

# ANNUAL REPORT

## FROM THE DIRECTOR

When our fiscal year started in October 2019, the library was busier than ever! We were pretty well recovered from the cyberattack that brought our library system to a screeching halt in July 2019. Checkouts, building visits, program attendance and computer use had all increased that fall and winter compared to the same period the previous year. But then - well, you know.

Things were getting serious in NYC, and we decided out of an abundance of caution to suspend programming on Friday, March 14. Just three days later, the Governor closed all non-essential businesses statewide. While our building did close that day, the library remained open. Library staff worked from home, increased digital materials and content, helped troubleshoot all kinds of tech issues - and were often just a friendly, familiar voice on the phone during a lonely, stressful time.

The building reopened for curbside pickup in June, as soon as the state allowed it. In-building express visits followed in August, and we're all looking forward to the day we can roll back some of the safety restrictions we've lived with for so long. Although we've heard from many of you how much you love the convenience of curbside pickup, so that will probably stick around for a while.

During a summer of cancelled events, one library tradition was a perfect fit for socially-distanced, outdoor activities: StoryWalk @ Austin Park! Thanks to the cooperation of the Town Parks Department, we debuted a new story each month in June, July and August - just like we have for the past several years. And it was really nice to be able to do something exactly like we always have!

Our first pivot to virtual programming was the LEGO Building Contest in March 2020, and as I write this, we're planning another LEGO Contest that will happen online. A lot has happened this year, and library staff will continue to respond to the changing needs of our community with heart, perseverance and creativity!



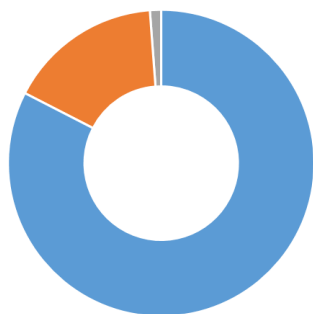
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## FINANCIAL HIGHLIGHTS | FISCAL YEAR OCT 2019 - SEPT 2020

UNAUDITED FIGURES FOR INFORMATIONAL PURPOSES ONLY

### OPERATING INCOME:

\$ 420,076



\$ 350,000

Local Public Funds

\$ 65,034

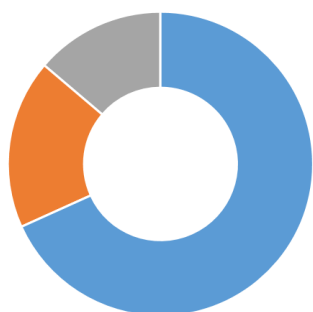
Gifts + Grants (inc. PPP loan)

\$ 5,042

Other (state aid, book sales)

### OPERATING EXPENSES:

\$ 420,131



\$ 285,013

Personnel

\$ 78,389

Administration + Operation

\$ 56,729

Collections + Services

## BY THE NUMBERS | FALL + WINTER FOCUS

Physical checkouts: **UP 3%**      Building visits: **UP 3%**  
Digital checkouts: **UP 12%**      Computer use: **UP 22%**  
Totals checkouts: **UP 5%**

October 2019 - February 2020 vs 2018-2019

*I'm convinced that the Skaneateles Library is the most under-recognized resource in the community, especially for parents of small kids. Between the craft kits, the service and consultation, and the in-person access that is smartly designed to be socially distanced and still deliver what I expect from a library, **the library is my most valued partner during COVID.***

- Library patron

## DIGITAL CONTENT | SUMMER SPOTLIGHT

Overdrive/Libby: **UP 3%**      **Digital content use soared during the shutdown,**  
Hoopla: **UP 46%**      as we increased allowable borrows during that time.  
Kanopy: **UP 189%**

March - August 2020 vs 2019

## PEOPLE + PROGRAMS | IN PERSON - VIRTUAL - AT HOME

3,309 people attended 278 programs:

- ⇒ **In person from OCT-MAR**
- ⇒ **Virtual/at home from APR-SEPT**

New cards issued after building closure: **103**

Take home craft kits for kids + adults: **135 from JULY-SEPT**

1st virtual lecture (so popular it turned into a 3-part series!):

- ⇒ **Normandy and the Great Cathedrals of France with Tom Henry**

## NEW + NOTABLE | ALL YEAR LONG

