



ANNUAL REPORT 2016

*“Improving Our Community Through Education
and Enrichment”*

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Lori A. Schwabenbauer, MSLS, Director

OUR PURPOSE: EDUCATION FOR ALL

Avon Grove Library is a vital educational institution, providing equal opportunity for self-directed learning, research assistance and instruction, and enriching experiences for over 33,000 people of all ages in southern Chester County, Pennsylvania.

We deliver high-quality teaching and educational resources for all. Our mission is critical, because the public library is the only American institution that provides free-at-point-of-service lifelong education and enrichment to people of all backgrounds, developing the workforce, advancing the economy, and improving the quality of life for everyone.

PROVIDING EQUAL ACCESS TO EDUCATION AND LEARNING RESOURCES

In 2016, Avon Grove Library served 125,393 people – a number amounting to almost 25% of the total population of Chester County.

In 2016, **Avon Grove Library offered 2,598 hours of open access to all residents** of the seven municipalities making up the Avon Grove school district: Avondale Borough, Franklin Township, London Britain Township, London Grove Township, New London Township, Penn Township, and West Grove Borough.

116,195 people were counted in the library in 2016, up 2.5% from the total two years before.

With attendance at programs outside the library figured in, the **total customer count was 125,393 in 2016, up 4.8% from 119,688 in 2014.**

FACILITATING SELF-DIRECTED EDUCATIONAL OPPORTUNITIES

Library specialists processed 5,175 new items in 2016, 46% more than the 2015 total of 3,547. 5,742 old, outdated items were also weeded from the collections, 9.8% more than the 2015 total of 5,231. These additions and removals helped to create an ever more current and useful accumulation of resources for education and enrichment. At the end of 2016, Avon Grove Library held a total of 51,955 print books, audio books, DVDs, CDs, periodicals, kits, and other items.

The library loaned 152,422 books, DVDs, periodicals, and other materials throughout the year, down 1.4% from 2015's total of 154,606. The difference can largely be accounted for by the slight decrease in popularity of our print materials, while the popularity of our electronic books

and eaudiobooks rises; **our ematerials circulation went up over 10% last year**, showing that we need to devote more collection resources to this area.

The quality of our collections is demonstrated by the fact that customer requests for titles from outside libraries were few: only 97 items were received for Avon Grove customers from libraries outside the Chester County system, while we sent 102 items to non-member libraries who requested them.

4,690 people used the library's Internet-accessible computers in 2016, about 15 uses per day, not counting those who used the library's wifi system to connect their personal devices.

OFFERING RESEARCH ASSISTANCE AND INSTRUCTION

Avon Grove Library's knowledge experts assisted customers with research questions 2,154 times in 2016. Outreach and other classes taught library and research skills to children and teens.

DELIVERING ENRICHING EXPERIENCES FOR LEARNERS OF ALL AGES

In 2016 our youth educators organized 1,013 classes and events for children and young adults with a combined attendance of 26,402. Library instructors also offered 75 classes and events for adults, with 469 attending.

The statistics for children's and teen programming were especially impressive this past year. **The number of programs rose 5.7% from 2015's total of 958 classes and events, while attendance was up 14.3% from the 2015 total of 23,103.** Storytimes geared to specific age groups were offered Monday through Friday each week.

Outreach programming exploded in the past year. **Library staff conducted 353 outreach programs in 2016, a 13.5% increase over 2015's total of 311.** Even more significant, the total 2016 outreach program attendance of 9,078 represented a hefty 25% increase over 2015's figure of 7,238.



