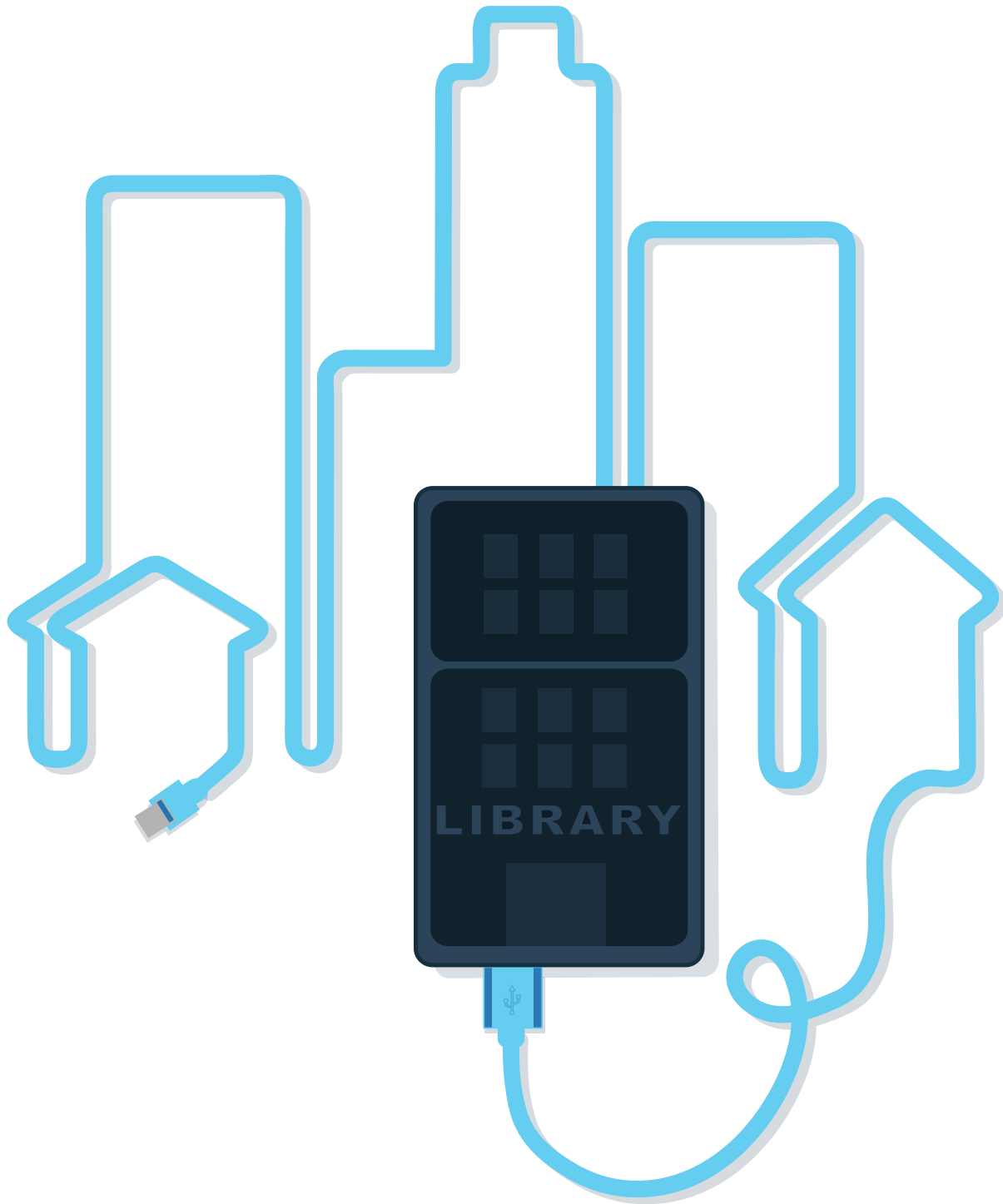




# 2019 Impact Report



## Allegheny County Libraries...Powering Our Community

This past year brought many new and exciting changes to libraries as we know them.

These advancements speak to the value of the Allegheny County Regional Asset District (RAD) and its unwavering support to the Allegheny County Library Association (ACLA) and its 46 member libraries throughout the County.

Over the past 25 years, the RAD has made \$193 million available for suburban libraries and the eiNetwork, and more than \$429 million to Carnegie Library of Pittsburgh. This investment has preserved key community assets where local resources are extremely limited. It has also allowed for facility improvements, the sharing of resources countywide, and the expansion of library collections, hours, and programs.

