



# 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**Library specialists processed 5,175 new items in 2016, 46% more than the 2015 total of 3,547.** 5,742 old, outdated items were also weeded from the collections, 9.8% more than the 2015 total of 5,231.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.



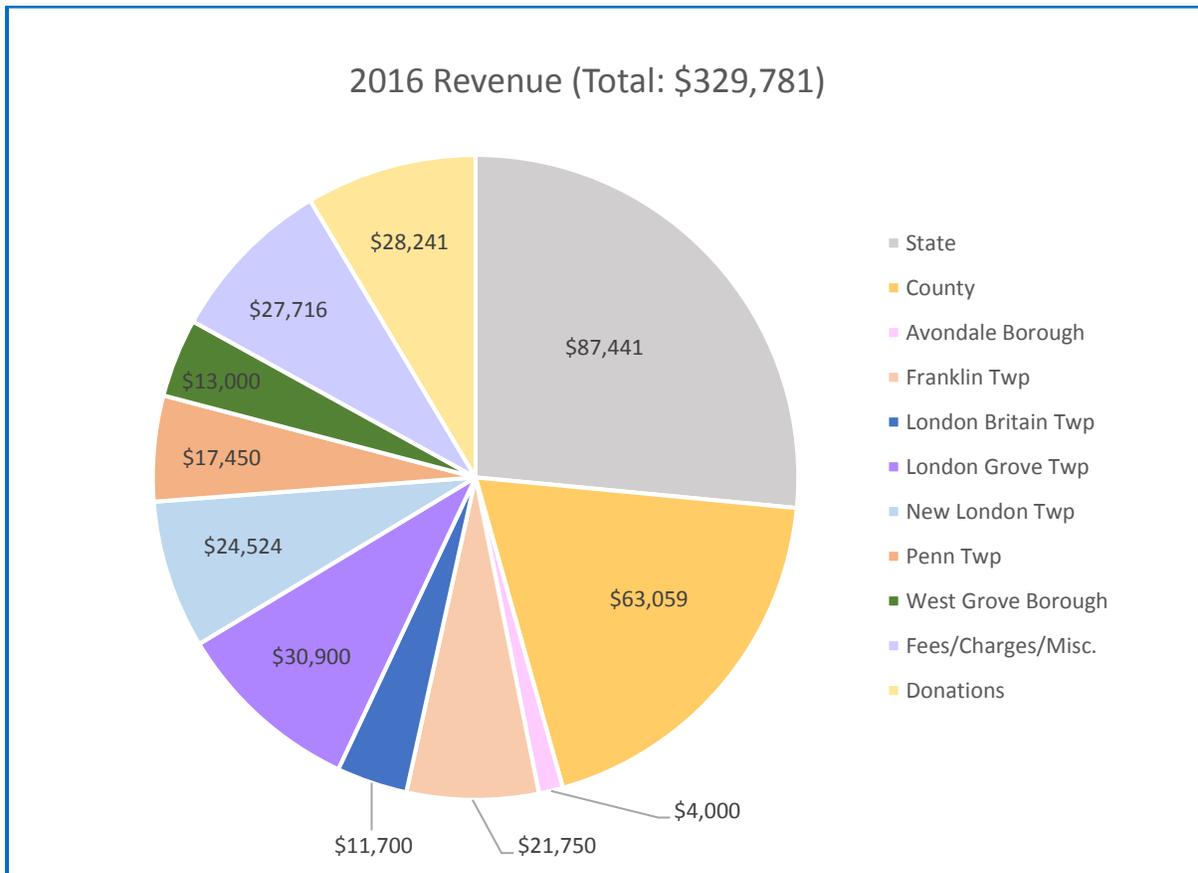
*PAWS for Reading: Kids read to therapy dogs*

