



James V. Brown Library Board Meeting
January 18, 2024, at noon
In-person at the Library: 19 East Fourth Street, Williamsport, PA
and virtually via Zoom

Call to Order

Review of the December 21, 2023 minutes

Treasurer's Report

Chief Executive Officer & Director's Report

- Year in Review 2023

Committee Reports

- 2024 Committee Assignments
- Long Range Planning
- Personnel Committee

Old Business

New Business

Announcements

Adjournment

Executive Session

Board Meeting Dates for 2024: February 15th, March 21st, April 18th, May 16th, June 20th, July 18th, August 15th, September 19th, October 17th, November 21st, December 19th at noon

James V. Brown Board Meeting Minutes
Thursday, December 21st at 12:00 pm
In-person and zoom

Trustees Present: John Confer, President; Brette Confair, Vice President; Marshall Welch III, Treasurer; Rev. Kyle Murphy, Gloria Greevy, Rick Mirabito, Dr. Brooke Beiter, Dr. Tim Bowers, Mayor Derek Slaughter

Trustees Absent: Thomas Burkholder, Trisha Gibbons Marty

Library Staff: Amy Resh, CEO & Director; Kristin Caringi, Chief Financial Officer; Robbin Degeratu, Assistant Director; Nina Riggle, Executive Assistant

Guests: Rebecca Bay, Leadership Lycoming

The meeting was called to order by President John Confer at 12:09pm.

Mission Moment: "I Can Help?" program partnership with Christ Episcopal Church created by the Teen Advisory Group to explore how to help those in need in our community. The 21 children and 11 adults collected over 50 items and donated them to the food pantry at Christ Episcopal Church. Rev. Kyle Murphy gave the participants a tour of the pantry and discussed how it helps the community.

Minutes: Marshall Welch III motioned to approve the November minutes. Mayor Derek Slaughter seconded the motion. All in favor. Motion passed.

Treasurer's Report - CFO/COO – Kristin Caringi

Highlights:

- Total Cash balance as of November 30, 2023 is \$680,978.
- Total Investment balance as of November 30, 2023 is \$6,871,350.
- The final county payment of 2023 arrived on December 4.
- Passports continue to generate great income for the Library.
- Salary expense for 2023 is under budget.
- Rev. Kyle Murphy motioned to approve the Treasurer's Report. Rick Mirabito seconded the report. All in favor. Motion passed.

Executive Director's Report – Amy Resh

Full Report attached; Highlights include:

- The new Bookmobile driver Andrew Brum started on December 6 and will be on the road in early January.
- The new Delivery Clerk, Bill Ruffing started December 18.
- The Technical & Digital Services Professional role has been filled by Wendy Durant and she starts on January 15.
- Silver Tip was here to work on the heat for the children's wing. They located and repaired 3 micro leaks and filled the system with refrigerant.
- Aaron Agnoni is sending a representative from the company to walk through JVB and give a quote for new HVAC for the ARPA grant.
- The Storymobile, purchased in 2017, needed new tires and the heating unit has stopped working. Keith Bauer has installed a heating unit to keep it on the road. The heating unit is no longer being made and parts are being sourced to repair the unit.
- Amy Resh is waiting for a response from CEDA-COG regarding our ARPA funding request for building HVAC replacement for air quality improvement.
- On December 5, Amy Resh attended the Pearls with a Passion annual dinner, an FCFP all-female donor society. Resh also met with State Representative Joe Hamm on December 7.
- The United Way denied the Library's request for public computer funding; the request was then submitted to the Plankenhorn Foundation, who generously agreed to fund all 18 public computers.
- Passport acceptance hours expanded from 33.5 hours per week to 42 hours per week on November 16, 2023.

- Purchasing for collections has been completed under the 2023 budget, with a few last-minute invoices arriving from Brodart.
- Doug Harkness is researching a new phone system and creating an implementation plan to replace all our public computers with the finding from the Plankenhorn Foundation.
- Shaw and Leslie Crooks have completely reorganized and evaluated the bookmobile collection in preparation for the resumption of bookmobile services in January 2024.
- Our partnership with Lycoming College continues to be a wonderful experience through programming and weeding the juvenile and tween collections.
- Dana Brigandi reports the following top three revenue-producing activities: Grants (including Friends grants), \$60,885, Author Gala sponsorships (including Friends), \$43,350, Bequests, \$26,709 from three estates.
- The Own-A-Day renewals are at \$15,598.
- EITC funding is at \$18,500 from 8 businesses with another received earlier this week.
- As of December 6, \$35,454.63 was raised of the \$80,000 goal.
- The Library filmed an annual video with Noah Beiter of NVision Films, which is now available.
- Dana is also working on grant applications for the Degenstein Foundation and Stabler Foundation (StoryWalk® partnership).
- The Spanish Collection has been moved into the rotunda as it was previous difficult to find. Census data will be consulted as we continue to work to expand our world languages collection.

Public Services – Robbin Degeratu

- There are two desks for patrons, the children's wing and the help desk in the vintage wing. These two desks support checking materials out, technology assistance, connecting to resources and passport services.
- Since the arrival of Amy Resh there has been a focus on our customer service philosophy with a focus for every person to have an outstanding experience, to want to be here, and to belong here.
- We are now open 56 hours per work.
- Every person on staff, with the exception of facilities works a shift at the help desk. There is at least one member of personnel with a degree in Library Science in house in the evenings and on Saturdays, allowing for sufficient staffing for a meaningful patron experience.
- Staff members now walk patrons to the stacks to find materials, allowing staff to refer patrons to programs and develop relationships with our patrons.
- Policies are being adjusted and streamlined to enhance patron experience.
- The on-boarding process has been overhauled to focus more on library philosophy before job duties.
- Continuing education for frontline staff members has expanded. The Power Library training from October continues to positively impact patron interactions.

