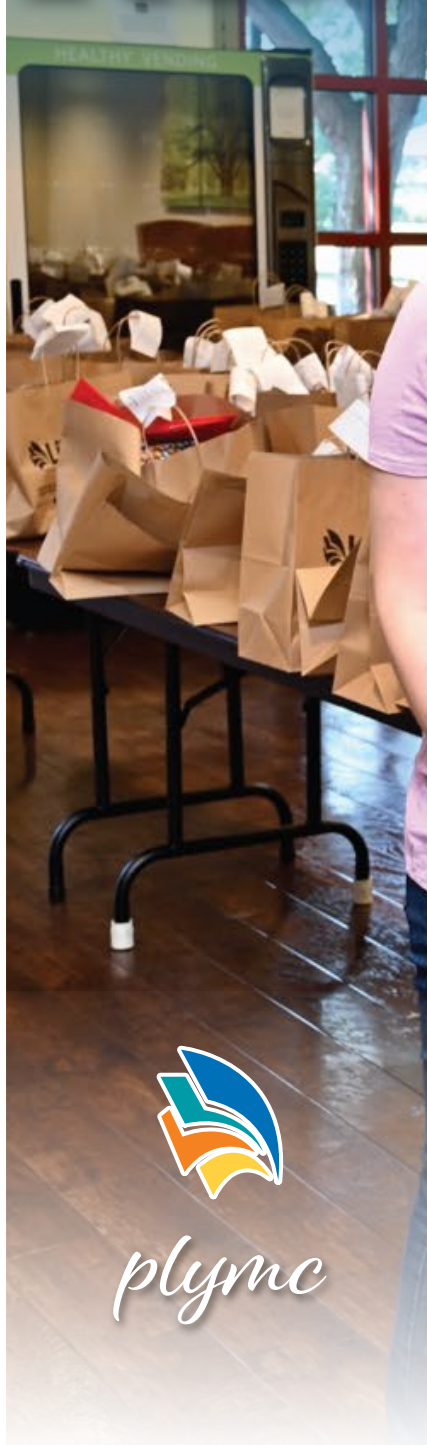


# RESILIENCE



## ANNUAL REPORT 2020

THE PUBLIC LIBRARY OF YOUNGSTOWN  
AND MAHONING COUNTY

# LIBRARY IS FLEXIBLE AND RESILIENT

## While Adapting Amid COVID Circumstances

Libraries have faced the challenge of reinventing themselves over the decades, as trends and technologies have changed. But in 2020, Mahoning County's libraries saw – and met – one of their biggest challenges as COVID-19 swept through the world.

“This past year saw our libraries change and our employees rise to meet unprecedented challenges, all the while maintaining service, even though our buildings had to close for a time,” said Aimee Fifarek, Executive Director of the Public Library of Youngstown and Mahoning County (PLYMC). “And out of this year of firsts, I believe our library system showed resilience, adaptability, and strength that can be a source of community pride. ”



AIMEE FIFAREK,  
LIBRARY EXECUTIVE DIRECTOR



DR. DAVID RITCHIE,  
PRESIDENT, LIBRARY TRUSTEES

The year 2020 was unlike any we have seen at the Public Library of Youngstown and Mahoning County. It tested the mettle of our staff, administrators and trustees. And I'm happy to say, not only did your Mahoning County libraries pass the test, but they passed with flying colors. Through this difficult year, the Library developed innovative ways to serve the public, whether through virtual, online services or in-person services. Many of these new services will stay with us as we move forward. We are well aware that the public supports its libraries with monies from the state's Public Library Fund and our local tax levy. Those funds were never more important as this library system continued to provide services throughout the year. And thanks to CARES ACT funding, we were able to purchase much-needed items such as PPE and air filtration systems. We remain very grateful for our community's support – you are the reason we are here. Thank you for loving and using YOUR library!





“ We knew one of the services our patrons would miss most was programming. To their credit, the programming department jumped in with enthusiasm to develop a first-ever plan for virtual programs and online blogs. ”

– Aimee Fifarek, Library Executive Director



# STRATEGY & INNOVATION

- At the end of business March 15, PLYMC closed its buildings to the public to strategize.
- IT and Training teams prepared an app-based phone service.
- Public Service, Human Resource, Public Relations, and the Director's Office communicated the plan to the Library Board, staff and their Unions, and the community.
- On March 18, PLYMC “reopened” as a fully online service with the marketing slogan, ‘Library Anywhere.’
- The website, LibraryVisit.org, debuted a new streamlined, responsive design.
- Staff answered community questions by phone and email from their homes, on topics ranging from applying for unemployment to how to download e-Books.
- The Programming department developed a first-ever line-up of virtual programs, videos and online blogs.
- Library’s social media grew on Facebook, Twitter, Instagram & YouTube.
- WIFI was kept on and boosted for use from library parking lots.



