



## 2024 Central Library Report: Resilience

In 2024, Crandall Public Library (CPL) demonstrated remarkable resilience, expanding services, programming, and outreach while committing to sustainability and community well-being. The library continued to thrive post-pandemic by adapting services, fostering inclusion, and addressing patrons' social, educational, and technological needs. \$188,000 from Central Library Services Aid helped to supplement services to all SALS libraries through the purchase of eContent from ProQuest (genealogy platforms) support to system services (JA), and Overdrive (platform and materials). Additional expenditures from CLDA supported system-wide Inter Library Loan services. Key highlights include:

- Circulation & Access: 304,859 items circulated; 167,886 eContent downloads; 268,596 in-person visitors; 27,186 library cardholders.
- Digital & Tech Use: 17,946 computer sessions, 12,511 Wi-Fi logins, and 62,834 reference questions answered.
- Community Outreach: 521 homebound deliveries; 889 items via Library by Mail; 2.5 tons of food distributed; 3,708 virtual program participants.

### Youth Engagement:

- 1,102 youth programs with 21,510 attendees.
- 508 kids and 81 teens joined the Summer Reading Program, logging over 325,000 minutes read.
- 46 volunteers contributed 400+ hours.
- "Adventure Buddy" program, therapy dog visits, and museum pass checkouts enhanced family engagement.

### Teen Center:

- 201 teen and 107 tween programs.
- Passive programming use totaled 777 times; 461 personal care items and snacks distributed.
- Celebrated its 16th anniversary with increased partnerships and visibility.

### Adult Services:

- 2,360 attendees at programs including author talks, repair cafés, art workshops, film screenings, and book groups.
- 237 digital literacy classes offered.
- New initiatives included 20-something programming, Earth Day events, and health-focused workshops.

### Folklife

- Signature Programs:
  - Shutter Squad (photography club)
  - Bluegrass Jams with 445 recorded listeners
  - Learn to Play the Ukulele (38 individual lessons)
  - Family History One-to-One guidance sessions
  - 28 live performances attended by 2,133 people
  - 13 curated exhibits
  - 103 workshops drawing 1,044 attendees
- Research Room:
  - 1,784 patrons accessed 2,467 archival and historical items
- Volunteer Support:
  - 741.25 hours donated by community volunteers, contributing to program delivery and archival support

### Sustainability & Innovation:

- Entered the Sustainable Libraries Certification Program with 58 action items completed in its first four months.
- Introduced a Community Engagement Coordinator to foster relationships and develop inclusive programming.

### Social Media & Outreach:

- Facebook reached 669,969 users; YouTube had 44,906 views in 2024.
- Continued growth in online presence and digital engagement.

### Financials:

- Balanced \$5.42 million budget: 69% from local funds, 27% from NY State aid, and 4% from other sources.
- Major expenses: 59% programs/services, 17% building operations, 12% support services, and 12% debt service.

### Recognition & Support:

- Hundreds of individual, foundation, and corporate donors recognized.
- Dr. John & Pat Schutze received the 2024 Henry & Betsey Crandall Award for community service.

**This report reflects a vibrant, adaptive institution devoted to equity, sustainability, and meaningful community impact.**

Kathleen U. Naftaly, Director