Committee Reports:

- Finance Committee
 - The Library received a stock donation to Merrill Lynch for a Gala sponsorship.
 - Passports are projected to bring in \$90,000+ of income in 2024.
 - LCLS will pay \$90,000+ in system support services.
 - Amy Resh, as the System Administrator, recommended to the LCLS Board a two-phase plan to incrementally bill the System for the cost of services provided by the James V. Brown Library staff.
 - Marshall Welch III motioned to transfer the stock donation to the general fund, keep the \$26,709.02 in bequests from 2023 in the general fund, and approve the 2024 budget as presented. Mayor Derek Slaughter seconded the motion. All approved. Motion carried.
- Facilities Committee
 - The Facilities Committee is receiving clarifying building repair quotes and will return next month with a recommendation.
- Long Range Planning Committee
 - A five-year draft of the new Long-Range Plan was sent to the committee and will be presented in January.
- John Confer asked the Board to review the Draft of the 2024 Committee Appointments and to report to him whether or not changes need to be made.

Old Business:

- None

New Business:

- Borrowing Policy
 - The LCLS Board of Trustees elected to revoke the previous, out-of-date Borrowing Policy.
 - Each member library needs to have their own Borrowing Policy.
 - Rev. Kyle Murphy motioned to approve the Borrowing Policy. Dr. Tim Bowers seconded the motion. All in favor. Motion passed. The Borrowing Policy goes into effect on January 1, 2024.

Announcements

- Mayor Derek Slaughter informed us about the Remake Learning program with Christina Reed of BLaST IU17. He will connect BLaST with Amy Resh for a potential partnership.

The public meeting was adjourned at 12:56p.m. by John Confer.

An executive session followed the public meeting.

Meetings dates for 2024: January 18, February 15, March 21, April 18, May 16, June 20, July 18, August 15, September 19, October 17, November 21, December 19

Minutes recorded and respectfully submitted by Nina Riggle.



Cash & Investments Report
December 31, 2023

Cash

General Fund	\$278,858
Repo/Sweep	\$166,629
Payroll	\$2,317
CIF-General Fund	\$83,179
CIF-Vehicle Replacement Fund	\$72,563
CIF-Adult Bookmobile Fund	\$64,437
CIF-Storymobile Fund	\$5,353
CIF-Outreach Vehicle Fund	\$72,391
EITC Fund	\$26,620
Grant Fund	\$22,885

Total Cash as of 12/31/23 \$795,232

Investments

Merrill Lynch	\$6,137,422
JVB Transfers to Merrill Lynch	\$0
Transfers from Merrill Lynch to JVB	\$8,991
Account Fees	\$2,933
Donations of Stock	\$6,128

Wright Trust	\$749,396
Account Fees	\$507
Wright Trust Distribution-2023	\$33,854

Kane Trust	\$289,828
Account Fees	\$0
Kane Trust Distribution-2023	\$13,900

Total Investments as of 12/31/23 \$7,176,646

**General Fund
Budget vs. Actual
January through December 2023**



JAMES V. BROWN LIBRARY

	<u>Jan - Dec 23</u>	<u>2023 Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
Ordinary Income/Expense				
Income				
4100 · State Aid-District	485,908	485,908	0	100.0%
4120 · State Aid Received-LCLS	354,666	354,666	-	100.0%
4121 · County Coordination Aid-LCLS	183,023	183,023	-	100.0%
4220 · Local Govt Rev-School Districts	4,809	4,500	309	106.87%
4230 · Local Govt Revenues - Other	3,500	3,000	500	116.67%
4240 · Local Govt Revenue - County	904,021	904,021	(0)	100.0%
4300 · Interest Revenue	32,473	28,000	4,473	115.97%
4305 · Rebate Income	1,700	1,000	700	170.0%
4310 · Bequests (JVB)	26,709	21,709	5,000	123.03%
4400 · Self Generated Revenue (JVB)	90,963	86,942	4,021	104.63%
4410 · Revenues from Fund Drives (JVB)	196,440	165,116	31,324	118.97%
4420 · Direct Mail (JVB)	27,396	25,930	1,466	105.65%
4450 · Contracted Services (JVB)	6,750	6,500	250	103.85%
4500 · Contributions, Gifts & Donations	26,536	23,448	3,088	113.17%
4520 · Local Grants - JVB - Restricted	51,681	34,733	16,948	148.8%
4521 · Friends Grants	34,149	24,081	10,068	141.81%
4540 · Fees (JVB)	3,285	1,398	1,887	234.98%
4550 · Photocopies	8,040	7,000	1,040	114.86%
4560 · LCLS Admin Fee Income	12,000	12,000	-	100.0%
4565 · LCLS Polaris Admin Fee	8,000	8,000	-	100.0%
4575 · Rental Income	12,000	12,000	-	100.0%
4580 · Miscellaneous Revenues (JVB)	8,698	3,050	5,648	285.19%
6000 · Transfers from endowment Fund	95,754	93,854	1,900	102.02%
Total Income	<u>2,578,501</u>	<u>2,489,879</u>	<u>88,622</u>	<u>103.56%</u>
Gross Profit	2,578,501	2,489,879	88,622	103.56%
Expense				
5000 · Salaries & Wages - Library Pers	1,403,649	1,404,263	(614)	99.96%
50001 · LCLS Salary & Wages Exp.-Contra	(39,728)	(34,891)	(4,837)	113.86%
5011 · Contra Salary & Wages Expense	(14,019)	(16,077)	2,058	87.2%
5100 · Unemployment Compensation Tax	3,180	3,000	180	105.99%
5110 · FICA Taxes ER (SS & Medicare)	101,588	104,757	(3,169)	96.98%
5150 · EE Benefits - Pension/ER Match	34,602	31,779	2,823	108.88%
5160 · EE Benefits - Insurance	99,885	104,000	(4,115)	96.04%
5170 · Worker's Compensation	4,465	3,500	965	127.58%
5200 · Books	48,334	70,750	(22,416)	68.32%

