

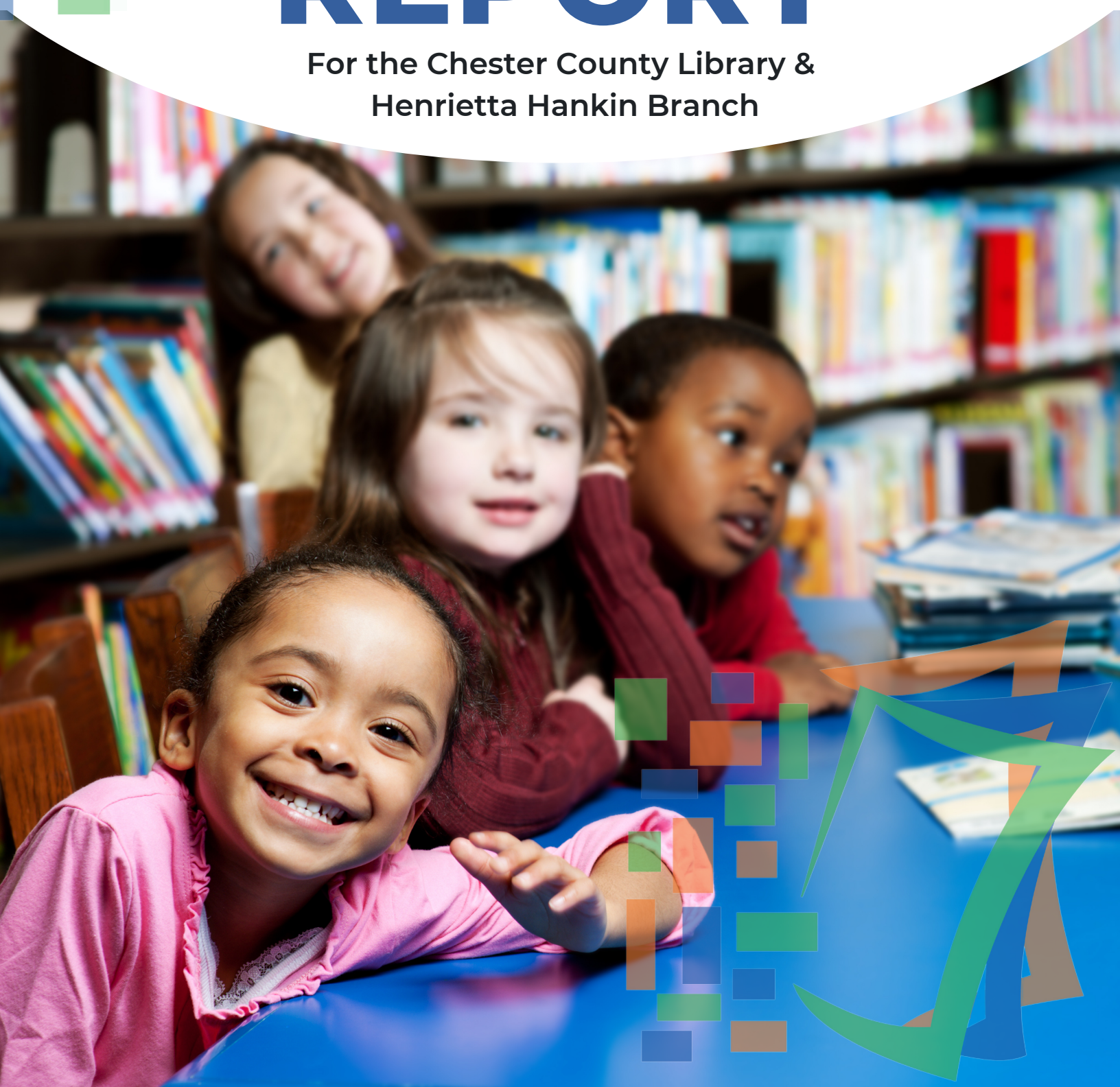


CHESTER COUNTY LIBRARY
& DISTRICT CENTER
AND HENRIETTA HANKIN BRANCH



2021 ANNUAL REPORT

For the Chester County Library &
Henrietta Hankin Branch





“The past few years have brought many challenges but the resiliency and adaptability of libraries has been inspiring. I am eager to work with the amazing staff, Board, and community as we embrace the opportunities of the present and grow the library into the future.”



