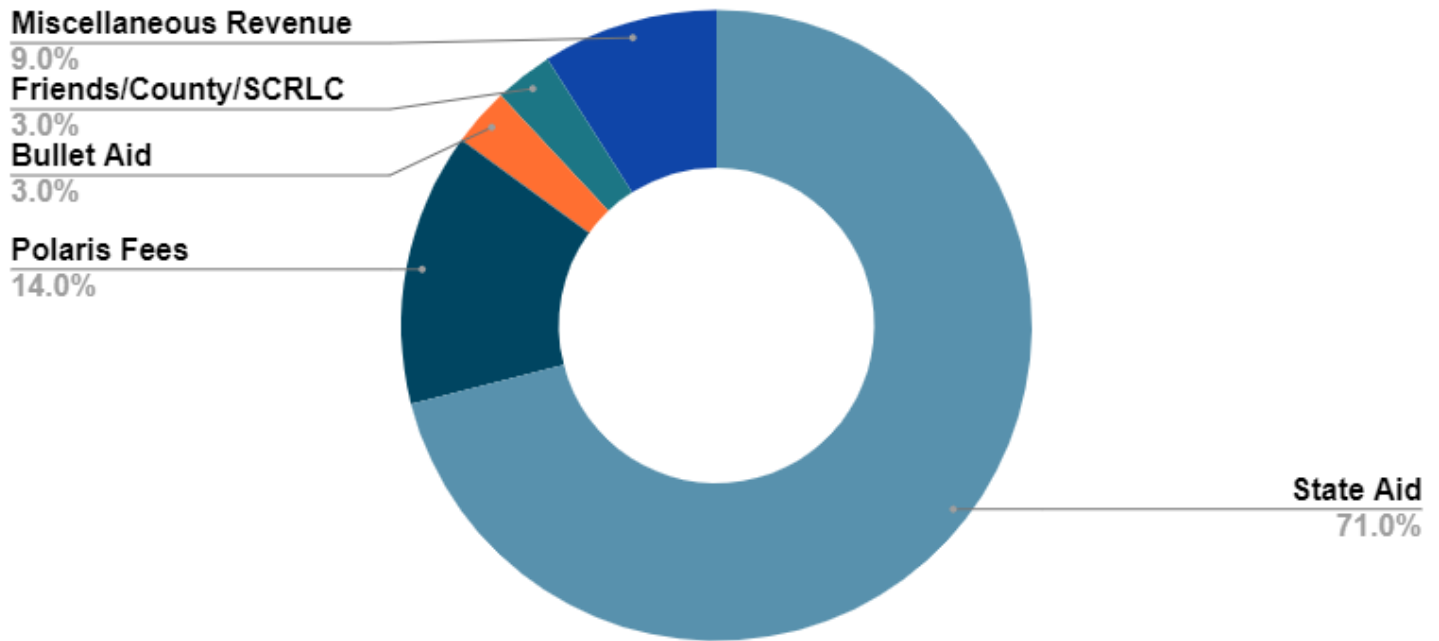
The coming year looks to bring challenges. We have record levels on inflation, worldwide political unrest, rising book challenges throughout our country, and continued fatigue and burnout from the pandemic. I want take this opportunity to applaud all of the hard work the FLLS staff, member library directors and staff, and library trustees continue to bring to our system. Our libraries are stronger because of all of our work we do together. I look forward to seeing what next year brings us.