- March 28 – Library blogs featured on library homepage and social media.
- April 5 – Website homepage redesign debut.
- April 14 – Storyline began to support children without computer access with pre-recorded phone stories read by PLYMC librarians.





# ADAPTIBILITY & FLEXIBILITY

- June 1 – First completely virtual Summer Discovery program began.
- June 1 – Take & Make Kits available for children to support hands-on learning at home.
- June 3 – Curbside service began and over 7,000 items were checked out the first week.
- June 3 – Increased the number of Mobile Hotspots available for pickup with curbside service.
- June 11 – Pop-Up Library and Special Delivery restart.
- July 1 – Story Trail picture book walks were set up at libraries and community parks.
- July 13 – Library buildings open for computer access only.
- August 3 – Library buildings across the county open for in-person, COVID-appropriate services.
- August 7 – Virtual groundbreaking marked the start of the Main Library renovation.
- September 9 – Campbell Library opened inside the CLWCC at Campbell Schools.



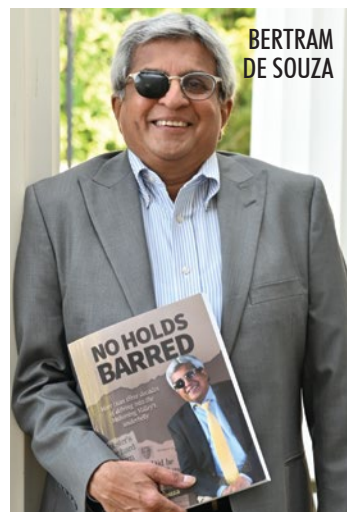




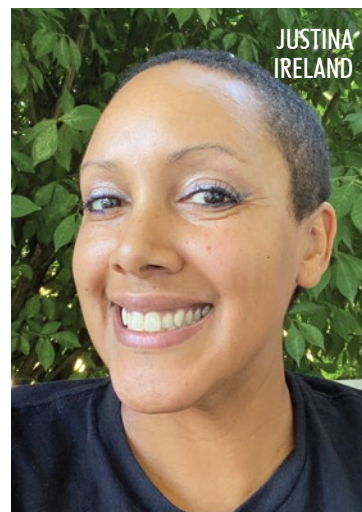
Reuben McMillan, library founder and namesake.



