



Whitehall Public Library, the community resource for education, exploration, enrichment & enjoyment.

Whitehall Public Library 2010 Annual Report

You may be surprised to learn that....

- *Americans go to school, public and academic libraries nearly three times more often as they go to the movies.*
- *There are more public libraries (16,604, including branches) than McDonald's restaurants (13,000) in the U.S.*
- *Reference librarians in the nation's public and academic libraries answer over 5.7 million questions weekly. Standing single file, the line of questioners would stretch from Long Island, NY to Juneau, AL.*
- *Federal spending on libraries annually is 54 cents per person.*
- *Americans spend twice as much on candy as they do on public libraries.*
- *Americans check out an average of more than six books a year. They spend \$25.25 a year for the public library – less than the average cost of one hardcover book.*
- *Public libraries are the No. 1 point of online access for people without Internet connections at home, school or work.*
- *98.7 percent of public libraries provide public access to the Internet.*



Just a few patron comments from the past year that I've chosen to share...

"The library is a wonderful place for all ages. I used the computer for my resume when I lost my job and our computer was down! It helped a lot!"

"I've been to several other libraries in the area, Whitehall is by far the best, it has the best selection, and I love the author read-alike list!"

"Here is a check for \$100, thank you for all of your wonderful children's programs."

"-Best library service in Allegheny County. -Workers happy and smiling all of the time and (they) make you feel very welcome."

"We would like a gold leaf on your Giving Tree for our family, here is a check for \$1,000."

"I had great customer service from Debby today; everyone here does a great job."

And perhaps the most surprising library quotation of the year!

"When you are growing up there are two institutional places that affect you most powerfully: the church, which belongs to God, and the public library which belongs to you. The public library is the great equalizer." –Keith Richards (lead guitar, Rolling Stones)



A 2009 university study listed Pittsburgh as the fourth most literate city in America, and I'd like to think that our public libraries have a great deal to do with that. This past year The Whitehall Public Library maintained its Hennen American Public Library 90th percentile Rating (HAPLR) as one of the top 25 in the State. This organization has been evaluating public library data for the past eleven years, and rates over 9,000 libraries across the country. I invite you to walk through our doors and find out why.

The Whitehall Public Library remains a place where anyone is free to walk in the door and talk to a professional, without direct cost or appointment. Present day library services are seemingly limitless and rarely do they require a fee— as libraries continue to stand firm on the core value of information and information access remaining free.

We are continually striving to keep pace with changes in society and the changes in our users' needs.

We recognize that a significant number of our patrons use the library primarily for public computer access. We are fortunate to be able to provide 16 high speed internet accessed computers. This is an increasingly important library service in today's digital society. The value of this library service should not be underestimated. A recent national study funded by the Bill & Melinda Gates Foundation found that seventy-seven million Americans use public library computers and wireless networks. That is equivalent to one-third of our population. Each day we help patrons, from students to seniors, with their digital needs. We teach computer classes and schedule one-on-one appointments for those seeking individual attention.

We change as society changes, and we'll forever continue to do so.

2010 has been a very exciting year at the Whitehall Public Library, described in the highlights which follow.

2010 Highlights

Grant Awards:

This past year the Library was the recipient of not one, but two, state grants from Commonwealth Libraries. We are extraordinarily proud because only six libraries in the State were selected for these grants—and we received one of each. Both grant awards were provided with money from the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act.

- **The Children’s Library received a \$5,000 Family Place Grant.** Family Place is a nationally trademarked network of children’s libraries focusing on ages birth to five years; years that are critical in child development process. Family Place libraries support the role of parents as children’s first teachers, increase chances for successful early literacy intervention and foster a lifelong love of reading and learning.
- **We also received, a \$4,000 Senior Spaces grant used to create a library space, library programs, and special collections focusing on older adults.** We will be transforming the library’s multi-purpose room into what we have envisioned and named as our Second Chapter Café. This will ultimately be a fantastic space; educational and relaxing, enhanced with books, games, new technologies, movies and good fun, plus a coffee bar!
- **Additionally, we received a program grant from the Pennsylvania Humanities Council.** The PHC is paying for a renowned Beatles scholar to come and present a Beatles program which will coincide with national library week in April, 2011.