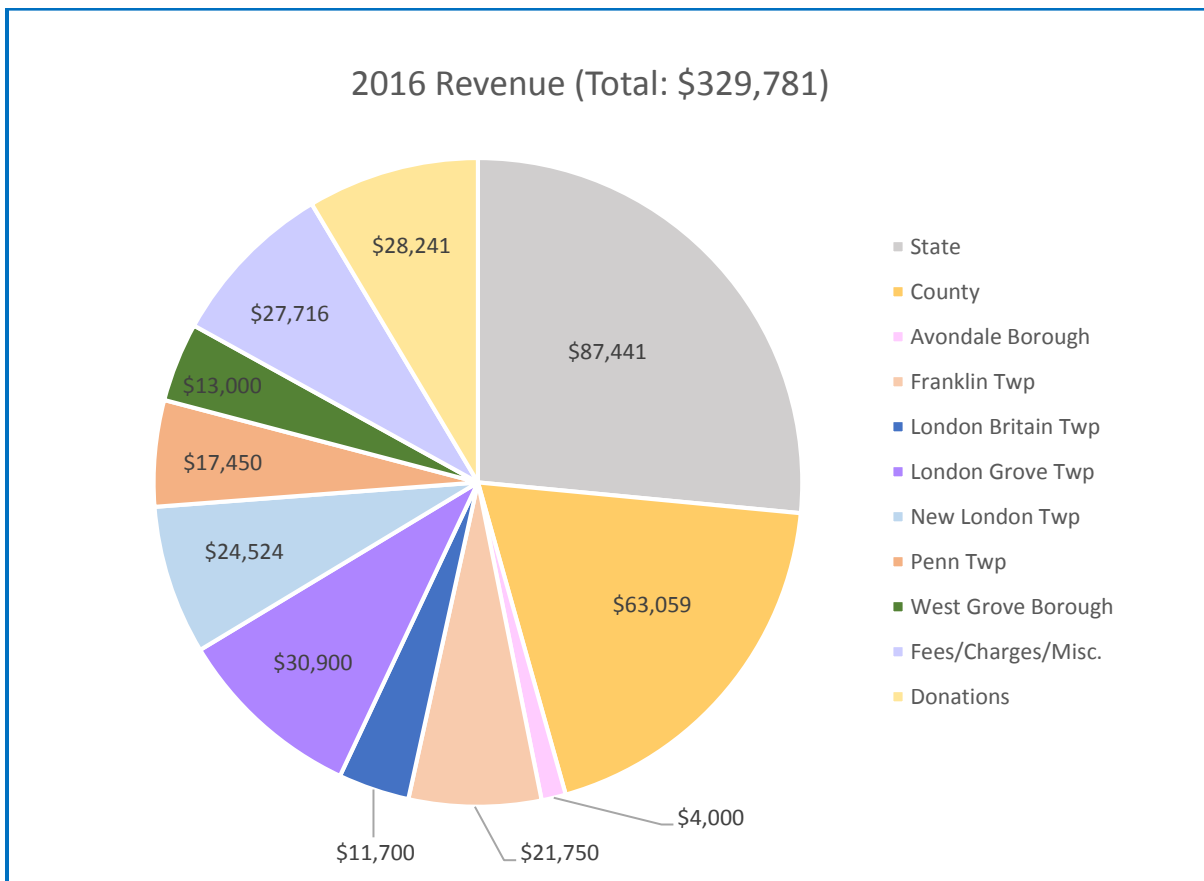
PAWS for Reading: Kids read to therapy dogs

Avon Grove Library, as always, was also served by an excellent group of adult and teen volunteers. **Sixteen adults and 65 teens gave a total of 1,914 hours to the library** in 2016, up an impressive 13.7% from 2015's total of 1,683 hours.

FUNDING: OUR VITAL SUPPORT

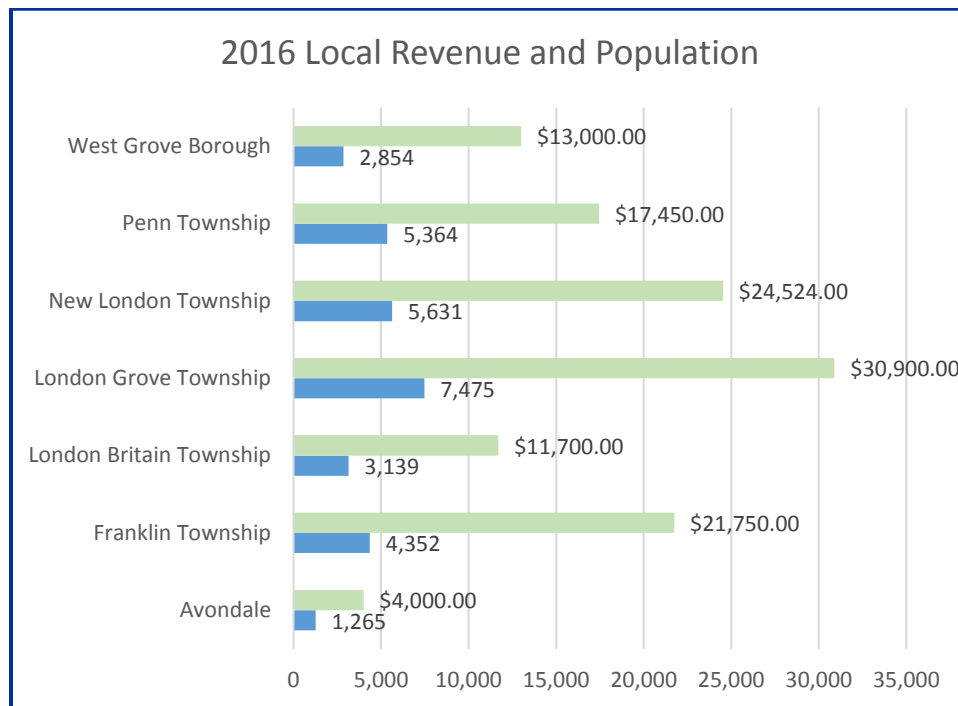
Avon Grove Library receives no federal funding directly; federal funds in Pennsylvania are funneled through the Commonwealth Library via the Institute of Museum and Library Services. Our funding comes from the Commonwealth, through the Chester County Library System, from the local municipalities we support, and from customers and donors.

