



Broome County Public Library Annual Report 2024

Compiled by Laura Haynes



Letter from the Director, Josias Bartram:

Dear BCPL Community,

This letter is my annual opportunity to showcase all of the work that the Library does on behalf of the community and to reflect on some of the triumphs and challenges that have defined the previous year. To start with, I'd like to thank Laura Haynes for putting together another beautifully designed and informative annual report. This is the third one that she has produced, each more impressive than the last! I'm also thrilled that we are featuring Kathleen Shores in this report. Kathleen is one of the pillars of our Library and—like every member of our dedicated, creative, and empathetic team—she doesn't get enough credit for how difficult this work can be.

On the topic of difficult work, I'd like to specifically highlight the fact that library work is not always as calm and peaceful as the environment that we strive to create for our patrons, and involves a lot more than reading to children and re-shelving books. Libraries are one of the last remaining public spaces without commercial or political pressure, and as a result we end up catering to many community members who have nowhere else to go. At the same time, we are committed to maintaining a safe space for families and other vulnerable patrons. When everything is in balance, the tension between these two aspects of our mission is not necessarily bad. It can be fertile soil for all that we offer to the community, as presented here. However, when it is out of balance we risk losing families, dedicated staff, and patrons who just want a quiet place to read. Maintaining this balance is one of my most important responsibilities, and I am grateful for the daily support of Broome County Security. We all deserve a safe and welcoming Library.

Despite closing for a week in October for a complete replacement of our rooftop HVAC units (thank you Broome County Department of Public Works!), our 2024 door count is back up to pre-pandemic levels. Meanwhile, our circulation of books and other traditional library materials continues to lag behind this trajectory while we are seeing record growth in the use of our eBooks, eAudiobooks and other electronic resources. All of this clearly indicates that we are staying relevant to this community through ongoing innovation and reinvention, most specifically with our high-quality (and always free) programs for all ages.

Thank you for your ongoing patronage and support of our Library!

Josias Bartram
Library Director



Letter from the President, Allen Buyck:

Dear Friends and Supporters of the Broome County Public Library,

As a lifelong resident of Broome County, it has been my honor to serve as a member of the Broome County Library Board of Trustees, and now as the newly elected President of the Board.

Throughout my working career, I have always tried to give back to our community in as many ways as possible, and serving on this board has given me the joy of serving the diverse community we live in in new ways.

As we reflect on 2024, I am proud to share the many ways our library has continued to serve as a cornerstone of knowledge, creativity, and community connection. This year has been one of growth, innovation, and resilience, reinforcing the library's vital role in enriching the lives of residents across Broome County.

From expanding digital resources and enhancing programming for all ages to strengthening community partnerships, we have remained committed to ensuring that the library is accessible, inclusive, and forward-thinking. Our dedicated staff, volunteers, and patrons have made these achievements possible, and I extend my deepest gratitude to all who contribute to the library's ongoing success.

As we look ahead, we remain focused on adapting to the evolving needs of our community, fostering lifelong learning, and continuing to provide a welcoming space where everyone can explore, discover, and connect. Thank you for your unwavering support and belief in the power of our library.

If you haven't had a chance to visit us recently, I encourage you to stop by for a visit. I am confident you will find the library an exciting place to be.