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**

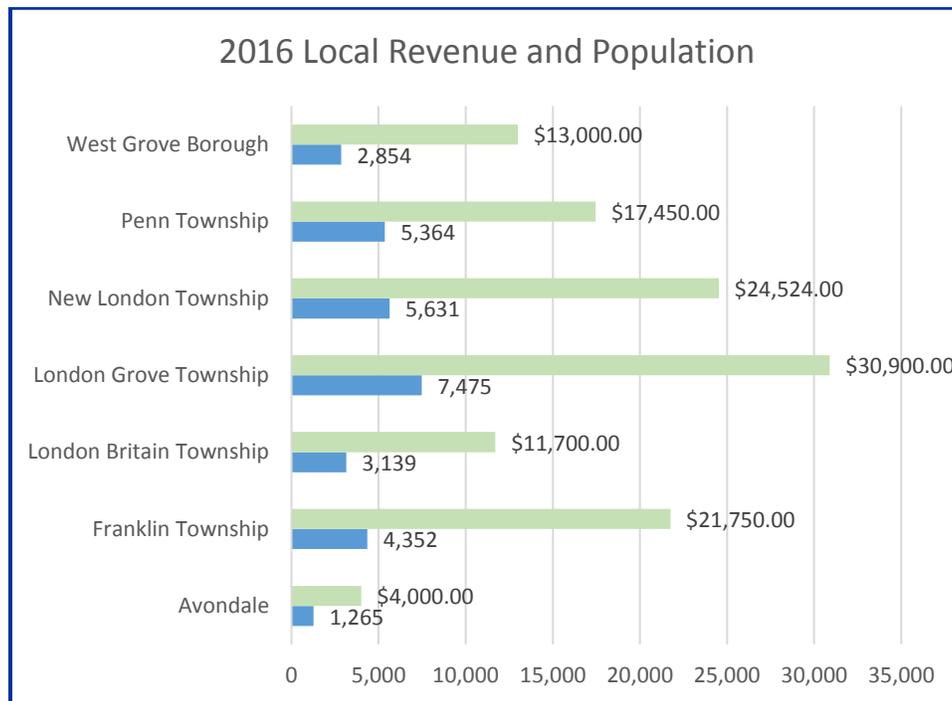
Avon Grove Library receives no federal funding directly; federal funds in Pennsylvania are funneled through the Commonwealth Library via the Institute of Museum and Library Services. Our funding comes from the Commonwealth, through the Chester County Library System, from the local municipalities we support,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

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

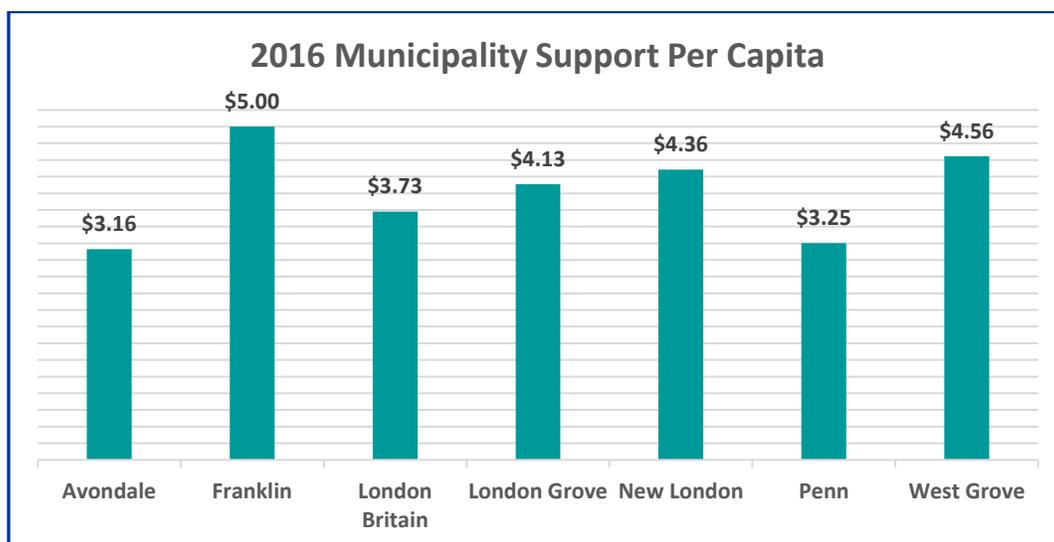


<b>2016 Revenue</b>	
Municipal funding	\$123,324
State funding	\$87,441
County funding	\$63,059
Donations	\$28,241
Fees/Charges/Other	\$27,716
<b>TOTAL</b>	<b>\$329,781</b>

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*



## ***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

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

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