

**Buffalo &  
Erie County  
Public Library  
System**



**Keeping  
the Community  
Connected**



**2009 - 2010  
Annual Report**

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





## A Message from Library Director Mary Jean Jakubowski

As a 19-year veteran and the newly appointed director (6/16/2011) of the Buffalo & Erie County Public Library System, I am pleased to write about our many accomplishments, new ventures, and some challenges which occurred in 2009 and 2010.



Amazing things are happening throughout the library system. All aspects of library usage continue to rise. We are connecting with the public in ways that even ten years ago did not seem possible. Today, the library is accessible through AskUs 24/7, online databases, e-books, telephone reference, etc. The library is proudly providing the doorway to the world of information and literary resources 24 hours a day, 7 days a week, and 365 days a year.

Access to traditional library services also remains important. The use of new technologies has not superseded the borrowing of print materials; which has, in its own right, shown a steady growth of use. While print materials remain the backbone of the library, providing easy access to both the new and traditional information-gathering services is a key component to our future endeavors. Year-round, the Buffalo & Erie County Public Libraries provide open, equal and free access to timely information from reference materials, best sellers, journals and our website, to name a few. We provide lifelong learning by encouraging all ages to discover through reading.

As the economy continues to fluctuate, our libraries have become a stronger force in connecting with the community. We contribute to the region's economic, social, cultural and educational vitality by assisting individuals, families, residents, immigrants, businesses, and government in the pursuit of better jobs and economic growth.

People love their libraries and the many free resources a library card offers: books, CD and DVD lending, job search and business reference information, computer training, author visits, kids' activities, book clubs and much, much more.

All 37 branches in the Buffalo & Erie County Public Libraries have knowledgeable and dedicated staffs who work tirelessly to endorse our mission of *"Connecting our diverse community with library resources that enrich, enlighten and entertain."* I am proud to work with each and every one of our staff and I am honored to work for Buffalo and Erie County Public Library Board of Trustees and the residents of Erie County.

Sincerely,

Mary Jean Jakubowski

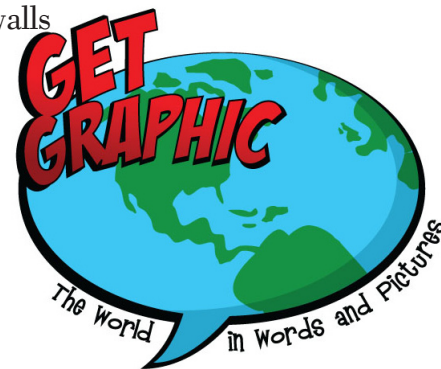
## Connecting with the community

In 2009, branch and member libraries continued to welcome record numbers of visitors, lend record numbers of materials and host record numbers of computer users – many seeking career and business information and resources. Creating a welcoming atmosphere, providing requested services and keeping staff updated were the library's major priorities in 2010.

Project Flight and Literacy Volunteers of Buffalo and Erie County, two renowned literacy organizations, were invited to use office space in the downtown library. The presence of these significant community organizations residing within the library's four walls endorsed our strategic goal to partner with literacy groups to benefit the community.

A collaboration with the Erie County Home was strengthened and focused on outreach for seniors with limited mobility. BiFolkal kits were created for use at the Erie County Home, local schools and libraries. These kits provided entertaining and engaging resources for participants.

The System's exciting programmatic relationships with leading local organizations such as Buffalo Adult Education, the Museum of Science, WNET TV, Explore & More and other key partners have strengthened the Library System's ability to enhance the essential educational programming and accessible services in our communities.



## Connecting with teens

Working with local teens, the Library System created and published a graphic novel featuring the original artwork of 53 students from area schools. *Get Graphic! Our World in Words and Pictures* was a very successful community-wide two-year project designed to introduce teens, parents, librarians and teachers to the exciting and extremely popular literary format of graphic novels. The project was made possible by a Family Literacy Library Services grant from the New York State Library, New York State Education Department, and partners from the Nioga Library System, UB Libraries, UB Department of Library and Information Studies, the Albright-Knox Art Gallery, The Buffalo News Next Magazine, Erie I BOCES School Library System, Hein Publishing, the Buffalo Public Schools Library System, and WBFO Radio.