With this valuable source of funding and the continual transformation of resources and programming, libraries remain an integral part of our communities and offer a range of educational and entertainment experiences for all residents.

Support has also grown through several local referendums and the securing of grants to expand our emphasis on community responsiveness work. This effort has generated detailed community assessment reports based on input from residents, allowing libraries to “re-think” programs and services in direct response to community needs.

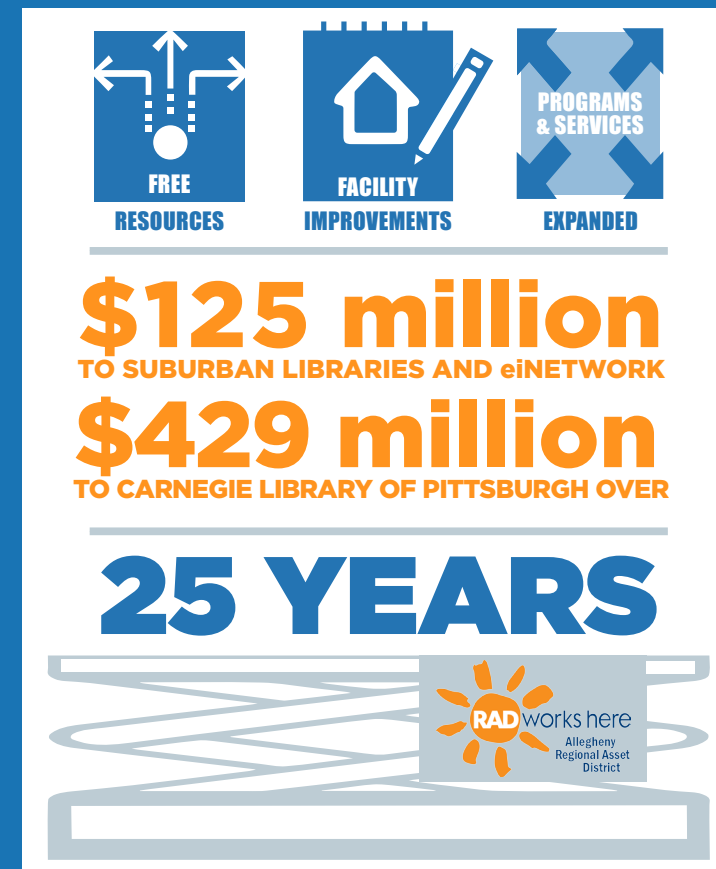
On the civic literacy front, ACLA and the League of Women Voters teamed up to encourage all eligible residents to exercise their right to vote. Last year’s non-partisan program provided volunteers to assist with registering new voters, updating existing registrations, offering absentee ballot forms, and confirming polling places.

Finally, ACLA continues to enhance its youth services program through innovative and engaging projects. The Nature Backpack program has received wide acclaim, leveraging partnerships with Allegheny County Parks, Allegheny Land Trust and Western Pennsylvania Conservancy. The Children’s Choice programs continue to expand to more school districts each year. And, recognizing that children are our future, ACLA launched civic literacy programs to encourage an early understanding of the importance of voting.

These and the other activities outlined in this report are just a few of the many valuable resources libraries provide to all Allegheny County residents. I encourage you to learn more by visiting our website at [www.aclalibraries.org](http://www.aclalibraries.org), or, even better, your own local library.



Marilyn Jenkins  
Executive Director



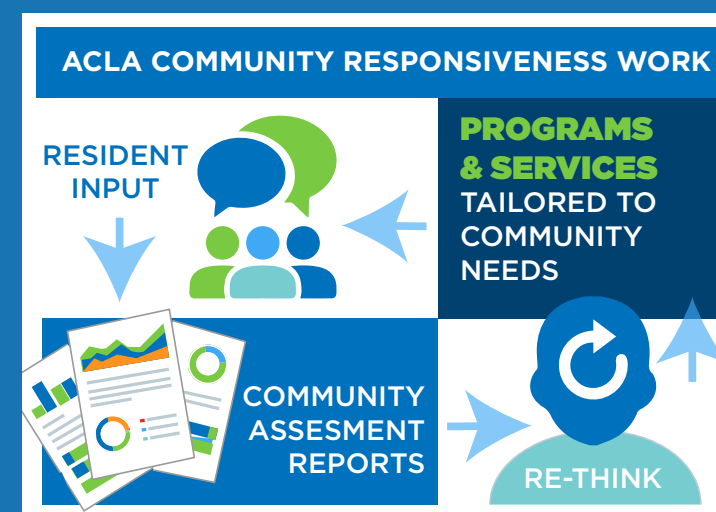
**FREE RESOURCES**   **FACILITY IMPROVEMENTS**   **PROGRAMS & SERVICES EXPANDED**

