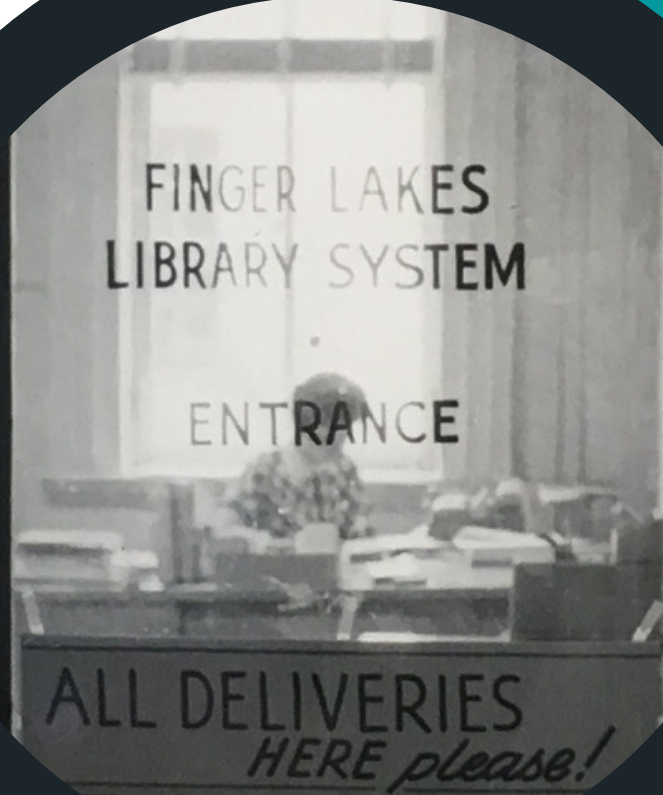


2023

Finger Lakes Library System **ANNUAL MEETING SUMMARY**





BOARD OF TRUSTEES

Martin Toombs, President, Seneca County ('25)

Cynthia Mannino, Vice President, At-Large Trustee ('25)

Sue Heavenrich, Secretary, Tioga County ('23)

Patricia Shaffer, Member, Tioga County ('27)

Elaine Meyers, Member, Cayuga County ('25)

Bonnie Thomas, Member, Cayuga County ('26)

Elizabeth Hudson, Member, Tompkins County ('25)

Michelle Bogard, Member, Seneca County ('24)

Sharon Campanella, Treasurer, Non-Board Member

LETTER FROM THE DIRECTOR

We are so happy to be holding our first in-person Annual Meeting since 2019! Having the ability to network face-to-face, share ideas and suggestions, and hear a speaker together is something I know people have missed.

Library visits and circulation continue to rebound for our member libraries. While we might not be back to our pre-pandemic figures, we are seeing steady increases in our library statistics. Programs continue to flourish at our libraries, especially during summer reading. We were happy to have our first in-person summer reading workshop this year, where our libraries shared ideas and met with performers in preparation for their fantastic summer programming.

Statewide, one of our biggest challenges continued to be securing adequate funding from the Governor. Having a new Governor gave library systems a hope that libraries would get an increase in funding, but instead we were met with possible cuts in her initial budget. Our advocacy efforts were able to thwart cuts, but resulted in only flat funding. Flat funding actually results in a loss of revenue to our system as contractual obligations, energy usage, and health insurance costs continue to rise.

2023 also saw an increase in both material challenges and programming challenges statewide and nationally. Here are some sobering national statistics: The American Library Association documented **1,269** demands to censor library books and resources in 2022. This is the highest number of attempted book bans since ALA began compiling data. In 2021, there were **729** attempted bans. **2,571** unique titles were targeted for censorship in 2022. This is a **32%** increase over the **1,858** unique titles targeted in 2021. **58%** of the reported book challenges targeted books and materials in school libraries, classroom libraries, or school curricula. **41%** of book challenges targeted materials in public libraries. In our system, we saw an attempted challenge of the book *It's Perfectly Normal* by Robie H. Harris and a picketing demonstration outside of a library due to a library program held during a Pride Festival.

FLLS has worked hard throughout this year to help our libraries respond to these challenges. We have done presentations during our monthly Directors' Meetings and Member Library Support Group meetings. Directors have shared policies and FLLS librarians have reviewed collection policies for directors and trustees. I have given two intellectual freedom talks to member library boards during their board retreats, and I am happy to speak to any member library board on this topic. We make sure that our libraries have access to Stephanie "Cole" Adams' Collection Management policies. I was part of the steering committee that created the webpage <https://freeforallny.org/> through the New York Library Association, which provides New Yorkers information on intellectual freedom and ways citizens can take action.