**General Fund
Budget vs. Actual
January through December 2023**



JAMES V. BROWN LIBRARY

	Jan - Dec 23	2023 Budget	\$ Over Budget	% of Budget
5201 · Reference	16,148	20,400	(4,252)	79.16%
5220 · Audio Materials	86,661	113,406	(26,745)	76.42%
5270 · Online Resources	58,866	55,799	3,067	105.5%
5280 · Bibliographic Utilities OCLC	1,414	1,400	14	101.01%
5300 · Library Supplies & Collection	4,487	6,000	(1,513)	74.79%
5310 · Juvenile Materials	37,223	45,300	(8,077)	82.17%
5320 · Furniture & Equipment Expense	10,529	12,750	(2,221)	82.58%
5330 · Office & Computer Supplies	8,455	10,000	(1,545)	84.55%
5340 · Technology Hardware	32,493	20,000	12,493	162.46%
5350 · Furniture and Equipment Rental	2,635	2,725	(90)	96.69%
5360 · Maintenance of Equipment	559	2,000	(1,441)	27.97%
5380 · Computer Software	4,035	7,500	(3,465)	53.8%
5400 · Training	18,130	23,500	(5,370)	77.15%
5410 · Insurance	31,714	32,916	(1,202)	96.35%
5420 · Buildings and Grounds	52,906	51,000	1,906	103.74%
5430 · Utilities	69,473	70,700	(1,227)	98.26%
5440 · Postage & Freight	24,922	27,816	(2,894)	89.59%
5450 · Printing	5,191	6,000	(809)	86.52%
5452 · Grant-expense local	4,735	1,750	2,985	270.6%
5453 · Friends Grants Expenses	16,022	15,246	776	105.09%
5460 · Telephone & Other Telecommunica	7,806	9,260	(1,454)	84.29%
5470 · Public Awareness	12,311	24,500	(12,189)	50.25%
5480 · Travel	5,273	6,000	(727)	87.88%
5490 · Accounting	18,275	18,130	145	100.8%
5520 · Vehicle Repair and Maintenance	3,991	8,500	(4,509)	46.95%
5530 · Miscellaneous Operating	28,989	28,999	(10)	99.96%
5540 · Contracted Svcs. & Consulting	60,643	81,275	(20,632)	74.61%
5544 · Legal fees	2,305	5,000	(2,695)	46.1%
5551 · Costs of Raising Money	38,733	51,655	(12,922)	74.98%
5570 · Gas	9,430	11,000	(1,570)	85.73%
5580 · Summer Learning (JVB)	17,075	25,000	(7,925)	68.3%
5581 · Workshop Expenses-District	1,132	740	392	152.95%
6011 · transfer to capital improvement	34,502	22,532	11,970	153.12%
6012 · transfers to endowment fund	200,000	-	200,000	100.0%
Total Expense	2,569,015	2,489,879	79,136	103.18%
Net Ordinary Income	9,486	0	9,487	



Capital Improvement Fund
Budget vs. Actual
January - December 2023

	<u>Jan - Dec 23</u>	<u>2023 Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
Ordinary Income/Expense				
Income				
4010 · Interest Income - Bank	16,515	15,000	1,515	110.1%
6025 · Transfers from General Fund	34,502	22,532	11,970	153.12%
6031 · Gain on Sale	20,000	20,000	-	100.0%
Total Income	<u>71,017</u>	<u>57,532</u>	<u>13,485</u>	<u>123.44%</u>
Gross Profit	71,017	57,532	13,485	
Expense				
5000 · Capital Improvements Expense	5,500	5,500	-	100.0%
5050 · Rotunda plants and flowers	989	1,077	(88)	91.82%
5060 · Storymobile	4,165	6,573	(2,408)	63.37%
5070 · Bookmobile	5,773	9,350	(3,577)	61.74%
5080 · 2023 Outreach vehicle start up exp	2,335	-	2,335	100.0%
5090 · Books Bus 2023	7,446	7,500	(54)	99.28%
5400 · Transfers to JVB General Fund	-	15,000	(15,000)	0.0%
Total Expense	<u>26,208</u>	<u>45,000</u>	<u>(18,792)</u>	<u>58.24%</u>
Net Ordinary Income	<u>44,809</u>	<u>12,532</u>	<u>32,277</u>	

CHIEF EXECUTIVE OFFICER & DIRECTOR'S REPORT

January 2024

Personnel and HR

Sam Keller resigned to work at a university library, and hiring a replacement for the Development and Marketing Assistant has begun.