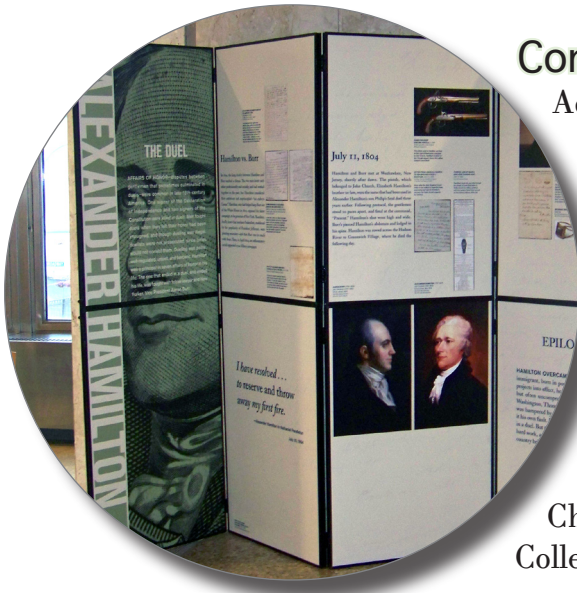
## Reading Connections for all ages

A \$20,000 grant was awarded from the National Endowment for the Arts to host *The Big Read* in Western New York. The Library System was one of 269 libraries nationwide to receive the grant. Partnering with Just Buffalo Literary Center, hundreds read *The Great Gatsby* by F. Scott



Fitzgerald and participated in roaring twenties-themed activities including author talks, movies, jazz programs and a fundraising event.

Some key activities that took place in the member libraries included a new exhibit opening the Steel Plant Museum in the Lackawanna Public Library; major energy efficiency upgrades at the Orchard Park Public Library; parking lot, window and ADA stair lift insulation at the Boston Free Library and the planting of a public rain garden at the Crane Library. The beloved North Park branch library relocated to Hertel Avenue in 2009 after the City of Buffalo decided not to re-open the original library building when it was found to have high levels of lead paint dust residue.



## Connections with authors

Acclaimed writer Richard Brookhiser, Senior Editor of National Review and author of several books on Alexander Hamilton and his contemporaries in the young United States, spoke at downtown Central library in conjunction with the *Alexander Hamilton: The Man Who Made Modern America*, the New-York Historical Society exhibition in Buffalo on its last stop of a 40-city tour. The exhibition included significant artifacts relating to Hamilton's life and times from the Library's own collections, as well as those of JPMorgan Chase, Buffalo and Erie County Historical Society, Hamilton College, and Old Fort Niagara.

2009 also saw the visit of acclaimed authors Dava Sobel (*Galileo's Daughter*) and Dr. Niles Eldredge (*Darwin: Discovering the Tree of Life*) who discussed their work at the downtown Central Library in conjunction with major Rare Book Room exhibitions that year.

## Connecting through technology

The Library System received a \$1.7 million Erie County Fiscal Stability Authority efficiency grant to convert materials handling, inventory, circulation and security system operations to a much more efficient RFID (Radio Frequency Identification) based system. Systemwide, RFID conversions, once fully implemented, will save an estimated \$500,000 annually.



Late in 2009, eBooks became available nationwide and locally, systemwide. As with our other digital collections (audio books and films), access is free of charge with a valid Library System library card. With new e-readers more readily available and much easier to use than previous devices, eBooks have quickly developed as a popular alternative to books.

Another new service unveiled was ***Book A Librarian***, where researchers request assistance with a specific subject or topical help from a librarian.

## The Budget

Erie County's 2009 allocation of \$22,171,833 did not include the continuation of \$1.6 million service restoration funding approved by the County Legislature in 2008. Fortunately the Library was able to address the proposed reductions while continuing to tackle key initiatives to maintain quality library services throughout the entire Library System.

