



B&ECPL Monthly Report February 2014

NYLA (New York Library Association) Library Legislative Day: Two teams comprised of staff, administrators and a System board trustee participated in NYLA's Library Legislative Day in Albany, on February 26th. Chief Operating Officer **Carol Ann Batt**, Chief Financial Officer **Kenneth H. Stone**, along with Library System Trustee **Elaine Panty**, Buffalo Branches West Cluster Manager **Linda Rizzo**, Amherst Public Library Director **Roseanne Butler-Smith**, Marilla Free Library Director **Shannon Jakubowski**, and West Seneca Public Library Director **Kathleen Goodrich** proudly represented the Buffalo & Erie County Public Library (B&ECPL). Meetings were held with Assembly Members John D. Ceretto, Jane L. Corwin, David DiPietro, Michael P. Kearns, Sean Ryan, and Raymond Walter and Senators Timothy Kennedy and Michael Ranzenhofer. Teams met with staff from the offices of Assembly Members Crystal D. Peoples-Stokes and Robin Schimminger and staff from the offices of Senators Patrick M. Gallivan and Mark Grisanti.

Erie County Comptroller's Office Audit of Library: On February 6th, the Erie County Legislature adopted a resolution requesting the Erie County Comptroller's office perform "audits of the Buffalo Public Library at their discretion."

On February 18th, the Library received a letter from the Deputy County Comptroller for Audit notifying us that "*the Erie County Comptroller's Office is commencing an audit of the Buffalo and Erie County Public Library (BECPL) for the period January 1, 2011 through December 31, 2013.*" The letter included an extensive request for documents to be provided no later than February 25, 2014. Some of the documents requested involve the Library Foundation of Buffalo and Erie County, Inc. and as such are not maintained by the Library (the Foundation is a separate and independent 501(c)3 with its own board of trustees). Staff began assembling documents and provided a transmittal including documents reviewed and gathered to date, to the Comptroller's office on February 25th.

The response to the Comptroller's office included the following language: "*Given the voluminous nature of the document request, as of this writing, the Library has not completed its review and assembly of the information requested. We continue to work on the remaining information requested and will provide additional responses as we complete review and assembly of materials. The material provided in this correspondence and accompanying CD Rom represents our progress to date. We look forward to meeting with your staff on Thursday. Hopefully we can clarify the scope and volume of information needed in this meeting.*"

The Audit Entrance Conference took place on Thursday, February 27th. The additional clarification pertaining to the objective, scope, methodology and timing of the audit, sought by the Library, was not provided.

On February 28th, Library Director Jakubowski delivered a letter to the Erie County Comptroller's office requesting clarification, noting: *"At the Entrance Conference we had expected to be given the objectives, scope, methodology and timing of the performance audit. Insomuch as this information was not available and given the broad, voluminous nature of the initial information called for, to effectively and efficiently proceed further in reviewing and gathering documents, the Library request that this be provided.*

The Library's request for objectives, scope, methodology and timing of the audit is consistent with Comptroller General of the United States prescribed generally accepted auditing standards and can be found in Chapter 6, section 6.47 (Communicating with Management) of the General Auditing Standards..." [GAO standards for audit are specified in the Erie County Charter].

On March 3rd, the Library received a letter from the Comptroller's office that provided minimal clarification, for example: "field work for this Audit should take no longer than three weeks..." However, nowhere in the letter did it address the methodology proposed for the audit. The letter was accompanied by a subpoena requesting the documents from the original request that had not yet been provided be delivered to the Comptroller's office by 4:00 p.m. March 13th.

On March 6th, the Library was informed by several Contracting Member Library Directors that their libraries had received letters from the Comptrollers' office requesting financial statements and a list of library trustees. They are in the process of providing those documents.

Library Administration is in the process of reviewing and assembling the remaining available documents and will submit a response by the March 13th deadline.

Copies of the letters received and transmitted have been shared via e-mail with B&ECPL System Trustees and Contracting Member Library Trustees and Directors. We will continue to update the status as more information becomes available.

