2018

1,592,416
items checked out

583,655
library visits

57,312
program attendance
Dear Valued Customers,

A Message from our Director

The mission of the Chester County Library is to provide informational, educational, and cultural services to the residents of Chester County so that they may be lifelong learners. But what is “lifelong learning?” According to Wikipedia, lifelong learning is the “ongoing, voluntary, and self-motivated” pursuit of knowledge for either personal or professional reasons. In order to fully achieve our mission, we have to see beyond the walls of the library to find out what is important to the community in their lifelong learning journey.

In our last annual report, I mentioned that the Chester County Library had been selected to participate in the Office of Commonwealth Libraries’ Turning Outward Initiative sponsored by the Harwood Institute. Since the program began, we have held several conversations with members of the business and nonprofit communities, local residents, library patrons, parents from children’s programs, teen volunteers, and ESL tutors and students. Through these conversations, we are beginning to understand our communities—their aspirations and what matters to people. Our goal as public innovators is to help create positive change in the community by making intentional choices about the resources and services we provide to our patrons.

During one conversation with local residents, we found that safety was a real concern. With that in mind, we connected them with local law enforcement for a “Coffee with a Cop” informal question and answer session. As a result of this gathering, the residents felt heard, their fears were dispelled, and they gained trust in the local police.

An important, underlying theme that came across during our conversations was the need for better coordination and collaboration among service providers and improved communications with the individuals who need their services. To help facilitate this need, we recently held a “speed-dating for nonprofits” session, bringing together nearly forty nonprofit organizations to connect with each other in very short exchanges. Many of the organizations found common ground, finding opportunities to partner with each other to improve services.

We are proud of the progress we have made in our community engagement efforts. As we continue to move through this process, we will evaluate our services and resources by asking ourselves if we are truly meeting the needs of our community and “turning outward.”

On the following pages of this report, you will see many more examples of how the library is meeting the needs of our community. We are grateful to our County Commissioners, Michelle Kichline, Kathi Cozzone, and Terence Farrell, for their unwavering support of libraries and for recognizing that the Chester County Library is one of the gems of our community. We also thank the Chester County Library Trust and our Friends groups who help us provide the resources and services that would not be affordable with public funding alone.
Thank you for taking the time to look over our annual report. The Henrietta Hankin Branch is a beautiful library in West Vincent Township that has been continuously evolving to meet the needs of our community for over 15 years. In addition to our robust collection of fiction and nonfiction books, eBooks, eAudiobooks, CDs, and DVDs for all ages, we also pride ourselves on the breadth of our programming.

We’re pleased to have started a Next Chapter Book Club this year. This is a program for adults and adolescents (16+) with emotional and/or developmental differences in which they share reading and social time. We offer a variety of book clubs for adults and children, programs for nursing mothers, and preschool story times to support new parents and early literacy, STEAM programs for school-aged children, and our Annual Teen Film Festival to spark creativity and wonder in kids and young adults, as well as social gatherings, health literacy programs, and Medicare information sessions to meet the needs of our adult patrons. We truly have something for everyone across all ages and stages of life.

Our librarians and library staff members work hard to select books and materials to suit a wide range of interests and to plan programs to meet the informational needs and recreational interests of our community. If you ever have a suggestion for a book you think we should purchase or a program that you’d like to attend, please let us know! We’re always open to new ideas.

In addition to using our meeting spaces to provide programming to the public, our library is happy to be able to make our meeting rooms available for rental for a small fee. Scout troops, home owners associations, students, job seekers, small business owners, nonprofit organizations, and entrepreneurs are just a few of the groups that make use of our meeting spaces. We have five different spaces available, all with WiFi access, to meet the needs of a variety of individuals and organizations.

Shortly after the end of 2018, Branch Manager Beverly Lawler retired. Beverly had been with the Chester County Library for 12 years and had helped guide the Henrietta Hankin Branch very adeptly for the last four years. We wish her a fun, relaxing retirement! In her final contribution to the annual report, she notes, “My time working at the library has been very fulfilling. I was learning many things myself and helping others find the information and inspiration that they needed.”

I started as the new Branch Manager at the end of April 2019 and have found the staff, volunteers, and patrons to be very welcoming. Learning is my passion, and this move is a wonderful opportunity to take on new challenges and learn many new things while working with a great group of people. I look forward to helping the library to continue to adapt to the changing needs of our patrons and hope to find ways to provide some unexpected (and useful!) programs and services along the way.