In spite of funding challenges and material/programming challenges, our libraries continue to be the heart of our communities. We offer safe spaces for all and broad collections of materials to meet the needs of all of our community residents. I want take this opportunity to continue to applaud all of the hard work that 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.

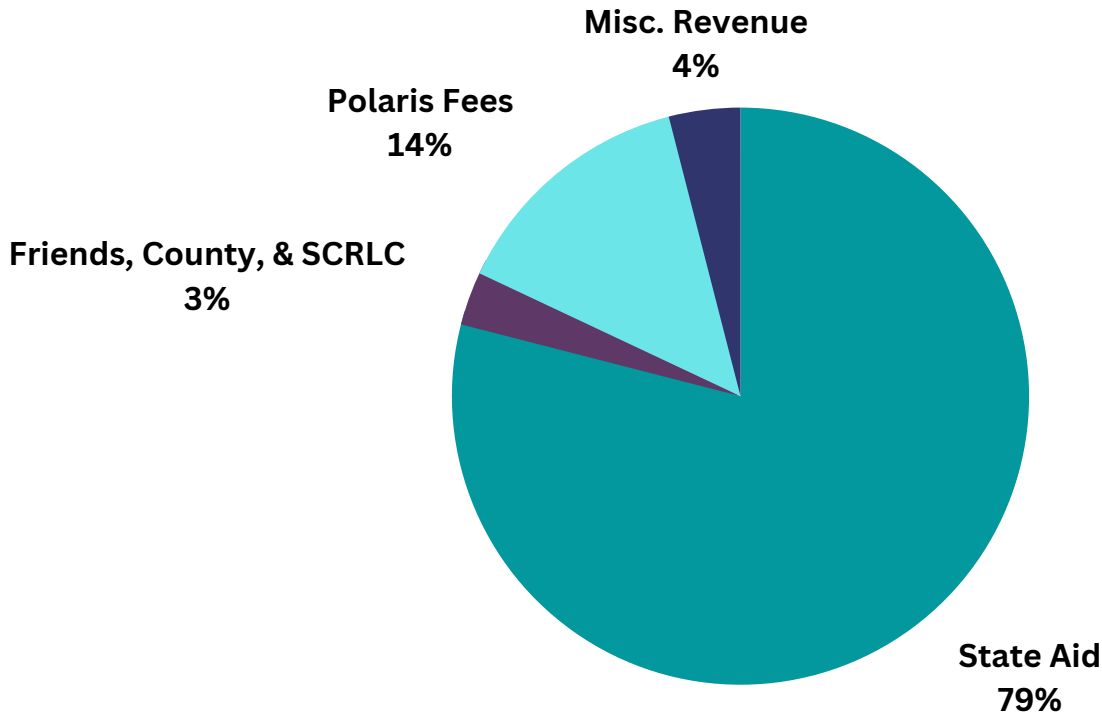
Sarah Glogowski
Executive Director



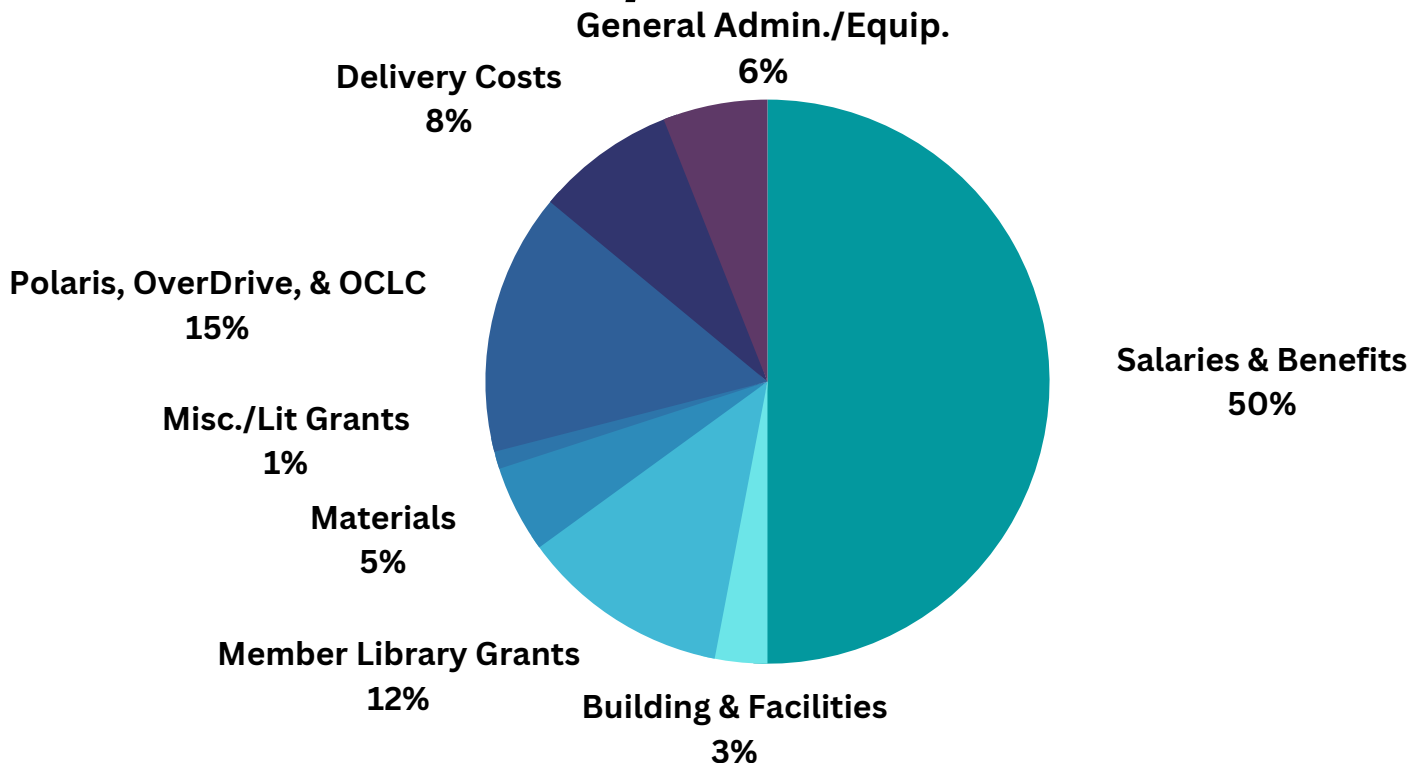
2023 SYSTEM FINANCIALS

January 2023-September 2023

Receipts



Expenditures



BALLOT FUNDING

We are happy to report that all 2023 school ballot votes went well and were successful. After not seeking an increase in 9 years, the Candor Free Library went for a \$17,000 increase that overwhelmingly passed with voters. The Cortland Free Library typically stays within the tax cap, but after a successful education campaign to voters, easily passed their 8% increase. Congratulations to all our libraries who went on the ballot in 2023!

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 we 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 or Heidi Eckerson at heckerson@flls.org.

County	Library	School System	2022	2023	Increase
Cayuga	Auburn-Seymour *	Special Leg. District	924,000	975,000 **	51,000 **
Cayuga	Aurora	Southern Cayuga Central	75,000	80,000	5,000
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	94,500	15,000