**With appreciation,
Allen D. Buyck
President, Broome County Library Board of Trustees**

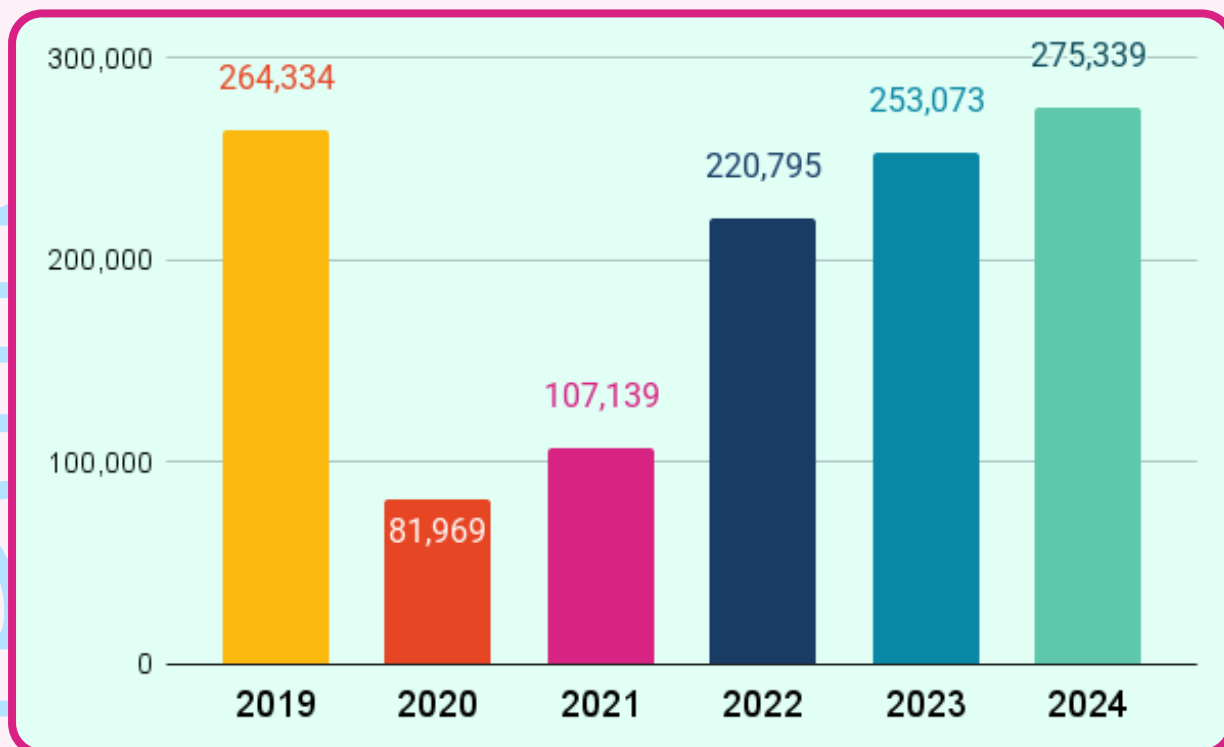
2024 Facts at a Glance:

- **205,295** items circulated
- **25,849** items loaned through interlibrary loan
- **13,553** public computer sessions
- **540,464** wireless sessions
- **819** programs offered
- **8,798** program attendance

Our statistics increased in several areas between 2023-2024:

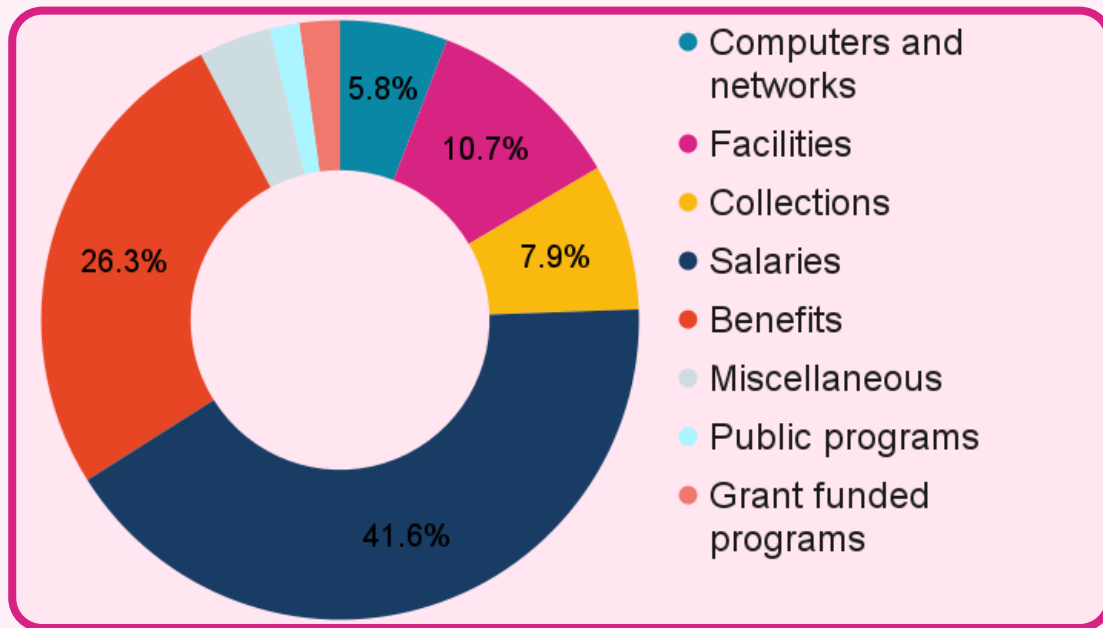
2023	2024
253,073	→ 275,339 total library visits
5,684	→ 6,210 facebook followers
1,009	→ 1,100 instagram followers
2,146	→ 2,273 new patrons registered
129,530	→ 235,979 website visits
12,615	→ 18,630 reference questions answered

