

James Prendergast Library Annual Report to the Community

FOR THE YEAR 2017

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Message from the Director

Exciting changes happened in 2017 here at the Prendergast Library. The 2017-2020 Strategic Plan wrapped up in April and gave the board and library a vision for the future. Focusing on our streamlined mission of "***Responsibly empowering lifelong learning for the residents of the City of Jamestown***" meant some programs had to end, but it opened up new, fresh ways of serving the community. We asked the community what they wanted from the library and they replied.

The most popular services identified by our community respondents were technology classes, genealogy programs, Summer Reading program, and overwhelmingly STE(A)M programming.

In fact, over 50% of the library's Strategic Planning participants felt the library should provide more STE(A)M programming for kids and teens. We listened and agreed. Courtesy of a grant from the Holmberg Foundation, the library opened a new Makerspace in the former small art gallery. The room is now filled with robotics, a 3D printer & 3D pens, laptops, tablets, Legos, button makers, electronic activity sets and much more. The room is open every week day afternoon and participants are learning while having fun. Feel free to drop in and check it out!

Find out where you come from! The library now has a Genealogy Lab every Wednesday afternoon. You can search for your ancestors using the library's resources and there are friendly staff there to help. Ancestry.com is available within the library, courtesy of the Chautauqua Cattaraugus Library System. The Jamestown newspapers are on microfilm and online, starting with the year 1826. We also have city directories, JHS yearbooks, Lake View cemetery records, a large local history collection and much more.

Libraries have always been more than just books, and we have seen the library being used more and more as a community space. The library's meeting room usage is up 336% from 2013! The library has videoconferencing available, as well as 2 large meeting rooms with projectors, screens and laptops available to use. If you need a place to hold a birthday party or meet with a group—large or small—we have the space you need. Want to meet up with an old friend or meet new ones? Stop in at the library. Chances are they are already here!



Tina Scott, Director



Strategic Plan for 2017-2020

Adopted by the James Prendergast Library Association Board of Trustees on April 20th, 2017

In October 2016, under the guidance of the James Prendergast Library Association's (JPLA) strategic planning committee consisting of the library director, three library board members, two staff members, and the director of the Chautauqua Cattaraugus Library System, JPLA began the strategic planning for years 2017 – 2020. Library consultants Rob Cullin and Ely Dawson from Kimberly Bolan and Associates, LLC facilitated the process.

The Process

The library's strategic planning process included the following key areas.

- 1) **Gathering community input and data**, which involved showing JPLA staff and Jamestown residents (both users and non-users) the possibilities for JPLA as a thriving 21st century library, and then gathering their input and ideas. In addition, benchmark, demographic, SWOT, and collection analysis were completed.
- 2) **Developing solutions** by compiling all gathered data and input and then working with the planning team during a Strategic Retreat to establish key strategic areas, specific goals, and related investments required to implement the goals to help the library thrive over the next three years and beyond.
- 3) **Providing a path to results** by developing a plan that the library staff and board can live, breathe, and readily implement on a day-to-day basis.

In total, eleven stakeholder sessions were conducted for the James Prendergast Library Association between November 28 and 30, 2016. Focus group participants included the general public, parents & caregivers, educators, community leaders, the business community, the Hispanic community, senior citizens, teens, staff members, and trustees. Participants included frequent library users and infrequent and non-users and ranged in ages and backgrounds. Overall, 119 stakeholders participated in the discussions regarding JPLA's services and strategic future. In addition to the stakeholder sessions, an online survey was conducted between *January 17 and January 31, 2017*. 610 surveys were completed, which was a more than required sample size. Survey participants included a mix of library users (63%) and infrequent and non-users (37%). Overall, 94% of participants have a JPLA library card.

