



James V. Brown Library Board Meeting
January 16, 2025, at noon
In-person at the Library: 19 East Fourth Street, Williamsport, PA
and virtually via Zoom

Call to Order

Mission Moment

Review of the December 19, 2024 minutes

Committee Reports

- 2025 Committee Appointments

Treasurer's Report

Chief Executive Officer & Director's Report

- 2024 Year in Review

New business

- Amended 2025 early closure date- October 22 to October 29
- Long Range Plan Bi-Yearly Update

Friends of James V. Brown Library Report

Announcements

Adjournment

Board Meeting Dates for 2025: February 20, March 20, April 17, May 15, July 17, August 21, September 18, October 16, November 20, and December 18 at noon

Mission Moment: Connections Club

Previously called Hopeability Storytime, Connections Club provides learning opportunities for adults with diverse abilities. During the January meeting, participants learned about PA Wildlife, made bird feeders with seeds and homemade “glue,” and did the chicken dance. This program is held on the first Monday of every month from 10:30 to 11:30 a.m. Since reimaging this program, attendance has doubled, with 20 adults and their caregivers.

James V. Brown Board Meeting Minutes
Thursday, December 19th at 12:00 pm
In-person and zoom

Trustees Present: John Confer, President; Rev. Kyle Murphy, Secretary; Dr. Brooke Beiter, Dr. Timothy Bowers, Gloria Greevy, Rick Mirabito

Trustees Present Virtually: Brette Confair, Vice President

Trustees Absent: Marshall Welch, Treasurer; Mayor Derek Slaughter

Trustee Emeriti Absent: Thomas Burkholder, Trisha Gibbons Marty

Guest Present Virtually: Pat Crossley

Library Staff Present: Amy Resh, Chief Executive Officer & Director; Kristin Caringi, Chief Financial Officer; Robbin Degeratu, Assistant Director; Dana Brigandi, Development, Marketing, & PR Director; Nina Riggle, Executive Assistant to the CEO

The meeting was called to order by President John Confer at 12:01pm.

Mission Moment: Bubble, Fizz, Pop is a STEM-based program funded by EITC. The programs focused on exploring the human body through observation and research. Jacquie Weaver collaborated with a local nurse and a YMCA yoga instructor for this program. Their final projects, a research project poster, were displayed in the children's area of the Library. Students made thank you cards for the volunteer teachers.

Minutes: Rick Mirabito motioned to approve the November 2024 minutes. Gloria Greevy seconded the motion. All in favor. Motion passed.

Committee Reports:

• **Finance Committee:**

- The Library is receiving a slight increase in State Aid.
- There are 27 payrolls in 2025 creating an increase in that salary line item.
- There has been a 15% increase in utility costs.
- The projected dividend income for Merrill Lynch will cover the 2025 withdrawal from the endowment.
- A discussion followed about the cut in county funding to the System which is distributed to all member libraries.
- Rev. Kyle Murphy motioned to approved the 2025 budget. Dr. Timothy Bowers seconded the motion. All in favor. Motion passed.

Treasurer's Report - CFO/COO – Kristin Caringi

Highlights:

- Total cash as of November 30, 2024 was \$1,457,063.
- The Merrill Lynch investment total as of November 30 does not include the addition of the \$350,000 transfer.
- Total investments as of November 30, 2024 was \$8,315,538.
- Our bank account(s) will continue to receive the 4.75% interest rate until June.
- Passport income is up to \$86,000.
- A disbursement from the Kane Trust, in the amount of \$15,000 was received.
- Previously approved Skiles bequest transferred to the endowment at Merrill Lynch.
- Dr. Brooke Beiter motioned to approve the treasurer's report. Rev. Kyle Murphy seconded the motion. All in favor. Motion passed.

Chief Executive Officer & Director's Report – Amy Resh

Full Report attached; Highlights include:

- Natalie Griffin, from Public Services resigned in November. The position has been listed in the Webb Weekly. The Library has not received any applicants.
- The Pine Creek LINK library location has been cleared out and the shelving from that location will be installed in the third-floor space across from the business office. Amy Resh informed the Lycoming County Commissioners of the closure and the new Bookmobile service being offered in this area.
- Amy Resh attended the Friends of the Library monthly meeting and book review. This month's review was a holiday celebration featuring the band, The Encores. Resh also attended the Ronald McDonald House fundraiser, the LCLS Board Meeting, presented at the Lycoming County Commissioners meeting and attended a Finance Committee meeting.
- The Library's Inclement Weather Guidelines are being updated.
- The Administrative Team is finalizing the Managing Librarian Procedure.
- The Lycoming County Library System will be hosting the Friends and Trustees Institute on March 15th at the James V. Brown Library.
- Public Service is being supported with assistance from across the library during the holidays and the vacancy of one staff member.
- Materials are being shifted in the third-floor vintage area to enhance patron experience.
- Guidelines are being created for managing lost and found items.
- Wi-Fi Hotspot Rental Guidelines and Procedures have been updated.
- Robbin Degeratu met with the Lycoming County Genealogical Society to discuss next steps in the Local History and Genealogy Collections Project.
- November 2024 saw a 44% increase in new passport applications and 48 passport renewals.
- A new genre label has been designed for Wonderbooks. The Wonderbooks collection has been expanded to include tweens, young adults, and adults.
- The video game collection has expanded to include Xbox One and Xbox Series X games.
- Doug Harkness will be filing for erate category 2 to replace existing network equipment.
- A cloud-based web content filter called Safe DNS will be purchased for LCLS. Content filters are required as part of CIPA.
- Forty-four programs were hosted at the Library in November.
- The programming staff has begun planning for Summer Learning 2025.
- The Mocktails and Monet program has returned and there was a cookie decorating class with local business, Sweetie Pi Confections.
- Dana Brigandi, Development, Marketing & Public Relations Director
 - EITC funding is up to \$27,500 with a 2024 goal of \$20,000.
 - Giving Tuesday brought in \$870.
 - Several donors who attended the Donor Appreciation event in November have increased their donations.
 - A donor donated the funds for 5 additional parking spaces. Kristin Caringi is working with the Williamsport Parking Authority to secure those spots in 2025.
 - Fundraising events for 2025 include:
 - Raise the Region with the focus being on raising funds for recoating the Welch wing roof.
 - Tria Prima Tea Party in the spring.
 - Sips and Stories Friend-raiser at New Trail Brewery in May.
 - Boots, Brews & BBQ in July at Herman and Luther's.
 - Library Gala in October.
 - Brooke Beiter asked if there could be a tie-in with the Williamsport Symphony Orchestra's, Strolling Strings with regards to the potential author of the Library Gala.
 - Rev. Kyle Murphy appreciates the effort to try new things to attract a new demographic of donors.
 - John Confer inquired about a discount regarding the cost of hosting an event at Herman and Luther's. Additionally, Confer suggested working with Leadership Lycoming for events, like the one at Herman and Luther's could be beneficial.