Expanded services and programs:

During the summer of 2010 the library hosted a successful **workshop program for teachers and school librarians**, giving local educators the opportunity to learn about how to make the most out of the resources and services that their public library has to offer. We view this program as just the first step in successfully further partnering with the school district, its teachers and librarians, as well as its students. We look forward to increasing our role as a fundamental community educator.

We have expanded teen programs, we now host a weekly anime club for teens as well as an expanding variety of weekday and Friday night teen programs.

We have also expanded service to our ESL refugee population. While continuing with the LEARN Bus program, both during the school year and summer reading months, we developed an adult program for refugees accompanying their children on the LEARN bus. The library offered an English as a Second Language Conversation Salon, giving these adult English learners the opportunity to work on their language skills while participating in crafts, games, etc in a comfortable group setting. Historically, libraries have played a key role in the “Americanization” of newcomers, and we are proud to be doing our part.

The library was awarded the opportunity to present a poster session at the 2010 Pennsylvania Library Association’s annual conference on our history and development of library service to area refugees.

Strong community partnerships:

In 2010, the library accepted two teen-aged ESL refugee summer interns. Their diligence and hard work was an example to us all, and it also resulted in an additional successful community partnership with the Jewish Family and Children’s Center who funded the internship program with a job readiness-related grant.

We are very proud of all of our ongoing community partnerships, we have relationships with the Greater Pittsburgh Literacy Council, South Hills Interfaith Ministries, area assisted living facilities, Canongate and Maidenbridge apartments, and Steeplechase just to name a few. We participate in the local Chamber and of course work closely with our own Friends group to promote and grow the library.

Collection Growth:

We consistently build upon and improve the library’s outstanding collection of resources. The state mandates that public libraries allocate 12% of their budget towards their collection and we far exceed that standard. We take pride on not only being able to provide our patrons with all of the latest best-selling books, CDs, and DVDs, but equally as important, we are committed to keeping our nonfiction collection up to date. We lend out far more library material than we request, and this “net lender” status is a testament to our quality collection.

Fundraising:

The library has successfully increased fundraising revenue during the past year. The leaves on the library's Giving Tree that we had painted last October represent \$16,000 in monetary and/or in-kind donations. Our Art Show and Book sale have continued to grow. The staff and board actively explore ways to increase and expand library fundraising, and will continue to aggressively raise money and explore new opportunities to increase revenue. We also have a strong working relationship with our Friends group, providing collaborative support for their annual campaign.

In conclusion:

We can build outstanding collections, host two tables of computers, plan great programs, and improve our facility, but truly, **what we continue to take the most pride in is our service.** We genuinely care about the community members we serve. *Everyone* who walks through our door, calls us on the phone, or contacts us by email, receives the same level of professional customer service---the playing field is even, and the buck stops at the library.

There is a mutually dependent relationship between a library and a community. We depend upon the community's local support, and in turn, strive to provide an invaluable resource to those we serve. Quite simply, the library would cease to exist without the community. And as for the community, well I suppose one could argue that a community would remain intact without its public library, but I would also argue that such a community would eventually cease to thrive.

Gratefully, that is a notion that we here in Whitehall needn't worry about. The Whitehall Public Library knows that is well supported by its community. We have a strong and united Board and an active Friends group, and our patrons continue to impress us with their generosity. We have the unwavering fiscal support of Borough Council, who on behalf of themselves and their constituents, recognize the library's value to the community. We in turn, are proud of the fruits of our labor in 2010 and are genuinely excited and committed to the library's continued growth and success in 2011.