**\$125 million**  
TO SUBURBAN LIBRARIES AND eiNETWORK

**\$429 million**  
TO CARNEGIE LIBRARY OF PITTSBURGH OVER

**25 YEARS**

**RAD works here**  
Allegheny Regional Asset District



**ACLA COMMUNITY RESPONSIVENESS WORK**

**RESIDENT INPUT** → **PROGRAMS & SERVICES TAILORED TO COMMUNITY NEEDS**

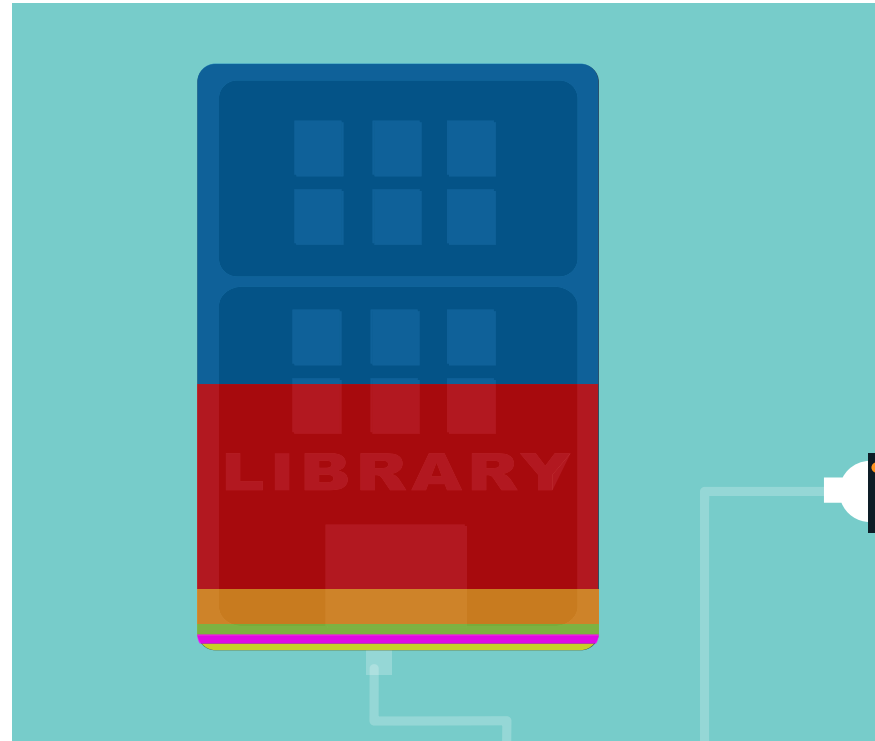
**COMMUNITY ASSESMENT REPORTS** → **RE-THINK**

## The Numbers

In 2019, **509,461 cardholders** utilized the **free access to 46 libraries** and **73 locations** throughout Allegheny County making **7,040,438 visits**. **10,822,271 resources** were circulated through ACLA's member libraries. Residents utilized **53,612,533 minutes** of computer time and **97,419,809 minutes of free Wifi access**.

## Investing in our Community

Allegheny County libraries play a significant role in improving the quality of life throughout our communities. Below and to the right is a breakdown of ACLA's revenues, along with investments in supporting high-quality services and resources.



### Revenue (in \$1,000)

■ Allegheny County Regional Asset District	\$6,896
■ Pennsylvania State Subsidy	\$5,106
■ Foundation Grants	\$499
■ Earned Revenue	\$186
■ Local Government	\$38
■ Direct Contributions	\$5

## Community Supporters

ACLA is grateful for the commitment of our many partners who support various programs and resources through grants.