New Business

- Approval of the 2025 closure dates
 - All staff attend the JVB training events and staff meetings. The State Statute requires all employees working more than 20 hours per week to participate in 3 hours of continuing education annually. These events help the Library meet those requirements.
 - All early closures are being moved to 3pm, for consistency.

- Rev. Kyle Murphy motioned to approve the 2025 closure dates. Rick Mirabito seconded the motion. All in favor. Motion passed.
- Review of the 2025 board meeting dates
 - The June 19th board meeting has been canceled due to Library closure for Juneteenth.
 - Gloria Greevy motioned to approve the adjustment in the Board Meeting dates. Rick Mirabito seconded the motion. All in favor. Motion passed.

Friends of the James V. Brown Library Report

- None

Announcements:

- Congratulations to Dr. Brooke Beiter on her new position.

John Confer adjourned the public meeting at 12:48pm.

An executive session followed the public meeting.

Meeting dates for 2025: January 16, February 20, March 20, April 17, May 15, July 17, August 21, September 18, October 16, November 20, and December 18

Minutes recorded and respectfully submitted by Nina Riggle.

James V. Brown Library 2025 Committee Appointments

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



JAMES V. BROWN LIBRARY

**Cash & Investments Report
December 31, 2024**

Cash

General Fund	\$200,252
Repo/Sweep	\$437,800
Payroll	\$3,056
CIF-General Fund	\$25,052
CIF-Vehicle Replacement Fund	\$74,563
CIF-Storymobile Fund	\$2,059
CIF-Adult Bookmobile Fund	\$67,243
CIF-Outreach Vehicle Fund	\$26,066
EITC Fund	\$15,673
Grant Fund	\$20,655

Total Cash as of 12/31/24 \$872,419

Investments

Merrill Lynch	\$7,357,272
JVB Transfers to Merrill Lynch	\$350,000
Transfers from Merrill Lynch to JVB	\$7,500
Account Fees	\$3,574
Donations of Stock	\$200,212

Wright Trust	\$797,716
Account Fees	\$580
Wright Trust Distribution-2024	\$27,952

Kane Trust	\$322,834
Account Fees	\$0
Kane Trust Distribution-2024	\$15,000

Total Investments as of 12/31/24 \$8,477,821

**General Fund
Budget vs. Actual
January - December 2024**



JAMES V. BROWN LIBRARY

	<u>Jan - Dec 2024</u>	<u>2024 Budget</u>	<u>2024 Budget Variance</u>	<u>% of 2024 Budget</u>
Ordinary Income/Expense				
Income				
4100 · State Aid-District	493,258	493,258	(0)	100.0%
4120 · State Aid Received-LCLS	354,666	354,666	(0)	100.0%
4121 · County Coordination Aid-LCLS	184,869	184,869	(0)	100.0%
4220 · Local Govt Rev-School Districts	7,726	4,800	2,926	160.96%
4230 · Local Govt Revenues - Other	1,500	3,000	(1,500)	50.0%
4240 · Local Govt Revenue - County	904,021	904,021	-	100.0%
4300 · Interest Revenue	49,274	40,000	9,274	123.18%
4305 · Rebate Income	1,875	1,500	375	125.0%
4310 · Bequests (JVB)	21,728	10,000	11,728	217.28%
4400 · Self Generated Revenue (JVB)	95,384	108,315	(12,931)	88.06%
4410 · Revenues from Fund Drives (JVB)	167,093	158,078	9,015	105.7%
4420 · Direct Mail (JVB)	28,558	28,097	461	101.64%
4450 · Contracted Services (JVB)	7,500	7,500	-	100.0%
4500 · Contributions, Gifts & Donations	88,521	79,532	8,989	111.3%
4520 · Local Grants - JVB - Restricted	44,887	32,437	12,450	138.38%
4540 · Fees (JVB)	4,763	2,059	2,704	231.34%
4550 · Photocopies	9,637	8,000	1,637	120.46%
4560 · LCLS Admin Fee Income	12,000	12,000	-	100.0%
4567 · LCLS Delivery/Transit Fee	6,000	6,000	-	100.0%
4575 · Rental Income	8,000	8,000	-	100.0%
4580 · Miscellaneous Revenues (JVB)	7,576	3,960	3,616	191.32%
6000 · Transfers from endowment Fund	132,952	131,452	1,500	101.14%
Total Income	<u>2,631,787</u>	<u>2,581,544</u>	<u>50,243</u>	<u>101.95%</u>
Gross Profit	2,631,787	2,581,544	50,243	101.95%
Expense				
5000 · Salaries & Wages - Library Pers	1,467,691	1,489,120	(21,429)	98.56%
50001 · Salary & Wage Reimbursement from LCLS	(90,324)	(90,328)	4	100.0%
5011 · Contra Salary & Wages Expense	(2,000)	(15,000)	13,000	13.33%
5100 · Unemployment Compensation Tax	4,396	3,200	1,196	137.37%
5110 · FICA Taxes ER (SS & Medicare)	109,173	113,918	(4,745)	95.84%
5150 · EE Benefits - Pension/ER Match	54,152	58,000	(3,848)	93.37%
5160 · EE Benefits - Insurance	96,657	124,600	(27,943)	77.57%
5170 · Worker's Compensation	4,059	4,000	59	101.48%
5200 · Books - Adult	87,809	75,832	11,977	115.79%
5201 · Reference - Adult	18,575	18,411	164	100.89%