A MESSAGE FROM THE DIRECTOR

Dear Library Community,

2021 was another challenging year calling upon the Chester County Library to be agile, innovative, and most importantly responsive to the needs of the community. It was a year of change as we said goodbye and best wishes to Director Marguerite Dube on her well-deserved retirement. Thanks to the groundwork laid by Marguerite, the resilient and creative staff worked hard to ensure that the excellent and vital services the community relies on continued on without a glitch.

We adjusted and expanded services as we continued to work our way through the changing landscape brought on by the pandemic. In March, we began welcoming the public back into the building to work, study, use computers, and WiFi. We also adjusted hours as less people were visiting the library later in the evening and opened for service on Sundays. While many programs remained virtual, in-person programs for adults and teens began to return as well. As excited as people were about returning to the Library, they were exceedingly ecstatic about the removal of rental fees from our DVD and Audiobook collections.

Equity, Diversity and Inclusion (EDI) has been the center of many conversations across the country. As the library strives to be a welcoming place for all members of our community, staff created a new EDI committee to work to cultivate a diverse and inclusive culture within the Chester County Library and Henrietta Hankin Branch. The Library will be joining the Tech Owl CreATe Together Program in 2022 and will begin fielding requests to use the Digital Media Lab and Makerspace tools to create assistive technology devices. The Library receives requests through the program and using tools such as the 3D printer found in our lab, creates devices to be used by people with disabilities.

Planning to create some exciting new spaces in the Library began last year and by the time you're reading this you will be able to enjoy the new seating options, improved display for new materials and small collaborative and individual meeting spaces. These new spaces will make browsing new items more pleasurable and provide plenty of options for using library spaces in new ways.

I'm really excited to join the Library as its new Director at such an exciting time. The past few years have brought many challenges but the resiliency and adaptability of libraries has been inspiring. I am eager to work with the amazing staff, Board, and community as we embrace the opportunities of the present and grow the library into the future.

I look forward to seeing you at the library!

MARY GAZDIK
DIRECTOR



A WORD FROM THE BRANCH MANAGER

To our valued patrons, community members, and stakeholders,

As we continued to navigate COVID-related challenges throughout 2021, you were what kept us going! It's been so wonderful seeing smiling faces returning to the library and hearing your stories of how the library helped you make the best of pandemic times.

We started last year with all programs being held virtually and asking visitors to limit the time they spent browsing. We relaxed restrictions as the year went on, following the guidance issued by the CDC and endorsed by the County Commissioners. As new variants arose and infection levels fluctuated we continued to move toward increasing in-library access and persisted in seeking out and integrating new ways of providing services to the members of our community in an attempt to work within everyone's personal comfort levels. We look forward to continuing this work in the years to come and are excited to see how the library can grow and adapt to meet the needs of the public in these rapidly changing times.

We opened our new Makerspace, sponsored by the Chester County Library Trust, in the fall of 2021 - a place where creators, crafters, and those interested in virtual and/or augmented reality can come and construct, fabricate, and explore on our equipment, including a CNC mill, a Cricut smart cutting machine, a VR/AR kit, and two sewing machines. It's been fascinating to see what our users have made and to learn more

about the creative community that we're a part of. Those interested in a personalized intro to what they can do in the Makerspace can make an appointment at: <https://ccls.libcal.com/appointments/hhms>.

In 2021 we had a wonderful response to our in person, virtual, and hybrid programs for adults, including take and make crafts, gardening workshops, weekly mah jongg and bridge club gatherings, and regular personal finance programs. We're very excited that 2022 has brought a return to in person children's programming as well.

Whether you're looking for your next great book, a place to make new friends and learn new skills, or a program to stretch your child's imagination and build school readiness, we're here for you! We are so happy to see you back in the library.

MEGHAN LYNCH

**HENRIETTA HANKIN LIBRARY
BRANCH MANAGER**

“As we continued to navigate COVID-related challenges throughout 2021, you were what kept us going! It’s been so wonderful seeing smiling faces returning to the library and hearing your stories of how the library helped you make the best of pandemic times.”