What We Heard

The community focus groups and online survey explored several topics including customer service, youth services, adult services, senior/boomer services, outreach, programming, technology and digital services, the website, meeting space, collections and resources, and overall 21st century public library trends. Detailed summaries of all stakeholder feedback and online survey results were provided in separate documents to JPLA's leadership. All stakeholder input, data analysis, and follow-up exploration work led to the strategic focuses, goals, and investments outlined on page 2 of this document.

Evaluation & Collaboration

With the goal of achieving all outlined goals over the next three years, JPLA administration, staff, and Board of Trustees will regularly evaluate their progress and achievements. Objectives set forth in this plan will be accomplished as outlined and will be reviewed on a monthly basis at JPLA's board meetings. This balanced and systematic process also emphasizes that the resulting plan will be iterative and evolve substantially over the next several years. A strategy screen and work plan will be created by the team in order to best carry out and assess the plan.

The keys to James Prendergast Library Association's implementation, evaluation and, ultimately, the success of its strategic plan will be:

- A thorough understanding of the plan as well as active involvement in implementing the plan by staff and the board of trustees
- Frequent and ongoing communication between administration and staff
- Frequent and ongoing communication between JPLA's staff and its community
- Active collaboration between JPLA's board of trustees, administration, staff, outside organizations, and the community



Strategic Plan for 2017-2020

Adopted by the James Prendergast Library Association Board of Trustees on April 20th, 2017

Our Mission:
Responsibly empowering lifelong learning for the residents of the City of Jamestown

Strategic Focus	Goal	Investments	Outcome
A focused mission for JPLA	Implement a new more efficient and effective staffing model	<ul style="list-style-type: none"> • Create a team to develop both interim and long-term service model plans • Initially reduce physical service points to two, and then eventually to one • Cross-train and empower staff to create success with the new service model • Implement a model using existing service points and also develop a plan to adjust furniture to best support the evolution of the service model 	An efficient library that delivers the needed level of service in the most effective way
	Develop a focused programming strategy plan with capacity limits	<ul style="list-style-type: none"> • Form a programming strategy planning team with the mission of "Less, but Better" • Determine realistic limits for programming capacity at current and worse case staffing levels • Empower staff to develop new programs, but only in place of less successful programs (One In, One Out approach) 	Quality sustainable programming that supports life-long learning in the community
	Improve approaches to collection management to maximize effectiveness	<ul style="list-style-type: none"> • Assess all library collections with the goal of maximizing turnover • Form a collection team to adjust collections not meeting established standards • Work with volunteers to apply similar approaches to book sale items • Critically review materials purchasing & database subscriptions 	A library collection that gets the maximum number of materials into the hands of the community
	Conclude JPLA's role in art / museum services	<ul style="list-style-type: none"> • End JPLA's involvement in art museum/gallery roles in all forms • Determine final outcome for art collections and then execute plan • Develop plans to repurpose re-claimed library spaces 	A library that is focused on its core mission of service
Increased community engagement & awareness	Create an active informational campaign that raises awareness about JPLA's services and funding	<ul style="list-style-type: none"> • Develop a marketing and public relations (PR) plan for the library <ul style="list-style-type: none"> ○ Create a more focused approach to marketing focusing on population segments ○ Develop specific targeted strategies for library mission, library funding, programming, and other key services • Train staff and the board to be marketing/PR ambassadors for JPLA • Develop strategies for getting them out into the community • Pursue community partnerships that align specifically with JPLA's core mission 	A community that understands the role, services, importance, and funding of JPLA
A plan for a sustainable future	Develop revenue, fundraising, and cost management plans that position JPLA on a sustainable path for the future	<ul style="list-style-type: none"> • Create a joint staff, board, community team to develop a revenue and fundraising master plan <ul style="list-style-type: none"> ○ The plan should include mechanisms to build the endowment and revenue opportunities within JPLA's current services, resources, facilities • Develop specific cost and service level objectives for various possible funding levels (based on scenarios like \$0 City funding) 	A library that is sustainable at any level of public funding

