



ANNUAL REPORT 2017

“Connecting Our Community”

Avon Grove Library

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www.avongrovelibrary.org

Lori A. Schwabenbauer, MSLS, Director

A Member of the Chester County Library System

"If I didn't have public libraries when I was young, I don't know where I would be. I spent so much time studying and staying out of trouble there. I found support for school projects, guidance in writing applications to jobs and schools ... truly my heart is with public libraries, so THANK YOU!!!!" – Michaela

"Thank you for bringing Rick Spencer's programs to our area. Rick is quite the informative entertainer and we greatly enjoy his presentations." – Mary



"We deeply appreciate these interesting programs that you are planning." – Joan and John



In 2017, Avon Grove Library served 116,810 people – a figure amounting to over 22% of the total estimated population of Chester County.

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 31,000 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 learning and enrichment to people of all backgrounds, developing the workforce, advancing the economy, and improving the quality of life for everyone.

DELIVERING ENRICHING EXPERIENCES FOR LEARNERS OF ALL AGES

Programs such as storytimes, concerts, crafts, book clubs, lectures, and films help us bring the Avon Grove community together. Library staff members worked hard all last year to ensure that we had to something to offer everyone.

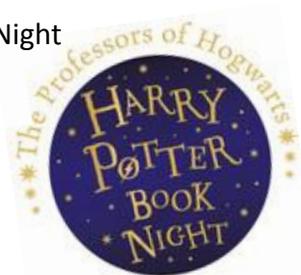
In 2017 our youth educators organized 900 classes and events for children and young adults with a combined attendance of 27,321, up 3.5% from last year's attendance. Library instructors also offered 50 classes and events for adults, with 236 attending.

Looking further back, our statistics for children's and teen programming have been especially impressive. **The number of youth programs has averaged 957 with total attendance over 25,600 for the last three years.** Storytimes geared to specific age groups continued to be offered Monday through Friday each week.

Outreach program attendance has also increased over the past year, up annually to 9,224 in 2017 from a total of 6,585 in 2014 – a 42% increase over four years. In outreach, we take programs outside the library to area classrooms, parks, businesses, and other venues where the library can reach residents who may not be visiting us on-site.

In 2017, the library's many programs included (among others):

- "From the Shadow of JFK: the Rise of Beatlemania in America"
- Harry Potter Book Night
- "Happy Birthday, Dr. Seuss!"
- Teen Service Club
- Build a Better Meal
- Celebrate our Feathered Friends
- Lunch Bunch Book Club
- ACT and SAT Test Prep
- Craft and Create for Adults
- After Hours for Teens
- Summer Reading Club
- PAWS for Reading (children read aloud to a service dog)
- Pumpkin Carving
- Avon Grove Girls "Josefina's Fiesta!"
- Star Wars Reads
- Good Neighbors (service activities for children)
- Books and Breakfast
- "Songs of World War II" (Rick Spencer)
- Women and Wealth
- Egg Drop
- Senior Safety
- Bike Parade
- Family Yoga Day
- Book Buddies
- STEM-supporting programs such as Lego Club, Infomaniacs, Lego Block Party, and GeoTrax Trains



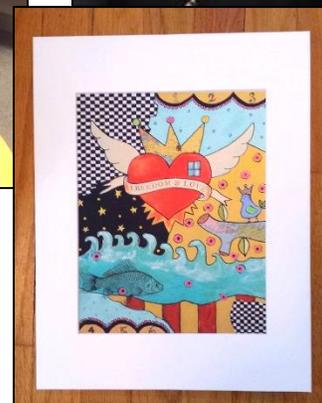
Avon Grove Library also hosted **exhibits by several local artists last year**. Receptions held for each artist were a social and programming highlight for the library. Our gallery space housed exhibits of watercolors and giclées by Paula Graham; acrylics, mixed media, and jewelry by Jane Bradford Rourke; and acrylics and illustrated children's books by Karen O'Lone-Hahn.



"Milky Way" by Paula Graham



Karen O'Lone-Hahn and her exhibit



*"Freedom and Love"
by Jane Bradford Rourke*

PROVIDING EQUAL ACCESS TO EDUCATION AND LEARNING RESOURCES

In 2017, Avon Grove Library offered 2,621 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.