**General Fund
Budget vs. Actual
January - December 2024**



JAMES V. BROWN LIBRARY

	<u>Jan - Dec 2024</u>	<u>2024 Budget</u>	<u>2024 Budget Variance</u>	<u>% of 2024 Budget</u>
5220 · Audio Materials - Adult	134,707	136,791	(2,084)	98.48%
5270 · Online Resources	36,238	36,238	(0)	100.0%
5280 · District Bibliographic Utilities OCLC	1,458	1,500	(42)	97.2%
5300 · Library Supplies & Collection	5,914	5,100	814	115.96%
5310 · Youth Services Expenses	39,285	42,850	(3,565)	91.68%
5320 · Furniture & Equipment Expense	7,560	8,871	(1,311)	85.23%
5330 · Office & Computer Supplies	12,260	11,000	1,260	111.45%
5340 · Technology Hardware	27,958	24,000	3,958	116.49%
5350 · Furniture and Equipment Rental	3,070	3,025	45	101.48%
5360 · Maintenance of Equipment	913	2,000	(1,087)	45.66%
5380 · Computer Software	4,498	6,000	(1,502)	74.98%
5400 · Training	24,416	34,732	(10,316)	70.3%
5410 · Insurance	37,015	34,735	2,280	106.56%
5420 · Buildings and Grounds	47,483	52,500	(5,017)	90.44%
5430 · Utilities	72,642	76,500	(3,858)	94.96%
5440 · Postage & Freight	29,302	34,050	(4,748)	86.06%
5450 · Printing	3,560	7,000	(3,440)	50.85%
5452 · Grant-expense local	22,138	5,593	16,545	395.81%
5460 · Telephone & Other Telecommunica	8,438	8,716	(278)	96.81%
5470 · Public Awareness	13,736	17,000	(3,264)	80.8%
5480 · Travel	5,526	5,000	526	110.52%
5490 · Accounting	18,702	18,850	(148)	99.22%
5520 · Vehicle Repair and Maintenance	6,128	7,250	(1,122)	84.53%
5530 · Miscellaneous Operating	26,621	33,836	(7,215)	78.68%
5540 · Contracted Svcs. & Consulting	88,331	87,831	500	100.57%
5544 · Legal fees	960	5,000	(4,040)	19.2%
5551 · Costs of Raising Money	34,966	40,300	(5,334)	86.76%
5570 · Gas	14,632	13,480	1,152	108.54%
5580 · Summer Learning (JVB)	13,125	13,128	(3)	99.98%
6011 · transfer to capital improvement	31,915	26,915	5,000	118.58%
6012 · transfers to endowment fund	361,728	-	361,728	100.0%
Total Expense	<u>2,885,412</u>	<u>2,581,544</u>	<u>303,868</u>	<u>111.77%</u>
Net Income	(253,625)	-	(253,625)	
General Fund End of Year 2024:				
JVB Income	<u>2,631,787</u>			
JVB Expense less transfers to CIF & Merrill Lynch	<u>2,491,769</u>			
Total General Fund Net Income	<u>\$140,018</u>			



**Capital Improvement Fund
Budget vs. Actual
January - December 2024**

	<u>Jan - Dec 24</u>	<u>2024 Budget</u>	<u>2024 Budget Variance</u>	<u>% of 2024 Budget</u>
Ordinary Income/Expense				
Income				
4010 · Interest Income - Bank	10,663	11,000	(337)	96.94%
6025 · Transfers from General Fund	26,000	21,000	5,000	123.81%
6031 · Gain on Sale	2,000	2,000	-	100.0%
Total Income	<u>38,663</u>	<u>34,000</u>	<u>4,663</u>	<u>113.72%</u>
Gross Profit	38,663	34,000	4,663	
Expense				
5000 . Capital Improvement Expense	4,300	4,300	-	100.0%
5060 · Storymobile	3,294	3,000	294	109.81%
5070 · Bookmobile	2,194	3,000	(806)	73.14%
5090 · Books Bus 2023	6,146	5,000	1,146	122.93%
Total Expense	<u>15,935</u>	<u>15,300</u>	<u>635</u>	<u>104.15%</u>
Net Ordinary Income	22,728	18,700	4,028	

CHIEF EXECUTIVE OFFICER & DIRECTOR'S REPORT

January 2025

Personnel & HR

Job ads were placed for the open Public Service Assistant position; interviews begin in mid-January.

Kristin Caringi will be out on medical leave from February 10 to early March.

Facilities & Fleet

A tire was repaired on the Transit van and the heater was repaired on the Storymobile. Keith Bauer and Brian Moser removed all holiday decorations.

In keeping with the long-range plan, Keith Bauer and Brian Moser will begin installing the shelving in the third-floor space across from the business office as time permits. The Rotunda will be closed for inside glass cleaning on January 28. Karen Confer continues to track the repair costs for the Storymobile. This vehicle was purchased in 2016 and is beginning to show an increase in repair costs.