### Allegheny County

- \$25,000 Mobile Library Services
- \$10,000 Youth Services

### Commonwealth of PA

- \$250,000 Civic Literacy work

### Dollar Bank

- \$5,000 Shared Accounting Services for Libraries

### Grable Foundation

- \$6,650 US Census Education and Support

### Jack Buncher Foundation

- \$336,943 Operating Grants to Libraries
- \$50,000 Youth Services

### Jefferson Regional

- \$100,000 South Hills, Community Engagement work

### Mary Hillman Jennings Foundation

- \$25,000 Updating ACLA Mobile Library Services Collection

### Pittsburgh Foundation

- \$750 Mobile Library Services

### Remake Learning

- \$3,000 Youth Services

### W I Patterson Charitable Foundation

- \$2,000 Shared Accounting Services for Libraries



### Commitments/Investments (in \$1,000)

■ Distributions to Libraries	\$11,158
■ System Services	\$514
■ Mobile Library Services	\$446
■ Administration	\$221
■ Accounting Services	\$158
■ Youth Services	\$140
■ Fundraising	\$67

## Youth Services

The Allegheny County Library Association and its member libraries serve a critical role for children and families throughout the County. ACLA, in partnership with its member libraries and key organizations, have expanded its Youth Services program to include innovative and engaging education and entertainment resources. Below are just some of the programs initiated in 2019.

### Nature Backpack Program

The Allegheny County Library Association launched the Nature Explorer Program in the summer of 2019 to encourage children and families to get outside and explore the region's natural assets. The nature backpack program was developed in partnership with Allegheny County Parks, Allegheny Land Trust and Western Pennsylvania Conservancy. The program is aimed at allowing children to discover and learn about the many native species within Western Pennsylvania.

Backpacks are located at **37 of the 46 county libraries**, or can be requested at any local library and include five broad themes - water, land, cultural, wildlife and plants. They also include field guides, tools for exploration and a folder of resources, including maps of local green spaces.

The program and backpacks encourage children to become citizen scientists. They are able to use their smartphone or tablet (or their parents') with the Seek by iNaturalist app to track and report native and invasive species during their exploration process.



### Monster Needs Your Vote'

As part of ACLA's civic literacy initiative, the organization felt it was equally important to educate our young community members on the value of voting and a clear understanding of how our political and government systems work.

The program distributed copies of the book to all member libraries and inviting elected leaders to host a book reading session at their own local libraries.

### Other Youth Services Initiatives

Last year, **34 libraries participated in Picture Book Children's Choice**, visiting **54 schools across Allegheny County** reaching **7,079 students**.

ACLA's 2019 **Summer Reading program** included **33,413 students participating in 6,616 programs**.

## Faces of the Library

Because Allegheny County's libraries are places of imagination and inspiration and welcome everyone, ACLA launched a Faces of the Library initiative in 2019. This program is hosted on ACLA's website and allows individuals to express why the library is important to them and their community.

Here are just a few of the responses.

*"My library has a plethora of stories untold, distant lands to visit, advice to be had, and adventures to be experienced, within its walls – just waiting to be taken and realized."*

– Robert S.

*"It's [the library] like a second home, a place where I always feel welcome."*

– Cheryl A.

*"The library itself became a place for our daughter to play and grow. As we delight in an ever-growing girl, we celebrate the library as a rock in our family's early life."*

– Anonymous



## Improving Access for All

Allegheny County libraries strive to accommodate the needs of all guests, regardless of their abilities, continually finding ways to improve accessibility by offering:

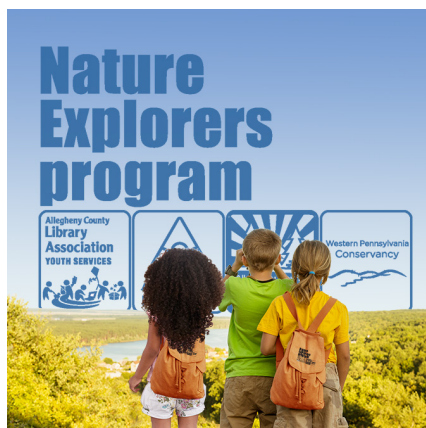
- Closed captioning/subtitles with regular movie screenings,
- Assistive listening devices available at programs in libraries,
- ASL interpreter at programs,
- Translation services,
- Home delivery services - books by mail, homebound book delivery, outreach/delivery to assisted living facilities or senior centers and books on wheels (combined effort with Meals on Wheels),
- In-house programming specific to those with integration/sensory challenges and/or physical challenges,
- Therapy dog reading program,
- JAWS screen reader and MACIC14 screen magnification software on PCs, large type keyboards,
- Large print materials, audio and mp3 recordings,
- Referrals to the Library for the Blind and Visually Handicapped.



## Taking it to the Streets

Allegheny County's bookmobiles continue to deliver library service directly to individuals throughout the County at senior facilities, preschools and various local communities.

In 2019, **Mobile Services conducted 1,186 visits, 1,083 hours of on-site service** and **traveling 16,511 miles**. The dedicated Mobile Services team **regularly visited 103 locations** in **47 separate municipalities throughout the County**.