Sarah Glogowski
Executive Director

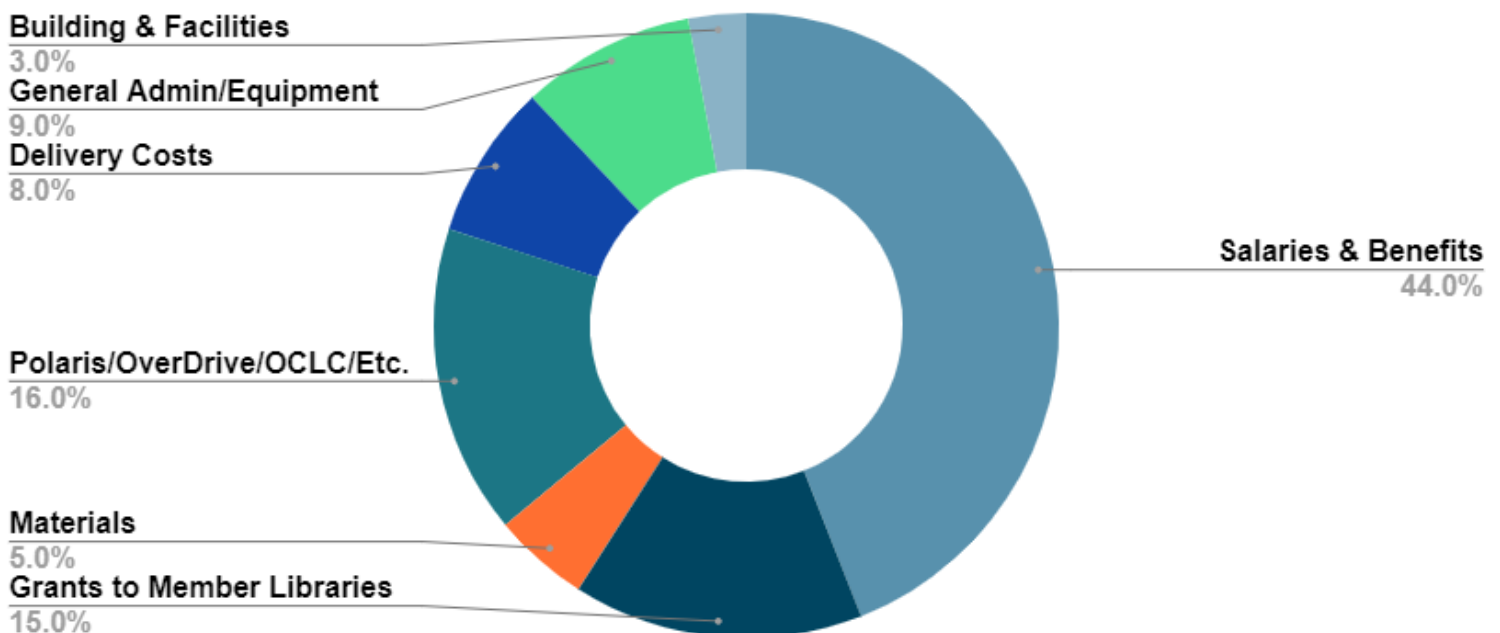
2022 System Financials

January 2022-September 2022

Receipts



Expenditures



Ballot Funding

2022 was an exciting year for ballot funding in the Finger Lakes Library System. Sarah and Heidi assisted the Tappan-Spaulding Memorial Library in Newark Valley and the Southworth Library Association in Dryden to be on the ballot for the first time. Both libraries asked voters to approve an initial funding of \$50,000 and both libraries were successful in their votes. Ballot funding for these two libraries were essential to help correct growing financial concerns and will allow more library programs, collections and hours among other community benefits.

Having stable and secure funding for your library is vital for your library's future. FLLS is happy to assist libraries with ballot funding help in a variety of ways, including statistical help, infographics creation, social media tips and strategies, and can attend school board, town or village meetings with library staff and boards. If you are unsure how to go about getting on your local ballot or need help asking for an increase, please contact Sarah Glogowski at sglogowski@flls.org.