Facilities & Fleet

The Bookmobile passenger seat belt was replaced due to equipment failure. It was replaced. Books Bus backup camera stopped working; as it was under warranty, we requested a new part from the manufacturer, and it is on its way to us.

Looking ahead, Resh and Keith Bauer are awaiting new quotes from contractors to present to the Facilities Committee regarding the window wells. The new transit van's delivery date has not been updated since the conclusion of the UAW strike.

As we continue to expand our safe and welcoming space to meet the needs of patrons, later this month, we will unveil our newest revision to the Welch Wing- a private lactation/pumping room for parents. This private room will better utilize the mini-kitchen space next to the creativity zone on the first floor. This space is large enough to accommodate parents with multiple children needing care and has a sink for handwashing and pumping supplies cleaning.

Organizational

On January 5, Amy Resh and Nicole Rader met with BLAST IU's Dr. Christina Steinbacher-Reed and Rebecca Gibboney to create new cooperative opportunities, including Remake Learning Days, May 2 - 22. Resh also met with State Representative Jamie Flick on January 11. Rochelle Abbot of STEP met with Resh, Dana Brigandi, and Robbin Degeratu to discuss the newest community needs assessment taking place in 2024. Resh is attending the Friends of JVB's first meeting of 2024 on January 16. The Long-Range Plan Committee has approved the draft of the plan for 2024 – 2029 and recommended it for the full Board for review.

Robbin Degeratu drafted new Emergency Response procedures for the library, focusing on streamlining and simplifying processes and expectations. She also created a new Probationary Evaluation Form to review recently hired staff.

Looking ahead, Resh will be applying for the newest Office of Commonwealth Libraries Futures Leadership Cohort, April 9 – 11. This opportunity is centered around the following concepts: integrating strategic foresight into operations and infusing futures thinking into institutional capacity, cultural shifts, technological innovation, model processes, and succession planning. Each cohort trains leaders with foresight tools to advance their library. In her role as District Administrator, Resh is also working with the District Consultants on a survey to begin creating the new five-year plan for the future of district services, as required by State Guidelines.

Public Services, Local History & Reference

Several procedural changes were made during December to promote better customer service and more efficient use of staff time. Changes included a new process for addressing damaged items, adjustments to closing announcements for patrons, and revisions to managing held items for patrons. New signage using positive language is being rolled out across patron areas.

Robbin Degeratu drafted new library card application forms in consultation with the Admin Team. This work will continue, especially regarding clarifying procedures to support the library's new Borrowing Policy. Public Service Coordinator Courtney Schonewolf has taken over scheduling for Public Service desks and other responsibilities, including evaluating damaged items and communicating with patrons.

Beyond day-to-day customer service, Public Service department staff continue working on a considerable shifting, relabeling, and interfiling project in adult fiction.

December saw an increase in passports, with staff executing 134 passports, a 19% increase over November 2023, a 25% increase over December 2022, and a 47% increase over December 2019. In 2023, JVB staff executed 1838 passports (versus 1140 in 2022) and reviewed 478 renewal applications. While passport acceptance takes significant staff time and attention, our patrons continue to share robust and positive feedback about it being an essential service for the community.

Collection, IT & Technical Services

Purchasing of all material types for the 2024 budget is underway. Records clean up on existing items continue, including plans for regularly scheduled weeding, in keeping with best practices. Replacing well-used and poor-condition high-circulating titles continues to be a priority and has been successful. The technical services team has been processing materials from the friends' donations and items reclaimed from former LINK Library locations. Duplicate titles are being withdrawn to make space for organizing the spillover collection for the outreach vehicles. Doug Harkness has begun setting up the new public computers from the Plankenhorn Foundation grant the library received in 2023.

Outreach

The Winter/Spring outreach vehicle schedule began on January 2. The bookmobile resumed regular services on Thursday, January 10. Sites that were previously visited on Tuesdays have been moved to Fridays. The Bookmobile stops are under current evaluation for efficiencies and community needs.

Programming & Youth Services

Programming for December was filled with events for participants to make items not only for themselves but for others. Programming also partnered with two new presenters - Michael Cooper, a local author, and Sara Kiehl, a local artist. Michael Cooper's reading on December 16, facilitated by Robin Splain, had 8 attendees. Mocktails & Monet with

local artist Sara Kiehl had 21 attendees; the next event in this new series is at the end of January.

In our partnership with UPMC, we offer a twice-a-month Baby Cafe program for expecting, new, or experienced mothers and caregivers. During this program, participants have a safe space to share their journeys and experiences as caregivers. A board-certified Lactation Consultant is available at each program to answer questions and provide support. Due to this successful partnership with Williamsport UPMC and the Lycoming Clinton Breastfeeding Coalition, the Library is an official breastfeeding family-friendly location.

Upcoming events include but aren't limited to a Martin Luther King Jr. Day Storytime in partnership with AmeriCorps, Toastmasters Public speaking program, Robin Splain is bringing back her Toddler Tales sessions on Thursdays, and Jacquie Weaver is facilitating a Dental Health Exploration at the beginning of February.