Fast Facts



Library Visits 158,200

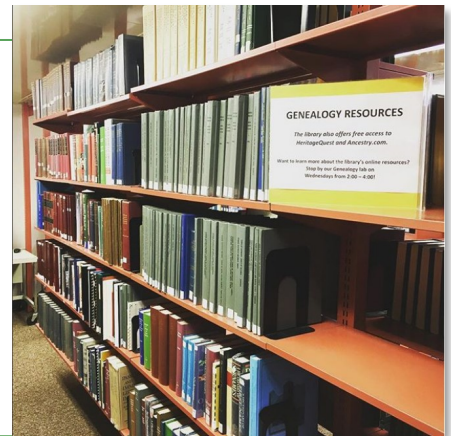


Cardholders 29,170
(1,123 new cards)



Items Borrowed 238,605
(19,821 electronic materials)

Collection 174,287 items
(including 7,797 additions)



Reference Questions 29,085

Website visits 97,466



Computer Users 40,830

Wireless sessions 22,282



Meeting Rooms 1,634 bookings

Community Financial Support

Financial assistance through grants in 2017 provided for the purchase of books and other library materials, programming, supplies and equipment, technology upgrades, our strategic plan process, and operational support. We acknowledge with deep appreciation the support of the Carnahan Jackson Foundation, Chautauqua-Cattaraugus Library System, Chautauqua Region Community Foundation, Cummins Engine, Gebbie Foundation, Lenna Foundation, Ralph C. Sheldon Foundation, Holmberg Foundation, Jessie Smith Darrah Fund, Wegman's and the Zonta Club of Jamestown.



Makerspace materials



Women's issues materials

Digital literacy is a fundamental skill for students in the 21st century.

Children's internet sessions rose by 160% this year after the library received a grant to install 7 more computers!



New computers in Children's Room

Annual Fund, Honorariums and Memorials

Donations to the Annual Fund from individuals, businesses, groups and organizations are used to buy new books and other library materials. Likewise, gifts to the library in someone's honor or memory benefit the community for many years to come.

Thank you for your generosity!



New materials!



New couches for patrons to enjoy

Summer Reading



Mike Randall and Friends

Participation	Amount of Reading
804 Children	197,643 Minutes
19 Teens	143 Books
19 Adults	213 Books
Attendance at summer reading programs: 1,887!	

- Summer Reading Programs:**
- Expanded Storytimes
 - Daily crafts and games
 - Outdoor Petting Zoo
 - Partnership with RTPi
 - ArtMobile Visit
 - STEAM Truck Visit
 - Mike Randall and Friends



Jamestown Jammers visit

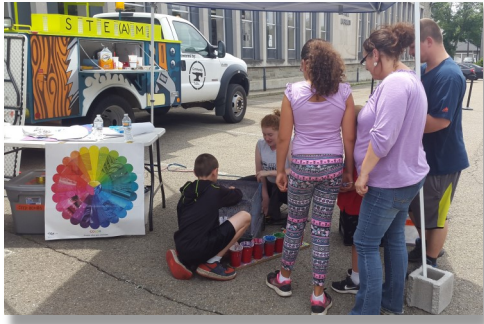


Foster Grandparents donated 354.5 hours to the Summer Reading Program



"Build a Better World" summer storytime

- Summer Reading Partners**
- Jamestown YMCA
 - C.C. Ring Literacy Camp
 - Love Literacy Camp
 - Jamestown Parks Department
 - Jamestown Boys & Girls Club
 - St. Luke's Children of the Book



Courtesy of the Chautauqua Institution, the SteamTruck visited the library



Partnership with Roger Tory Peterson Institute

Programs and Events



Storytimes



Computer Classes



Happy Stampers

Learn more about our new Makerspace on the next page.