Door Count has continued to increase and we have surpassed pre-pandemic numbers:

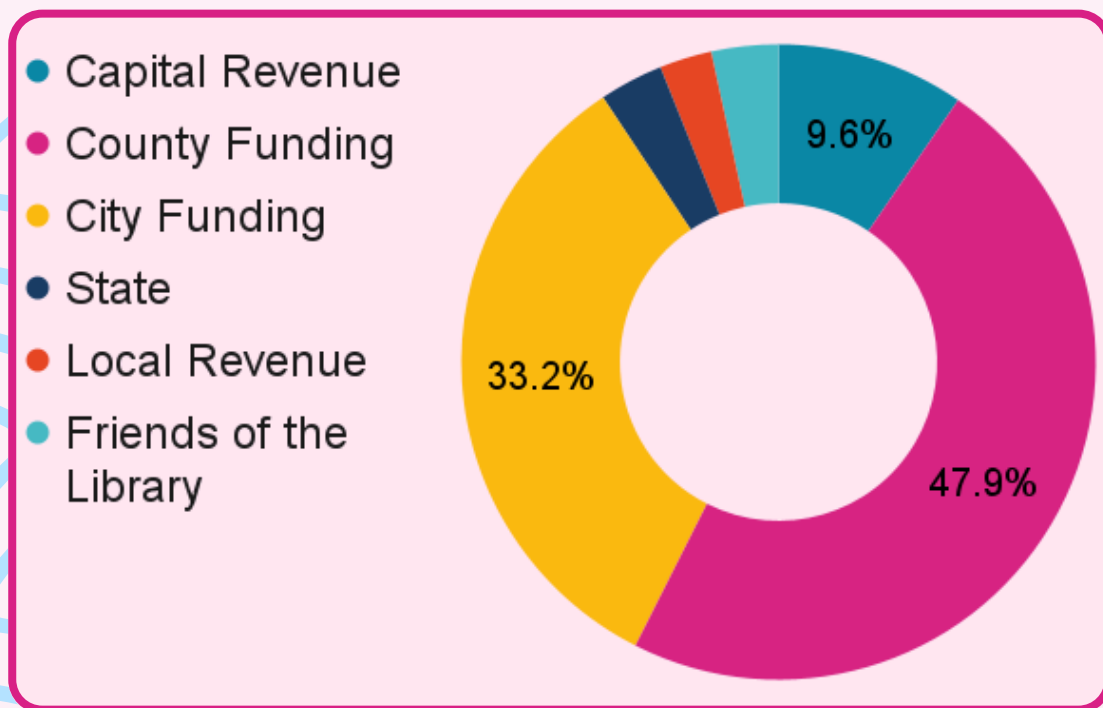


Financials:

Expenses



Revenue





Staff Highlight:
Kathleen Shores, Head of Circulation
Kathleen started as a clerk at the Library and worked her way up to become the Head of Circulation. She has been with the Library for 10 years.

What inspires you, and how have you brought that to BCPL?

I'm inspired by overcoming difficult challenges. When I'm faced with something tough—whether personally or professionally—it pushes me to grow, adapt, and tap into inner strengths I didn't realize I had. Working through these experiences has helped me build confidence and resilience. It's also given me greater empathy for others going through tough times, which I believe has helped me become a more thoughtful colleague and team member at BCPL.

What do you like most about working here?

I enjoy being part of something bigger than myself—something that has a positive impact on our community. Public libraries are one of the last places where a person can simply come to be. They don't have to purchase anything, read, study, use a computer, or even have a library card. Libraries are safe, free spaces where people can exist without judgment. That's incredibly powerful.