County	Library	School System	2021	2022	Increase
Cayuga	Auburn-Seymour *	Special Leg. Dist.	864,000	924,000*	60,000*
Cayuga	Aurora	Southern Cayuga Central	N/A	75,000	2,850
Cayuga	Cato-Lang	Cato-Meridian	N/A	N/A	N/A
Cayuga	Fair Haven	Red Creek	N/A	N/A	N/A
Cayuga	Moravia-Powers	Moravia Central	N/A	N/A	N/A
Cayuga	Poplar Ridge-Hazard	Southern Cayuga Central	50,000	51,825	1,825
Cayuga	Port Byron	Port Byron Central	98,147	101,147	3,000
Cayuga	Union Springs-Springport	Union Springs Central	85,000	88,500	3,500
Cayuga	Weedsport	Weedsport Central	84,958	87,186	2,228
Cortland	Cortland	Cortland-Spec Leg. Dist.	408,135	416,298	8,163
Cortland	Homer-Phillips	Homer Central	N/A	203,923	7,758
Cortland	Marathon-Peck	Marathon	N/A	N/A	N/A
Cortland	McGraw-Lamont	McGraw Central	N/A	N/A	N/A
Seneca	Interlaken	South Seneca Central	67,000	71,000	4,000
Seneca	Lodi	South Seneca Central	67,000	71,000	4,000
Seneca	Ovid-Ford	South Seneca Central	67,000	73,000	6,000
Seneca	Ovid-Ford	Romulus	25,000	27,000	2,000
Seneca	Seneca Falls	Seneca Falls Central	322,000	337,000	15,000
Seneca	Waterloo	Waterloo Central	258,955	276,838	17,883
Tioga	Apalachin	Owego Apalachin Central	152,444	157,444	5,000
Tioga	Candor	Candor Central	N/A	N/A	N/A
Tioga	Newark Valley-Tappan	Newark Valley Central	N/A	50,000	50,000
Tioga	Nichols-Cady	Tioga Central	4,000	N/A	N/A
Tioga	Owego-Coburn	Owego Apalachin Central	115,000	120,000	5,000
Tioga	Spencer	Spencer Van Etten	N/A	N/A	N/A
Tompkins	Dryden-Southworth	Dryden Central	N/A	50,000	50,000
Tompkins	Groton *	Groton Central	201,685	213,835	12,150
Tompkins	Lansing *	Lansing Central	221,040	234,989	13,949
Tompkins	Newfield	Newfield	N/A	N/A	N/A
Tompkins	Trumansburg-Ulysses	T'Burg Central	N/A	122,196	3,699

* Vote is separate from school vote.

* Projected amounts. Vote to occur 10/28/22.

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.

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 packets for the FLLS Board. Handles accounts receivable records and cash deposits. Keeps system records and files in order and oversees the supplies budget line. Helps coordinate the Annual Meeting and other special events. Creates and publishes the Member Library Directory.

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.

COMPUTER NETWORK SERVICES:

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.

DIRECTORY

CONSULTANT SERVICES:

Heidi Eckerson - Member Services Librarian

Responsible for assuring that the needs of the member libraries are met; concentrating on policies, procedures, rules and regulations, marketing, & social media. Provides support for member libraries working with youth ages 0-18, oversees Summer Reading, and also manages eContent for the system.

Jenny Shonk – Continuing Education and Outreach Librarian

Responsible for developing methods of improving libraries and library services in the areas of adult services, outreach, and DEI. Provides continuing education and support to member libraries and FLLS staff. Assists 33 member libraries with completion of Annual Reports and completes system Annual Report.

DELIVERY SERVICES:

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.

TECHNICAL SERVICES (CATALOG & ILL):

Deborah Geier – Technical Services Librarian

Oversees cataloging and database maintenance of the System catalog, as well as coordinating the interlibrary loan. 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.

Arlene Krebs – Interlibrary Loan Assistant & Shelving Page

Processes interlibrary loan (ILL) materials borrowed from and loaned to libraries outside the system. Maintains records and monitors the status of ILL requests, and schedules the return of ILL packages. Assists with paging.

Jaclyn Smith – Shelving Page

Unpacks delivery bags and sort materials for distribution to different departments and member libraries. Manages FLLS materials as needed.

Summer Reading

Summer Reading 2022 saw our libraries doing what they do best—engaging their communities with educational and fun programs. The planning for these experiences starts well before those June and July kick-off dates.