Organizational

Amy Resh attended the Friends of James V. Brown Library monthly meeting. The Library's Inclement Weather Guideline was finalized as well as the Managing Librarian Procedure. The bi-yearly Long-Range Plan update is complete; work continues to keep on track with these Board-approved plans. Mileage rates were updated on expense forms to reflect 2025 rates. Annual employee benefit statement will be completed and given to staff members by mid-January.

Looking ahead, the administrative staff will be gathering data for the state annual report and the 2024 audit fieldwork begins at the end of March. Amy Resh will begin scheduling one-on-one meetings with each trustee as outlined in her five-year plan. Resh is presenting at the City of Williamsport Council meeting on January 30 at 6 PM.

Public Services, Local History & Reference

Procedures related to user behavior, closing procedures, and more were adjusted as-needed to assist staff in providing consistent, quality customer service. Courtney Schonewolf outlined new procedures for managing damaged items as well as for addressing missing items with patron holds. Schonewolf trained Sheila Howarth and Marci Hubler to work at public service desks. In December, Library staff executed 142 new passports and assisted with 46 renewals. Volunteers donated 53.75 hours of time to the Library in December.

Looking ahead, Robbin Degeratu and Doug Harkness will work with vendor Advantage Archives to address searchability and general site maintenance issues impacting the Library's local history research databases. Degeratu and Charles Hoff will refine and implement a new procedure for patron payment plans. Public Service staff will continue

and initiate projects, including updating the display theme schedule for adult materials and relabeling the Yearbook Collection to make it easier to use. New volunteers will be recruited from the general public as well as AmeriCorps Seniors to fill several positions that have been vacated by long-time volunteers for health reasons.

Collection, IT & Technical Services

The adult graphic novel fiction collection has been relocated on the third floor with a new display in the main circulation area. The new adult Wonderbooks have been added to the collection with a display in the main circulation area. The new video games, Xbox One and Xbox Series X, have been added to the collection. Jen Heimbach began using the new book straps for InterLibrary Loan on January 2.

Technical Services staff will be weeding and refreshing the travel guide collection. Other changes include adding graphic nonfiction materials to the graphic novel format collection. New shelving will be installed for the video games. Cultural kits are being cataloged by Marci Hubler and processed for the Youth Services collection. Patti Eichensehr is reprocessing books with CDs, toys, and educational materials for outreach collections.

The Library's new Self-Checkout Kiosk from Envisionware arrived and Doug Harkness completed the setup in early January. It is ready for use in the first floor of the Children's Wing. Harkness will finish moving all member libraries over to library-specific domains by the end of January with Montgomery Area Public Library being the last library to move from jvbrown.edu. Harkness is working with Nina White and Nicole Rader to investigate and install educational software on a computer in the Youth Services area.

Programming & Youth Services

The James V. Brown Library hosted 33 programs for December. The Programming Department collaborated with Williamsport Fire Inspector Stephan Yokin and AIDS Resource Center. The Programming Department has started new programs such as Bilingual Storytime, Chill Out, and Hot Takes Book Club. There will be upcoming collaborations with AmeriCorps for Martin Luther King Jr. Day on January 20th and partnerships with Weis and BLAST IU for programs about Health Literacy and English as a second language. The Programming Department is in the process of planning Remake Learning Events, which will take place in May.

Looking forward, the 2025 Summer Learning Program Kickoff date is Saturday, June 14th, and ends Saturday, August 9th. The theme is "Color Our World" and will explore a diverse array of the arts. Planning has begun and potential partners are being identified. If there are possible partner ideas, they can be sent to Nicole Rader.

Marketing, Development & Public Relations

The 2024 Annual Fund brought in \$86,243.18 at the end of the year, which exceeded the \$85,000 goal. Total 2024 fundraising was \$301,597.24. Social media updates include 6,163 followers on Facebook; 1,607 followers on Instagram; 304 subscribers on YouTube; and 342

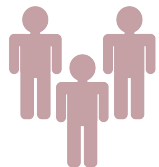
followers on LinkedIn. Emma Klopp is working on an updated social media posting plan for increased engagement.

Looking ahead, Dana Brigandi will be attending the FCFP grant workshop in late January for available funding this year, starting the process for Summer Learning sponsorships, and finalizing upcoming events. Upcoming fundraising activities include Raise the Region in March; a Tea Party in April; Sips and Stories "Friendsraising" event from 12-6 pm Saturday, May 17 at New Trail Brewing; Boots, Brews & BBQ in July at Herman and Luther's; and the Library Gala on October 9 at the Williamsport Country Club. A firm offer has been sent to the author and more details will be shared once they are under contract.



The place to go to learn, connect, and grow.

GO



101,068
in-person visits
YTD 2023:
98,184

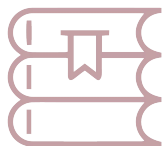


99,064
website visits
YTD 2023:
96,145



2,156 new
library cards
YTD 2023: 2,685
Total: 35,842

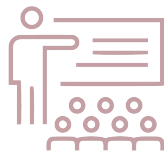
LEARN



340,875
checkouts
YTD 2023:
375,694



55,099
electronic
checkouts
YTD 2023: 49,347



605 programs for
children and
adults attended
by 12,593 people

CONNECT



88,187 Wi-Fi uses
YTD 2023: 86,159



75,947 items checked
out on Storymobile,
Book's Bus, Link &
Bookmobile
YTD 2023: 139,054



1,928 passports
executed and
543 renewals
reviewed,
bringing in \$88,830

GROW



31 volunteers
gave 1,215.70
hours of their
time valued at
\$40,713.79

* Per <https://rb.gy/6v5er4> at
the rate of \$33.49/hour



\$5,590,041.55
saved by using
the library, or \$49
per person
*based on 114,188
county population



118 donors/orgs
making their
first gift, resulting
in \$34,544.65

YTD January 1 – December 31, 2024



JAMES V. BROWN LIBRARY

Serving Williamsport & Lycoming County

Year in Review
2024

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

This past year the Library reinforced its role as the heart of the community through significant change and innovation. We expanded and adapted our services to meet the evolving needs of our patrons, continuing to deliver the high-quality support that our community relies on.