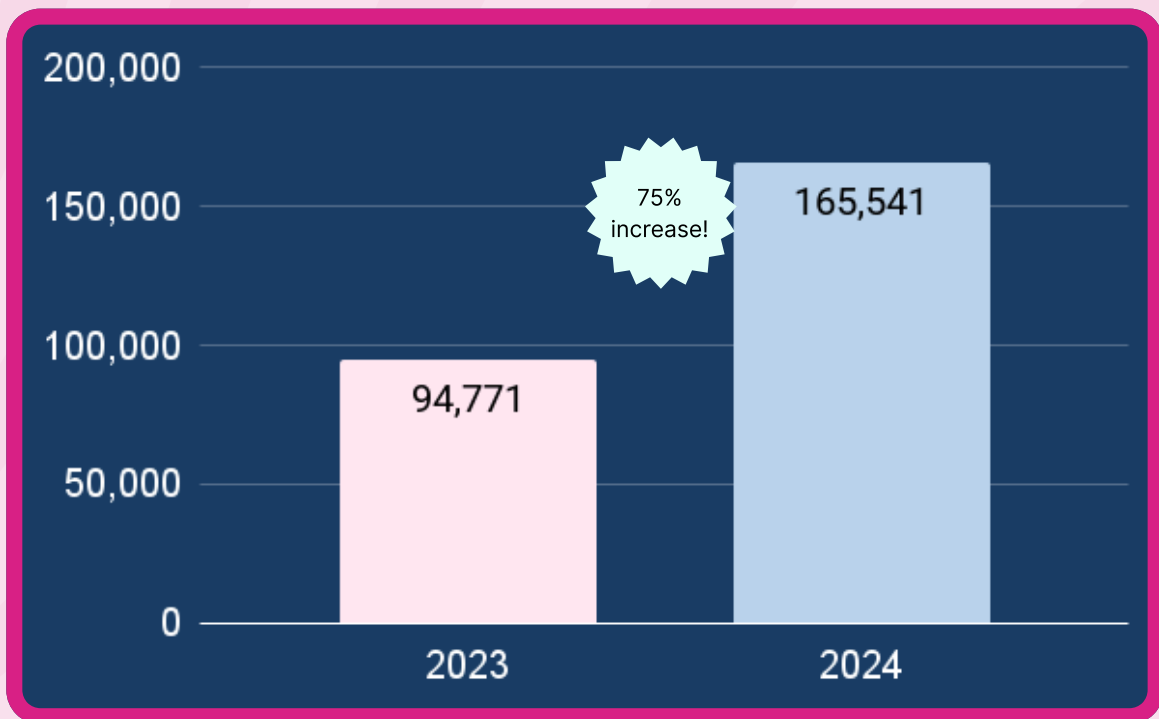
What I love most about working at BCPL is being part of an inclusive, constantly evolving environment. We're always looking for ways to better serve our community. I also value the opportunity to collaborate and brainstorm with my colleagues—whether we're fine-tuning policies to make the library more accessible or troubleshooting a tech issue that affects our daily work. Problem-solving together creates a deeper sense of accomplishment and strengthens our team.

What's the best book you've read recently?

I Who Have Never Known Men by Jacqueline Harpman. It's a hauntingly beautiful dystopian sci-fi novel—two genres I've really been into lately. I thoroughly enjoyed this book, and it was the first one I finished after a reading dry spell (which I'm a little embarrassed to admit, especially since I work in a library) that lasted several months.