The programming department is beginning to share ideas and contact local partners for the 2024 Summer Learning - *Adventure Begins at the Library!*

Marketing, Development & Public Relations

Dana Brigandi reports the following top three revenue-producing activities in 2023:

- Annual Fund: \$86,508 (2022: \$117,996)
- Grants (including Friends grants): \$60,885 (2022: \$40,858)
- Bequests: \$26,709 from three estates (2022: \$254,700- bulk was from the Estate of William Dickerman)

Other highlights:

- Library Champions/Monthly givers: 22 donors gave \$8,259 (2022: \$6,839)
- Own-A-Day: \$15,810 (2022: \$18,936)
- EITC: \$26,000 (2022: \$25,000)
- \$18,021.15 grant from Plankenhorn Foundation in December for updated patron/public access computers
- A \$2,000 grant from the Williamsport Kiwanis Foundation for enhancements to the first-floor children's area, including a new, solid-wood train table
- Library's annual video: <http://bit.ly/48GNAnt>

On January 9, Brigandi met with Loni Kline at Penn College to discuss potential sponsorships for the Author Gala; the meeting was unsuccessful. She also met in December with Greg Hayes from the Williamsport Area School District Education Foundation for the same purpose. That organization will only partner if they can guarantee their return on investment and receive half of the event's profits. She will meet with Lycoming College later this month to continue investigating the Board's requests regarding the event's future.

Brigandi joined the Northcentral Pennsylvania Estate Planners Council board of directors, which will meet regularly at the Library.

Looking ahead, Brigandi will mail year-end tax receipts for donors, work on a bequest mailing and updated brochure, and continue donor stewardship in February with a Love Your Library postcard. She also is working on a lapsed donor communication letter and email campaign. She is also working on grant applications for the Degenstein Foundation (updated staff computers) and Stabler Foundation (StoryWalk® in Brandon Park). The Library is registered for Raise the Region on March 13-14. Last year, the Library raised nearly \$12,000; this year's goal is \$13,200 (10% increase).

Brigandi is renewing the Library's Gold Star through the PA Forward program (<https://paforward.org/>) and the annual Platinum Status through Candid (formerly Foundation Center and GuideStar; view the library's profile here: <https://bit.ly/4aOwANP>).



Year in Review
2023

A Message from Amy Resh, Chief Executive Officer and Director:

In a review of the service provided by our Library throughout the year, it is clear that the Library triumphed over adversity and challenges. Our staff are committed to providing unparalleled service and kindness toward our patrons and stakeholders, which is reflected in the accomplishments made in each of the Library's departments last year.

As we begin a new long-term plan, our Library is a bold community leader with a warm and compassionate approach. We will provide resources and services that positively impact our community, with who we serve and what we stand for at the forefront of every decision we make.

Although the Library cannot be everything to everyone, it can certainly be something for everyone.

Administration

Human Resources

2023 was a year of transition for the Library. Kristin Caringi served as the acting director of the James V. Brown Library from March through June. In late June, the Library welcomed the new Chief Executive Officer and Director, Amy Resh. Some staff retired or moved on to their next adventure. Our new staff includes Andrew Brum (Bookmobile), Leslie Crooks (Book's Bus), Abby Greevy (Public Service), Aria Meixel (Public Service), Nina Riggle (Executive Assistant to the CEO), Bill Ruffing (Delivery Driver), and Jill Wollet (Public Service). In addition to personnel changes, Human Resources transitioned the library's payroll processing to a new system as required when iSolved purchased the existing payroll company NCR. In December, the Library renewed its Geisinger health insurance with an included 1% increase in plan premium. In fall 2023, the Board of Trustees approved a revision to the Personnel Policy. The Library hosted a District-wide armed intruder training with approximately 60 attendees; all Library staff were in attendance. The 2023 Benefit Statement was distributed to all employees in January 2024.

Facilities and Fleet

The Library added two new vehicles to the fleet in 2023: a new Bookmobile replaced the existing 2009 vehicle; Book's Bus was added as part of expanded outreach service and serves birth through school-age patrons. The 2009 Bookmobile vehicle was sold to Blaise Alexander, and the proceeds were earmarked for future vehicle purchases. A new Transit vehicle will replace our 2013 vehicle. The new Transit vehicle has been built and is being shipped to the dealer. Once the new Transit vehicle arrives, the existing one will be sold.

Facilities staff completed 481 work orders in 2023. Trauma kits were placed throughout the building, and the Library's paper blueprints were digitized to assist with future projects. A summary listing of projects, maintenance and repairs that were completed in the building in 2023 includes:

- The circulation pump on the boiler was replaced.

- The Vintage side of the building and the lower side of the Welch Wing were power washed.
- A water bottle filling station was installed in the adult computer area for patrons.
- All windows in the building were cleaned, inside and out.
- Additional security cameras were added throughout the building.
- Markle's Plumbing flushed out the building drains to the storm sewer to clear the drains.
- Master Contactors core-drilled drain holes in window wells to combat water issues in the Vintage wing basement.
- The CEO submitted the ARPA grant for complete HVAC replacement.
- Facilities staff and Leadership Lycoming volunteers decorated the Library for Victorian Christmas and the holiday season.

Finance and Budget

Baker Tilly audited the 2022 financial statements, and the Library received an unmodified opinion. The 2022 990 was filed; the public disclosure copy is on our website. An updated Asset Management Policy, Fixed Asset Policy, and Purchasing and Procurement Policy were adopted by the Board of Trustees in fall 2023. The CEO and CFO monitored the annual income and expenses, finishing 2023 under budget. County Library System funding increased by 5% in 2023, and the 2024 County budget approved an additional 3% increase.

Public Service

One of the most significant accomplishments in the library's service to the public this year was its expansion of hours in November 2023. This adjustment made an immediate positive impact on library users who are able to take advantage of increased access to the library and its services. The Library saw an increase in foot traffic following expansion of hours, with approximately 3,200 more visits per month than prior to the expansion of hours.

