



# ANNUAL REPORT 2019

*“Connecting Our Community”*

## **Avon Grove Library**

117 Rosehill Avenue, West Grove, PA 19390

Phone 610-869-2004 / Fax 610-869-2957

[www.avongrovelibrary.org](http://www.avongrovelibrary.org)

Lori A. Schwabenbauer, MSLS, Director

***A Member of the Chester County Library System***

## OUR MISSION

We foster lifelong learning and deliver enriching experiences in a safe, welcoming environment accessible to all.

## OUR VISION

We transform our community, connecting people with each other and the wider world.

### PROGRAMS FOR OUR CHILDREN:

*Where Avon Grove Library truly excels*

In 2019 we were the **#1 single library in Chester County** for total **number** of programs, and total **attendance** at programs, **for children** ages birth through 11. Our 889 children's programs drew nearly 27,200 attendees, 1.6% more programs and 23% more participants for the year than the library with the next-highest total.



Programs for our kids were as diverse as they were numerous—**storytimes** inside the library and at area businesses such as Starbucks and Treetops Kitty Café; **storytimes targeted to special audiences** such as our Bilingual Storytime, Yoga Storytime, and Toddler Storytimes; free **Books and Breakfast** events with food, stories and crafts; **Summer Reading** (our biggest program of the year, with hundreds of kids taking part); and **PAWS for Reading**, where kids could get comfortable with books by reading to service dogs; and many more.

Our children's programs included many STEM activities that focused on building kids' science, technology, engineering, and math skills. Such events included our **Science in the Summer** classes, **Space Club**, **Lego Club**, **GeoTrax Build & Play** sessions, and our **Up to the Challenge!** activities that required children to think their way through various fun problems.

## EDUCATION AND ENRICHMENT FOR ALL



We are a vital educational institution, providing equal opportunity for **self-directed learning, research assistance and instruction, and enriching experiences** for over 32,000 people of all ages and backgrounds in southern Chester County, Pennsylvania. We deliver high-quality teaching and educational resources for everyone. Our mission is critical, because the public library is **the only American institution that provides lifelong learning and enrichment** that's free at the point of service to people of all backgrounds. As a public library, we are helping to **develop the workforce, advance the economy, and improve the quality of life** for everyone.

## EXPERIENCES FOR TEENS AND ADULTS AS WELL AS CHILDREN

Programs such as 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 something to offer everyone—teens and adults as well as children.

We served many area teens in 2019, hosting offerings such as the **Teen Service Club, SAT Practice Test and ACT Practice Test**, the **October Teen Scream** costume party, and our **Teen Tuesdays**.



**In 2019, we expanded programming for adults by 16% over 2018.** A total of 780 people attended 94 programs on topics from **plant-based eating to stained glass painting to the music of Star Wars**. Regular monthly programs such as **Craft & Create, Sit and Knit**, and the **Book Club for Adults** made up part of these numbers as well, along with our new group for adult writers in all genres, **The Write Stuff**.

In November we partnered with Kennett Library and the Oxford Library to host a free conference for adults interested in writing—the inaugural **Southern Chester County Writers Conference**, featuring over a dozen local authors speaking and signing books. The event was very enthusiastically attended, and we plan to make it a regular feature of the cultural life of our area.

## ***PROVIDING EQUAL ACCESS TO EDUCATION AND LEARNING RESOURCES***

**In 2019, Avon Grove Library provided 2,655 hours of open access to all residents** of the seven municipalities making up our service area: Avondale Borough, Franklin Township, London Britain Township, London Grove Township, New London Township, Penn Township, and West Grove Borough.

A total of **105,350 people entered the library in 2019**, averaging over 2,025 visits per week. With attendance at outreach programs (those outside the library) figured in, the **total customer count was over 117,400 in 2019**. Over **7,800** people had Avon Grove Library cards at the end of 2019.

**The library loaned over 148,000 books, DVDs, periodicals, ebooks, and other materials** throughout the year, an increase of 5.4% from 2018. Print and audio-visual materials are generally declining in popularity, while electronic books and e-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 2019, only 72 items were received for Avon Grove customers from libraries outside the Chester County system, while we sent 115 items to non-member libraries.

**Our PCs and wifi access are free to all**, and are becoming more and more popular. **Users logged 5,557 sessions on the library's Internet-connected PCs in 2019**. This figure does not count those who used the library's enormously popular wifi system to connect their personal devices.

## ***GIVING RESEARCH ASSISTANCE AND INSTRUCTION***

**Avon Grove Library's knowledge experts assisted customers with research and information questions 5,242 times in 2019**, a figure over 25% higher than the previous year's number of 4,113. Outreach and other classes taught literacy skills to thousands of children and teens.