2019 - 2023 COUNTY STRATEGIC BUSINESS PLAN: YEAR 3

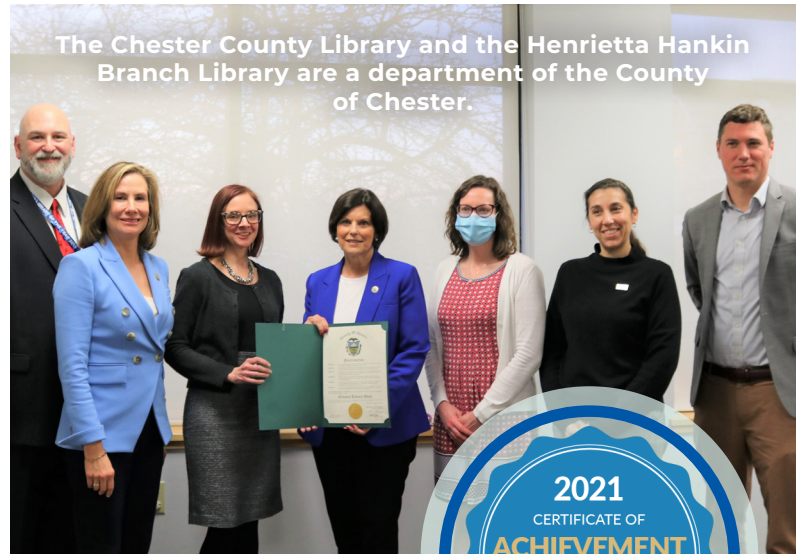
The Commissioners of the County of Chester are committed to supporting their strategic plan, which establishes priorities for the future of Chester County and increases accountability, transparency, and performance in Chester County Government.

Chester County has been recognized for its performance management leadership with the Certificate of Achievement in Performance Management from the International City/County Management Association.

For more information on the Chester County's Strategic Plan, please visit www.chescolibraries.org/about/strategic-business-plan.

2019-2023 County Strategic Business Plan - Year 3

As a department of County government, the Chester County and Henrietta Hankin Branch Libraries set targets based on the commissioners' priorities. The following are some of our accomplishments for 2021:



100%



of business and nonprofit organizations attending Funding Information Network (FIN) programs say the information found by using the FIN will be helpful in attaining grant funding

24%



Increase of customers reached by our social media and electronic marketing presence.

54%



Increase in circulation of downloadable and streaming collections

100%



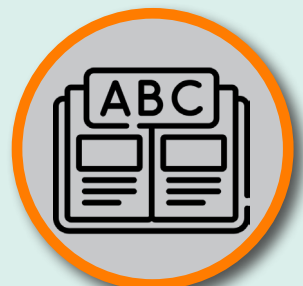
of attendees at business programs say the program and/or using the library's business resources will enable them to better start or develop their businesses

99%



of customers who attend a library program and say they increased their knowledge or learned a new skill

100%



Parents/caregivers of preschoolers say library programs support early learning & school readiness

PA FORWARD® STAR LIBRARIES

In January 2017, the Pennsylvania Library Association's PA Forward® Initiative launched its PA Forward® Star Library Program. The PA Forward® Star Library Program requires libraries to "brand" their programs and communications and to talk with their communities about how libraries across the Commonwealth are moving PA Forward®.

This initiative highlights libraries' role in moving Pennsylvania forward. Libraries are key to powering progress, elevating the quality of life by fueling the types of knowledge essential to its success through five key literacies - Basic Literacy, Information Literacy, Civic & Social Literacy, Health Literacy, and Financial Literacy. The PA Forward® Star Library program awards a bronze, silver, or gold star to a library as it adapts and integrates the initiative's core values.



Henrietta Hankin Branch Library - Bronze Star

This level demonstrates that a library has adopted the core literacy terminology, and it is using that language in its communication plan. The library is making the public aware of its programming and services. The library is taking part in the training and taking advantage of the PA Forward® free resources made available by the Pennsylvania Library Association.