Capacity at library desks was increased in large part by increased staffing from other departments. All staff, apart from Facilities, have at least one shift each week on a public service desk to provide support to the frontline, and to get to know the users and services their roles support. All five Professional Librarians comprise a team of Managing Librarians; this team has an increased presence in Public Service, with each team member holding a weekly evening shift and a rotating Saturday shift. Managing Librarians' increased presence ensures administrative-level librarian support when issues arise, even on evenings and weekends.

In 2023, the library initiated the first steps in launching a new customer service model. This patron-centered approach focuses on small but meaningful changes in our work with users. Library staff escort patrons to shelves to find books, share additional Library offerings like programs and electronic resources, and conduct rounds throughout the day to meet users in the stacks. Managing Librarians have adjusted how we approach delinquent accounts, finding reasonable solutions to restore library access to patrons whenever possible. The new Borrowing Policy that was approved by the Board of Trustees in December 2023 mirrors this welcoming and customer-friendly model.

Last year also saw the beginnings of a procedural overhaul in Public Service. The Public Service Team collaborated to write an Operations and Procedures Manual to guide day-to-day frontline work. Gaps in customer service were addressed through procedural changes to Wi-Fi Hotspot program management, damaged item processes, billing and overdue notices, and more. These small changes paired with increased communication from administration to all staff resulted in a consistently positive and straightforward experience for library users.

Programming & Youth Services

The Programming Department began a new phase of innovation under the direction of Nicole Rader and began more strategically utilizing Library's community organization and businesses as programming partners. New noteworthy partnerships were established with Horizon Federal Credit Union, The Potting Bench, M&T Bank, River Valley Transit, and Wildwood Cemetery. The Programming Team facilitated various events throughout the year in addition to a solid Summer Learning Program that revolved around themes of kindness, friendship, and community.

A few programs were so popular with our patrons that they will return in 2024. These include a Dr. Martin Luther King Jr. program in partnership with AmeriCorps and STEP; Bubble Fizz Pop with Lycoming College; Creating Musical Imagery; Puzzles and Pizza; and Kindergarten Prep. The Programming Department offered programs as part of outreach events at Ashler Manor, Schick Elementary School, the YWCA, the YMCA, Williamsport City's Juneteenth Event, the Williamsport Grower's Market, Lycoming College, Round Hills Elementary School, and LyComing Out Day.

To improve communication and clarify expectations between the Programming Department and its partners and presenters, Nicole Rader created a partnership agreement and a presenter form. These forms identify responsibilities for the Library as well as the collaborating organization. To better-advertise the many programs offered at the Library, Rader and the Marketing Team implemented new marketing materials to promote programs each month; these materials are utilized in the Library and on all of its outreach vehicles.

Rader finalized weeding the parenting and juvenile nonfiction collections and continues to do so with other youth services collections in keeping with industry best practices and the Collection Development Policy.

Community Relations Development

In 2023, Dana Brigandi and the Development Department initiated a monthly Mission Moments email to active donors; this regular communication was well-received and will continue into 2024. Brigandi and Kristin Caringi used the online donor database to accept Apple Pay and Google Pay donations throughout the year. The Library also moved from AmazonSmile to iGive.com to provide an online shopping platform for library supporters. The Development Department held a number of successful fundraisers in 2023. The annual Raise the Region fundraiser garnered nearly \$12,000 for the library. Development partnered with Eder's Ice Cream for a "Liberry" blueberry ice

cream fundraiser during July, which raised \$3,200. The 2023 Author Gala was a success, featuring historical fiction author Marie Benedict with enhancements to the live-streaming option.

In 2023, Brigandi created a Carile Brown Legacy Giving Society targeted to women who support the library –two members joined. An updated Gift Acceptance Policy and a new Photography, Filming, and Recording Policy were approved by the Board of Trustees. Brigandi gave a 2-hour presentation about public library fundraising for the North Central Library District. At a nonprofit Business Connect meeting in September, Brigandi accepted a \$500 prize from a participating business for the Library.

Marketing

Dana Brigandi and Jamie Mahoney began updating all library marketing materials with a new logo. New branded clothing for all staff members was ordered through Graphic Hive. All new patrons received a brochure and round magnet featuring the Rotunda image. An annual video was created by NVision Films and can be viewed at <https://jvbrown.edu/annual-reports/>. The Library streamlined social media accounts to remove underperforming platforms. Brigandi and Mahoney created an Impact Report to share with community members and funders. Wooden coasters featuring the Rotunda stained-glass dome were purchased for donors through the Department of Correctional Industries Manufacturing. Leadership and management staff received new business card designs. The Library purchased a new paper folder, which simplified the process for folding letters and the Shades newsletter, to great reception. Patron stories are being featured in the monthly e-newsletter and on social media. The Library partnered with the Williamsport Crosscutters to support the Summer Learning Program. Mahoney presented a well-attended Marketing and Branding Presentation for the North Central Library District. The Library received a \$1,000 licensing fee for the virtual two-part Financial Literacy for Teens and College Students program that was created in partnership with Hudock Capital Group; both programs are available on the PA Forward Commons training platform for library workers.