Administration

Human Resources

The Library had some staff changes in 2024 including Emma Klopp (Marketing Assistant), Kathleen Popowycz (Storymobile), Rachel Donahue (Public Service Assistant), Jen Heimbach (Technical Services Assistant), Brian Moser (Maintenance Assistant), Sheila Howarth (Programming Professional), and Marci Hubler (Collection & Technical Services Director). Volunteer clearances and hour tracking became part of the Human Resources duties. Dress code for the building was clarified to “smart casual” with examples of dress sent to all staff.

Facilities and Fleet

The Library purchased a new 2024 Transit Delivery Van and the 2013 van was sold. We spent an average of \$2,000 in repairs on each fleet vehicle. The Williamsport Area School District repaired the electric outlets at the bus garage to ensure that all Library vehicles that needed to be plugged in remained charged. Hunter and Lomison began to do routine inspections of the generators for the Bookmobile, Book's Bus, and Storymobile. These must be completed every 150 service hours. Lycoming Auto agreed to inspect our fleet of larger vehicles which made scheduling routine work and inspections a much smoother process.

The Library celebrated the 15th anniversary of the Welch Wing's opening and unveiled a new Lactation Space.

The facilities staff completed 596 work orders in 2024. Facilities staff and Leadership Lycoming volunteers decorated the Library for Victorian Christmas and the holiday season. The building's exterior windows were cleaned and the exterior of the Welch Wing was power washed. The State Street steps were repaired, refurbished, and painted. New outdoor entrance mats were purchased for patron and staff safety. Master Contractors installed new Vintage basement windows. Master Contractors coated the interior wall to prevent leaks in the basement storage room and added additional drain holes in window wells to combat water issues in the Vintage wing basement. The fourth floor Vintage was retrofitted with new LED lighting and new wall sconce fixtures. New mini-split units were installed in the Technology, Public Service

Coordinator, and Outreach offices. New wire hides for old and new wires were installed on the exterior of the Vintage side of the building. Repairs were made to the flooring in the Children's Wing. Facilities staff freshened up the train table area on the first floor of the Children's Wing with a new train table and new paint. A new electronic sign was installed on 4th Street. New blinds were installed in the Chief Executive Officer and Assistant Director offices.

Finance and Budget

Baker Tilly conducted an audit of the 2023 financial statements and the Library received an unmodified opinion. The 2023 990 was filed, and the public disclosure copy is on the Library's website. The Library received a 1% increase in the health insurance premium for the 12/1/24 renewal. An updated investment policy was adopted at the September board of trustees meeting. The Chief Executive officer and Chief Financial Officer monitored the income and expenses for the Library, and we finished 2024 under budget. In December 2024, the 2025 Lycoming County budget was approved with a decrease in funding to the Lycoming County Library System. The Lycoming County Library System (LCLS) board voted to level fund county aid to the six-member libraries in 2025 using cash reserves.

Public Service

Customer service was a focus with staff providing education to patrons regarding the Borrowing Policy that was implemented on January 1, 2024; staff also adjusted how patron account issues were handled with a goal of restoring borrowing privileges to patrons with accounts in poor standing. A number of new procedures were created and rolled out to staff to provide support and to enhance customer service; these addressed dozens of concerns, from library card applications, to meeting room requests, to items in poor condition, to holds pickup authorization, to unfillable holds, and beyond. Procedures for library staff and for security were adapted to support the LCLS User Behavior Policy.

A new training protocol was developed and implemented for Public Service staff, as well as for staff in other departments who work at service desks. Public Service brought on a temporary part-time Public Service Assistant to provide desk coverage over the summer months, allowing both service desks to stay open until closing time through the summer. In response to heavy demand for the Third Floor Meeting Room, a new Student Study Space was opened in the Teen Area for K-12 level students. Passport Acceptance Agents executed 1,928 new passports and assisted with 543 renewals.

The Local History Balcony and all local history storage areas were inventoried. A Plan for Local History and Genealogy Collections was approved by the library board and implemented.

Programming & Youth Services

In keeping with the Long-Range Plan, the Programming Department continued to provide robust programs, with an increase in community collaborations. New partnerships include Williamsport Parks and Recreation, YMCA, Community Theatre League, PA Game Commission, Representative Jamie Flick, Lycoming County Coroner's Office, and Williamsport Business Association.

Over the last year, programs like Puzzles and Pizza, Kindergarten Prep, Laid-Back Book Club, and Tween and Teen Advisory Group continued to be provided. New programs about small business banking, learning Tarot, fire safety, and TikTok dance were also provided for our community. The Programming Department held an Eclipse Picnic at Memorial Park, with over 600 participants, which received media coverage.

The 2024 Summer Learning Event was quite an adventure, with 400 participants at our Kickoff. The Programming Department collaborated with the Marketing Team to design Adventure Passports, 850 were handed out in the first four weeks. During the eight-week Summer Learning Program, we partnered with 15 community organizations including; the Hiawatha, Lewisburg Museum, the Little League Museum, Lycoming County Audubon Society, The Potting Bench, River Valley Transit Authority, Taber Museum, Tiadaghton Forest Department, Trout Pond Park, and Wildwood Cemetery.