Chester County Library - Gold Star

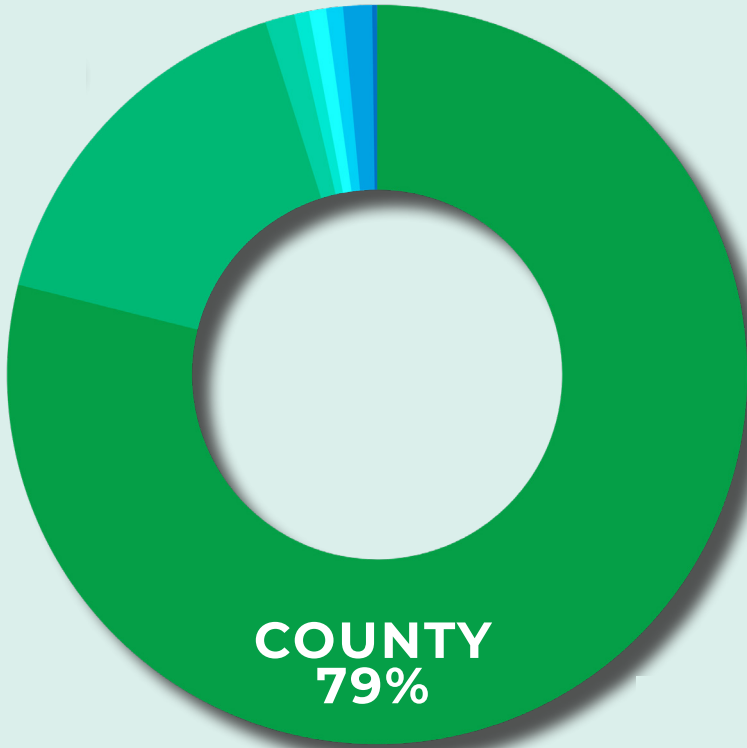
A gold star is awarded once a library has achieved the Bronze Star and Silver Star status in each of the five literacies, and has shown how it has fully integrated the PA Forward® Initiative into its programming curriculum and a commitment to providing the programming fuel to move PA Forward®.

When a library displays their bronze, silver, or gold level star, visitors to that library can be assured that the star has meaning. It means the library has gone through training and developed its programming to further its support of the five essential literacies outlined in the PA Forward® Initiative. It also means that its programming was reviewed and verified by a committee of library peers and that those peers have recognized the quality of its programming by granting the library its star level.

PA Forward® is implemented on the local level. Each library decides what fuel their communities need. The initiative does not mandate any specific programs, collections, or communication methods; it provides support and contacts for the local library to develop partnerships with the subject matter experts available in their community. For more information, including a complete listing of all libraries participating in the program, visit www.pafowardstarlibraries.org.



2021 IN NUMBERS

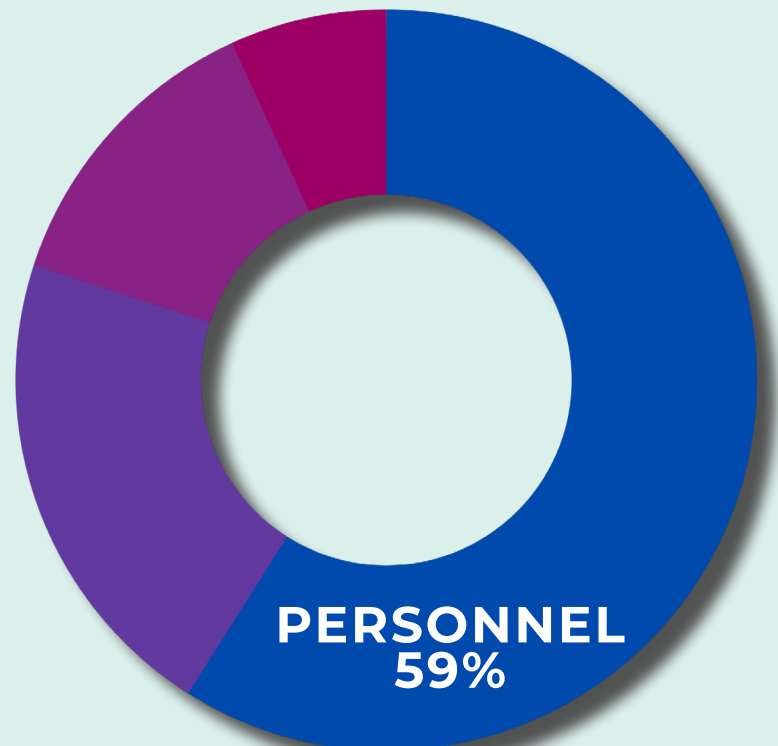


REVENUE \$ 9,046,161

County	78.9%	7,136,153
State Aid	16.2%	1,466,294
Trust	1.3%	116,000
Charges & Fees	0.6%	58,359
Friends	0.7%	67,292
Fines & Overdues	0.7%	66,561
Reserve Funds	1.3%	113,820
Township Appropriations	0.1%	11,750
Miscellaneous	0.1%	9,932

EXPENDITURES \$8,379,118

Personnel	59%	4,941,141
Other Operating	21%	1,763,845
Library Materials	13%	1,102,327
Capital Outlay	7%	571,805