2010 was best described as a year that also saw record breaking service levels overshadowed by the looming concern over future year budgets. The world's economic woes, the worst since the great depression, hit home for the Library System in late summer 2010 when Erie County announced a \$4 million reduction in the Library's 2011 property tax levy. That coupled with state cuts and anticipated cost increases in benefits and retirement expenses changed the outlook of the last quarter of 2010 to one of an uncertainty. Library patrons faced with the devastating news of possible closures took aim at the elected county officials with letter writing campaigns and phone calls in support of the libraries.



## Community Connections

In 2010, the Library System moved forward with programming and activities including the Ask Us 24/7 service, while holding budget lines. The Williamsville Library celebrated 100 years. West Seneca Library showcased a collection of Chinese memorabilia during a month long display. Elma Public Library received a \$170,563 grant from the New York State Education Department's Public Library Construction Grant program for an addition, doubling the parking lot and for RFID installation. Central Library's lunchtime talks and presentations brought new users to the downtown venue for Women's History Month, Author Amy Stewart for the Garden Walk, Adoption Week and co-presentations with the composers from the Buffalo Philharmonic Orchestra, to name a few.

The downtown Central Library was the site for the national touring exhibit *Katyn: Massacre, Politics, Reality* telling the not-well-known story of the horrific massacres in Poland in 1940. Working in cooperation with several local Polish-American heritage groups, the exhibit and the October 17 showing of the related film drew steady crowds throughout its run.

Grand Island Library hosted a censorship exhibit and featured Buffalo-born author Laura Pederson. Internationally known poet and Buffalo native Lucille Clifton was remembered during a ceremony and reading at the Frank E. Merriweather, Jr. Library. The Julia

Boyer Reinstein Public Computer Center launched in 2010 with the goal of providing free





public access computing services and instruction to the general public; funded through a statewide technology initiative from the Federal American Recovery and Reinvestment Act.

*The Big Read* was a big hit with works and themed programming relating to Edgar Allan Poe's writings. Comics Fest featured the best in graphic novels and *World War Z* author Max Brooks.

## Twain's Buffalo connection

A new exhibit, *125 years of Huck*, celebrating the works of Mark Twain at the downtown Central Library was complimented with visits from featured author George Saunders and Twain editor Robert Hirst during the year. The book *Mark Twain in Buffalo*, edited by Hirst and Patrick Martin was generously printed by the William S. Hein Co. and published by the Library for public sale.

Despite budgetary challenges, the library worked on the following initiatives:

- Continuing conversion of our existing materials handling, inventory, circulation and security system operations to the RFID based system.
- Completing a system-wide staffing evaluation and assessment; leading the way to developing models for sharing staff resources, and thereby easing the transitions caused by attrition-based staffing reductions.