In 2024, Rader coordinated five Lycoming County Library System shared events, which included participating in Remake Learning, LCLS Outreach mini touch-a-trucks, the Summer Learning County Performer, a Skating Party, and a Family Nature Adventure at Rider Park.

Community Relations Development

In 2024, Dana Brigandi and the Development Department continued a monthly Mission Moments email to active donors; this regular communication was well-received and will continue into 2025. The Development Department held a number of successful fundraisers in 2024. The annual Raise the Region fundraiser garnered more than \$11,000 for the library. The 2024 Author Spotlight returned to a sit-down dinner format and was a success, featuring a virtual visit with fiction author Kristin Harmel. A donor appreciation event was held at DiSalvo's and resulted in renewed donor engagement; this event will again take place in 2025. The most exciting and impactful gift in 2024 came from a donor who provided the funding for five parking spots for four years. Another donor is funding an additional five annually so the library will have ten free parking spots for patrons in 2025.

Brigandi gave a one-hour presentation about public library fundraising during the Pennsylvania Library Association (PaLA) annual conference. Brigandi also participated in the PA Forward Steering Committee's meeting at the PaLA office that resulted in a \$250 donation by PaLA to the library. Brigandi also attended a Grants Seminar hosted by Sen. Gene Yaw at Lycoming College, and she and Caringi had a follow up meeting at Yaw's office with Joe Marsicano, the PA Senate Funding and Resource Manager to learn about additional grant opportunities. Brigandi also secured grant funding for the first bilingual Book Walk in Lycoming County through the First Community Foundation Partnership of Pennsylvania that will be installed in Spring 2025 in Young's Woods Park.

Marketing

Brigandi and Emma Klopp created the annual video, which can be viewed at <https://jvbrown.edu/annual-reports/> and <https://youtu.be/6zDKWV1smM0>. The library again partnered with the Williamsport Crosscutters to support the Summer Learning

Program. The library sponsored the bottom of the Williamsport Business Association rack card for September to promote Library Card Sign Up Month. Brigandi also began submitting a quarterly update report to the City, South Williamsport and Loyalsock Township. In late 2024, Klopp began the process of enhancing the content for the library's social media accounts to increase engagement and reach.

Graphic Artist Jamie Mahoney custom-designed merchandise for in-house sales and completed more than 330 "jobs" – an increase from 2023.

Public Relations

Brigandi and Resh participated in several community events to celebrate the late Williamsport artist Frances Tipton Hunter, which culminated in a historical marker dedication in June at Way's Garden and Hunter being honored with a Distinguished Alumni Achievement Award by Williamsport Area School District in September. Brigandi and Resh also attended two legislative breakfasts hosted by the Williamsport/Lycoming Chamber of Commerce. Brigandi, Resh and Caringi also attended the Ronald McDonald House "Keys to Comfort" event at the Williamsport Country Club.

Brigandi and Resh also worked with STEP and Lycoming College to partner in the Lycoming County Community Needs Assessment. Several questions about library services were included in the 2024 surveys.

The library again participated in Victorian Christmas, and new this year were Self-Guided Tour brochures created by Mahoney that are available in the kiosks at the four library entrances. Mahoney also participated and graduated from the Leadership Lycoming program. She assisted the Facilities Staff in the recreation of the faux marbling facade originally created by Marguerite Bierman in the 4th Street foyer entrance. This resulted in significant cost-savings to the library.

Brigandi updated the library's profile on Candid to earn Platinum Transparency Status, the highest honor by the organization. Brigandi was a panelist at the Central PA Charitable Gift Council program at Lycoming College, and was elected as Vice President of the Northcentral PA Estate Planners Council. She also provided a tour to a Lycoming College Events Management class. The Library was featured as a Leadership Lycoming tour stop during the November 14 program day, with tours hosted by Degeratu and Caringi.

Outreach Services

We began the process of transitioning oversight of county-wide outreach services to the Lycoming County Library System in compliance with state standards for library service.

Collections & Technical Services

Wendy Durant implemented new notification and tracking procedures for member libraries' cataloging requests. She has acquired, cataloged, and processed types of materials that are new to the Library's collection: tarot cards, Wonderbooks, and video games. Interlibrary Loan (ILL) service was briefly paused in the summer and resumed the last week of August. Jen Heimbach refined the process of transferring materials from the

collection to the Technical Services Department. She has also designed and implemented new, sturdier ILL book straps.

Patti Eichensehr reclassified and reshelfed materials in several of the juvenile collections including board books, graphic novels, and EZ readers. EZ reader hardbacks are now shelved by series rather than author for better patron access. Printed spine labels were affixed to materials in the Storymobile collection replacing handwritten labels.

Marci Hubler expanded the graphic fiction collection and evaluated the travel guide collection. She has worked with book vendors to streamline processes such as invoicing and collection development.

Technology

Doug Harkness moved the majority of Lycoming County Library System member libraries from the jvbrown.edu email server to their own domains. A new web filter for member libraries was installed to ensure CIPA compliance and provides better control over blocking inappropriate materials.

A new phone system was installed in the Library. This system added new features with better reliability and support to ensure less chance of failure.

All the patron card catalog kiosks in the library were updated and four iPad kiosks at entrances were added for better patron access to library wayfinding as well as finding materials.