FAST FACTS

PATRON ENGAGEMENT



LIBRARY VISITS
292,322

ATTENDANCE AT
LIBRARY PROGRAMS
17,738

NUMBER OF
PROGRAMS
1,166

HOURS OF PUBLIC
COMPUTER USE
12,918



REFERENCE QUESTIONS
ANSWERED
79,898

REGISTERED
CARDHOLDERS
65,848



COMMUNITY ENGAGEMENT

NUMBER OF
VOLUNTEERS
90



VOLUNTEER HOURS
5,635

eNEWSLETTER
SUBSCRIBERS
17,933



SOCIAL MEDIA
FOLLOWERS
29,702

WEBSITE VISITS
121,014

WIRELESS
SESSIONS
34,632



COLLECTIONS

PHYSICAL ITEMS CIRCULATED
1,118,841

eBOOKS & eAUDIO BOOKS
CIRCULATED
333,348

RETRIEVALS OF ELECTRONIC
INFORMATION
1,390,098

CIRCULATION OF
DIVERSE MATERIALS
171,261

MUSEUM PASSES &
HOTSPOT CIRCULATION
2,396





A WORD ABOUT OUR FRIENDS

The Friends of the Chester County Library and the Friends of the Henrietta Hankin Branch are extraordinarily dedicated groups of volunteers who support the Library's mission to provide quality materials, programs, and services to the citizens of Chester County.

Their commitment and generosity have been invaluable, allowing us to maintain our high level of service, even during budget cutbacks. Their hard work collecting and sorting materials throughout the year culminates in their very successful semi-annual book sales, as well as ongoing lobby and Book Nook sales.



The Friends of Henrietta Hankin Branch Library generously provided funding for the following in 2021:

- Professional development
- Preschool music and movement programs
- Take and Make children's activities
- Mother-Daughter Book Club
- School aged STEM programs
- The Winter Family Read Aloud prizes
- Summer Reading programs and prizes for kids, teens, and adults
- General adult programming
- Adult craft programs
- A subscription to Cricut Access for the Makerspace
- Book supports
- Fish tank maintenance
- New desk chairs for the Youth Services department
- AV hardware that allow us to improve hybrid program presentations



In 2021 the Friends of Chester County Library continued to provide funds for:

- Library staff to attend professional conferences
- Adult programming
- Aquarium maintenance
- An update to the Business Plans handbook series via a subscription to the Gale Virtual Reference Library to include the most current 14 volumes
- A daytime and evening facilitator for the English Conversation Group which meets twice per month to help participants practice their English in a fun, relaxed atmosphere
- The purchase of digital and print subscriptions to News for You, an online and print publication that features easy-to-read news stories that help readers learn how to read, write, and understand the English language

RAISING VOLUNTEERISM TO A WHOLE NEW LEVEL

We spend a lot of time singing the praises of our top-notch volunteer community. They are 104 strong today and we are expecting the number to rise to at least 135 with the return of the Summer Teen Program and with the beginning of new recruit placement since the pandemic hiatus.