Public Relations

Dana Brigandi organized welcome receptions to introduce Amy Resh, Nicole Rader, and Robbin Degeratu to the community. Brigandi and Resh participated in Victorian Christmas, and Jamie Mahoney created a library history brochure that was made available in the Rotunda during the event. The Library expanded its partnership with Lycoming College and participated in the College's Connections and Confections event and Involvement Fair. Rick Mason took new headshots for the Board of Trustees. Once again, the Library sold out of Little League pins. Brigandi updated the library's profile on Candid to earn Platinum Transparency Status, the highest honor by the organization. Brigandi increased public awareness efforts through a WNEP feature during Banned Books Week, an interview in BOOM! Magazine, and weekly press releases in the Williamsport Sun-Gazette weekend edition. Brigandi was a panelist at the Hidden Heroes event hosted by WVIA Public Radio and Leadership Lycoming, part of WVIA Radio's 50th anniversary celebration. Brigandi and Kristin Caringi attended an open house for State Representative Jamie Flick, who advocated on behalf of libraries at the state level. The Leadership Lycoming Operating Committee continues to meet at the Library each month, and the Library was featured as a tour stop during the

November 9th program day, with tours hosted by Brigandi and Amy Resh. Mahoney is a participant in the 2023-24 Leadership Lycoming class.

Outreach Services

The Bookmobile was replaced, and the Library introduced a new vehicle with a new service. Our newest outreach service is filled with youth service material for patrons ages birth to 18 and visit organizations like BLAST IU.

Outreach Services Department composition and management changed in 2023 with all three outreach professionals being shifted to the same department under the oversight of Kate Shaw. This reorganization enables the Outreach Team to work closely together when they are in the building. Outreach Team offices were relocated to another area in the Library to give them greater access to Shaw and the Technical Services Department.

Beginning in 2023, all three outreach professionals took on regularly-scheduled shifts at a public service desk inside of the library in addition to their weekly schedule of stops. This important change improves the continuity of service across all three vehicles. It mirrors what is offered in the Library to ensure that customer service, as well as procedural practices, are consistent across all Library outlets.

Bibliographic Services

The Lycoming County Library System Board approved a new Collection Development Policy in summer 2023, and our Library made a number of changes to comply with that policy. This included a great deal of behind-the-scenes work for the Technical Services Team in the integrated library system, Polaris. All Technical Services staff were relocated to one work area to increase connection with each other and Kate Shaw. These changes have allowed Technical Services staff to work more efficiently and collaboratively.

Several collections projects began, including the reclassification and relocation of Music CDs and the reclassification and relocation of the Classics and World Languages collections. Other collections projects began in 2023 and will continue into the new year, including reclassifying and relocating fiction and inspirational collections. These projects allow for ease of use and discovery by both patrons and staff.

Work to replace old and worn-out high-circulating titles has been successful and is ongoing. The Technical Services Team has processed materials from Friends of the Library donations, as well as items reclaimed from former LINK Library locations. Duplicate titles assigned to outreach vehicles are being withdrawn to make space to organize the spillover collection for each vehicle.

Technology

New public computers that are Windows 11-capable were purchased at the end of 2023 thanks to a grant from the Plankenhorn Foundation. These will be ready for patron use in early 2024.

The installation of StackMap for ease of building navigation significantly impacted supporting a positive patron experience. Items in the Library's catalog that are listed 'On Shelf' now include a "map it" button so patrons can be guided to the item location.

Kate Shaw migrated our patron program calendar to SpringShare's LibCal system, which has allowed for a cleaner registration process. In addition to the public-facing program calendar, staff use this web-based software to maintain the Outreach Vehicle schedule, PTO calendar for staff, and meeting room reservations.



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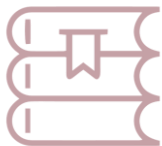
98,184
in-person
visits



96,145
virtual visits



2,685 new
Library Card
memberships

LEARN

236,849
checkouts



11,837 users
viewing
50,920 pages
in our online
calendar*



740
reference
questions
answered

CONNECT

86,159
Wi-Fi
uses



129,011 items
checked out on
Book's Bus,
Bookmobile and
Storymobile



1,838 passports
executed and
478 renewal
reviews

GROW

170 volunteers
gave 1,277
hours of their
time



906 ILL
(InterLibrary
Loan requests)



130 donors
making their
first gift

YTD January 2023-December 2023

**Google Analytics did not capture data from our calendar transition for part of June, all of July and August, and part of September*

James V. Brown Library Board of Trustees DRAFT - Committee Appointments 2024

President: John Confer

Vice President: Brette Confair

Treasurer: Marshall Welch III

Secretary: Rev. Kyle Murphy

Facilities

Marshall Welch III, Chair

Tricia Gibbons Marty**

Rick Mirabito

Rev. Kyle Murphy

Personnel

Dr. Timothy Bowers, Chair

Dr. Brooke Beiter

Brette Confair

Derek Slaughter

Community Relations

Gloria Z. Greevy, Chair

Derek Slaughter

Finance

Marshall Welch III, Chair

Dr. Brooke Beiter

Brette Confair

Rick Mirabito

Nominating

Rick Mirabito, Chair

Dr. Timothy Bowers

Rev. Kyle Murphy

*The President is an ex-officio member of all committees and serves as the JVBL member of the Lycoming County Library System Board.