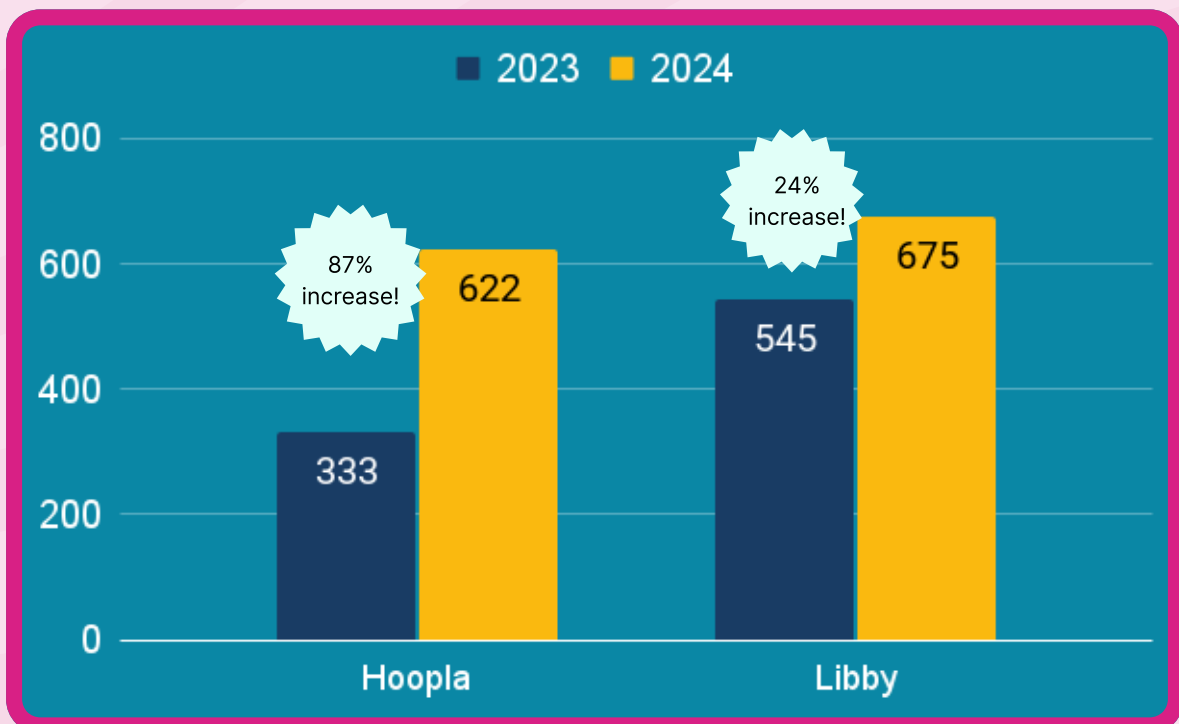
Social Media and Digital Content

Facebook Pageviews



Facebook Pageviews increased 75% from 2023 to 2024.

New Users: Hoopla and Libby



This graph represents new electronic resources users who signed up in 2023 versus 2024.

Peer Support



Our Peer Support program, located in the rotunda of the Library, was created in 2022 and continues to serve vulnerable members of our community. The program is designed to connect patrons with community resources and provide a non-judgmental space for folks to gather. We welcome those struggling with mental health, homelessness, and addiction to utilize our peer support space and services.

What our patrons are saying about the peer support program:

"I got Medicaid!"

"You inspire me"

"You guys are amazing to the homeless!"

"I finally got a job!"

"You are my anchor"

"Thanks for your help, I'm moving into an apartment today"

"You're a miracle"

"This program has saved my life so many times..."

"You two are a godsend. You've been here for me, you listen to me, and you've been through the same struggles I have."

"Thank you for all you do to help people in the community"

"Thank you for your kindness. It made a difference in my day. Thanks for listening to me."

Since the program was established in March of 2022, we have:

- Welcomed **15,478** patrons
- Made **614** referrals to community partners

Meet Iris and Pat, our Peer Support Specialists!

Iris



Pat



We interviewed Iris and Pat about their work at the Library!

What are some of the most common needs or challenges you help patrons address?

Some of the most common needs we see are hygiene supplies, food, clothing and socks, housing, mental health care, and healthcare. Some challenges our patrons experience include theft, sanctioning, lack of resources, money, and transportation, and being victims of crime.

Can you share a favorite example of how peer support has made a difference in a patron's life in 2024?

Pat: My favorite example of who I helped last year was a patron who was living in his truck. I helped him fill out the paperwork for public housing. He was on the list 1 year but he is now in an apartment.