## Future Connections

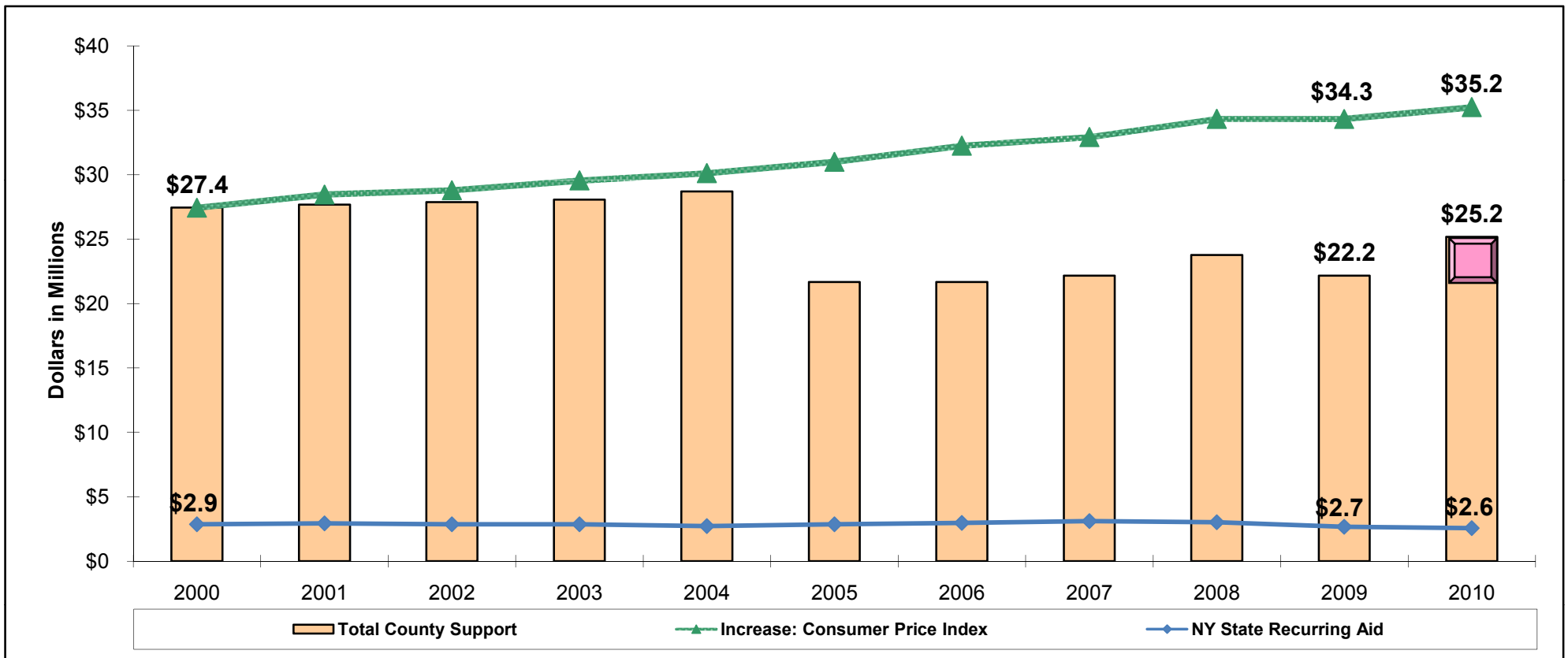
The Library's *Re-Imagine Campaign* was launched in 2010. Public engagement through 3 community meetings, leadership focus groups, one-on-one sessions and an online survey gave the library a clear understanding of what the community envisions for the Central Library and the system as a whole. Overall, people love their libraries and they want to see them thrive with new materials, easy access, technology, convenience and a helpful, friendly staff.

The Library System board, the Executive and Planning committees, members of the contracting library boards and the administration and staff have been researching and planning ahead with community support for a future of financial sustainability and new governance. During 2010, UB's Regional Institute was commissioned to research and prepare a report based on critically examining the library system organization and options drawing upon current data and the experience of comparable library systems around the state and nation. The end result will be a restructuring of our organization; alternate revenue streams; and rethinking the way in which the library provides services and handles internal administrative responsibilities.

It is clear that the future will have changes - bumps along the way as well as successes. For nearly 175 years Libraries in Erie County have provided the fundamentals needed for lifelong learning and we look forward to continuing that same support for many, many more years.



## COUNTY AND STATE SUPPORT B&ECPL OPERATING AND LIBRARY MATERIALS 2000 - 2010



Erie County provided \$3 million in one-time funds to partially offset a \$4 million reduction in property tax support in the 2011 budget. The funds adopted by the County Legislature on 12/23/2010, were provided as part of 2010 fiscal year-end closing. 2010 recurring county support was \$22,171,833



**BUFFALO AND ERIE COUNTY PUBLIC LIBRARY**  
**DIRECTOR'S ANNUAL CONSOLIDATED FINANCIAL REPORT**  
For the Fiscal Years 2006 - 2010