"Take Your Child to the Library Day" was celebrated on Saturday, February 1st throughout B&ECPL's libraries. The event, which began in Connecticut in 2012 to encourage individuals to learn of the services libraries offer, is now celebrated annually worldwide. Ninety-eight children and adults enjoyed an afternoon at the Central Library with crafts, games, movies, and snacks based on *The Wizard of Oz* theme. Branch and contracting libraries also sponsored programs, workshops and book clubs.

Monthly Programming Statistics - January and February 2014

1. Public Services

January

In Library Programs:

	Number of Programs		Number of Attendees	
	MTH	YTD	MTH	YTD
1.2 Children (age 5 and under)	102	102	1619	1619
3.3 Children (age 6-12)	63	63	785	785
4.4 Teens	49	49	194	194
Intergenerational	45	45	1249	1249
5.3 Adults (excludes Technology)	190	190	1688	1688
TOTAL In Library Programs	449	449	5535	5535

Adult Technology Programs:

	Number of Programs		Number of Attendees	
	MTH	YTD	MTH	YTD
Training Lab or Library Desktop PCs	10	10	74	74
System or Library-owned Cyber Train	24	24	186	186
One on One	59	59	100	100
TOTAL Adult Technology	93	93	360	360

Outreach (out of library):

	Number of Programs		Number of Attendees	
	MTH	YTD	MTH	YTD
1.3 Children (age 5 and under)	5	5	89	89
Children (age 6-12)	1	1	44	44
Teens	1	1	5	5
Intergenerational	0	0	0	0
Adults (excludes Technology)	8	8	495	495
TOTAL Outreach (out of Library)	15	15	633	633

February

In Library Programs:

	Number of Programs		Number of Attendees	
	MTH	YTD	MTH	YTD
1.2 Children (age 5 and under)	201	303	3477	5096
3.3 Children (age 6-12)	105	168	1673	2458
4.4 Teens	80	129	377	571
Intergenerational	66	111	2005	3254
5.3 Adults (excludes Technology)	253	443	2976	4664
TOTAL In Library Programs	705	1154	10508	16043

Adult Technology Programs:

	Number of Programs		Number of Attendees	
	MTH	YTD	MTH	YTD
Training Lab or Library Desktop PCs	6	16	43	117
System or Library-owned Cyber Train	36	60	288	474
One on One	62	121	83	183
TOTAL Adult Technology	104	138	414	674

Outreach (out of library):

	Number of Programs		Number of Attendees	
	MTH	YTD	MTH	YTD
1.3 Children (age 5 and under)	3	8	62	151
Children (age 6-12)	0	1	0	44
Teens	1	2	15	20
Intergenerational	1	1	154	154
Adults (excludes Technology)	14	22	379	874
TOTAL Outreach (out of Library)	19	34	610	1243

Highlights:

- The “newly branded” Central Library TechKnow Lab Training Team maximized its skills and talents in the short month of February by conducting 38 public classes for 305 attendees at 18 library locations.
- Introduced in 2013, the Book a Technology Trainer one-on-one program is becoming increasingly popular. These 1 hour sessions are designed to assist with software support or Internet training. The TechKnow Lab Team conducted 13 appointments at the Central Library and 25 sessions at 7 community libraries.