Learning about robotics in the Makerspace

- Programs*
- Computer Classes
 - HSE and ESL Instruction
 - Volunteer Income Tax Assistance
 - Adult Coloring Club
 - Knitting4Peace
 - Tong Ren Healing
 - Author Visits
 - Toastmasters
 - Genealogy Lab
 - Make and Take craft program
 - Happy Stampers Club
 - Eat Smart NY Nutrition Classes
 - Scrabble Club
 - Storytimes
 - Lego Club
 - Minecraft Club
 - Teen STEM Events
 - Videgame Club
- Events*
- GreenUp Jamestown Eco-Read
 - St. Patrick's Day Fundraiser
 - 13th Annual Murray L. Bob Lecture
 - Doors Open Jamestown
 - Run for Literacy
 - Quarterly Bargain Book Sales
 - Read-A-Thon Fundraiser
 - Oktoberfest Fundraiser
 - Wine and Craft Fundraiser
 - Mike Randall's "A Christmas Carol"



Run for Literacy



Videgame Club



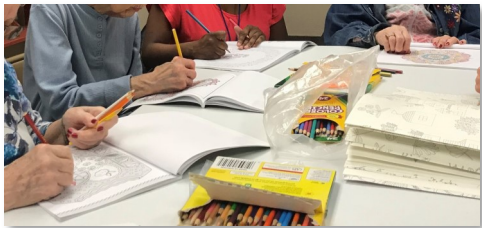
Author Charles Norris Brown



The Makerspace Lego wall



Toastmasters



Adult Coloring Club

Volunteers



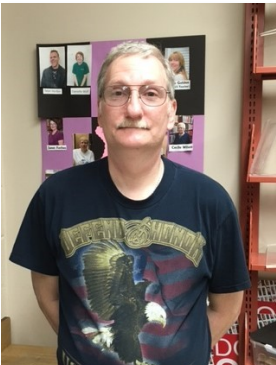
Volunteers make the library's every day book sale possible. We want to thank them for their dedication and hard work all year keeping the area neat and organized. Prendergast Library Volunteers donated **888.25 hours** this year! Stop by at a quarterly bag sale and say hello!

Volunteers also help keep the library clean, the collection organized and they help out at community events and library fundraisers like the Prendergast Run for Literacy. They are making a difference and you can too!



Get involved @ the library!

If you are interested in becoming a volunteer, please call the library or visit our website to learn more at <http://www.prendergastlibrary.org/support/volunteer/>





Lego competition



Introductory coding



Robot obstacle course



Learning about circuits

Makerspace

Our new Makerspace opened in September of 2017!

So, what is a Makerspace?

- A space for collaboration and creativity.
- A space that has many different forms of tech, like a 3D printer and a green screen, and creative toys like Lego Mindstorms and robotics.
- A space where everyone is welcome to come explore and learn.

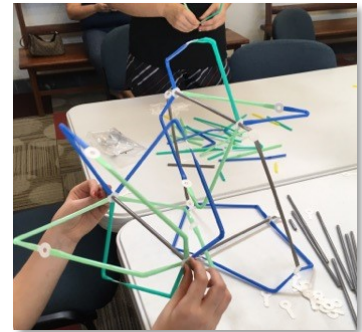
Our Makerspace is open from 3:30 - 5:00 on Tuesdays - Fridays. Large groups such as school groups or afterschool programs are welcome to schedule a session in the space.