In February and March, FLLS teamed up with nine other library systems across the state to host the first-ever Summer Collaborative Workshops. These two virtual events featured library staff from all around New York sharing their programming ideas for children and teens. Our system was represented by Tara Montoney from the Seneca Falls Library who highlighted her popular Brown Bag Storytime program.

Later in the spring, FLLS held two workshops helping libraries prepare for the data collection required for state reporting related to their Summer Reading programming.

Most libraries kicked off Summer Reading at the end of June and the start of July and ran 6-8 week programs. While stats are still being gathered at the time of this writing, unofficially our libraries reported that it felt like things were getting back to normal. With pandemic restrictions easing and people feeling more comfortable, Summer 2022 saw more in-person programming and encouraging participation and attendance numbers.

FLLS staff had a chance to participate in some of the events, including:

- Ovid's Strawberry Festival Summer Reading Sign Up Event
- Tiny PowerHouse Summer Tour to Seneca Falls, Aurora, Marathon and Newfield
- Uke Concert at Hazard Library in Poplar Ridge

In late June 2022, the New York State Library released the money from the NYS Love Your Library Special Revenue Fund, with instructions that it support Summer Reading initiatives. We purchased e-content with our system's allotted funds since most libraries already had their calendars and budgets set.

The Summer 2022 theme "Oceans of Possibilities" was a favorite among our members. Here's a look at Summer 2022 Around the Lakes:



Seymour Library, Auburn

Summer Reading



Edith B. Ford Memorial Library, Ovid



Waverly Free Library



Ulysses Philomathic Library, Trumansburg



Coburn Free Library, Owego



Lamont Memorial Free Library, McGraw



Springport Free Library, Union Springs



Weedsport Free Library



Aurora Free Library

Computer Network Services

Polaris

We had two Polaris software upgrades (February and July) with most of the new features being made to the Polaris Leap Web Client. The Leap Web Client is a fully functional replacement for the old Polaris Client for 95% of our member libraries. A few of the member libraries are using Leap as their primary circulation client and we continue to encourage all member libraries to start using it. The Leap Web Client will be the primary client that new functionality will be built for by our vendor.

Annual Computer Bulk Buy

14 libraries ordered equipment in this year's Annual computer Bulk-Buy. We ordered **37** total Dell computers (**7** laptops, **4** All-in-One desktops with touchscreens and **26** non-touch models). We were also able to find Chromebox and Chromebook devices available this year that both met our pricing and auto-update life span. We ordered **6** Chromebooks and **11** Chromebox devices. We have been offering the touchscreen since the Polaris Web Client is touchscreen friendly.

Chromebox devices are the recommended replacement for aging PowerPAC patron catalog computers since they are less expensive than Windows computers and can be locked down without third party software. Many libraries are seeing a large reduction in public computer usage since the pandemic and may need to adjust the quantity of the public computers. Libraries should continue to work within the recommended five year replacement plan even as they reduce the quantity of computers.

General

FLLS received ARPA Grant funds from SCRLC in 2022. We decided to use that grant for new Cisco/Meraki Routers and Wireless Access Points for the **24** libraries that are CIPA [Children's Internet Protection Act] compliant. This allowed the replacement of 6 year old equipment (**16** wireless routers, **8** routers, and **14** wireless access points) with **24** new routers and **38** new wireless access points. The new equipment has a higher bandwidth throughput which allows the libraries to take advantage of the higher Internet speeds from Spectrum and Verizon FIOS. The newly installed equipment also allowed for the elimination of some peripheral networking (POE Adapters, switches) equipment for many of the libraries. In some cases we were able to remove an old 100 Mbps switch and use just the routers 1 Gbps switch ports and increase the internal network speeds 10 fold.

Our Helpdesk subscription has been very helpful for us to keep track of any technology issue the member libraries may be experiencing. The software allows for member library staff to submit any issues they are having, request new Polaris User ID's or order supplies like receipt paper, spine labels or barcodes. So far this year, **379** Helpdesk ticket have been opened and **363** of them have been Resolved/Closed. We have also fulfilled **62** requests for supplies.