- On February 11th, Information Services & Outreach Librarians **Dan Caufield** and **Suzanne Colligan** spoke as part of a Small Business Administration Workshop series called, "Straight Talk" held at Medaille College. Straight Talk is an 8 week series of classes aimed at helping potential entrepreneurs start and run a business. Over 120 entrepreneurs enjoyed the presentation and many have called to arrange a one-on-one meeting through the Library's Book a Librarian service.
- On February 11th, Erie County Legislator Lynne Dixon hosted a district meeting at the Dudley Branch. The legislator used the Dudley community room for this open meeting for any members of the community to discuss various issues with her.
- On February 16th, the Annual "African American Read-In" was held at the Frank E. Merriweather, Jr. Branch Library (MRW). This is a national event sponsored by the Black Caucus of the National Council of Teachers of English. Local organizers are Kenneth and Sharon Holley in cooperation with Tradition Keepers: Black Storytellers of WNY.
- We Are Women Warriors held a Black History program on February 18th at MRW with the theme: "The Four Mighty M's: Marcus Garvey, Malcom X, Martin Luther King, Jr., and Nelson Mandela". The program included a tribute to the late City of Buffalo Councilmember-at-large Beverly Gray.
- Mrs. Eva Doyle sponsored a contest for children in grades 4 through 12 - "Dressing Up For Black History" on February 22nd at MRW. Students selected a person from Black History, dressed as that person and presented a 3-minute speech highlighting the achievements of the individual selected.
- On February 21st, the East Delavan Branch hosted a program which spoke to the contributions of African Americans in the Korean War. The keynote speaker was Ted Kirkland, veteran, columnist, retired sheriff and author. Approximately 70 people attended the program. Senator Tim Kennedy presented a special medal to Sandi Williams, President and Founder of the United Veterans of Buffalo, who organized this event.
- The inaugural session of the Dia Family Book Club was held on February 25th. Every child received their own copy of the book *Say Hello*, by Rachel Isadora. 2013 Miss Borinquen Queen of WNY, Amari Minter, read *Biblioburro* to the Club participants. The Dia Family Book Club is supported by the Dollar General Literacy Foundation and the Association for Library Service to Children.

2. Collection Development

Print Collections:

	Collection Size	Monthly Adds	YTD Adds
2.1 Juvenile non-Fiction	148,791	274	900
3.1 Juvenile Fiction	358,843	1,485	3,676
4.1 Young Adult Fiction	68,921	389	1,066
5.1 Adult non-Fiction	1,356,942	1,943	3,628
6.1 Adult Fiction	545,213	4,095	7,333

Media Collections:

	Collection Size	Monthly Adds	YTD Adds
3.2 Juvenile	63,091	540	1,447
4.2 Young Adult audiobooks only	2,512	37	52
6.2 Adult	389,189	5,056	10,603

Electronic Collections:

	Collection Size	Adds	Downloads	% Change downloads from previous month
e-Books	36,031	640	30,374	-8.6%
Music (Freegal)	Unlimited SONY Library		4,194	-5.3%
e-Audiobooks	6,862	61	7,372	-5.3%
e-Videos	370 + Moving Image Archive Library*	0	113	-53.9%

* Access to Moving Image Archive (<http://bit.ly/1eMd454>) via mobile website, beginning Nov. 2013

Highlights:

- In February, the Library's Subject Guides (<http://bit.ly/mInDZS>) received 907 unique visitors including but not limited to visitors from: Saudi Arabia, Columbia, Spain, South Korea, France, Brazil, Mexico, Puerto Rico, Canada, United States, Philippines, Turkey and the Ukraine.
- Collection Development staff responded to 415 patron purchase suggestions and 96 staff suggestions in February.
- February 4th - The Birds flew home to roost! Volume One of the Audubon *Birds of America* was returned to the Library from North East Document Conservation Center in Andover, Massachusetts, where all of the plates were removed from their binding and given much needed conservation treatment. Upon complete inspection and inventory,

Plate 1 - Wild Turkey, was put on display in the Grosvenor Room. Each successive plate will be shown on a monthly basis, bringing the Birds back to the public.

Complementing the individual Audubon plate under glass is a copy of the Bien Chromolithographic Edition of the *Birds of America* donated by the *Buffalo News* that visitors may browse.

- February - Two new collection displays, *Local Authors* and *Local Music* have been established at the downtown Central Library. Local authors and musicians are encouraged to add to the collections.

3. Technology

Library 2.0 Activity:

	Number of Connections		% Change	
	Current Month	Monthly Change	Previous Month	Yr. to Date
Facebook Fans/Likes	4,863	+ 73	1.5%	3.3%
Twitter Followers	5,246	+ 149	2.9%	6.3%
Flickr Views	142,461	+ 13,513	10.5%	19.9%
Pinterest Followers	810	+ 21	2.7%	4.5%

February Technology Highlights:

- February - Information Services and Outreach Librarian **Renée Masters**, with the help of **Stephen Hovey**, Network Support, installed the Z20 Videophone in the Assistive Technology Room. **Mary Slon**, Stacks Request Page, made the first call using the new device. Mary reports the new device is a vast improvement from the previous TTY.