Please stop in and say hello! Our staff is always happy to provide a book recommendation, assist in finding a resource for research, or help you discover some inspiration for your next project or adventure. I look forward to seeing you at the library.

Meghan Lynch, Branch Manager
Henrietta Hankin Branch Library
## 2018 In Numbers

### REVENUE

<table>
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<tr>
<th>Source</th>
<th>Revenue</th>
<th>%</th>
<th>Amount</th>
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<tbody>
<tr>
<td>County</td>
<td>7,074,740</td>
<td>89.4%</td>
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<tr>
<td>State Aid</td>
<td>387,792</td>
<td>4.9%</td>
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</tr>
<tr>
<td>Charges &amp; Fees</td>
<td>167,826</td>
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<tr>
<td>Fines and Overdues</td>
<td>137,034</td>
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<tr>
<td>Friends</td>
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<tr>
<td>Trust</td>
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<tr>
<td>Township Appropriations</td>
<td>14,500</td>
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<tr>
<td>Donations</td>
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</tr>
<tr>
<td>Miscellaneous</td>
<td>797</td>
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### EXPENSES

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<thead>
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<td>Personnel</td>
<td>4,919,041</td>
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<tr>
<td>Operating</td>
<td>1,374,809</td>
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<tr>
<td>Library Materials</td>
<td>1,019,521</td>
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<tr>
<td>Capital Outlay</td>
<td>815,402</td>
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</table>

**Total Expenses**: 8,128,773

**Total Revenue**: 7,917,751
Collections, Patron & Community Engagement

BY THE NUMBERS

2018

583,655 VISITORS TO THE LIBRARY

65,066 ACTIVE CARDHOLDERS

1,592,416 ITEMS CHECKED OUT (PRINT, MEDIA, AUDIO)

179,294 VISITS TO OUR WEBSITE

99,892 REFERENCE QUESTIONS ANSWERED

57,312 PEOPLE ATTENDED A PROGRAM OR EVENT

5,029 SUMMER READING PARTICIPANTS

6,430 PEOPLE LIKE OR FOLLOW US ON SOCIAL MEDIA
49,658
HOURS OF PUBLIC COMPUTER USE

165
VOLUNTEERS

17,237
VOLUNTEER HOURS

17,517
eNEWSLETTER
SUBSCRIBERS

ITEMS IN OUR COLLECTION

373,139
BOOKS

37,366
eBOOKS

26,558
DVDs

26,406
AUDIOBOOKS

15,057
eAUDIOBOOKS

366
MAGAZINES

49
DATABASES
2014–2018 County Strategic Business Plan--Year 5

In 2008, the Chester County Board of Commissioners made a commitment to develop a strategic plan to set priorities and goals, giving direction to all county departments in how to best meet the needs of residents and helping to increase accountability, transparency, and performance in Chester County government. During this planning process, the Commissioners identified six priority areas: Health and Human Services, Public Safety, Economy, Transportation, and Smart Financial Management. In 2010, the County implemented Managing for Results, an integrated management system that provides a framework under which strategic planning, budgeting, and performance measurements are aligned, demonstrating accountability to County citizens.

Eight years of development and implementation of the Strategic Plan has led Chester County to the achievement of a very high percentage of its goals. Reviews of the Plan were undertaken in 2013 and 2015, and the 2015 review resulted in the re-establishment of goals relating to the original six priorities and the addition of a seventh priority, Governance, and its related goals.

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

As a department of County government, the Chester County Library and Henrietta Hankin Branch set targets based on these priorities. The following are some of our accomplishments for 2018:

- **Nearly 100%**
  - Catalog, internet, and other technological functions were available

- **98%**
  - Customers who took a technology class said they learned a new skill or increased their knowledge

- **Nearly 100%**
  - Preschool programs were based on Pennsylvania’s Early Learning Standards

- **1,400**
  - People attended job seeking, business, and grantseeking programs

- **97%**
  - People agreed that our programs and resources will improve their ability to job search, start or develop their own businesses, or attain grant funding

- **5,000**
  - Items distributed to elderly and homebound patrons through our Adult Outreach Program

- **31%**
  - Increase in self-service checkouts
Marguerite Dube is Difference of One Award Recipient

On October 26th, Marguerite Dube, Director of the Chester County Library and its Henrietta Hankin Branch, was honored at the Chester County OIC’s 39th Annual Award Gala. Marguerite received the 2018 Difference of One Award for her dedication to public service and her personal commitments to excellence in helping our community and its members.

