

THE  
HELEN KATE FURNESS  
FREE LIBRARY  
MEMBER OWNED AND SUPPORTED SINCE 1902

# *2020 Annual Report*



The Helen Kate Furness Free Library  
100 North Providence Road  
Wallingford, PA 19086  
[www.hkflibrary.org](http://www.hkflibrary.org)



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**Dear Members, Supporters, Patrons and Neighbors,**

Well, that was quite a year! With so many changes in our personal and professional lives and at our beloved Library in the last 10 months, it's quite challenging to provide you with a year-in-review letter and keep it to one page!

The Board of Directors started our year fulfilling the MOST important responsibility we have – to hire a highly skilled, experienced new director to write the next chapter in our Library's history. We were so delighted that Leah Kulikowski officially joined us on March 2, 2020. Her unwavering leadership, patience, creativity and persistence saw our library through the most uncertain and ever-changing times we've experienced. It's been such a pleasure to partner with her this year!

Our staff is simply extraordinary. Molly Deutsch was promoted to Technical Services Librarian and our spirited Children's Library Director Lori Friedgen-Veitch was the glue that held the team together throughout the director transition. We welcomed Laura MacBride, our new part-time Reference Librarian, to manage the volunteer program, programming and our digital presence. Janette Vickers and Meg Hawkins, our dedicated part-time Librarians continued to play valuable roles in helping our library run smoothly. Together, the team worked long hours to revamp the Library's operating procedures, and they quickly acclimated to running the library virtually.

Not surprisingly, the pandemic had a profound effect on the Library. There was a decrease in our fundraising capabilities and library-generated revenue. We were met with sharply climbing costs of enhanced health and safety measures primarily related to making the library safe for the staff and to eventually open to the public. Finally, and understandably, many of our wonderful volunteers needed to step back from their shifts at the Library in order to mitigate any potential risks to their health.

However, despite the tumult of 2020, *silver linings abound!*

- **Our incredible supporters contributed to the highest earning Annual Appeal we've ever held! We were by amazed by the generosity of our donors in 2020.** We also hosted new fundraisers like Kona Ice truck sales and offered staff-created Book Bundles for purchase in lieu of in-person book sales. A local photographer donated a large portion of her proceeds from mini-shoots in April, October and November, and we closed the year with a brand new, successful online auction. A heartfelt thank you to all of our donors. We simply can't do it without you!
- We actively sought out and secured additional funding for the Library. Thanks to the SBA Paycheck Protection Program, and the PA Humanities and the DELCO Strong grants, as well as the increased 2020 funding from Nether Providence Township and Rose Valley Borough, the library was able to provide services to the community in a safe, contactless manner and end the year with our operating budget largely on track.

We're deeply proud of how we acted adeptly and creatively to keep the Library "open" despite the building being closed and our loyal patrons engaged virtually – both huge and unprecedented undertakings. 2020 has demonstrated that libraries are more important than ever to our communities. They serve as the "great equalizers," especially so during these tough economic times. Now more than ever, we rely on your generosity and partnership to gradually open our doors in 2021 and continue to fulfill our mission.

We miss you and cannot wait to see you at our Library in 2021!

Sincerely,

**Kerri Phipps**

President, Board of Directors

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***Dear Helen Kate Supporters and Patrons,***

2020 has been a challenging year for everyone across our country. Our library was faced with challenges for which we could have never prepared, but reflecting back, I'm proud to say that we faced these challenges with strength and resilience. We thank you from the bottom of our hearts for supporting us throughout this year. We are truly proud to come to work every day to be a resource for our library patrons and community.

In March (just 10 days after I started as the new director) the library building was closed to the public and to the staff. Even though the building was closed, our team of librarians transitioned to virtual librarianship and we worked to reconceptualize as many library services as possible. We took story time, book club, reading to therapy dogs, and trivia nights all online, answered questions by phone and email, and increased our digital and streaming collections.

In early June, our team of librarians returned to the library building and we reopened for contactless pick up. This involved rethinking our service model yet again, as we developed plans for quarantining returned materials, offering contactless pick up, curating book bundles, setting up mobile printing services, providing Chromebooks for checkout, and creating themed paperback book sale bags.