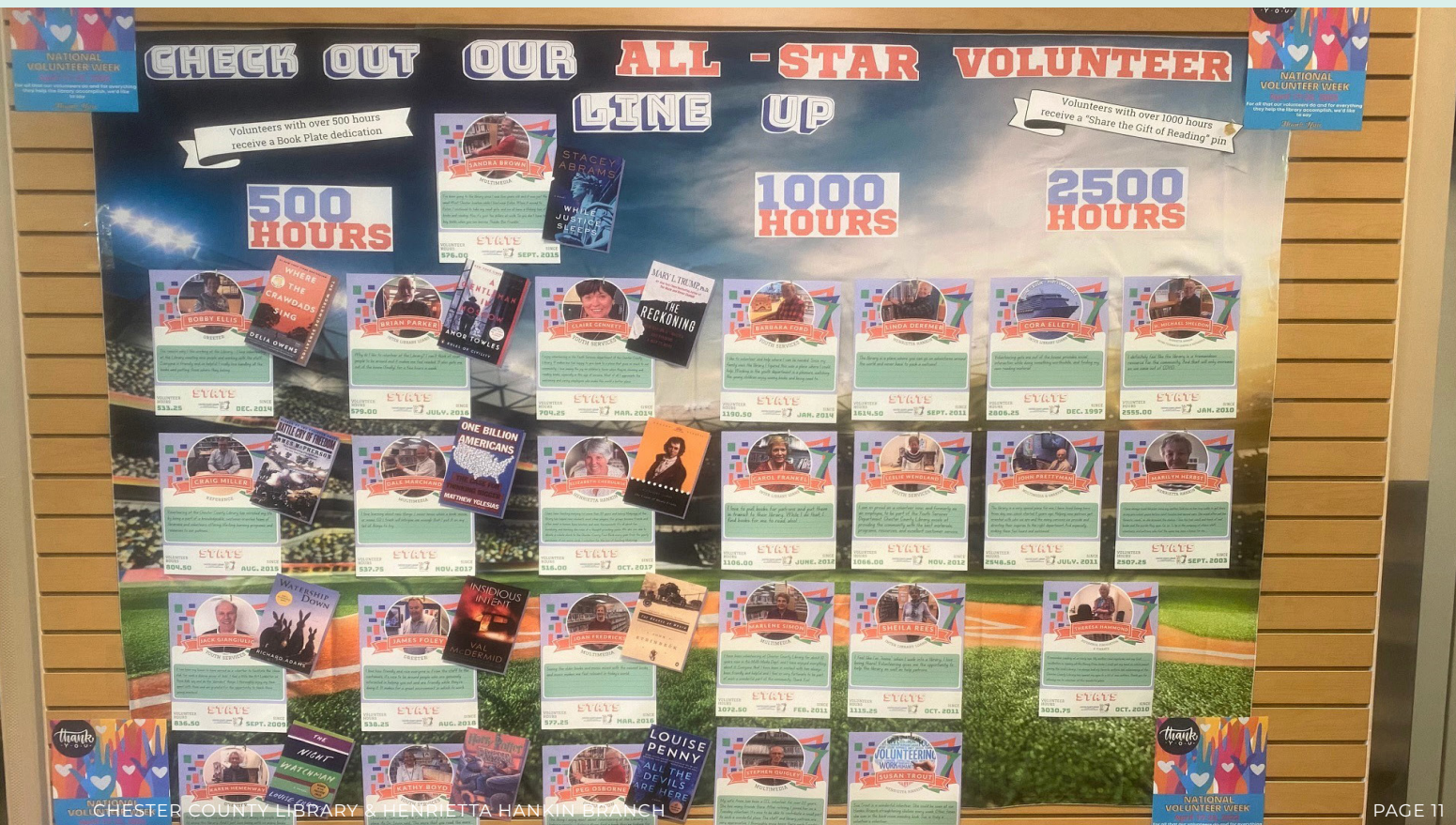
Volunteers serve our immediate community in the Chester County Library and in the Henrietta Hankin Branch Library. We have the all-important shelvees, tutors, virtual and in-person program presenters, and helpers in Interlibrary Loan department who pull the hundreds of reserved materials that are placed by customers on a daily basis.

Volunteers present seminars on Genealogy, Know Your Library, basic computer classes and fun things like Geocaching and using a Drone. You can hear information on *Alternatives to Cable TV* every other month and sign up to see if solar energy heating is right for you. It seems that there is no end to their talent and giving nature. In a normal year, volunteers serve more than 18,000 hours.

In 2021, volunteers returned slowly and were still able to serve around 6000 hours. The Annual Report is an opportunity to shine a light on volunteers who could not be honored during the pandemic and work slowdown.

There were 26 dedicated volunteers received library awards for service accumulated since the start of their library volunteer "careers." They continually do more than their share to contribute to the success of the libraries. Five volunteers received a brass plaque on the wall of the library for having served 2,500 hours; eight received 1,000 hours recognition, and 13 were honored for having served 500 hours by the end of 2021.

We benefit tremendously from each volunteer who dedicates him/herself to helping us on a regular basis. It's so fitting to recognize and thank them for their dedication that is above and beyond. We are grateful and appreciative of all of our volunteers. They help us make the Chester County Library and its Henrietta Hankin Branch the state-of-the-art facilities that draw community members community members from all walks of life. Thank you volunteers!



CHESTER COUNTY LIBRARY TRUST FUNDS ONGOING INITIATIVES

The Chester County Library Trust, a 501(c)(3) organization, was established to aid, assist and promote the development of the Chester County Library (CCL), its Henrietta Hankin Branch and the services CCL provides as the District Center Library. The Chester County Library Trust helps bridge the ever-widening gap between traditional funding sources and community needs.

The goal of the Trust is to develop the financial resources needed to build collections, expand Library services, and make capital improvements in the building and equipment. The Trust serves as a long-term endowment for the Library's future and supports projects that the Library could not otherwise afford through its operating budget.