107,586 people were counted in the library in 2017, an average of over 350 visits per day.

With attendance at programs outside the library figured in, the **total customer count was 116,810 in 2017**, an average of nearly four visits from each area resident.

FACILITATING SELF-DIRECTED EDUCATIONAL OPPORTUNITIES

Library specialists processed 3,928 new print and audio-visual items in 2017, over 10% more than the 3,547 total two years before. 9,123 outdated or unused items were also weeded from the collections, nearly 60% more than the 2016 total of 5,742. These additions and removals helped to create an ever more current and useful accumulation of resources for education and enrichment. At the end of 2017, Avon Grove Library held a total of 44,283 print books, audio books, DVDs, CDs, periodicals, kits, and other items.

The library loaned 135,705 books, DVDs, periodicals, and other materials throughout the year, an average of about 20 items per borrower. Print and audio-visual materials are declining in popularity, while electronic books and audiobooks continue to be more and more heavily used. We are devoting more resources to electronic collections as a result.

The quality of our collections is demonstrated by the fact that customer requests for titles from outside libraries were few: in 2017, only 69 items were received for Avon Grove customers from libraries outside the Chester County system, while we sent 99 items to non-member libraries.

5,154 people used the library's Internet-accessible computers in 2017, nearly 10% more than the year before. This figure does not count those who used the library's wifi system to connect their personal devices. Individual wifi sessions are not counted, but **total wifi usage reached about 15,000 hours** last year – over 40 hours of use (by multiple people) in an average day.

OFFERING RESEARCH ASSISTANCE AND INSTRUCTION

Avon Grove Library's knowledge experts assisted customers with research questions 3,916 times in 2017, a figure over 80% higher than the previous year's number of 2,154. Outreach and other classes taught literacy and library skills to thousands of children and teens.

ATTRACTING LIBRARY SUPPORTERS TO ASSIST US

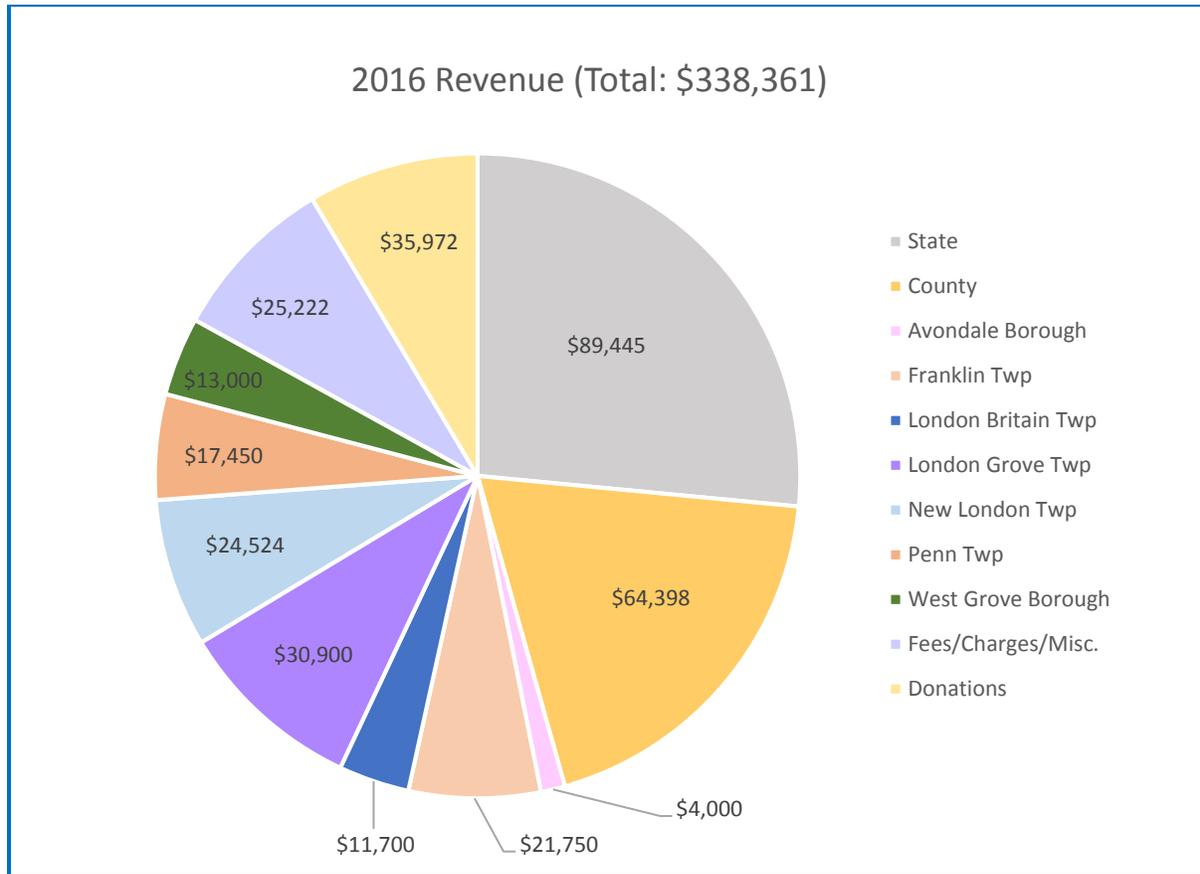
After a hiatus in 2016, **our "Friends of Avon Grove Library" group was rejuvenated** last year under new leadership. The Friends held several fundraisers in 2017. These included a cotton candy sale held during West Grove's first annual celebration of the National Night Out in August, with cotton candy made and donated by members of the Library Board. The Friends also held a bake sale on Election Day, and raffled an American Girl doll in the fall. We very much appreciate the Friends' ongoing enthusiasm and support for the library.