Throughout the year, our team has worked diligently to provide programs, deliver contact-free library materials, answer questions, and provide reading recommendations. We have also looked for ways to bring you small moments of joy, by providing personalized reading recommendations, packaging children's themed picture book bundles, offering activities such as grab-and-go kits, and developing family night book and movie bundles (with cocoa, popcorn, and activities) for the holiday season.

**Highlights and New Services in 2020:**

- Updated our library website [hkflibrary.org](http://hkflibrary.org) and are active on Facebook and Instagram
- Installed a new mesh network so that there is a single WiFi network throughout all three floors of the library and most of the parking lot
- Began offering mobile and remote printing services
- Created themed book bundles for children and family bundles of books, movies, and activities for spending quality time together at home.
- Transitioned programs to be virtual, including Ms. Lori's Stories, Trivia Nights, Virtual Book Club, and science programs for kids.
- Expanded our eBook collection with Hoopla and by adding eBooks to the Delaware County Libraries Overdrive collection; and continued offering ACORN TV, Great Courses, and Universal Class.

Throughout all of these changes, the library staff and volunteers have worked to provide a high level of service in person and online. You, our community, have shown us wonderful support every step of the way. We thank you for your flexibility, patience, and kindness during this year. This wasn't the year any of us expected, but I know that our brightest days are ahead. I am hopeful that we can return to a level of what we might call "normal" at some point in 2021. But no matter what 2021 brings, your library is here for you.

Sincerely,

***Leah Kufikowski***

Library Director

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## *Our Volunteers*

The Helen Kate Furness Free Library relies on our volunteers and we just couldn't do what we do without them! Collectively, they dedicated 1,782 hours of their time this year.

In August, we were able to start welcoming our wonderful volunteers back into the building and we held multiple training sessions to cover new safety and pickup procedures including proper use of PPE, social distancing, quarantining library materials, and circulation best practices. While we saw our volunteer numbers shrink due to pandemic-related health concerns, we were able to recruit 14 new volunteers to join the library team. We are so grateful to our volunteers who have helped us prepare books for checkout, check-in piles of returned items from quarantine, receive bins of interlibrary loan deliveries, check out books during contactless pickup, and shelve carts of library materials.

We could not do it without the support of our dedicated volunteers. Thank you volunteers - we are forever grateful for you!

### **90 Volunteers Contributed Hours in 2020**

Abi Chakrabarti	Dru Finkbeiner	Kathleen Myers	Paige Trout
Adelaide Orsetti	Emalia House	Kathy Salom	Pat Beal
Ali Jamili	Eric Tao	Katie Boland	Patti LeSturgeon
Amy Boyce	Erica Hour	Katy Foreman	Ranita Chakrabarti
Amy Pickett	Gail Cowan	Kenneth Chiem	Reed Hyser
Andrea Couzens	Ginger Joyce	Kim Shimer	Rich Flanagan
Andy Zeng	Gwen Kannapel	Kyle Chiem	Rita Pirollo
Ann Schilling	Jack Scott	Lenore Kauffman	Rosemarie Mannion
Anne Hollyer	Jai Rastogi	Liam Foreman	Ruth Stewart
Atticus Clow-McLaughlin	Jane McNerney	Linda O'Hara	Sam Lichtenstein
Beth Noto	Jeanne Lovern	Lynn Kelley	Sandy Bolotsky
Candy Walters	Jeannine Mackey	Marti Trzepacz	Snehal Pandey
Carl Maiwald	Jessica Hadley	Mary Foreman	Sumaiya Begum
Cathy Bartkowski	Joanne Cavanagh	Mary Halloran	Tabitha Shatney
Chris Fanning	Jo Ann Massaro	Mary Jones	Tom Costello
Christie Cari	Joe Lesniak	Mary Lou Day	Trevor Riess
Christie Lamphier	Joe Zojwalla	Maryann Maiwald	Woody Johnson
Christine Pasquariello	Joyce Romoff	Mason Hall	Yash Rastogi
Cliff Bayuk	Judy Keisel	Michelle Ding	Yue Zhou
Connie Holt	Kai Lincke	Michelle Hall	Zach Lowe
Darsie Foreman	Kat Donald	Mike Vartanian	
Donna Clifford	Kat Hove	Molly Foreman	
Donna Ranere	Kathleen Michael	Nora Burrige	