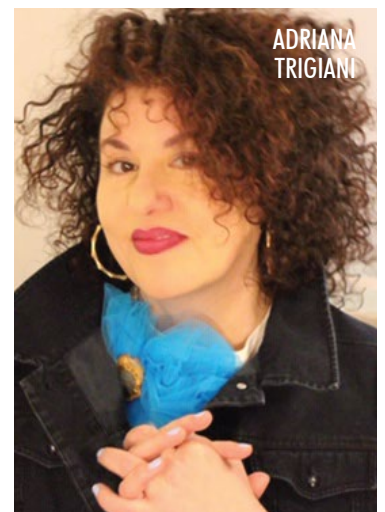
JUANA MARTINEZ NEAL



BERTRAM DE SOUZA



JUSTINA IRELAND



ADRIANA TRIGIANI

# STRENGTH & CONNECTION

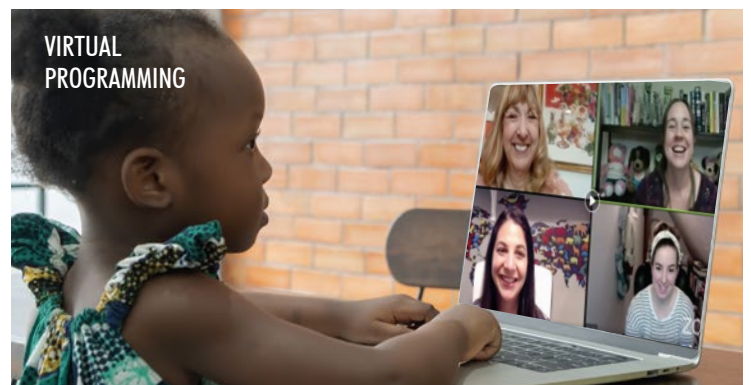
- October 7 – PLYMC celebrated 200th anniversary of the birth of namesake Reuben McMillan.
- October 12 – Main Library opened for in-person library use as renovation work began.
- October 16 – Justina Ireland, best-selling author, held a virtual visit for teens with who completed Summer Discovery.
- October 21 – Bertram de Souza, Mahoning Valley journalist and author, joined us for a virtual discussion.
- October 29 – Adriana Trigiani, best-selling author, was guest presenter at the first Literary Society virtual event.
- November 16 – Jim Young began as PLYMC's full-time Community Support Specialist.
- November 20 – Juana Martinez Neal, best-selling author, held a virtual visit for kids with who completed Summer Discovery.
- November 28 – Santa and his reindeer delighted families with a drive-thru visit at Canfield Library.
- December 5 – Notorious Cree, Powwow and hoop dancer, gave a lively virtual performance.
- December 8 – Free ready-to-eat meal kits, in collaboration with Children's Hunger Alliance, became available at Newport and Michael Kusalaba branch libraries.
- December 1 – "Clean Slate" campaign eliminates overdue fines for patrons.





# CARES ACT FUNDING

In late July, Ohio's libraries received CARES Act funding used to purchase PPE, sanitizer, and other supplies necessary to provide safe service to the public. With the \$375,000 that came to Mahoning County, the library has purchased cleaning supplies, equipment to support virtual and curbside service, as well as ionizing air purifiers for all buildings in the PLYMC system.



# HOW WE WERE FLEXIBLE AND INNOVATIVE AMID COVID CIRCUMSTANCES:



**BOOKS READ**  
**50,158**  
**PARTICIPANTS**  
**455**

**TAKE & MAKE CRAFT KITS**  
**DISTRIBUTED**  
**2,364**

**VIRTUAL STORY TIMES**  
**PARTICIPANTS**  
**23,794**

**STORY TRAILS**  
**VISITORS**  
**34,762**

**STORY LINE & DIAL-A-STORY**  
**CALLERS REACHED**  
**378**

**CAREER & JOB CENTER**  
**JOBS QUESTIONS ANSWERED**  
**586**  
**BOOK-A-LIBRARIAN**  
**INCLUDES 136 JOB SESSIONS**  
**268**



**VIRTUAL PROGRAMS**  
**TOTAL PROGRAMS**  
**643**  
**TOTAL LIKES**  
**5,384**  
**TOTAL VIEWS**  
**87,163**

**IN-PERSON PROGRAMS**  
**TOTAL PROGRAMS**  
**959**  
**TOTAL ATTENDANCE**  
**13,987**



# LIBRARY STATISTICS

## WHO IS PLYMC?

POPULATION SERVED	228,683
CARD HOLDERS	127,177
DIGITAL MEDIA (Overdrive & Hoopla users)	68,103
SPECIAL DELIVERY PATRONS	613
LIBRARIES	15
STAFF	185

## WHAT YOU CAN READ, WATCH & DOWNLOAD FROM PLYMC

BOOKS	397,828
DIGITAL BOOKS & MORE (Overdrive, hoopla, eMagazines)	357,265
E-BOOKS	6,957
BOOKS-ON-CD	10,418
DVDs	83,760
MUSIC CDs	15,766
LIBRARY BLOGS (published)	480

## HOW YOU ARE USING THE LIBRARY

DOOR COUNT (visitors)	359,006
REFERENCE QUESTIONS ANSWERED	131,959
CIRCULATION	1,034,903
SEARCH OHIO	
Borrowed Items	28,582
Loaned Items	11,085

## TECHNOLOGY @ THE LIBRARY

PUBLIC COMPUTERS	157
WI-FI SESSIONS	136,923
COMPUTER SESSIONS	71,696
WEBSITE ACTIVITY (user sessions at LibraryVisit.org)	1,294,244

**CURBSIDE PICKUP**  
**23,074** beginning June 1

## MOBILE HOTSPOTS

**CIRCULATION**  
**1,423** **LOANED**  
**140**





## GENERAL FUND

12/31/20

Encumbered Balance	\$617,736.88
Balance Forward	5,946,714.19

### RECEIPTS

Public Library Fund	8,744,858.11
Property Tax	9,006,542.04
Intergovernmental	1,459,513.99
Patron Fines & Fees	56,797.95
Interest Income	214,936.44
Rental/Lease Income	7,390.00
Miscellaneous	208,857.24