Winners of the Makerspace's film festival



After school programs in the Makerspace



Straw sculptures



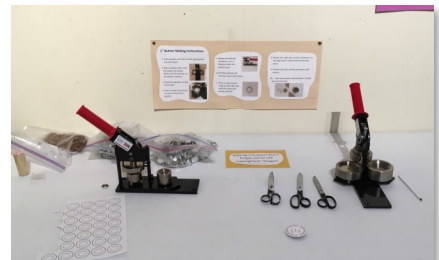
Our S.T.E.A.M. team



Having fun with the green screen

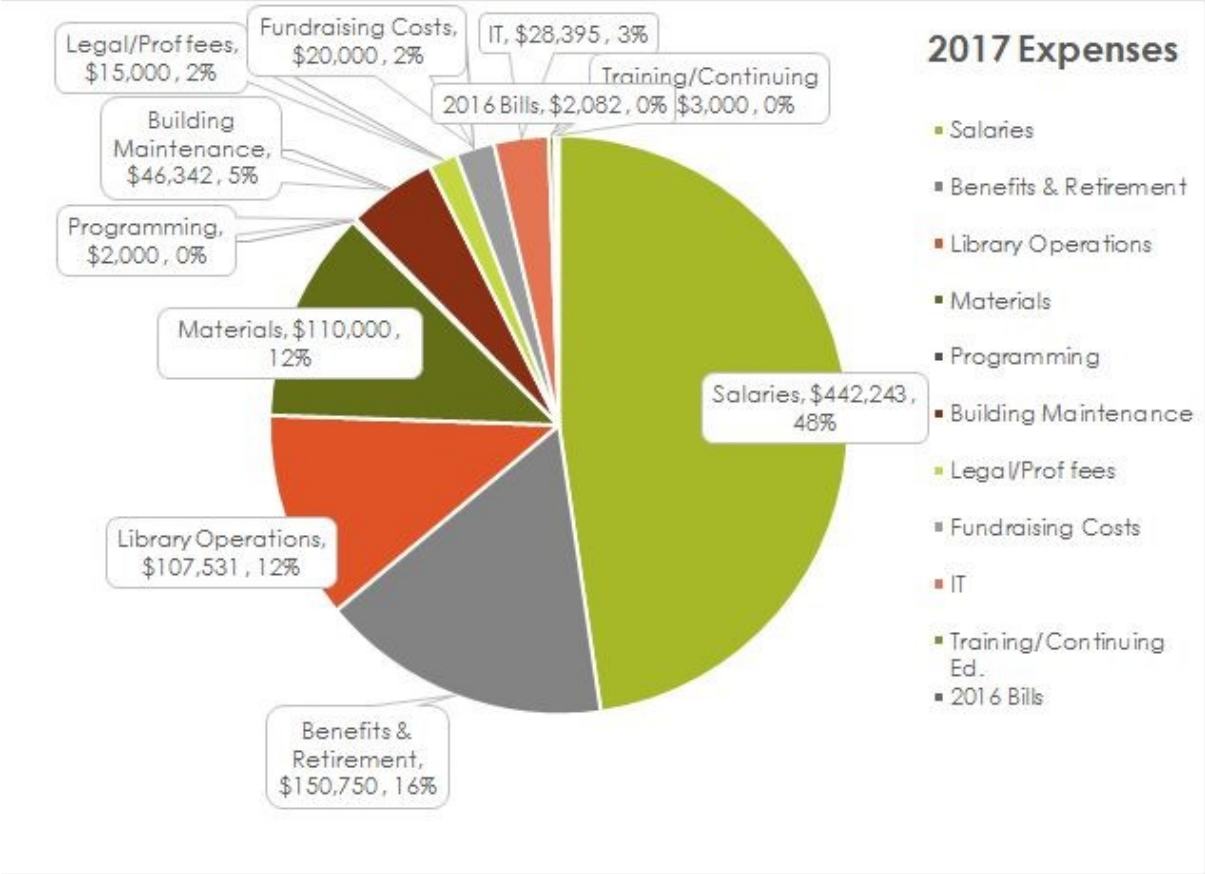
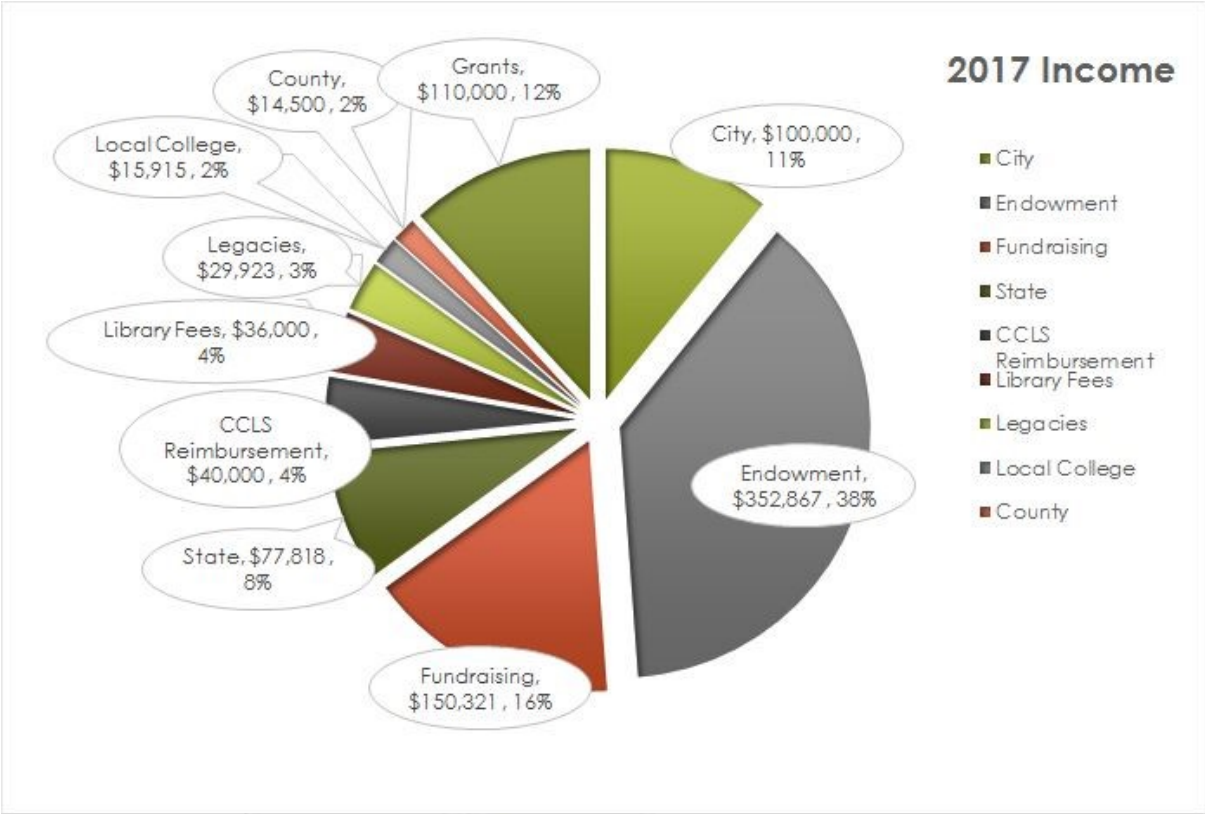


The 3D printer in action



Button-making machine

2017 Budget



Mission

“Responsibly empowering lifelong learning for the residents of the City of Jamestown”

2017 Prendergast Library Board of Trustees

R. Thomas Rankin, President
Joni Blackman, Vice President
Michelle McCray, Secretary
Kris Denslow, Treasurer
Lynn Warner
Ned Lindstrom
Maggie Scorse

Contact the Board of Trustees
at prendergastboard@cclslib.org



PrendergastLibrary

Focusing on Your Future.



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Fax: (716) 487-1148
prendergastlibrary@yahoo.com
www.prendergastlibrary.org



Library Hours

Monday: 10:00am - 8:30pm
Tuesday: 10:00am - 8:30pm
Wednesday: 10:00am - 8:30pm
Thursday: 10:00am - 8:30pm
Friday: 10:00am - 5:00pm
Saturday: 10:00am - 4:00pm
Sunday: Closed