The Chester County Library partners with the Chester County OIC, a nonprofit organization dedicated to providing free adult basic literacy education and life skills programs that prepare individuals for employment leading to economic self-sufficiency. The library supports adult literacy through its Adult Graded Reading collection and by providing office space, computers, supplies, and other amenities.

Marguerite began her career at the Chester County Library in January 2001 as the Business/Finance Manager. She developed a passion for library services and in 2006 was awarded an IMLS grant to pursue a Master’s degree in Library Science at Drexel University. In September 2008, Marguerite was appointed as the Director. During her tenure, she has overseen many physical changes to the buildings and strives to create a welcoming atmosphere for all of our customers. She considers one of her major accomplishments to be the redesign of the balcony area of the library which houses the new Young Adult Area, the Jacobs Technology Center with its Digital Media Lab, and the spacious and attractive OIC Adult Tutoring area. Marguerite is proud of the partnership between the Chester County Library and Chester County OIC and the impact it has made in the lives of so many people.

Congratulations Marguerite on this well-deserved award!

About the Difference of One Award: Rev. Dr. Leon H. Sullivan (founder of OIC of America) left a legacy that represents a great challenge for all of us. He proved that one person can make a difference. He, singularly, impacted the quality of life in Philadelphia by developing an economic empowerment plan that led to a set of principles that empowered people in their own communities in Philadelphia, across the country, and around the world. This award, developed by Chester County OIC, is given in honor of those who single-handedly have made a difference in supporting the values of Chester County OIC.
Hats off to Our Volunteers & Friends

The Chester County Library and Henrietta Hankin Branch Library volunteer community are one hundred sixty strong. That number does not even include the twenty-two active Friends of Chester County Library volunteers who spend a great deal of time sorting materials for the bi-annual book sales and tending to board responsibilities. In addition, there are another three hundred members who subscribe to the Friends and support them through membership fees and donations.

We have adult library volunteers shelving books daily, the hallmark of library volunteering. Others teach classes for our Jacobs Technology Center. Our computer-savvy volunteers who serve in the JTC instruct in Microsoft Word and Excel and have become contributors in our “shiny new” MakerSpace. Many of our teen population join us in ninth grade and return summer after summer until they leave for college. Some even help during their college years. Volunteers are busy everywhere in the library. Some help at our desks on the library floor, and we have volunteers facilitating a new and popular Girls Who Code Club. GWCC offers young women in middle and high school an avenue to bridge the gap between women and technology that has been a stumbling block for young women and teens. Volunteers offer a program called Welcome to the Library. This popular program is presented intermittently during the year on evenings in the Struble Room and on weekdays as part of the Lunch and Learn Program and is offered in conjunction with Lifelong Learning at Immaculata University.

The Friends of Chester County Library volunteers have been a fixture since the 1980s. They earn in the vicinity of $40,000 yearly through their two thirteen-hour bi-annual book sales. These proceeds help us to buy extras to serve the community that would not be possible otherwise. They have funded our wonderful end caps on the library first floor, sent many staff to educational conferences, and help support the ever-growing and popular museum pass program. The list goes on and on.

There you have it, a bird’s eye view of the many people who faithfully support the libraries and staff and, as a result, support their community. We do indeed say Hats Off to Volunteers!
For You Techies!

In September 2018, the Chester County Library became the first facility to offer Virtual Reality (VR) to the residents of Chester County! With the generous support of the Chester County Library Trust, the John W. Jacobs Technology Center acquired a Virtual Reality (VR) suite including an Oculus Rift, an HTC Vive Pro, software, and games. Virtual Reality uses computer technology to create a simulated, three-dimensional world that users can manipulate and explore while feeling as if they were in that world. The VR suite was first introduced to staff, board members, and legislators at our Legislative Breakfast and our system-wide Staff Development Day. The equipment was then made available to the public through several events, such as “Travel around the World Virtually” and “Going to Space,” where they were able to experience new and amazing happenings. More VR events are planned in 2019.

For all of you audiobook lovers, we are now offering a new service to download eAudiobooks. RBdigital provides free access to eAudiobooks at home, in the library, or on the go. Available titles include Recorded Books exclusives, classics, and popular titles. All titles are multi-access, so multiple users can check out titles at the same time, eliminating waiting in line, and RBdigital is compatible with all popular listening devices. Mobile apps are available for iOS, Android, and Kindle Fire devices.