<b>TOTAL RECEIPTS and BALANCES</b>	<b>\$26,263,346.84</b>
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### EXPENSES

Salaries and Benefits	\$9,837,298.85
Supplies	610,785.24
Purchased & Contracted Services	2,280,459.75
Library Materials	1,461,772.43
Equipment	284,989.31
Other Objects	49,124.37
Transfers to Other Funds	3,000,000.00
Encumbered Balance Forward, 12/31/20	1,039,258.24
Balance Forward, 12/31/20	7,699,658.65

<b>TOTAL EXPENSES and BALANCES</b>	<b>\$26,263,346.84</b>
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## BUILDING & REPAIR FUND

12/31/20

Encumbered Balance	\$1,166,039.31
Balance Forward	39,238,015.95

### RECEIPTS

Interest Income	358,797.70
Contributions	47,195.00
Miscellaneous	-
Transfers from Other Funds	2,000,000.00

<b>TOTAL RECEIPTS and BALANCES</b>	<b>\$42,810,047.96</b>
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### EXPENSES

Investment/Banking Fees	\$11,155.41
New Buildings	956,164.89
Building Improvements	3,649,059.04
Equipment	113,065.28
Encumbered Balance Forward, 12/31/20	23,751,445.50
Balance Forward, 12/31/20	14,329,157.84

<b>TOTAL EXPENSES and BALANCE</b>	<b>\$42,810,047.96</b>
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### MAIN LIBRARY

305 Wick Avenue  
Youngstown, OH 44503  
Phone: 330-744-8636

# FINANCIAL REPORT

## TECHNOLOGY & DEVELOPMENT FUND

12/31/20

Encumbered Balance	\$104,509.39
Balance Forward	1,460,089.97

### RECEIPTS

Federal Grant/E-Rate	\$14,200.39
Interest Income	5,447.04
Transfers from Other Funds	1,000,000.00

<b>TOTAL RECEIPTS and BALANCES</b>	<b>\$2,584,246.79</b>
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### EXPENSES

Investment/Banking Fees	\$325.09
Equipment	313,144.50
Encumbered Balance Forward, 12/31/20	9,950.15
Balance Forward, 12/31/20	2,260,827.05

<b>TOTAL EXPENSES and BALANCES</b>	<b>\$2,584,246.79</b>
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## LIBRARY FOUNDATION

12/31/20

Balance Forward	\$903,082.23
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### RECEIPTS

Distributions from Trust Funds	113,543.55
Contributions	38,159.10
Miscellaneous	-
Interest and Investment Income	6,856.95

<b>TOTAL RECEIPTS and BALANCE</b>	<b>\$1,061,641.83</b>
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### EXPENSES

Books and Related Purchases	\$17,164.17
Audit Fees	6,000.00
Legal Fees	3,951.25
Marketing Costs	-
Miscellaneous	2,284.90
Memorial Gifts	-
Balance Forward, 12/31/20	1,032,241.51

<b>TOTAL EXPENSES and BALANCE</b>	<b>\$1,061,641.83</b>
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## BOARD OF TRUSTEES OFFICERS

- DR. DAVID RITCHIE  
President
- CAROLE S. WEIMER  
Vice President
- MARK J. MROFCHAK  
Chief Fiscal Officer\*
- TINA MCBANE  
Deputy Fiscal Officer\*  
\*non-voting
- AIMEE FIFAREK  
Executive Director\*

## BOARD OF TRUSTEES MEMBERS

- Richard Atkinson
- Alex Benyo
- Alexa Sweeney Blackann
- Timothy Bresnahan
- Delores Crawford
- Terry Dimascio
- Thomas M. Frost
- James J. Meehan
- Judith Schmutz
- Joann Stock
- Ronald Strollo
- Jamie Viano
- Carole S. Weimer
- T. Sharon Woodberry
- Ralph T. Meacham  
Mahoning County Auditor\*
- The Honorable Jamael Tito Brown  
Mayor, City of Youngstown\*  
\*non-voting

## LIBRARY LOCATIONS

- Main Library
- Austintown
- Boardman
- Brownlee Woods
- Campbell
- Canfield
- East
- Greenford
- Michael Kusalaba Branch
- Newport
- Poland
- Sebring
- Springfield
- Struthers
- Tri-Lakes
- Special Delivery
- Pop-Up Library Mobile Service