In 2016, the library received a total of **\$329,781** in revenue:

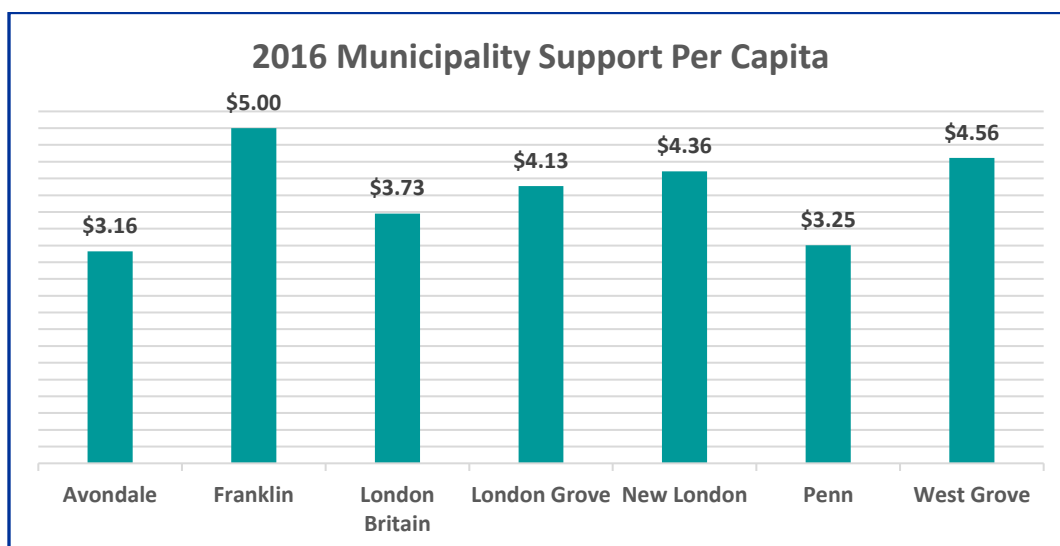


2016 Revenue	
Municipal funding	\$123,324
State funding	\$87,441
County funding	\$63,059
Donations	\$28,241
Fees/Charges/Other	\$27,716
TOTAL	\$329,781

Local municipalities gave their support in varying amounts:



Municipal funding ranged from \$3.16 to \$5.00 per capita:



Average municipal support per capita was \$4.03 in 2017, a slight increase from 2015's average of \$3.97.

RENOVATIONS: CREATING MORE FRIENDLY AND EFFICIENT SPACES

The past year saw the completion of our planned round of improvements to our public and working spaces. In February our contractors finished the final steps, installing the large bulletin board and extra lighting for the new “Community Corner” just inside the library entrance. Now there is a dedicated space set aside for community information from schools, government agencies, and area non-profits.



Our Computer Lab/Gallery space, renovated at the end of 2015, housed several local artists' installations last year. Receptions held for each artist were a social and programming highlight for the library. We hosted exhibits of acrylic emulsions by Glenn Bentley, wildlife and landscape watercolors by Midge Diener, portraits and still lifes by Vitaly Semenchenko, and maritime photographs by Michael Kahn.



Artist: Glenn Bentley



Artist: Midge Diener



Artist: Vitaly Semenchenko

THE BEATLES, DICK HUTTON, AND PRESIDENT ULYSSES S. GRANT

Several programs and events held throughout 2016 gave a special character to the year. In April, international Beatles scholar Aaron Krerowicz presented “The Beatles: Band of the Sixties” to a standing-room-only crowd of appreciative fans. In May, music historian Rick Spencer gave us “Greatest Hits of the Civil War,” while the Civil War-era theme continued in June with an appearance from Ulysses S. Grant scholar and re-enactor Kenneth Serfass as President Grant.