13 of our member libraries are using LibData for Public Computer Time and Print Management System.

We are also hosting **26** libraries on our hosted Website solution using WordPress along with maintaining member library domain names so they don't expire and become unavailable. The Web hosting includes library domain email addresses and scheduled backups. This has proven to be a big cost savings for the member libraries because of the economy of scale.

eContent

FLLS has a rich e-content collection featuring audiobooks, eBooks, as well as databases like Mango Languages, HeritageQuest, and JobNow. In November 2021, we re-established our eContent Committee. With a mix of FLLS staff, library directors and staff representing every county we serve, the committee meets quarterly to keep current on e-content trends and establish best practices and guidelines.

Our OverDrive collection boasts nearly **33,000** eBooks and audiobook titles with over **200,000** checkouts in 2021. We are on track to rival that number in 2022. FLLS pays for the annual **\$9500** OverDrive platform fee and provides funds for purchasing content. Member libraries are encouraged to contribute to the OverDrive pool so we can curate a top-shelf collection that all system patrons can enjoy. Several of our members choose to do their own purchasing. In August 2022, FLLS began shifting to a more patron driven acquisition model with the goal of filling more holds on items already in the collection. Using a mix of lending models, this approach keeps us within our monthly budget and alleviates wait times for patrons on popular titles.

In December of 2021, FLLS partnered with our neighbors the Southern Tier Library System and OWWL to share certain content in our respective OverDrive collections. This Reciprocal Lending Agreement has created more access for all of our patrons at no additional cost to any system.



In January 2022, FLLS made its OverDrive digital collection available to public school students in our service area through Public Library Connect. This program, coordinated by OverDrive, allows students who may not have a public library card to use their school library card (Sora) accounts to access appropriate content in our digital catalog. Several schools have already connected and we've been seeing usage, especially during the summer months. We hope more districts connect with us in the future.

In addition to our public databases like HeritageQuest, JobNow, and Mango Languages, FLLS also subscribes to the Homeless Training Academy with Ryan Dowd. This database is free for member library staff, which introduces a pathway for resolving conflict with empathy. In addition to the core training, there are over **30** recorded webinars available on-demand and live monthly Zoom sessions.

Cataloging & Interlibrary Loan

During the first half of 2022, Technical Services Manager Deb Geier focused on editing existing bibliographic and authority records while still cataloging new materials. She cataloged a backlog of non-English books (mainly Korean).

In June and July, attention was shifted to WorldShare training and preparing for the resumption of the Out-of-System Interlibrary Loan in August. Arlene Krebs, a page at FLLS, has taken on the ILL assistant duties.

Since restarting ILL, we've already fulfilled 279* requests!

**As of 9/16/2022.*

Continuing Education & Consulting

Trainings and meetings continued to be held on Zoom due to the ongoing pandemic. Some popular sessions focused on data collection, serving LGBTQ+ patrons, resources for new librarians, and engaging teens. We also began opening up our webinars to neighboring systems including Four County Library System, OWWL, and Southern Tier Library System.



Teen Engagement through Connected Learning

Amber Pasiak
(They/Them)
Edith B. Ford Memorial Library



Our recurring meetings, like the Director's Meeting and the Member Library Support Group, continued to provide space for member library directors and staff to receive important state/federal updates, network, collaborate, share, discuss programming, and ask questions.

FLLS staff has continued to provide expertise, advice, or referrals to member library staff and trustees in all areas of librarianship. Consulting occurs over the phone, in-person, through email, and online via Zoom. We are happy to answer common questions, assist with library issues, or listen to your concerns. Please continue to reach out via phone or email to connect with us!