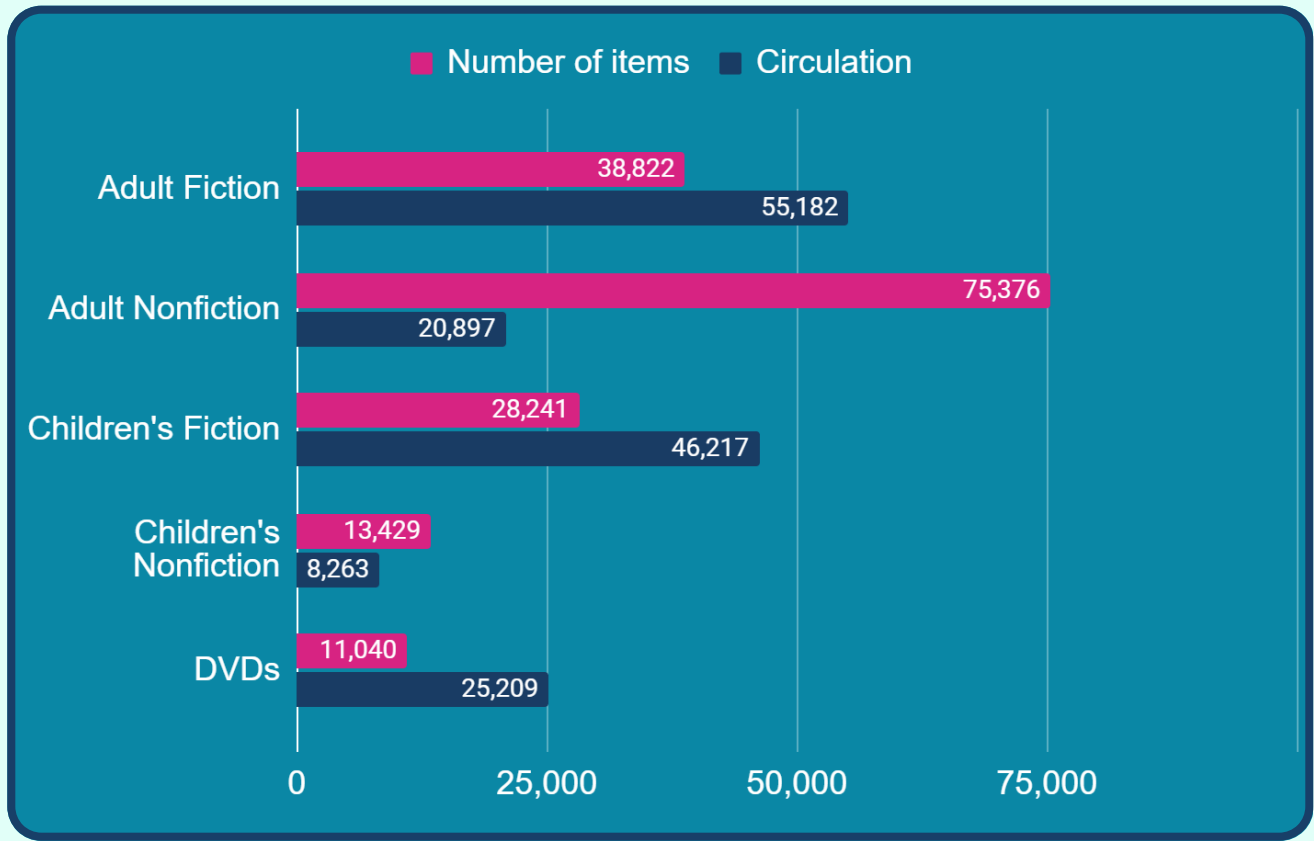
Iris: One of our patrons who has improved over last year is a woman who was living at the YWCA. She spent the first portion of last year struggling with alcohol and trying to improve her situation in court. She ended the year as a Salvation Army bell ringer and now has passed her one year mark at court and is off of probation.

What partnerships or collaborations were helpful in supporting patrons in 2024?

Partnerships that were helpful in 2024 include Family and Children's Services, the UHS Hepatitis C program, Catholic Charities' Supportive Housing, Broome-Tioga Workforce, Addiction Center of Broome County, Nutrition Outreach and Education Program (NOEP), and the Salvation Army.