## ASSISTANCE FROM LIBRARY SUPPORTERS



Our **Friends of the Avon Grove Library group** held several fundraisers in 2019. These included popular events such as the **Wine Tasting** at Twelves Restaurant in the spring and a **Murder Mystery Night** in the fall. Smaller fundraisers included bake sales on Election Day, the raffle of an American Girl doll, and sales of snacks in the library. 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. **Teens and adults gave a total of 1,149 volunteer hours** to the library in 2019, 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

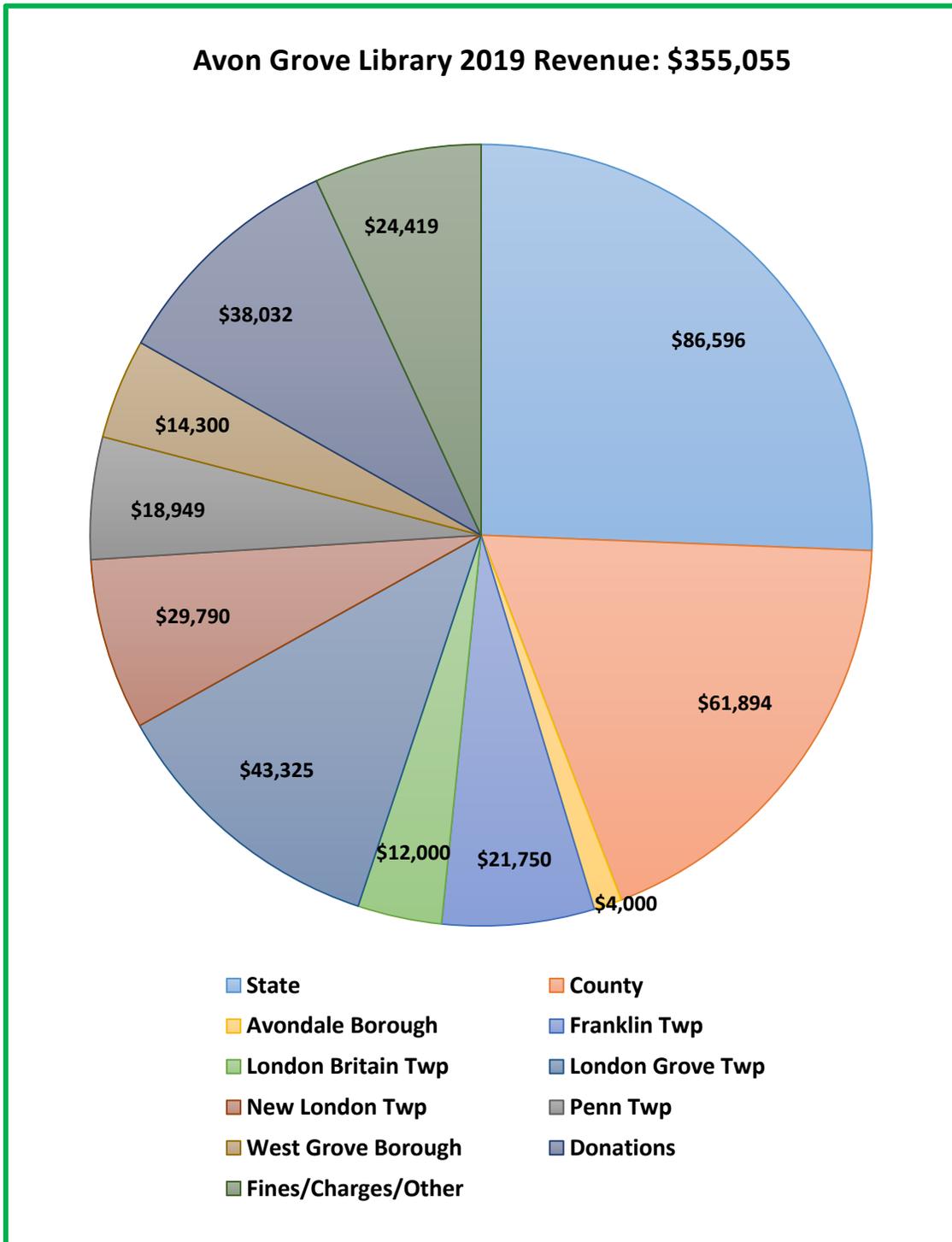
Avon Grove Library receives no federal funding directly. Rather, federal funds are channeled through Pennsylvania's Commonwealth Library via the Institute of Museum and Library Services. Our funding comes from the Commonwealth, through the Chester County Library System, from the local municipalities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