4. Funding/Fundraising

Funding:

- The Crane Branch Library was awarded a \$15,000 grant from the East Hill Foundation. On February 7th, Library Director **Mary Jean Jakubowski**, Assistant Deputy Director for Public Service **Dawn Peters**, Development Manager **Maureen Germaine**, Maintenance Department Manager **Chip Campbell**, Buffalo Branches West Cluster Manager **Linda Rizzo**, and Crane Branch Manager **Patti Foley** met to discuss the work to be done.

Fundraising:

Campaign Name	Campaign Dates	Raised to Date
Annual - includes general donations, Bucks for Books, a large bequest, and the \$15,000 grant from the East Hill Foundation for Crane Library	January 1, 2014 - YTD	\$87,539.57

Crane Book Sale		\$587.50
Crane Donation Box		\$45.85
North Park Book Sale		\$96.05
North Park Donation Box		\$21.00
Riverside Book Sale		\$17.10
Riverside Donation Box		\$67.76
Merriweather Donation Box	February 2014	\$61.00

Highlights:

- The Library is planning a fundraiser with political humorist Mark Russell on Sunday, May 18, 2014 at 2 p.m. in the Central Library Auditorium. Tickets will be \$100, \$30, and \$10 for students. The \$100 reserved seat ticket includes a "meet and greet" reception with Mr. Russell after the concert.
- With \$15,000 in funding from Gordon Gross, secured by System Trustee Wayne Wisbaum, "The Judy Summer Concert Series" kicks off on April 2nd with the Buffalo Chamber Players. Additional dates are: April 10th - Charles Reedy Jazz Quintet; Friday, April 25th, Buffalo State Chamber Music Ensembles; Wednesday, May 7th, the Buffalo Gay Men's Chorus; and Friday, June 13th, Amherst Saxophone Quartet. A speaker will also be booked.
- The Development & Communications Department is preparing for an April "Bucks for Books" mailing to 10,000+.
- A Community Grant request for \$1,000 was submitted to the Junior League of Buffalo. The Library did apply for the \$300,000 JL Show House funding. We have been notified we are not in the running to receive the Show House funding.
- Ninety sponsorship requests (including 2 renewals) were sent to local companies for sponsorship of 2014 Summer Reading, Bucks for Books, and the Best Sellers fundraiser in November.

5. Facilities

The downtown Central Library's 2nd floor west project continues. Wall framing and drywall are being installed, electrical is nearly complete and data lines are being planned. The project is proceeding on time and within budget. Project completion, including the installation of new public restrooms, is expected in late spring/early summer.

6. Staff Development

	Number of Program Attendees		Number of Programs Presented	
	Month	Yr. to Date	Month	Yr. to Date
Staff	236	288	2	2

Highlights:

The Library believes strongly in the need for staff to continue developing and learning new skills to meet the demand of the public it serves. The following staff development opportunities were attend in the month of February:

- TechKnow Lab Trainer **Ian Shoff** viewed the Webjunction-hosted webinar, *Library Surveys for Success*; Technology Support Librarian **Kelly Donovan** participated in the *Edge Initiative* webinar; Librarians **Angela Pierpaoli** and **Dale Schmid** participated in the WNYLRC Lunchtime Learning webinar *Tracking Desk Statistics in Google Form*; the TechKnow Lab Training Team joined other staff members for the 9th *Handheld Librarian Conference* online event produced by Learning Times, and beginning March 10th, employees and volunteers will be able to view Workplace Violence and Sexual Harassment compliance training provided by Kantola Productions LLC. The video training will be accessible online in each library, eliminating the travel time commitment and commuting costs frequently incurred with large staff groups.