Cayuga	Poplar Ridge-Hazard	Southern Cayuga Central	51,825	56,825	5,000
Cayuga	Port Byron	Port Byron Central	101,147	N/A	N/A
Cayuga	Union Springs-Springport	Union Springs Central	88,500	92,000	3,500
Cayuga	Weedsport	Weedsport Central	87,186	88,058	872
Cortland	Cortland	Cortland-Spec. Leg. Dist.	416,298	449,602	33,304
Cortland	Homer-Phillips	Homer Central	203,923	208,923	5,000
Cortland	Marathon-Peck	Marathon	N/A	N/A	N/A
Cortland	McGraw-Lamont	McGraw Central	N/A	69,500	10,000
Seneca	Interlaken	South Seneca Central	71,000	80,000	9,000
Seneca	Lodi	South Seneca Central	71,000	80,000	9,000
Seneca	Ovid-Ford	South Seneca Central	73,000	84,000	11,000
Seneca	Ovid-Ford	Romulus	27,000	29,000	2,000
Seneca	Seneca Falls	Seneca Falls Central	337,000	352,000	15,000
Seneca	Waterloo	Waterloo Central	276,838	296,730	19,892
Tioga	Apalachin	Owego Apalachin Central	157,444	162,444	5,000
Tioga	Candor	Candor Central	N/A	35,000	17,000
Tioga	Newark Valley-Tappan	Newark Valley Central	50,000	N/A	N/A
Tioga	Nichols-Cady	Tioga Central	N/A	N/A	N/A
Tioga	Owego-Coburn	Owego Apalachin Central	120,000	N/A	N/A
Tioga	Spencer	Spencer Van Etten	N/A	N/A	N/A
Tompkins	Dryden-Southworth	Dryden Central	50,000	N/A	N/A
Tompkins	Groton *	Groton Central	213,835	219,886	6,051
Tompkins	Lansing *	Lansing Central	234,989	255,989	21,000
Tompkins	Newfield	Newfield	N/A	N/A	N/A
Tompkins	Trumansburg-Ulysses	T'Burg Central	122,196	127,773	5,577

* Vote is separate from school vote.