Closure Dates 2025

Full Closure

January 1 - New Year's Day
February 5 - Frontline Online Conference (Continuing Education)
February 17 - Presidents' Day
May 26 - Memorial Day
June 19 - Juneteenth
July 4 - Independence Day
September 1 - Labor Day
October 13 - Indigenous Peoples' Day
November 4 – Election Day
November 27 - Thanksgiving Day
November 28 - Friday after Thanksgiving
December 24 - Christmas Eve
December 25 - Christmas Day

Early Closure – 3pm

January 22 – Staff Appreciation
April 23 – Quarterly Staff Meeting
July 23 – Quarterly Staff Meeting
August 12 - Grand Slam Parade
August 22 - Williamsport Welcomes the World
October 29 – Quarterly Staff Meeting
November 26 - Day before Thanksgiving
December 23 - Day before Christmas Eve
December 31 - New Year's Eve



LONG RANGE PLAN 2024-2029

Goals with Measurable Action Steps	Deadline	Responsible Parties	
			PROGRESS
Create a symbiotic relationship with the County Commissioners, City of Williamsport, Loyalsock Township, and South Williamsport Borough	Ongoing	CEO, CFO, and Development	<p>CEO, CFO & Assistant Director are attending commissioner meetings. Attended Lycoming County Commissioners open house on 7/11/24 with CEO & Asst. Director & CFO.</p> <p>Quarterly updates sent by DD to city, LT and SW</p> <p>Invitation to present at Wilpo Council mtg TBD</p>
Continue to share the Library Story and the stories of our patrons/users to generate engagement and support	Ongoing	CEO, Development Director	DD developing list of patron stories for upcoming Shades issues and annual appeal
Identify Community Partnerships and create a Memorandum of Understanding with each organization. Expanding on existing partners	Ongoing	Programming Department and Development Director	<p>PD developing list of 2024's partners thus far</p> <p>DD introduced CEO to various community leaders and partners</p>
StackMap Integration schedule to increase efficacy	Ongoing	Technical Services Director	Explore module added to all OPAC machines at JVB. How-to guide set to be finished by spring 2025.

			StackMap kiosks installed at all four entrances
2024			PROGRESS
Review and edit as necessary the Library bylaws	2024	JVB Board, CEO	Committee Needed
Create a policy review schedule	2024	CEO	Spreadsheet is finished; yearly review will begin during board meetings in January 2025
Create a vehicle replacement schedule	2024	CEO, CFO, HR, Technical Services Director	Storymobile will need to be replaced in 2026. Transit, Books Bus and Bookmobile will need to be replaced in 2033. All vehicles on a 10 year rotation.
Update and standardize public service procedures and operations across service points	2024	CEO, Assistant Director, Technical Services Director, Public Service staff	<p>Public Service Operations and Procedures Manual was rolled out to all Library staff and continues to be updated by AD and PSC. Procedures are clarified and adjusted on an as-needed basis.</p> <p>Weekly communications from AD and DD to all staff highlight changes and reminders.</p> <p>AD and PSC address individual patron issues with service on a one-to-one basis.</p> <p>TSD making changes to Polaris as this moves forward.</p>

Develop and implement a Local History Materials Plan	2024	CEO, Assistant Director	<p>Four primary partner institutions have confirmed that they will accept LHG materials from JVB. One partner institution is undergoing a leadership transition and will be approached in Spring 2025.</p> <p>AD continually communicates with partner institutions as lists of prospective donations are reviewed and compared against their records.</p> <p>Two partners - WAHS and the Lycoming County Law Library - are prepared to accept donations as soon as they are ready for transfer.</p> <p>This project will extend into 2025 because of JVB staff capacity and the needs of two partners that are accepting the largest volume of material (LCHS/Taber and LCGS).</p>
Create a vision for a comprehensive outreach experience	2024	CEO, CFO, Technical Services Director, Outreach Services Manager	Ongoing - Supervision of this project shifted to AD.
Rent parking spaces for patrons using donor or grant support	2024	CEO, CFO, Development Director	11/7/24-DD secured funds from a donor for 5 spots for 4 years. CFO got approval from WPA

			board for a discount for the 5 spots for 4 years. Spots are paid for and signs are up for patron parking.
Complete a space assessment and relocate collections and services as needed	2024-2025	JVB Board, CEO, Administrative Team	Continue following plan from Facilities committee from February 2024
Create a fleet vehicles schedule for oil changes, inspections, etc., with the least patron impact	2024	COO, HR, Outreach staff, Technical Services Director	All vehicles are scheduled for maintenance and repairs around outreach schedules so they do not impact patrons.
Resource spotlight - Promote the use of research tools with in-house marketing materials	2024	Assistant Director, Technical Services Director, Development Director	DD continues to include resources in monthly e-newsletter, press releases as needed, and on social media AD- no updates 11.2024 TSD- no updates
Implement a new Borrowing Policy	2024	Assistant Director, Technical Services Director	Borrowing Policy went into effect in January 2024. Public Service Team met in January 2024 to identify procedural gaps and opportunities following implementation of new policy. Between January-May 2024, AD and PSC adjusted Operations and procedures to support the new policy.

			<p>TSD continues to update Polaris procedures to meet the AD/PSC vision.</p> <p>AD- no additional updates 11.2024</p>
<p>Collection management schedule Complete an evaluation of all collections, including outreach vehicles and LINK locations.</p>	2024	Assistant Director, Technical Services Director, Outreach Manager	<p>In June-July 2024, Outreach staff, AD, and CEO are evaluating and weeding Outreach overflow materials.</p> <p>TSD provided a Monthly Weed schedule for Adult materials that can be applied to all outlets.</p> <p>A substantial weed of outreach vehicle collections (including overflow areas) was conducted in July-August 2024. Overflow was consolidated and rehomed in the Outreach Office.</p> <p>Public Service staff began two substantial collections projects in October 2024 on the adult backlist fiction collection; one project focuses on condition of high-circulating items, while the other focuses on low-circulation items.</p>
<p>Complete and update the technology census for Library-owned/monitored equipment.</p>	2024	Technical Services Director, IT Staff	IT Staff- Project underway

Create technology service agreements with our system and district members about expectations and limitations.	2024	Technical Services Director, IT Staff	TSD-Expectations and limitations sheets completed and shared. Service agreements no progress.
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	Improving operational effectiveness ongoing. Seasonal evaluation of programs/events. Revising programming surveys to receive better feedback of community needs. 95% of programs are being planned 3 months in advance.
2025			PROGRESS
Create a 10-year financial plan for the Library	2025	CEO, CFO	
10-year Library facility improvement schedule	2025	CEO, CFO, Facilities Manager	
Develop new customer service training/orientation for all public-facing staff	2025	CEO, Assistant Director, Public Service staff	AD and PSC reimagined Public Service training schedule was created in April 2024 and has been used to train three (3) new staff in public service functions. PSC is creating a streamlined training protocol for staff in other departments with regularly-scheduled desk hours.