7. Media coverage/Media Releases

Type of Communication	Topic	Air Date/Publish Date
Radio Interview - WBFO radio news reporter Mike Desmond interviewed Mary Jean Jakubowski	Focus Groups	February 3 - 4
Media Release	Library System 2014 Board of Trustees Officers Announced, Jack Connors Re-elected Chairman	February 6
Echo Art Fair Media Release with a quote from Library Director Mary Jean Jakubowski	Echo Art Fair Returns to Central Library	February 10 Buffalo News, ArtVoice
Media Invite	Books for Kids event	
Media Release/ Media Event Mary Jean Jakubowski interviewed	Books for Kids 2014 Campaign	The Buffalo News - February 26 Channel 2 - February 25
TV Interview with Channel 4, Al Vaughters interviewed Mary Jean Jakubowski	Investigating a patron complaint regarding lost materials	February 6
Media Release	Buffalo & Erie County Public Library in Albany to Meet with WNY Delegation	WBFO Radio - interview with Mary Jean Jakubowski - aired on March 3

This Week @ Central calendars	Calendar of weekly events @ downtown Central Library	February 3, 10, 17, 24. Various items picked up in the Buffalo News, Channel 2 and Channel 7 including Focus Group dates and "Take Your Child to the Library Day"
West Side Little Paper	Dia Family Book Club Stuffed Animal Storytime	February 15 - 28 edition
Artvoice	Winter's Eve Book Discussion	February 20 - 26 edition
Riverside Review	Coming Events & holiday closing	February 12
Riverside Review	Coming Events	February 26
The Challenger	Announcements of Black History month programs at Merriweather Branch	February issues
The Challenger	Black History Program Honoring AFAM Korean War Veterans at East Delavan	February 19
The Buffalo News	We Are Women Warriors program at Merriweather Branch	February 18
The Buffalo News	Dressing Up For Black History contest (Mrs. Eva Doyle's program) - Merriweather Branch	February 21

Highlights:

- The Library's Public Services Department continues to supply articles for the *Buffalo News Refresh* section which appear in the paper on Saturdays. Topics range from books available in the Library about health and well being, sports and fitness, to name a few.

8. Partnerships

Highlights:

- Assistant Deputy Director/Workforce Development Officer **Doreen Woods** met with Anthony Dell, Corporate Recruitment Manager from Medaille College, concerning the college's Employment Incentive Program. The college will offer a 20% discount to any current B&ECPL employee or official volunteer who enrolls in a qualifying program with Medaille College's School of Adult and Graduate Education (SAGE).
- Information Services and Outreach Librarian **Renée Masters** continues to work with Miriam Callahan, Erie County Department of Senior Services, to create updated versions of pamphlets highlighting B&ECPL books of interest to community caregivers including memory loss and dementia and coping skills for caregivers.

- On February 3rd, **Doreen Woods** visited the University at Buffalo's Department of Library and Information Science program with retired librarian Margaret Waite, formerly of the North Tonawanda Public Library. The presentation covered desired skills and traits of new librarians, resumes and interviewing, Civil Service requirements and experiences common to 21st century public library professionals.
- On February 10th, **Renée Masters** met with Dana Ranke and Veronica Federiconi, Director of Autism Services. Plans were made to exhibit artworks created by artists from the ArtWorks studio. The new exhibit will be installed the first week of April which is Autism Awareness month.
- On February 13th, **Renée Masters** met with Amy Holdnack from the iExpress art program, part of Aspire of WNY. Plans were made for her group to exhibit art work at the Central Library for the months of June, July and August.
- On February 28th, **Doreen Woods** met with Susan Corieri, Assistant Dean for Enrollment Management from Syracuse University's School of Information and Library Management. Ms. Corieri would like to bring Syracuse University graduate students to view some of B&ECPL's excellent resources.

9. Governance

Work continues on the education of the Library District Initiative to key stakeholders. Discussions ensue regarding contents of the draft legislation.

10. Director Activities

Meetings and Events:

**LIST of MEETINGS and EVENTS
ATTENDED by DIRECTOR MARY JEAN JAKUBOWSKI
February 2014**

DATE	MEETING / EVENT
February 3, 2014	Meeting - 2nd Floor West Renovations
February 3, 2014	Meeting - Scott Woods
February 4, 2014	Meeting - Milestones of Science
February 4, 2014	Conference Call - Ellen Bach, Esq., Whitman, Osterman & Hanna
February 5, 2014	Meeting - Staff Forum: Q&A w/ Library Director
February 6, 2014	Meeting - Administrative Team
February 6, 2014	Meeting - Al Vaughters - Channel 4