** Projected amounts. Vote to occur 10/25/23.

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. Coordinates 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.

Consultant Services:

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.

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.

DIRECTORY

Computer Network Services:

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.

NOW HIRING – Computer Network Services Manager

This full-time position is responsible for overseeing all functions of the Integrated Library System (ILS) hardware/software, network infrastructure and System servers and computers.

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.

Tanner Carlson – Shelving Page

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

CATALOGING & INTERLIBRARY LOAN

Technical Services Manager Deborah Geier continues to import and edit bibliographic and authority records for new items in the catalog and replace older records, bringing them up to current standards, and catalog items not found in OCLC. She is focusing on updating series records.

In August, Tanner Carlson was hired as a page and is also being trained on interlibrary loan procedures. Arlene Krebs, our ILL Assistant, continues to fill ILL requests and page. The number of out-of-system interlibrary loan requests is still lower than pre-pandemic levels but continues to grow.

We've already fulfilled **3,181** out-of-system ILL requests in 2023!

CONTINUING EDUCATION & CONSULTING

Trainings and meetings continued to be held on Zoom for convenience. Some popular sessions in 2023 included ***Marketing for Small Libraries*** with Suzanne Macaulay, ***Developing Cultural Humility*** with Jill Hurst-Wahl, ***Rediscover Why You Are Here*** with Priscilla Berggren-Thomas, the ***Solar Eclipse Workshop*** with the Sciencenter, and ***Sign, Baby, Sign*** with Kathy Macmillan. We continued to make our webinars available to our neighboring library systems. We will be welcoming Dr. Kawanna Bright to present ***Cultivating Antiracist, Antibias Workplaces through the Development of Cultural Competence*** on October 19. Hybrid workshops planned for fall will focus on collection management and grant writing.



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 continues to provide expertise, advice, or referrals in all areas of librarianship to directors, member library staff, and trustees. 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!

Not sure who to contact? Check out the **FLLS Services Contacts Cheat Sheet**, available at the top of our directory: www.flls.org/staff-directory.

CORRECTIONAL FACILITIES

FLLS currently provides services to Auburn Correctional Facility, Cayuga Correctional Facility, and Five Points Correctional Facility. As of spring 2023, each facility has a professional librarian managing their libraries. FLLS services include purchasing and packaging items for the facilities, interlibrary loan & 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, purchasing of materials, and delivery to the jails in Cayuga, Cortland, Seneca, Tioga, & Tompkins counties.

OUTREACH

The **Inclusion, Diversity, Equity, and Accessibility (IDEA) Committee** meets bi-monthly to discuss and develop DEI initiatives for FLLS. We are grateful to have representatives from 9 member libraries: Seymour, Cortland, Groton, Tompkins County, Hazard, Port Byron, Seneca Falls, Ulysses Philomathic, and Weedsport. The committee worked to create the IDEA toolkit: www.flls.org/idea. The committee also created the FLLS Commitment to Inclusion, Diversity, Equity, & Accessibility, *"We encourage and empower I.D.E.A.S. at our system headquarters and 33 member libraries; Inclusive, Diverse, Equitable, & Accessible Services. Programs, collections, and services at our system and at our member libraries should reflect the communities that we serve. Our libraries are for everyone."* The full statement can be found here: www.flls.org/about-us.

The **Social Justice Book Club** continued to meet quarterly to discuss books relating to social justice, diversity, equity, inclusion, and accessibility. Our 2023 titles included *Disability Visibility: First-Person Stories from the Twenty-First Century* by Alice Wong and *Heal Your Way Forward: The Co-Conspirator's Guide to an Antiracist Future* by myisha t hill. Thank you to the book club members for continuing to discuss difficult and complex topics with an open mind and your willingness to share your experiences.