Some examples of Trust- funded projects include:

Museum Passes - The Chester County Library's Museum Pass Program offers free admission to 23 cultural institutions in the SEPA region including museums, gardens, and a zoo. This program has helped thousands of Chester County residents visit cultural institutions at no cost. In 2021 (January through August), the program has saved residents a total of \$78,000 in admission expenses. The passes support the library's goal of encouraging lifelong learning efforts through the program's hands-on experience of visiting a cultural institution.

StoryWalk® made possible with support of The Pearl Foundation - Located in Exton Park, the StoryWalk® is installed along a ½ mile paved walkway surrounding two playgrounds and a picnic area. The project consists of 20 reading stations, each featuring a page in a children's storybook, which promote health and literacy in young children by encouraging exercise and reading. The StoryWalk® is updated three times a year.

Adult Programs - The library offers a multitude of free programs for adults, ranging from history to botany; Microsoft Office training, yoga, and so much more.

MakerSpace at Henrietta Hankin Branch -

A Makerspace is a place in which people with interests in computing or technology can gather to work on projects while sharing ideas, equipment, and knowledge.

Our new Makerspace allows patrons to use digital media and tools to inspire creativity to learn, collaborate, and explore the world around them. Newly installed equipment such as a Cricut maker, Nomad CNC Mill, spiral coil and binding machine, and sewing machine allow users to bring their imaginations to life—children create their own books, entrepreneurs create prototypes to pitch at meetings, and crafters access high machinery tech.

Virtual Reality Equipment - Both CCL's Jacob's Technology Center and Henrietta Hankin Branch offer equipment for patrons to explore the world of virtual reality, for entertainment and education. Users can play games and experience virtual learning, such as completely building and dismantling a car engine from scratch, in full 3 dimensions.

eMaterials - Downloadable books, magazines and audio books continue to be the fastest-growing segment in library materials. Funding from the Trust ensures that the library's collection is continually updated, keeping up with the demands of our patrons.

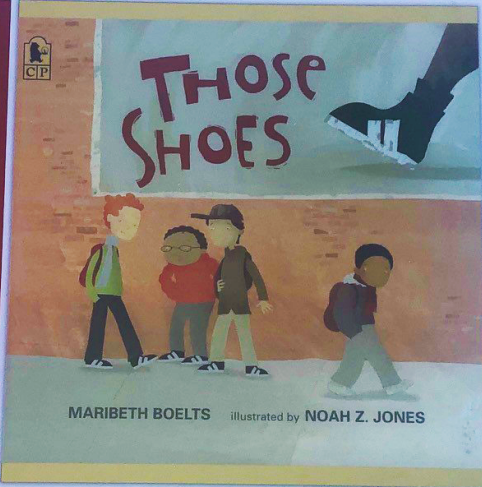
Program equipment - The Trust purchases program equipment such as cooking demonstration tables and STEM science kits in support of adult and children's programs helped increase new program offerings.

Library Materials - The Trust supplements special collections, such as Large Type, Foreign Language, and Adult Outreach materials, which allow us to transport library materials to blind and visually impaired patrons, and to patrons with no means of transportation.

Welcome to **StoryWalk®**: your journey begins here...

Our StoryWalk® promotes health and literacy to children, both of which are essential for a child's development.

Take a Stroll Around the Park to See What Awaits!




Those Shoes
MARIBETH BOELTS illustrated by NOAH Z. JONES

This StoryWalk® is Sponsored by:

CHESTER COUNTY LIBRARY TRUST
Read • Connect • Discover
Made possible with the support of The Pearl Foundation

CHESTER COUNTY LIBRARY
A DISTRICT CENTER AND HENRIETTA HANKIN BRANCH
Read • Connect • Discover



Chester County Commissioners
Marian Moskowitz
Josh Maxwell
Michelle Kichline



1. Tighten...
2. Keep safety glasses on while the drill is running.
3. Use the shop vac to clean out the mill when finished.
4. Only use materials rated for the drill.

Works with premade SVG or DXF files, or create your own with Carbide Create

Check out the official Carbide 3D channel for tips and ideas



CHESTER COUNTY LIBRARY TRUST
Read • Connect • Discover



PATRON TESTIMONIALS

Staff is ALWAYS helpful and pleasant, eager to assist or offer a suggestion. The continual evolution of the CCLS is not only an excellent resource for residents but a display of our county's regard for its citizens.