## Trusted & Dedicated Partners

ACLA's board of directors and staff are grateful to the many community partners who support the mission of our community libraries.

- All of Us
- Allegheny County Complete Count Committee
- Allegheny County Health Department
- Allegheny County Department of Human Services
- Allegheny County Parks
- Allegheny Intermediate Unit
- Allegheny Land Trust
- AmeriCorps – KEYS program
- Area Agency on Aging
- BigBurgh
- City of Asylum
- Jefferson Regional Collaborative
- Jewish Community Center/PJ Library
- KDKA-TV
- League of Women Voters of Greater Pittsburgh
- Libraries Without Borders
- Literacy Pittsburgh
- Monroeville Interfaith Ministerium
- National Network of Libraries of Medicine
- Nonprofit VOTE – National Voter Registration Day
- Northside Common Ministries
- Pittsburgh Botanic Garden
- Pittsburgh Marathon
- Pittsburgh Pirates
- Pittsburgh Riverhounds
- Remake Learning
- Spark Books
- United Way
- University of Pittsburgh School of Social Work
- Western Pennsylvania Conservancy
- Western Pennsylvania Regional Data Center
- WQED Education/PBS Kids



## Libraries Continue to be Loved

The LoveYour Library initiative is a month-long fundraising and awareness campaign in September for the libraries of Allegheny County, jointly coordinated by the Allegheny County Library Association and the Carnegie Library of Pittsburgh.

Year after year, the Jack Buncher Foundation has been incredibly generous in providing a match pool for qualifying dollars raised. The Foundation has also provided funds for the development and distribution of critical marketing.

Allegheny County Council Proclaims September 2019, LoveYour Library Month.



2019 saw Allegheny County libraries raise **over \$1 million dollars** through the LoveYour Library campaign. Of this, **\$706,169** was eligible for a prorated match from the Jack Buncher Foundation, which provided **\$156,944** in matching contributions. Over the four years since its inception, the LoveYour Library campaign has **raised more than \$3.1 million** for libraries.



# Never Be Content

ACLA began 2019 with several major initiatives for improving services to our member libraries and the residents of Allegheny County they serve.

## Goal 1

Develop a new strategic plan with a focus on recommendations from the Hill Group and RAD Library Committee.

- The ACLA Board appointed a representative Task Force early in 2019.
- Staff conducted surveys and gathered input from member libraries and the Librarians Advisory Council which was reviewed by the Task Force.
- After adoption by the Board and Membership, the final plan was submitted to the Allegheny Regional Asset District (RAD) for review/comment.

## Goal 2

Increase participation of libraries in centralized services and investigate implementing new services in collaboration with Carnegie Library of Pittsburgh and eiNetwork.

- Accounting Shared Services Program
  - ACLA staff now provides direct bookkeeping and accounting for 17 libraries.
- Fine-free Initiative
  - Staff coordinated a task force of libraries to research and test fine-free policies.
  - A pilot program launched in the Fall of 2019 with nine libraries in the initial group. Three Carnegie Library of Pittsburgh branches joined a month later along with two additional libraries.
  - Currently, the impact of the program is being assessed for possible expansion.



- Core Curriculum for Front Line Staff
  - A Task Force designed a core curriculum for library training.
  - An implementation plan is currently being created.
- Community Technology Assessment Project
  - Funded by the Jefferson Regional Foundation, research is being conducted to determine community technology needs and the part libraries can play in meeting those needs

## Goal 3

Continue diversity and inclusion process with follow up steps for local libraries.

- The ACLA Board set expectations for local libraries around recruitment of board members and employees' more representative of the broad diversity of communities libraries serve.
- Training was provided to libraries on equity, diversity, and inclusion, including workshops for special populations (LGBTQ, aging, children on the autism spectrum, etc.).
- Additional resources were identified and provided to libraries through an online document library.

### Allegheny County Library Association Board of Directors:

- Jack Murtagh (President)  
*North Region Representative*
- Pamela Golden (Vice President)  
*ARAD Representative*
- Rich Fuller (Treasurer)  
*At-Large Representative*
- Christine McIntosh (Secretary)  
*LAC Representative*
- Sally Coyne  
*East Region Representative*
- Kristen McMahon  
*Central Region Representative*
- Patricia Shetler  
*West Region Representative*
- Tracy Soska  
*South Region Representative*
- Aliya Khan  
*At-Large Representative*