In 2019, **the library received a total of \$355,055 in revenue:**

### Sources of 2019 Revenue

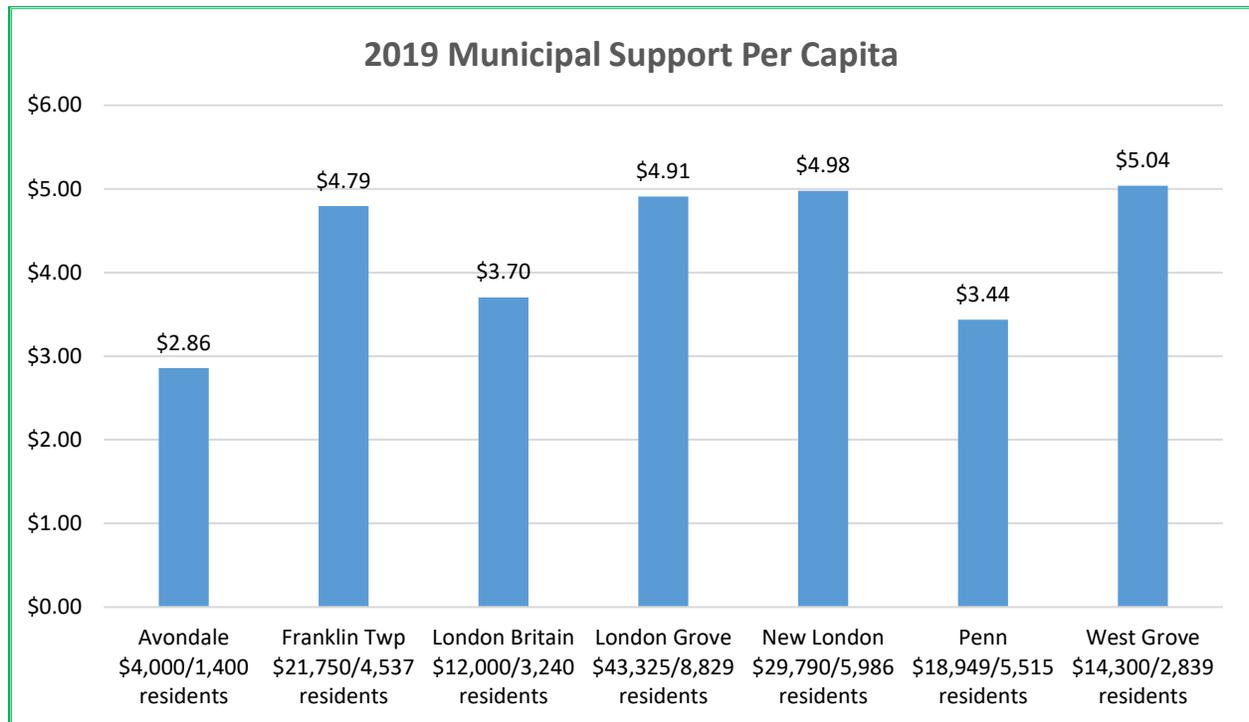
Municipal funding	\$144,114
State funding	\$86,596
County funding	\$61,894
Donations	\$38,032
Fees/Charges/Other	\$24,419
<b>TOTAL</b>	<b>\$355,055</b>

Our 2019 revenue with municipalities broken out separately was as follows:



The total population of our service area in 2019 was 32,346. (All numbers are taken from the U.S. Census Bureau estimates.) Using these figures, municipal funding ranged from \$2.86 to \$5.04 per capita.

Average municipal support per capita was \$4.24 in 2019, up \$0.19 from 2018's average of \$4.05. We are very grateful to those municipalities who generously increased their support in the past year.



### ***THE ROAD AHEAD***

2019 brought many challenges and opportunities for Avon Grove Library: new programs and exhibits 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 2020, 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 2019

<b>In-House Door Count</b>	<b>105,350</b>
<b>Outreach Program Attendance</b>	<b>12,058</b>
<b>TOTAL CUSTOMER COUNT</b>	<b>117,408</b>
<b>LIBRARY CARD HOLDERS</b>	<b>7,812</b>
<b>Children's and Teen Programs</b>	<b>944</b>
<b>Attendance at Youth Programs</b>	<b>27,469</b>
<b>STEM (Science, Technology, Engineering, Math) Programs for Youth</b> <i>(part of the 944 total above)</i>	<b>67</b>
<b>Attendance at STEM Programs</b> <i>(part of total above)</i>	<b>452</b>
<b>Adult Programs</b>	<b>94</b>
<b>Attendance at Adult Programs</b>	<b>780</b>
<b>TOTAL PROGRAMS</b>	<b>1,038</b>
<b>TOTAL ATTENDANCE</b>	<b>28,249</b>
<b>RESEARCH &amp; INFORMATION QUESTIONS</b>	<b>5,242</b>
<b>TOTAL PHYSICAL COLLECTIONS</b> <i>(print books and magazines, music CDs, wifi hotspots, audiobooks on CD, and movie DVDs)</i>	<b>43,825</b>
<b>TOTAL EBOOKS &amp; E-AUDIOBOOKS</b> <i>(collection shared with all Chester County libraries)</i>	<b>40,949</b>
<b>Juvenile Print Book/Magazine Circulation</b>	<b>61,718</b>
<b>Adult Print/CD Book Circulation</b>	<b>46,896</b>
<b>OverDrive Circulation (Ebooks, E-audiobooks)</b>	<b>28,858</b>
<b>Print Magazine Circulation (Adults)</b>	<b>1,698</b>
<b>Online Magazine (Flipster) Circulation</b>	<b>3,028</b>
<b>Audio-Visual Circulation (music, movies)</b>	<b>5,977</b>
<b>TOTAL CIRCULATION</b>	<b>148,175</b>
<b>Library Computer Use - SESSIONS</b>	<b>5,557</b>
<b>Library Computer Use - HOURS</b>	<b>3,961</b>