**Member is a Trustee Emeritus.

- Representative on District Advisory Council: Rick Mirabito
- Liaison to Friend's Board: Rev. Kyle Murphy



STRATEGIC PLAN DRAFT 2024-2029

Goals with Measurable Action Steps	Deadline	Responsible Parties	Board Committees
Create a symbiotic relationship with the County Commissioners, City of Williamsport, Loyalsock Township, and South Williamsport Borough	Ongoing	CEO, CFO, and Development	
Identify Community Partnerships and create a Memorandum of Understanding with each organization. Expanding on existing partners	Ongoing	Programming Department and Development Director	
StackMap Integration schedule to increase efficacy	Ongoing	Technical Services Director	
Continue to share the Library Story and the stories of our patrons/users to generate engagement and support	Ongoing	CEO, Development Director	Community Relations Committee
2024			
Review and edit as necessary the Library bylaws	2024	JVB Board, CEO	Nominating Committee
Create a policy review schedule	2024	CEO	
Create a fleet vehicles schedule for oil changes, inspections, etc., with the least patron impact	2024	COO, HR, Outreach staff, Technical Services Director	
Create a vehicle replacement schedule	2024	CEO, CFO, HR, Technical Services Director	Facilities Committee
Update and standardize public service procedures and operations across service points	2024	CEO, Assistant Director, Technical Services Director, Public Service staff	
Resource spotlight - Promote the use of research tools with in-house marketing materials	2024	Assistant Director, Technical Services Director, Development Director	

Develop and implement a Local History Materials Plan	2024	CEO, Assistant Director	
Improve Programming Operational Effectiveness Build a cohesive budgetary needs list Evaluate program statistics and community needs to increase efficiency Plan programming three months in advance	2024	Programming Director	
Implement a new Borrowing Policy	2024	Assistant Director, Technical Services Director	
Collection management schedule Complete an evaluation of all collections, including outreach vehicles and LINK locations.	2024	Assistant Director, Technical Services Director, Outreach Manager	
Complete and update the technology census for Library-owned/monitored equipment.	2024	Technical Services Director, IT Staff	
Create technology service agreements with our system and district members about expectations and limitations.	2024	Technical Services Director, IT Staff	
Create a vision for a comprehensive outreach experience	2024	CEO, CFO, Technical Services Director, Outreach Services Manager	
Rent parking spaces for patrons using donor or grant support	2024	CEO, CFO, Development Director	
Complete a space assessment and relocate collections and services as needed	2024-2025	JVB Board, CEO, Administrative Team	Facilities Committee
2025			
Create a 10-year financial plan for the Library	2025	CEO, CFO	Finance Committee
10-year Library facility improvement schedule	2025	CEO, CFO, Facilities Manager	Facilities Committee

Develop new customer service training/orientation for all public-facing staff	2025	CEO, Assistant Director, Public Service staff	
Enhancing our Summer Learning Program (SLP) Coordinate with LCLS Directors for more cohesive/collaborative experiences between all libraries	2025	Programming Director	
Complete and implement policy, procedures, and best practices for Outreach with standardized service expectations	2025	CEO, CFO, Technical Services Director, Outreach Services Manager	
Increase membership within the 1907 Society and Carile Brown Planned Giving Societies	2025	CEO, CFO, Development Director	
Increase the number of monthly givers (Library Champion program) by 10%	2025	Development Director	
Create broad community awareness and advocacy pieces to promote library services	2025	CEO, Development Director	
Revamp existing social media and external marketing plans to be more strategic	2025	CEO, Assistant Director, Development Director	
2026			
Review and edit as necessary all Library policies and procedures	2026	JVB Board, CEO	
Establish walk-in technology assistance hours for patrons - Tech Help Assistant	2026	CEO, Assistant Director, Technical Services Director	
Redesign Staff Page/Intranet Update this site as a hub for JVBL staff Use this to host all forms and policies to streamline Google Suite sharing and data cleanup	2026	Technical Services Director, IT Staff	
Host additional fundraising events	2026	Development, CEO, CFO, and JVB Board	Community Relations Committee

Identify mutually beneficial partnership opportunities for organizations and businesses and expand current partnerships	2026	Development Director, Outreach, and Programming	
2027			
Create a reciprocal library card signup program with high schools and colleges in the Library's service area	2027	CEO, Assistant Director, Technical Services Director, Programming Director	
LINK updates Work with township management to create a plan to increase visibility, access, and services offered at our LINK locations	2027	CEO, Technical Services Director, LINK township management	
Continue to monitor and evaluate funding sources to meet budget needs	2027	CEO, CFO, Development Director, and JVB Board	Finance Committee
Update, improve and revisit all interior and exterior building signage	2027	CEO, Development Director, and Facilities Manager	Facilities Committee
Review all positions and their role in the Library's Mission	2027-2029	CEO, CFO	
2028			
Conduct a Community Needs Survey	2028	CEO, Development Director, Community Partners	
Increase circulation of materials by 10% from 2022 levels	2028	CEO, Assistant Director, Technical Services Director, Development Director	
Expand library services with more adult programming, specifically for ages 18-55 Programs highlighting PA Forward Literacies (Basic, Information, Civic & Social, Health, and Financial Literacy)	2028	Programming Department	
Call Number Clean-up project for ease of patron use	2028	Technical Services Director and staff	

Investigate a fundraising apparel/Library branded merchandise store	2028	CEO, CFO, Assistant Director, Development Director	
2029			
Create new funding streams	2029	CEO, CFO, Development Director	Finance and Community Relations Committees
Continue to provide a welcoming and safe space. <ul style="list-style-type: none"> Providing diverse, inclusive programming for all ages 	2029	Programming Staff	
Redesign the Library's website	2029	Technical Services Director, IT staff, Outside vendors as needed	