We were also served by an excellent group of adult and teen volunteers. A group of **89 teens and adults gave a total of 1,418 volunteer hours** to the library in 2017, doing everything from shelving books and DVDs to assisting with crafts at children's programs to stuffing envelopes for library mailings. Our volunteers are very active and we really appreciate all that they do.

FUNDING: OUR VITAL SUPPORT

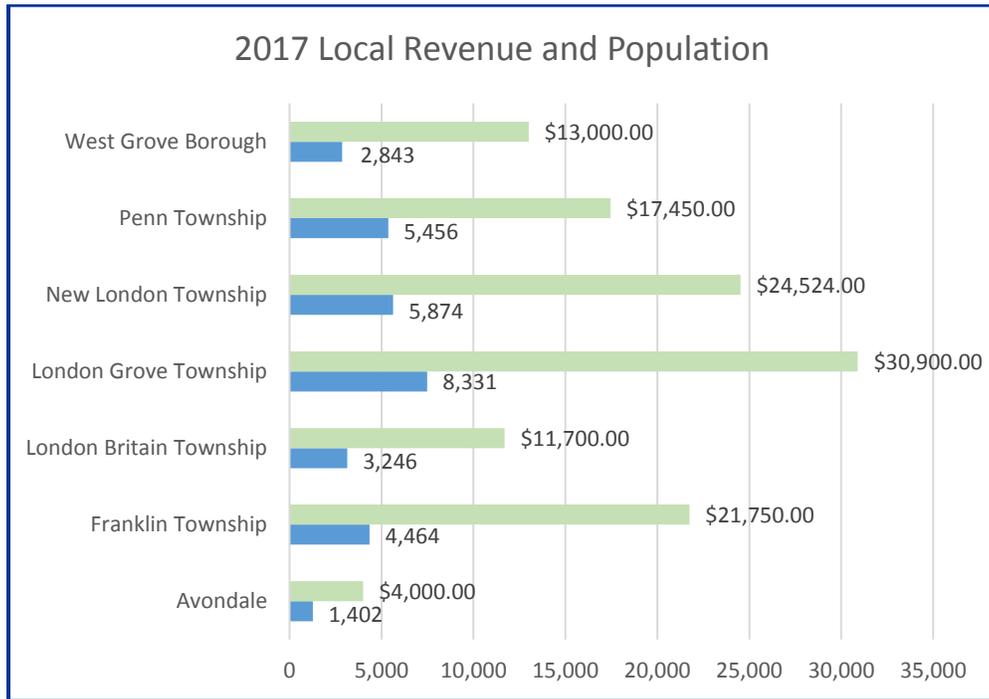
Avon Grove Library receives no federal funding directly; federal funds in Pennsylvania are funneled through the Commonwealth Library via the Institute of Museum and Library Services. Our funding comes from the Commonwealth, through the Chester County Library System, from the local municipalities we support,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