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## 2020 Statistics and Programming



### *2020 By the Numbers*

#### **Physical Materials**

- Total Items in Collection: 41,574
- New Items Added to Collection: 1,752
- Total Circulation: 18,906 (No physical circulation for 3 months, contactless for 6 months)

#### **Digital Materials**

- Total Circulation: 26,889

#### **Library Patrons**

- Total Active Registered Patrons: 5,840
- New Patrons: 306 new patrons joined the library this year

#### **For children, teens, and families...128 programs attended by 5,741 people**

Including: Toddler Tales, Preschool/Kindergarten Stories, Infant Lap-Wiggle, PAWS for Reading, Bored? Got Board Games, Ms. Lori's Stories, Front Lawn Stories, Bag the Bag, Book Talk, Santa Sunday, Stem Saturday, Wildlife Education, Kona Ice Night, Picture Book Bundles, Family Night Bundles, Longwood Community Read, and more!

#### **For adults...41 programs attended by 554 people**

Including: Monthly Book Discussion, Book It! 5K Walk/Run, Pop-up Maker's Market, Trivia Nights, Photography Challenge, Paperless Pen Pals, Neighborly Chats, Monthly Take-and-Make Kits, Retirement Programming During COVID-19, Winter Recipe Exchange, Mystery Paperback Book Sale Bags, and more!

#### **Science, Technology, Engineering Art & Math (STEAM)...27 programs attended by 1,100 people**

Supporting the joy of discovery, we held 27 programs that enhanced community in exploring STEAM topics with 10 programs for adults, and 17 programs for children, family, and teens with about 1,100 attending. Highlights include: Science in the Summer, STEAM Saturday, Wildlife Education, Bag the Bag, as well as many science topics incorporated into story times.

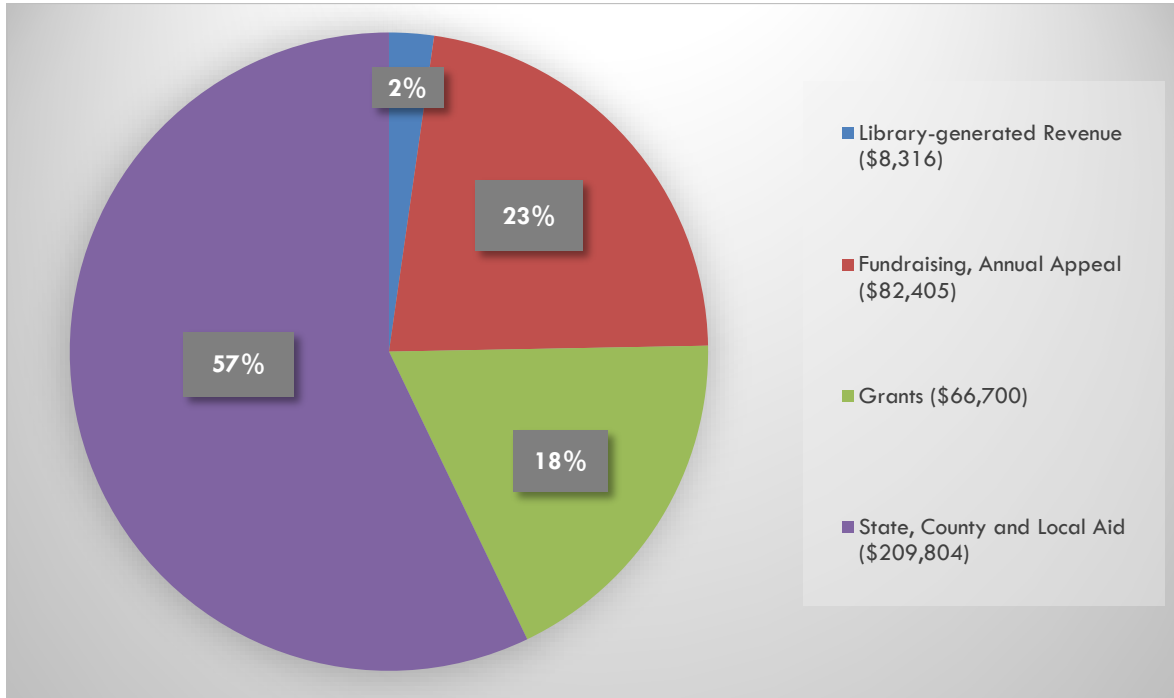
#### **Community Outreach**

We love to share the love of learning and encourage curiosity with our friends in the community by taking the library outside of our walls. Pre-pandemic, we reached out to Kehillah Early Learning, as well as opening the library to WES students, parents, and teachers for Bag the Bag, and we participated in Read Across America at NPE.