The **Outreach Mini-Grants** help our members provide library services and resources to underserved groups in the FLLS service area, the specific populations can be found at the top of the Outreach webpage: www.flls.org/outreach. Up to \$15,000 is available each year. Recipients are selected by the FLLS Coordinated Outreach Services Advisory Council (COSAC). We are thankful to each COSAC member for contributing their time, effort, and expertise into the OMG cycle each year. **As of April 2023, FLLS and COSAC have awarded over \$137,693 in mini-grants to 104 recipients!**

For the **2022-2023** grant cycle, **15** libraries received **\$15,223** for projects that focused on programming for all ages & abilities (especially arts & crafts), food pantries, book collections, & digital inclusion. Pictures from some of the projects on the following pages.

OUTREACH MINI-GRANTS



INTERLAKEN PUBLIC LIBRARY



SENECA FALLS LIBRARY



CANDOR FREE LIBRARY



TSM LIBRARY



POWERS LIBRARY



LODI WHITTIER LIBRARY

OUTREACH MINI-GRANTS



COBURN FREE LIBRARY



BERKSHIRE FREE LIBRARY



PECK MEMORIAL LIBRARY



SOUTHWORTH LIBRARY

COMPUTER NETWORK SERVICES

We saw the wrap-up of our Cisco Meraki router upgrade thanks to funding from an ARPA grant through the South Central Regional Library Council and the New York State Library. This project allowed the following:

- **24** libraries received new Cisco Meraki Routers and at least one wireless access point with some receiving two or three depending on their building layout and in-building wireless coverage.
- **18** of the 24 installed libraries have greater WIFI coverage since we moved them from a wireless router to a router with separate wireless access point(s).
- The new Cisco Meraki routers have eight gigabit network ports dedicated for the LAN (local area network) and two dedicated gigabit POE (power over Ethernet) ports which reduced the amount of equipment needed. For some of the libraries the eight Ethernet ports allowed for the removal of a separate network switch which had **100 Mbps** ports increasing the LAN speed **10x**. The two dedicated POE ports allowed for the removal of separate POE injectors reducing the complexity of the local network.
- The new Cisco Meraki AP's (Wireless Access Points) are utilizing the latest **Wave6 802.11ax** standard allowing for faster and more stable wireless connectivity while still allowing for backward compatibility to the older wireless standards. These AP's have bandwidth steering which helps direct the end users connection to the best connectivity for their personal device. They also employ mesh technology to help balance traffic and provide redundancy.

The largest change in Computer Network Services was the retirement of Rex Helwig. After working at Finger Lakes Library System for **28 ½** years, Rex retired from the System on June 30, 2023. As Head of Computer Network Services, Rex guided FLLS and our member libraries on a variety of computer and library catalog services over the years. From migrating to Polaris, our library catalog, years ago to helping our libraries secure new Meraki routers last summer with an ARPA grant, he certainly witnessed technology transform our libraries over the decades. FLLS staff, the FLLS Board of Trustees and our member libraries congratulated Rex on his last day with a party at our headquarters.

We are currently accepting applications for Rex's replacement, but in the meantime, we are grateful that Eric Franks from FLLS is temporarily handling Polaris questions for our member libraries.