Thanks to the Friends of the Chester County Library, we have added Ozobots and littleBits to our current collection of STEM kits: Makey Makey, Circuit Scribe, and Arduino. These two new kits will help children of all ages gain experience in coding and engineering. Ozobots are tiny robots designed for children to learn basic coding while playing. Using markers to draw lines, the robots follow the lines on paper or digital screens and detect codes based on color. littleBits is an easy-to-use electronic building block kit for creating inventions large and small. With the kit, children can learn the engineering design cycle. We have also purchased the AIY Voice Kit, a Google Assistant built-in smart speaker that follows directions and answers questions. With this kit, children can build a DIY Smart Speaker.

The Chester County Library is now able to give our patrons access to streaming video through Roku devices. The Roku Express+ gives access to over 200 movies through Vudu and popular TV shows and movies on Netflix and Acorn TV without needing to purchase a subscription. The devices and their subscriptions have been generously donated by the Friends of the Chester County Library.

In spring of 2018, the John W. Jacobs Technology Center (JTC) and the Henrietta Hankin Branch hosted several popular Girls Who Code Club (GWCC) sessions. GWC is a nonprofit organization whose mission is to close the gender gap in technology. During the 8-week course, the participants had the opportunity to begin learning the concepts of computer programming and work in a team environment. Through their collaborations, the 2018 spring GWC used Scratch, Khan Academy, Codesters, and GitHub Pages to complete several projects, which are posted on https://chescolibraryjtc.github.io/CCL-Girls-Who-Code/games.html. We are excited to announce that GWC will be back by popular demand at both Chester County Library and the Henrietta Hankin Branch.
Chester County Library Trust Funds
Ongoing Initiatives

Throughout its history, the Chester County Library has been generously supported by the community. In 2005, the Chester County Library Trust was established as an endowment to accept, hold, and manage donations and bequests in support of the long term endeavors of the Chester County Library (including its Exton location, the Henrietta Hankin Branch in Chester Springs, and the district services provided to other public libraries throughout Chester County).

GOALS OF THETrust
The goal of the Trust is to develop the financial resources needed to build collections, expand current library services to our patrons, permit the introduction of new services, and make capital improvements in the building and equipment. The Trust not only serves as a long-term endowment for the Library’s future but also supports current projects that the Library could not otherwise afford through its operating budget.

Some examples of Trust funded projects include:
· Museum Passes
· StoryWalk
· RBdigital audiobooks
· Virtual Reality Equipment
· Adult Programs
· Funding for eMaterials, large type collection, foreign language collection, adult outreach materials
Chester County Library Hosts first "Human Library"

Chester County Library held its first Human Library event on January 13th. The Human Library is an event that originated in Denmark and has been held in over 70 countries since it began. The event aims to work on dispelling prejudices and stereotypes within communities by recruiting human “books” to speak one-on-one with people who “check them out” as “readers.”

Chester County Library’s Human Library collected human books titled The Story of the Muslim American Next Door, Could Anyone Become a Vegan?, My Son is Gay, and Gun Rights Advocate. Both readers and books alike provided overwhelmingly positive feedback about the experience. One reader commented that the event was a “great opportunity to increase understanding of difficult topics,” which “helps us find common threads which are much-needed today.” Many readers remarked that their perceptions had changed as a result of their conversations with the books, with one reader commenting that they were “excited to incorporate [their] new knowledge into [their] life.” The books found the readers to be engaged, curious, respectful, and interested in their stories, and they enjoyed their conversations.

2018 Food Truck Festival

The Chester County Library held its third annual Food Truck Festival on Friday, September 14th, from 4-9 p.m. The library partnered with The Wolfson Group, owners of the Main Street at Exton shopping center, to host the event.

The family-friendly event doubled in size from the previous year and attracted over 6,500 attendees. Guests enjoyed unique cuisines from 26 food trucks and vendors and live music provided by Marchwood Music.

This year the Food Trucks donated 10% of their sales back to the library.

This event was a tremendous success thanks to our vendors and event sponsors, The Friends of the Chester County Library, The Wolfson Group, KEVA Flats, Waste Management, and AVE Downingtown.
Chester County Library & Henrietta Hankin Branch

Chester County Commissioners
Michelle Kichline
Kathi Cozzone
Terence Farrell

Marguerite Dube, Director
Meghan Lynch, Branch Manager
Joseph Sherwood, Chester County Library System Executive Director

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