<u>REVENUE</u>	2006	2007	2008	2009	2010
Library Property Tax	\$21,671,833	\$22,171,833	\$22,171,833	\$22,171,833	\$22,171,833
Erie County Interfund Subsidy	0	0	1,600,000	0	3,000,000
Erie County Bond Proceeds for Library Materials	0	0	0	0	0
Erie County Bond Proceeds for Capital Equipment	0	0	0	0	0
New York State Library Aid	2,286,676	2,405,985	2,381,405	2,041,992	1,943,169
New York State Grants	758,267	784,859	928,271	1,062,588	562,472
Municipal Support	280,494	193,562	118,384	182,122	147,342
Contributions/Fundraising	702,304	267,096	309,297	518,587	422,940
Library Charges - Fines	1,168,794	1,078,594	1,059,650	1,125,314	1,086,164
Other Revenues	2,275,803	2,001,239	1,884,068	1,770,518	1,929,215
	\$29,144,171	\$28,903,168	\$30,452,907	\$28,872,954	\$31,263,135
<u>EXPENSE</u>					
Salaries & Wages	\$13,326,854	\$13,536,659	\$14,492,638	\$14,747,859	\$14,539,714
Fringe Benefits	5,484,003	4,928,816	5,200,010	4,902,562	5,611,819
Library Materials	2,835,877	3,476,661	3,943,954	3,513,862	3,664,011
Utilities	1,317,993	1,347,775	1,418,636	1,112,794	1,198,030
Service/Maintenance Contracts	832,279	778,143	821,006	763,402	980,587
Other Costs	2,648,836	2,966,525	3,434,114	3,410,392	3,035,006
	\$26,445,842	\$27,034,579	\$29,310,358	\$28,450,870	\$29,029,167
 YEAR END SURPLUS/(DEFICIT) - difference between Revenue and Expense	 \$2,698,328	 \$1,868,589	 \$1,142,549	 \$422,083	 \$2,233,968

Notes: Includes operating and grant revenue & expense for entire Buffalo & Erie County Public Library System including all suburban contracting libraries.  
Does not include revenue & expenses for Capital Construction projects.

# Statistics

## Circulation Statistics

37 Libraries

	2009	2010
<b>CITY OF BUFFALO:</b>		
Central Library	704,669	752,812
City Branches	661,779	758,201
<b>CONTRACTING LIBRARIES</b>	5,114,810	5,018,675
<b>INSTITUTIONS</b>	221,506	208,775
<b>e-BRANCH</b>	1,231,493	1,358,689
<b>TOTAL CIRCULATION</b>	<b>7,934,257</b>	<b>8,097,152</b> <b>+2.1%</b>

## Public Access Computer Statistics

37 Libraries

Total Number of sessions	2009	2010
Contract Member Libraries	398,258	411,212
City Branches	206,614	237,009
Central Library	217,461	212,309
<b>System Total</b>	<b>822,333</b>	<b>860,530</b> <b>+4.6%</b>

## **Library System Board of Trustees**

W. Lawrence Buck, (Chair 1/2009 – 6/2009)  
Sharon A. Thomas, (Vice Chair, 1/2009 – 6/2009)

Sharon A. Thomas, (Chair, 6/2009 – 12/2009, 2010)  
Jack Connors, (Vice Chair, 6/2009 – 12/2009, 2010)  
Frank Gist, (Secretary, 2009, 2010)  
Sheldon M. Berlow, (Treasurer, 2009, 2010)  
Amy Alvarez-Perez, (10/29/2010 – 12/31/2010)  
Richard L. Berger, (2009, 2010)  
Phyllis A. Horton, (2009, 2010)  
Annette A. Juncewicz (1/2009 – 6/2009)  
Rick Lewis, (6/2009 – 12/2009, 2010)  
Hormoz Mansouri, Ph.D, PE (2009, 2010)  
Albert Michaels, (6/2009 – 12/2009, 2010)  
Anne M. Leary, (2009, 2010)  
Elaine M. Panty, (2009, 2010)  
Rebecca L. Pordum, (1/2009 – 6/2009)  
Maria J. Rossetti, (2009, 1/2010 – 7/2010)  
John Schmidt, Jr., (6/2009 – 12/2009, 2010)  
Judith K. Summer, (2009, 2010)  
Wayne D. Wisbaum, (2009, 2010)

## **Trustee Emeritus**

W. Lawrence Buck (effective 6/2009)  
Rebecca L. Pordum (effective 6/2009)  
Richard O. Hopkins  
Salvatore R. Martoche  
Robert J. Plache  
Daniel T. Roach  
George M. Zimmermann