Correctional Facilities

FLLS currently provides services to Auburn Correctional Facility, Cayuga Correctional Facility, and Five Points Correctional Facility. Willard Drug Treatment Campus closed in March 2022 and their collection was distributed to other facilities. Our services include purchasing and packaging items for the facilities, interlibrary loan and delivery, and reference services. Due to the facility librarians' limited access to the internet and limited funding, services to these libraries are vital. FLLS also provides collection development assistance and delivery to the jails in Cayuga, Cortland, Seneca, Tioga, & Tompkins counties.

Outreach

The Social Justice Book Club (est. 2021) continued to meet quarterly to discuss books relating to social justice, diversity, equity, inclusion, and accessibility. Our past titles have included: *How to Be an Antiracist* by Ibram X. Kendi, *The New Jim Crow* by Michelle Alexander, *The 57 Bus: A True Story of Two Teenagers and the Crime That Changed Their Lives* by Dashka Slater, *The Vanishing Half* by Brit Bennett, and *"All the Real Indians Died Off": And 20 Other Myths About Native Americans* by Dina Gilio-Whitaker and Roxanne Dunbar-Ortiz.

In 2022, we formed the Inclusion, Diversity, Equity, and Accessibility (IDEA) Committee which meets bi-monthly to discuss and develop DEI initiatives for FLLS. We currently have representatives from **8** member libraries in the following cities/towns: Cortland, Groton, Homer, Ithaca, Ovid, Poplar Ridge, Trumansburg, Waterloo, and Weedsport. Two notable tasks have been developing an IDEA resource toolkit and an IDEA statement.

The FLLS Outreach Mini-Grant program helps our member libraries provide library services and resources to underserved groups in the FLLS service area including: people who are blind or who have a physical disability, seniors, people who have a developmental or learning disability, people living in institutionalized settings, members of ethnic or minority groups in need of special services, people who are educationally disadvantaged, people who are unemployed or underemployed, people who are geographically isolated. Up to \$15,000 is available each year. Recipients are selected by the FLLS Coordinated Outreach Services Advisory Council (COSAC). We appreciate the continued time and energy that COSAC puts into the Outreach Mini-Grant cycle each year. As of April 2022, FLLS and COSAC have awarded over **\$120,000** in mini-grants!

Outreach Mini-Grants

For the **2021-2022** grant cycle, **9** member libraries received **\$9,708** for projects that focused programming for children & adults, kits, kindles, and summer reading. Due to pandemic-related budget cuts, less than \$10,000 was available.



Port Byron Library



Southworth Library Association, Dryden



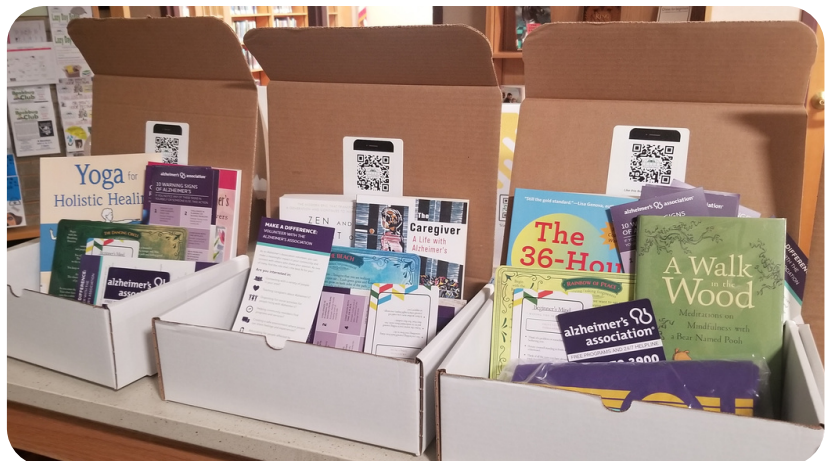
Lodi Whittier Library



Waterloo Library



Peck Memorial Library, Marathon



Seneca Falls Library

Thank you!

Thank you to our member library directors, staff, and trustees for persevering through the ongoing pandemic and continuing to provide stellar library services to your communities. Your hard work and dedication continues to inspire us!