I don't know what I would do without the library - I check out such a wide range of materials that expand my world and help me to grow and keep learning in so many ways. Almost every time I come across a book title that I'm interested in, the library already owns it or can borrow it for me. Love the access to magazines, paper, and Flipster, as well as the Philadelphia Inquirer online. THANK YOU!!!

I've accessed in person and virtual programs and found them really educational and helpful. I love that I can use these resources across the entire system. They are very helpful, especially the tech help regarding my phone just last month. Thanks!

The Library has been wonderful for our entire family! The book sales, story times for our grandchildren, the craft show at the Exton location and the DIY craft activity complete with supplies have been great! The library has any movie or book on order. Just the best!

Yes, CCLS in Exton became a second home for me when on medical leave from work for many months. I found peace and quiet and was able to enjoy & appreciate what the library system in PA does for the commonwealth's citizens.

The library provides a safe, quality environment for my adult son to visit. There aren't many activities of good quality for special needs people, but your library and the staff there have ALWAYS been open and kind and understanding. I am extremely grateful for the library as I'm sure many other parents are also.

Staff are exceptional! friendly, down-to-earth helpful, and also efficient. I don't know how they do it but they are a pleasure to interact with. The Reference staff is incredible too - they never fail to ask if they can help. I've seen them handle all kinds of patrons and situations and was so impressed with their skills and discretion. I also really appreciate the staff suggestion notes in the DVD section and love that the fees for movies have been removed. The awesome interlibrary loan response is such a great gift.

The library has been a lifeline to our family. We LOVED getting the book bundles during the pandemic. We love the STEAM programs as well as the story time programs. My children cannot wait to show the librarians their creations. The music classes are fantastic. The Hankin Library holds a very special place in our hearts.

I have been using the Chester County Library for over thirty years. The Chester County Library has meant everything to my family for the wonderful resources that we have used for all these years. We have had so much joy from reading books, listening to CDs, and enjoying the magazines' reference materials - the list goes on. My granddaughter who is now 27, got her first library card when she was a toddler. She went to all the reading groups and summer activities her entire life. Her love of reading and enjoyment from this library has made her a fantastic writer which she has turned into a prosperous career. The library has truly enriched our lives.

HOLIDAY CRAFT SHOW RETURNED IN 2021

After a one-year pandemic hiatus, Chester County Library hosted its 10th annual Craft Show on Saturday, December 11th, 2021.

More than 25 vendors set up their wares throughout the library to display and sell their crafts just in time for the holidays and over 600 visitors enjoyed the first in-person event at the library since COVID-19. Crafters included makers of personalized ornaments, jewelry, pottery, woodworking, knit and fabric crafts, bath, and body products, home décor to baked goods, and more, and patrons had a wide selection of crafts to choose from!

The Craft Show is always free to attend and a wonderful opportunity to support local artisans. We were very grateful to be able to offer this successful event at the end of 2021 and are already looking forward to this event in December of 2022.



A MAKERSPACE FOR HENRIETTA HANKIN BRANCH

Attention all those with the itch to create! The Henrietta Hankin Branch Library opened a brand new Makerspace!

What is a makerspace, you may ask? A relatively novel and evolving concept, according to Merriam-Webster, makerspace is defined as “a communal public workshop in which makers can work on small personal projects.”

The tools available in our Maker Space are complementary to the ones available in the Chester County Library's Digital Media Lab, but don't replicate them. Our new Makerspace houses the following:

- a book binding machine,
- a CNC Mill printing machine
- a Cricut digital cutting machine
- a Sewing machine & Serger
- and a Virtual Reality game and learning center

Staff and volunteers are on hand to meet with patrons to get them started. They can reserve machines or make appointments for a tutorial.



ADULT LITERACY PARTNERSHIP

The Chester County Opportunities Industrialization Center (CC-OIC) partners with the Chester County Library, Exton Branch to provide FREE one-on-one tutoring for adult learners (18+) who would like help with:

- Reading, writing & spelling
- English as a Second Language (ESL)
- High School Equivalency/GED, TEAS, etc.

The Library supports adult literacy through its Adult Graded Reading collection, and by providing office space, computers, supplies and other amenities for the Program Coordinator of the Adult Tutoring Program. CC-OIC will have a new home on the first floor in the Reference Department in 2022.

Chester County Commissioners
Marian Moskowitz
Josh Maxwell
Michelle Kichline



CHESTER COUNTY LIBRARY & HENRIETTA HANKIN BRANCH

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Meghan Lynch, Branch Manager
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CHESTER COUNTY LIBRARY
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