## **Administrative Staff**

2009 - 2010

Bridget Quinn Carey, Director  
Mary Jean Jakubowski, Deputy Director, Chief Operating Officer  
Kenneth Stone, Deputy Director, Chief Financial Officer  
Stanton Hudson, Deputy Director, Deputy Director,  
Chief Development & Communications Officer  
Ann Kling, Assistant Deputy Director, Division of Public Services -  
Buffalo Branches & Community Connections  
Carol Batt, Assistant Deputy Director - Department of Information Technology  
Peggy A. Skotnicki, Assistant Deputy Director - Division of Special Collections  
Doreen Woods, Assistant Deputy Director - Human Resources  
Toni Naumovski, Information Technology Administrator  
Joy Testa Cinquino, Public Affairs Manager (2010)  
Maria J. Borowiak, Secretary to Director

## **Association of Contracting Libraries (ACT)**

Suzanne Jacobs, President

*The 2009/ 2010 Annual report was produced by the Development/Communications Department  
of the Buffalo & Erie County Public Library System*

*Writer/Editors: Joy Testa Cinquino, Mary Jean Jakubowski, Kenneth Stone Graphics: Dawn Stanton, Darlene Pennachi  
Questions: 716-858-7182*

# Buffalo & Erie County Public Library System

## Library Locations

Alden Ewell Free Library • 13280 Bway., Alden .....	937-7082
Amherst Public Library	
Main Library at Audubon • 350 Audubon Pkwy .....	689-4922
Clearfield Branch Library • 770 Hopkins Rd., Wmsv. ....	688-4955
Egbertville-Snyder Branch • 4622 Main, Snyder .....	839-0700
Williamsville Branch • 5571 Main, Wmsv .....	632-6176
Angola Public Library • 34 N Main, Angola .....	549-1271
Aurora Town Public Library • 550 Main, E. Aurora .....	652-4440
Boston Free Library • State Rd., Boston.....	941-3516
Buffalo Central Downtown • 1 Lafayette Square, Buffalo .....	858-8900
Cheektowaga Public Library	
Julia B. Reinstein • 1030 Losson Rd., Chktg .....	668-4991
Reinstein Mem. Library • 2580 Harlem Rd., Chktg .....	892-8089
Clarence Public Library • 3 Towne Pl., Clarence .....	741-2650
Collins Public Library • 2341 Main St., Collins .....	532-5129
Concord Public Library • 18 Chapel St., Springville .....	592-7742
Crane Branch • 633 Elmwood Av., Buffalo .....	883-6651
Dudley Branch • 2010 South Park Av., Buffalo .....	823-1854
East Clinton Branch • 1929 Clinton, Buffalo.....	823-5626
East Delavan Branch • 1187 E. Delavan Av., Buffalo.....	896-4433
Eden Library • 2901 E Church, Eden .....	992-4028
Elma Public Library • Bowen & Rice Rds Elma.....	652-2719
Grand Island Memorial Library • 1715 Bedell Rd., Grand Island .....	773-7124
Hamburg Public Library	
Hamburg Branch • 102 Buffalo Av., Hamburg .....	649-4415
Lake Shore Branch • S-4857 Lake Shore Rd., Hamburg .....	627-3017
Lackawanna Public Library • 560 Ridge Rd., Lackawanna.....	823-0630
Lancaster Public Library • 5466 Broadway, Lancaster .....	683-1120
Marilla Free Library • 11637 Bullis Rd., Marilla .....	652-7449
Frank E. Merriweather, Jr. Branch • 1324 Jefferson Ave, Buffalo.....	883-4418
Newstead Public Library • 33 Main Street, Akron.....	542-2327
Niagara Branch • 280 Porter Av., Buffalo .....	882-1537
North Collins Public Library • 2095 School St., N Collins.....	337-3211
North Park Branch • 975 Hertel, Buffalo .....	875-3748
Orchard Park Public Library • S-4570 S Buffalo St., Orchard Park .....	662-9851
Riverside Branch • 820 Tonawanda, Buffalo .....	875-0562
Tonawanda City Public Library • 333 Main, Tonawanda .....	693-5043
Town of Tonawanda Public Library	
Kenilworth Branch • 318 Montrose Av., Tn of Ton.....	834-7657
Kenmore Branch • 160 Delaware Rd., Knmr .....	873-2842
West Seneca Public Library • 1300 Union Rd., West Seneca .....	674-2928

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