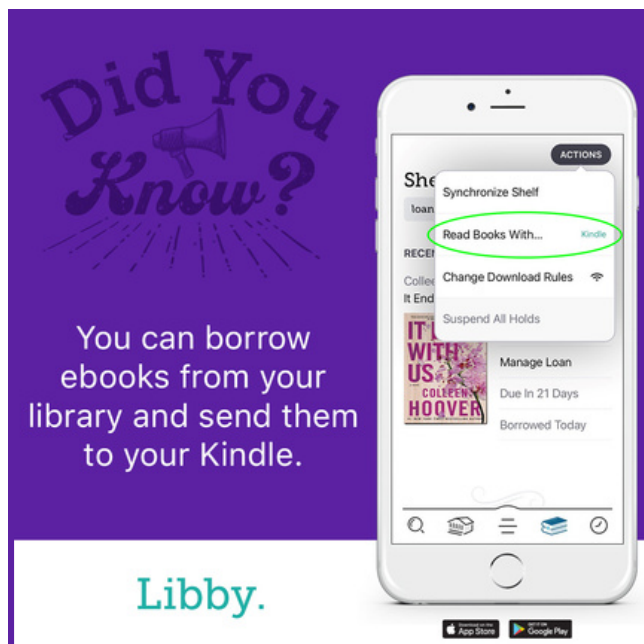


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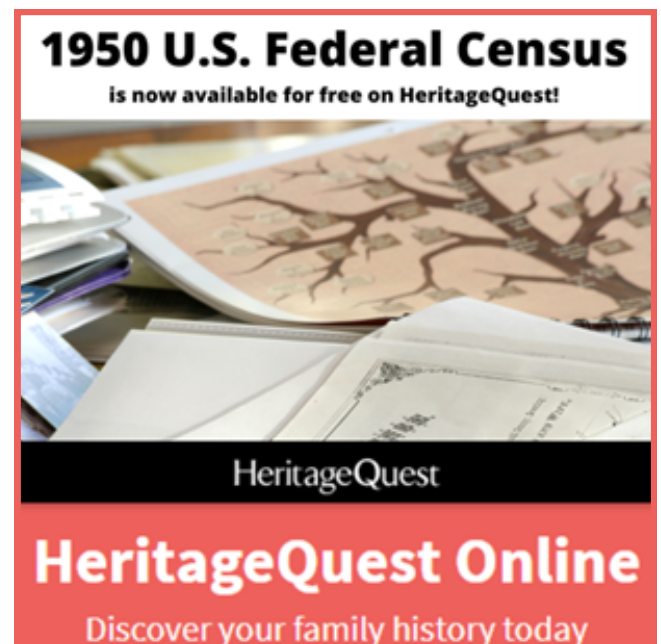
Our professionally curated OverDrive collection features over **20,000** audiobooks and ebooks for patrons to browse and borrow. Add to that the digital collections of our lending partners, the Southern Tier and OWWL Library Systems, and library card holders have access to a wide variety of titles, genres and subjects. In 2022, our community checked out over **210,000** items. FLLS funds the annual OverDrive platform fee and provides support for purchasing content. Member libraries are encouraged to contribute to the OverDrive pool so we can continue to offer a vibrant collection that all system patrons can enjoy. OverDrive's new tools and reports have helped us focus our purchasing on patron requested titles and items with high hold demands. We've seen positive results with people getting to read or listen to their favorites without the wait while staying within our budget.

This year also saw the sunset of the legacy OverDrive app in May. We worked with member libraries and patrons to prepare for the switch to Libby, OverDrive's reading app. Libby's design features promote accessibility as well as improved user experience.

Our public databases continue to see engagement, especially the popular genealogy site HeritageQuest and language learning app, Mango Languages. JobNow provides a complete experience for patrons looking for job coaching, resume help and interview tips. Kids of all ages without a library card can find a rich collection of ebooks through our system's TumbleBooks subscription. This unique collection features talking picture books, read-along chapter books, non fiction books and videos, curated playlists, as well as books in Spanish and French.



The Libby app has many unique features that make for a positive user experience.



Use HeritageQuest to discover your family history with this easy-to-search collection of genealogical and historical sources—with coverage dating back to the 1700s.

SUMMER READING

Summer Reading's seeds are sown well before the kick off events that bloom in late June and early July. Over the winter, FLLS participated in the second annual virtual Summer Collaborative Workshop series with **13** other library systems around the state. This three hour event showcased program ideas inspired by the 2023 Collaborative Summer Library Program theme "All Together Now". In mid-March, we held our first in-person Summer Reading Planning Meeting since 2019. Member library staff gathered at Finger Lakes to network and share ideas. **The Sciencenter, Ithaca ReUse Fixers Collective, Tiny PowerHouse, Story Laurie** and the **Finger Lakes Toy Library** were on hand to collaborate and schedule performances and presentations for the upcoming summer season.



Every library imagines Summer Reading in their own way and this year saw lots of creative spins on the "All Together Now" theme. In addition to in-house events, libraries partnered with local schools and municipalities as well as summer camp and recreation programs to provide services for youth in their communities. While statistics are still being tallied, most programs were in-person, although virtual and hybrid options provided a great way to be inclusive.

FLLS staff enjoyed some summer fun:

- Clowning around at the Summer Reading Carnival at the Coburn Free Library in Owego.
- Binging on blueberries and books at the Berkshire Blueberry Festival
- Cheering at the Ukulele Camp Perform 4 Purpose Concert at the Hazard Library in Poplar Ridge

FLLS Family Literacy Mini Grant awards helped support some of this year's Summer activities. In late September 2023, the NYS Love Your Library Special Revenue Fund released money to public library systems to support Summer Reading initiatives. Since most libraries had their calendars and budgets set by the time this funding was allotted, we plan to use it for Summer 2024.

THANK YOU!

Thank you to our member library directors, staff, and trustees for continuing to provide exemplary library services to your communities!