In 2017, the library received a total of **\$338,361** in revenue:

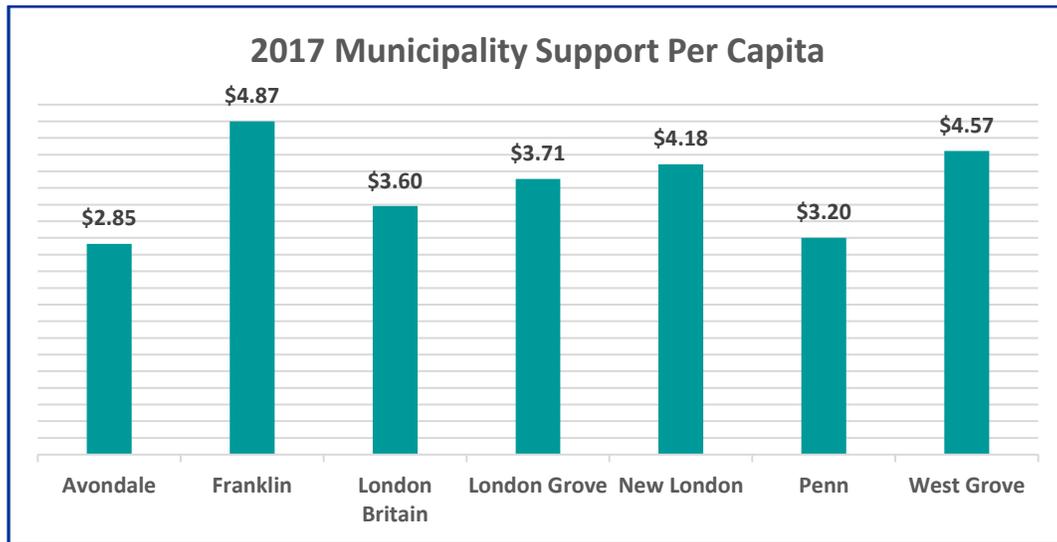


2017 Revenue	
Municipal funding	\$123,324
State funding	\$89,445
County funding	\$64,398
Donations	\$35,972
Fees/Charges/Other	\$25,222
TOTAL	\$338,361

Local municipalities gave their support in varying amounts:



The total population of our service area, according to the latest estimates, is 31,616. Using these estimates, municipal funding ranged from \$2.85 to \$4.87 per capita:



Average municipal support per capita was \$3.85 in 2017, down \$0.18 from 2016's average of \$4.03. Municipal support in actual dollars remained the same from 2016 to 2017; the per capita decrease was due to the area's estimated population growth.

THE ROAD AHEAD

2017 brought many challenges and opportunities for Avon Grove Library: new additions, programs, and art installations to enhance customer experience; changes in personnel; 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, volunteers, Friends of the Library, and trustees for doing all that they did to make the past year so successful.

Throughout 2018, 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.

Lori A. Schwabenbauer, MSLS
Director, Avon Grove Library

LIBRARY STATISTICS for 2017

In-House Door Count	107,586
Outreach Program Attendance	9,224
TOTAL CUSTOMER COUNT	116,810
Juvenile Book/Magazine Circulation	67,639
Adult Print/CD book Circulation	50,860
Overdrive Circulation (e-books, e-audiobooks)	6,942
Magazine Circulation (Adults)	1,817
Audio-Visual Circulation	8,447
TOTAL CIRCULATION	135,705
Computer Use - Sessions	5,154
Computer Use - Hours	3,598
Wifi Use - Hours	14,810
Reference Questions	3,916
Children's and Teen Programs	900
Attendance at Youth Programs	27,321
Adult Programs	50
Attendance at Adult Programs	236
TOTAL PROGRAMS	950
TOTAL ATTENDANCE	27,557
Volunteers	89
Volunteer Hours	1,418
Library Card Holders	6,803
Total Physical Collections: print books, magazines, CDs, books on CD, and DVDs	44,283