Complete and implement policy, procedures, and best practices for Outreach with standardized service expectations	2025	CEO, CFO, Technical Services Director, Outreach Services Manager	TSD provided the documents started in May 2024.
Increase membership within the 1907 Society and Carile Brown Planned Giving Societies	2025	CEO, CFO, Development Director	DD continues to work with donors and highlight August as National Make-A-Will Month. 17 Planned Giving donors indicated as of the end of 2022; 19 as of July 2024.
Create broad community awareness and advocacy pieces to promote library services	2025	CEO, Development Director	CEO and DD created printed impact report and continue to highlight monthly statistics to the community DD includes monthly marketing stats sheet in the Monthly Mission Moments email to donors
Revamp existing social media and external marketing plans to be more strategic	2025	CEO, Assistant Director, Development Director	DD streamlined social accounts to just 4 (FB, IG, YT, LI) and continues to monitor monthly analytics for strategic impact Nov. 2024 - DD's assistant created a social media plan for consideration by CEO and CFO AD- no updates 11.2024
Increase the number of monthly givers (Library Champion program) by 10%	2025	Development Director	No change: 21 Library Champions as of Dec.

			31, 2023; 21 as of November 2024. DD planning a monthly giving push email and social campaign in early 2025
Enhancing our Summer Learning Program (SLP) Coordinate with LCLS Directors for more cohesive/collaborative experiences between all libraries	2025	Programming Director	2024: SLP Kickoff participation increased and eight weeks filled with programs. LCLS had 5 shared events. PD provided a survey for LCLS Directors regarding 2024 shared events. With feedback, we shared 2025 ideas at the September 24 meeting. System Administrator will be sharing finalized 2025 events at November LCLS meeting.
2026			PROGRESS
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	No update. Could pursue this via Lycoming College Work Study program in Spring 2025 if a student is paired with JVB.
Host additional fundraising events	2026	Development, CEO, CFO, and JVB Board	Planning Spring 2025 Friendraiser "Sips and Stories Family Fund Day" and Tria Pria Tea Party fundraiser; possible Summer 2025 Boots, Brews & BBQ event, and

			Fall 2025 Author Gala event
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	TSD has updated and streamlined some links for statistics, etc. Nov. 2024 - DD is working on creating shared folder links for reprinting marketing materials here. This project is ongoing.
Identify mutually beneficial partnership opportunities for organizations and businesses and expand current partnerships	2026	Development Director, Outreach, and Programming	DD introduced CEO to several community leaders to strengthen existing partnerships PD- Huge increase in partnerships for 2024- more to come.
2027			PROGRESS
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	PD-no update as of now. TSD-no updates. AD-no updates 11.2024
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	TSD- Outreach vehicles are now visiting LINK locations. Pine Creek staff member resigned, no solid plan to reopen that LINK location.
Continue to monitor and evaluate funding sources to meet budget needs	2027	CEO, CFO, Development Director, and JVB Board	CEO, CFO and DD examining library needs to research potential funding sources such as state and federal grants,

			donors and corporate sponsors; DD attended legislative grant workshops
Update, improve and revisit all interior and exterior building signage	2027	CEO, Development Director, and Facilities Manager	DD has removed a lot of visual clutter from existing banners and signs; new 4th Street electronic sign installed Nov. 2024 - no update on Welch Wing signage changes
Review all positions and their role in the Library's Mission	2027-2029	CEO, CFO	
2028			PROGRESS
Conduct a Community Needs Survey	2028	CEO, Development Director, Community Partners	CEO and DD worked with STEP for 2024 CNS support and promotion
Increase circulation of materials by 10% from 2022 levels	2028	CEO, Assistant Director, Technical Services Director, Development Director	No update on strategy to increase this metric.
Investigate a fundraising apparel/Library branded merchandise store	2028	CEO, CFO, Assistant Director, Development Director	CEO and DD have ordered items for a trial 2024 merchandise sale with multiple items; sold out of Orange the Lions, library notepads, most of umbrellas and half of candles Nov. 2024 - CFO and DD met with Keystone Adv. to explore potential online store

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	No update
Call Number Clean-up project for ease of patron use	2028	Technical Services Director and staff	Fiction collection at JVB complete. YS EZ Readers and BR readers almost complete, stragglers being handled as they are checked-in. Adult Graphic Novels and Board games on track to be complete by August 2024.
2029			PROGRESS
Create new funding streams	2029	CEO, CFO, Development Director	DD continues to explore additional grant opportunities and new corporate sponsorships; attending legislative grant events as they arise
Continue to provide a welcoming and safe space. Providing diverse, inclusive programming for all ages	2029	Programming Staff	2024's SLP offsite events (Pool Party, YMCA, CTL, Hiawatha) is the start of providing a wider range of programming to the community.
Redesign the Library's website	2029	Technical Services Director, IT staff, Outside vendors as needed	TSD- No progress DD - no update