Paula Kelly

November/2010

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Statistical Highlights 2010

- Circulation:
178,539
- New Items Added:
7,530
- Library Visits:
120,150
- Programs Hosted:
549
- Reference Questions Answered:
3,191
- New Library Card Registrations:
791
- Internet Use:
22,578 PC log-ins
1,0922 Wi-Fi Log-ins
- Volunteer Hours:
13,391 hrs



The Value of Library Services in 2010

For 2010, the estimated cost per Whitehall resident for library services was approximately \$28 (based upon municipal funds and in-kind municipal contributions); *about the price of one hard cover book.*

Books borrowed: (estimated book price \$25) **\$2,925,750**

Audio Visual Material borrowed: (estimated average cost of CDs/DVDs \$20)
\$1,230,180

Magazines and newspapers: The library subscribes to more than 130 magazines and newspapers valued at: **\$5,500**

Internet Access: The library provides 16 free high speed internet access terminals, and free Wi-Fi -estimated cost of access for FIOS-\$500
\$8,000

Programs: The library had 6,513 patrons attend programs in 2010, if those patrons had paid \$5 each: **\$32,565**

In addition, the library offers many other **FREE** services; answering reference questions (over 3,000), access to on-line subscription databases and other internet resources.

All told, the library generated more than **\$4 MILLION** worth of public services in 2010; **all available FREE with your library card.**

The Whitehall Library Board of Trustees was involved with several successful fundraising events during 2010, the annual art show held this past April at the South Hills Country Club and the annual book sale held last October in the Borough community room helped to raise over \$10,000. These events were also supported through the help of the Friends of the Library, community sponsors, and library volunteers.

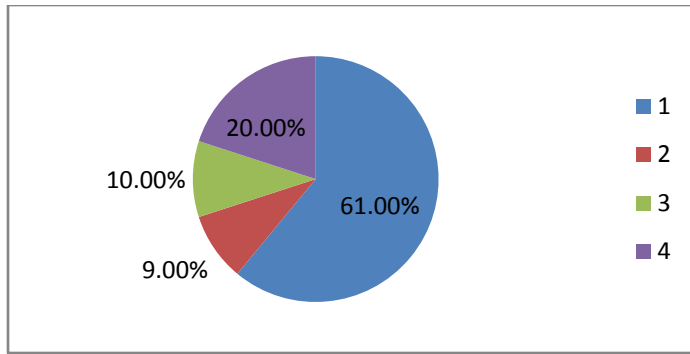
Michael J. Romano President
Russell Walker Vice-President
Susan M. Hartman Secretary
Thomas M. Schultz Treasurer
Elizabeth Mahoney
Deborah Recker
Damien Schorr
Linda Book Council Representative

The Friends of the Whitehall Library helped to raise more than \$16,000 through their annual mailing as well as their library sales of tote bags, mugs, and Enjoy books. The Friends encourage all who support the Whitehall Public Library to join, regardless of residency.

2010 Friends of the Whitehall Public Library Board

President - Faustino Dunckhorst
Vice President – Charles Vargo
Treasurer – Chris Mooney

Linda Book
Barbara Duff
Brian Engel
Mary Ellen Martin
Robert McKown
Marilyn Pfaff
Charlotte Pilewski
Norbert Pilewski
Janet Schaefer
Joyce Vargo



2010 Library Funding

The majority of the library’s funding comes from public taxes– borough, county and state. The largest portion is received from **Whitehall Borough**. In 2010, this accounted for **61%** of our budgeted operating expenses. The Borough also provides in-kind services – the building, maintenance, utilities, etc. valued in excess of \$91,000. Inclusion of the in-kind contribution increases the Borough’s share to 77%. **County Regional Asset District** money accounts for approximately **20%**, **Pennsylvania state** subsidy is **10%** and **other** revenue sources, **9%**.

Please Support the Library

There are many ways to show your support...

Donate to the library; there are numerous ways to have your donations recognized. Please see our marketing brochure for details.

Join the Friends of the Whitehall Public Library; your membership and your contributions are a strong sign of support for our library.

Contact elected officials at the State level, thank them for their support of libraries, and ask them to restore public library subsidy funding.

Support fund raising activities sponsored by the Library and the Friends, both of which benefit Whitehall Public Library.

Become a Library Volunteer.

Donate “gently used” books, games, videos, DVDs, etc. for our library booksale.

And most of all, Use Your Library; we are here to serve you. Please take advantage of all of the resources and services we provide in support of our mission as:

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