February 6, 2014	Conference Call - Bernie Margolis, State Librarian, and Jeff Cannell, NYS Educ. Dept.
February 6, 2014	Meeting - Association of Contracting Library Trustees - Board
February 7, 2014	Meeting - Libby Post, Communication Services
February 7, 2014	Meeting - Carol Batt
February 7, 2014	Meeting - LDI Staff
February 7, 2014	Meeting - Anthony Dell, Medaille College
February 7, 2014	Meeting - Crane Library, East Hill Foundation Funds
February 10, 2014	Meeting - Dawn Peters
February 10, 2014	Meeting Joy Testa Cinquino, Re: NYLA Leg. Packets
February 10, 2014	Meeting - Paul Hogan, Oishei Foundation
February 11, 2014	Meeting - Joy Testa Cinquino, Carol Batt; Training Lab Videos
February 11, 2014	Media Event - MLK Readers are Leaders Awards - Herman Badillo Bilingual Academy
February 11, 2014	Meeting - VALIC - Introduction to new library representatives
February 11, 2014	Conference Call - NYSL/PLS Directors
February 12, 2014	Meeting - Managers/Directors
February 12, 2014	Meeting - Statistics Brainstorming
February 12, 2014	Webinar - PLDS - Special Section on Output Measures
February 13, 2014	Meeting - Anthony Armstrong, Make Communities, LLC (and Board)
February 13, 2014	Meeting - Re: NYLA Leg. Day
February 13, 2014	Meeting - B&ECPL Board of Trustees Executive Committee
February 20, 2014	Meeting - B&ECPL Board of Trustees Executive Session via Conference Call
February 24, 2014	Administrative Team
February 25, 2014	Media Event - Books 4 Kids Kick-Off - Olmsted Center for the Visually Impaired
February 26, 2014	Meeting - Julia Spitz, East Hill Foundation
February 26, 2014	Meeting/Tour - Megan Fitzgerald, Medaille College
February 26, 2014	Meeting/Media Event - Erie County Executive Mark Poloncarz; State of the County Address
February 27, 2014	Meeting - Erie County Comptroller - Audit Entrance Conference
February 27, 2014	Meeting - Frits Abel - Echo Art Planning Meeting & Tour
February 28, 2014	Meeting - Anne Conable

Other:

Hamburg Public Library - submitted by Jack Edson, Director

Highlights:

- Construction has begun on our \$2.6M expansion project which will expand the Hamburg Public Library by 6,000 square feet!
- For details about the project, or to make a donation, please visit our website: <http://www.hplthinkingbig.com/>.
- Our Groundbreaking/Community Picnic has been scheduled for Thursday, June 12th at 4 p.m., so please "Save the Date" and plan to join us for the celebration.
- Our finish date for the overall project is around December 1, 2014.
- Librarian Tom Carloni has been appointed Branch Manager at our Lake Shore Branch Library with new Assistant Librarian Brian Glanowski. The first thing they did was rearrange the furniture and collection for a more streamlined look.

Marilla Free Library - submitted by Shannon Jakubowski, Director

Highlights of events and activities at the Marilla Library:

- New public computers, Wireless Access Point, server and headphones were installed with funds provided by Bullet Aid courtesy of Senator Patrick Gallivan.
- February 1st was *Take Your Child to the Library Day*; we had 25 children participate in a scavenger hunt around the library and *Wizard of Oz* themed crafts throughout the day.
- Stuffed Animal Story Time program - 7 children attended.
- *Wizard of Oz* program - 12 children attended.
- The Marilla Library Book Club meets at 2:00 p.m. the fourth Tuesday of the month. In February they read *Faithful Places* by Tana French, and in March they will be reading *Nothing Daunting* by Dorothy Wickenden.
- Story Time with Miss Shannon for children ages 3 to 5 began in March and will run through April.
- The Friends of the Library Group will be hosting the WNY Regional Friends meeting, March 14th.
- *Hunt for Horton* is happening at the Marilla Library to celebrate Dr. Seuss' Birthday and Read Across America. Every child who participates receives a Horton puppet.
- New this year, the Marilla primary kindergarten class visits the library once a month.

Respectfully submitted,



Mary Jean Jakubowski
Director