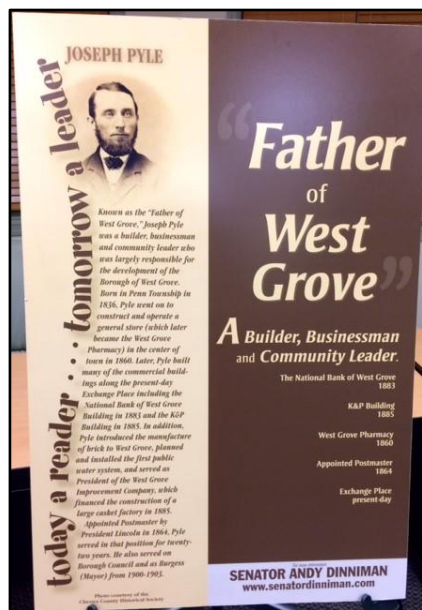
Kenneth Serfass as Grant



Rick Spencer of Catfeather Art & Music

In October, PA State Senator Andrew Dinniman came to the library to unveil two new bookmarks in his series educating the public about local history makers. Added to the bookmark series were Joseph Pyle, “Father of West Grove,” and Richard “Dick” Hutton, West Grove resident and

former president and CEO of the Conard-Pyle Company as well as a strong supporter of Avon Grove Library. Members of the Hutton family were also able to attend the event and speak with the Senator about their relative’s legacy.



Senator Dinniman with the Huttons



INSTALLATIONS TO IMPROVE CUSTOMER SERVICE

On March 15, the **West Grove-Avondale Rotary Club** donated **\$1,000** to the library toward the **purchase of an outdoor, drive-up book return**. We found the remaining money to buy and install the bookdrop, and West Grove Borough donated land for its placement as well as the labor to install it, along with laying a new concrete path for access. The bookdrop was available for use for several weeks in late summer, and then **on September 7 we held an official ribbon cutting ceremony** attended by members of the Rotary Club, West Grove Borough, the public, and library staff and trustees.



WGA Rotary President Maureen Knabb talks about the Rotary's commitment to the library



Library Board President Mark Ungemach cuts the ribbon



Customers enjoying the new book return

Since its installation, customers have been very happy with the convenience of being able to drive up and drop off their books in all weathers, instead of having to park and walk up to the building. Having the outdoor bookdrop has also helped relieve traffic congestion in front of the building.

Besides the new bookdrop, **the library added a new state-of-the-art color printer/copier** in June for the use of both customers and staff. Customers now have the ability to print and copy in color for the first time.

THE ROAD AHEAD

2016 brought many challenges and opportunities for Avon Grove Library: new additions and art installations to enhance customer experience, changes in personnel, some disruption from renovations, and the need to keep developing current and attractive library collections and programs, among others. I am very proud of our hard-working and accomplished library staff for doing all that they did to make the past year so successful.

In 2017, our team of dedicated library instructors and specialists looks forward to advancing the library's mission ever further, promoting equal access to learning resources and curricula, providing opportunities for self-directed education as well as enjoyment, delivering research assistance and instruction, and offering enriching experiences to people of all ages, who are our students and customers for life.

Respectfully submitted,
Lori A. Schwabenbauer, MSLS
Director

LIBRARY STATISTICS

In-House	2014	113,103
Door Count	2015	119,059
	2016	116,195
Outreach Program	2014	6,585
Attendance	2015	7,238
	2016	9,198
Total Customer	2014	119,688
Count	2015	126,297
	2016	125,393
Juvenile Book/	2014	74,817
Magazine Circulation	2015	74,603
	2016	69,483
Adult Circulation	2014	57,744
(includes CD books)	2015	52,577
	2016	54,430
Overdrive (ebooks,	2014	12,283
eaudiobooks)	2015	14,119
	2016	16,605
Magazine Circulation	2014	2,403
(Adults)	2015	2,266
	2016	1,774
Audio-Visual	2014	13,894
Circulation	2015	11,041
	2016	10,130

Total Circulation	2014	161,141
	2015	154,606
	2016	152,422
Computer Use	2014	---
	2015	5,598
	2016	4,690
Reference	2014	---
Questions	2015	3,489
	2016	2,154
Number of Children's	2014	746
Programs	2015	958
	2016	1,013
Attendance at	2014	22,086
Children's Programs	2015	23,103
	2016	26,402
Number of Adult	2014	92
Programs	2015	83
	2016	75
Attendance at	2014	1,339
Adult Programs	2015	949
	2016	469
Volunteer Hours	2014	1,384
	2015	1,683
	2016	1,914