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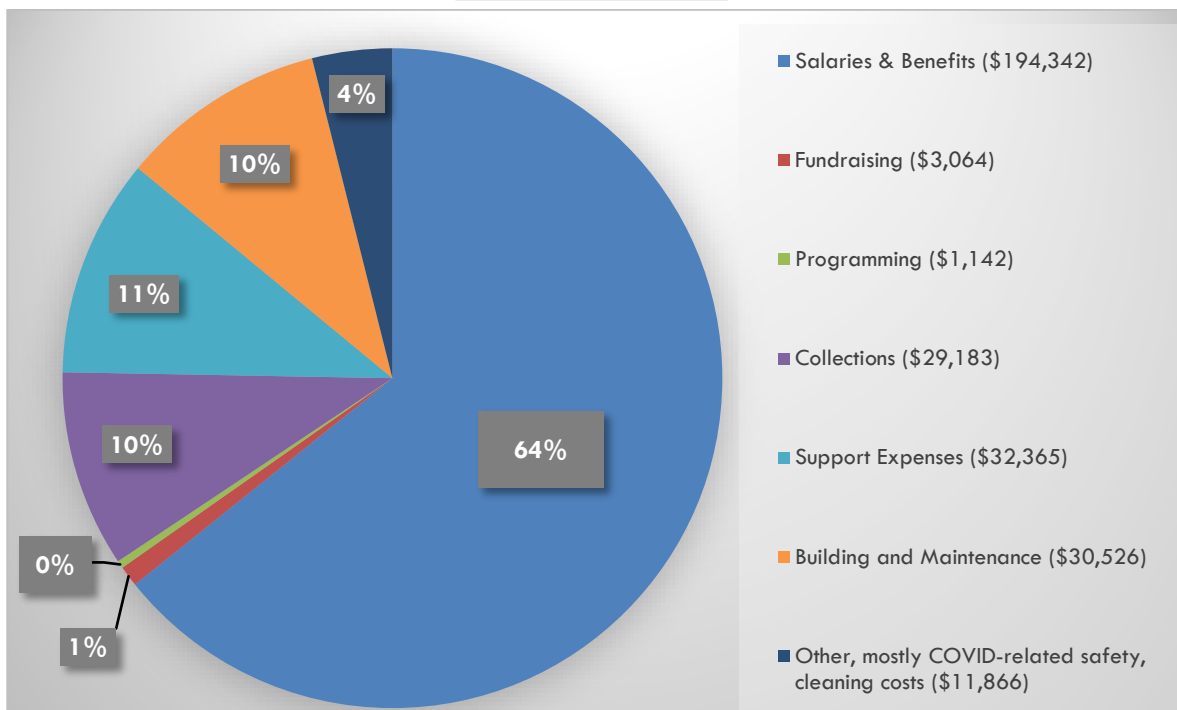
## 2020 Support & Revenue

Total: \$367,226



## 2020 Operating Expenses

Total: (\$302,448)



Thank you to our 2020 Board of Directors!  
We greatly appreciate the time, energy and creativity you  
share with our Library.

Kerri Phipps, President

Jessica Brill, Vice-President & Rose Valley Borough Representative

Katie Boland, Treasurer

Joyce Romoff, Assistant Treasurer

Jennifer Zwitch, Secretary

Amanda Hemmer

Beth Karn

Donna Ferruzzi, Nether Providence Twp. Representative

Elisabeth Lim

Harwood Johnson

J. Poe Leggette

Jane McNerney, Nether Providence Twp. Representative

Judy Voet, Rose Valley Borough Representative

Kelly Kaminski, Immediate Past Treasurer

Kim Shimer

Rachel Lundberg

Ranita Chakrabarti

Sara Pasternak