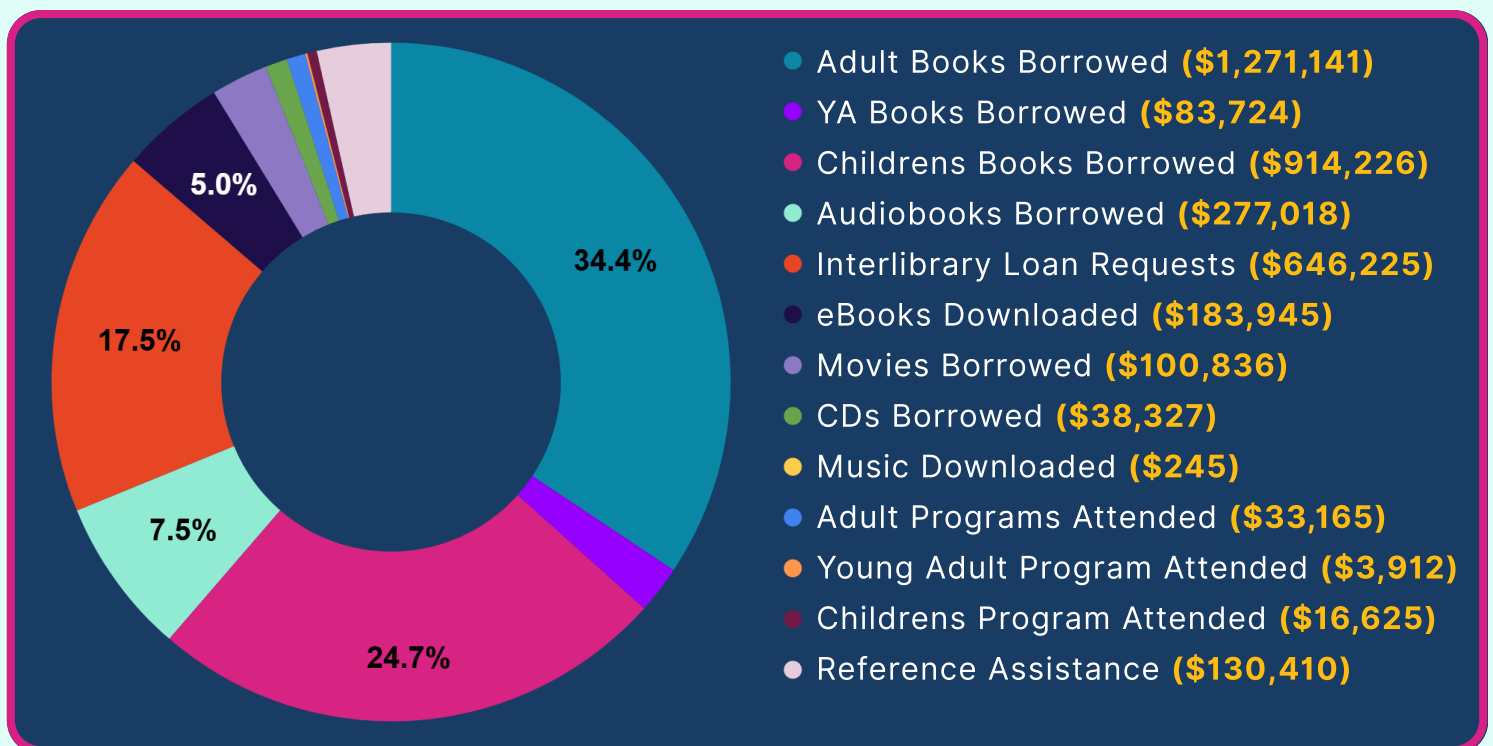
Collection Count vs. Circulation

This graph shows a comparison of the total number of items in each collection versus circulation numbers.



Library Value Calculator

We input our yearly statistics into the New York State Library Association's Library Value Calculator, and we saved our patrons over **\$3,699,799** in 2024. Patrons can use the calculator on our website to show their individual savings.



Programs

We had **819** program sessions for all ages, with a total attendance of **8,798**!

Youth Services Programs:

Children's Room Scavenger Hunt Family Storytime
The Great and Powerful Dave Crochet Class with Grandma Sherann
NASA STEM Program Eclipse Program Rumble Ponies Trunk or Treat
Read for the Record Tween Wednesday Teen Dungeons and Dragons
All Ages Pride Celebration Didgeridoo Down Under Global Storytime
Health Department Storytime Teen Thursday Rainbow Pride Story Hour
Raspberry Pi Class Homeschool Art Class Bilingual French Storytime
All Ages Art Program Bilingual Ukrainian Storytime Family Movie Night
Drop In Crafting Mr. Mike's Blast Art Class Borrow A Grandparent
Spooky Movie Night Game Day Teen Craft & Chat Pre-K Storytime
Trick or Treating PBS Kids Event Pokemon Club Therapy Dogs
Tween Friday Adult Storytime Book Club Lapsit Storytime
LEGO Club Kids Create Project Spark

Adult Programs:

Gentle Yoga One-Shot RPG Club Group Reiki Tai-Chi
Chalk the Walk Awards Ceremony and Open Mic First Thursday Book Club
The Underground Railroad in the Southern Tier Talk Mobile Mammography
Tabletop RPG Mini Painting DIY Memory Kits with the Alzheimer's Association
Financial Counseling Sit & Stitch Vision Boards RPG Dungeon Master 101
Take and Makes Wooden Sign Craft Night Beginner/Advanced Beginner Yoga
Claude and Beccye Fawcett Talk Knitted Knockers Class Queer Coffee Hour
Discussions and Dragons RPG Social Club Tech Thursday Dungeons and Dragons
Sound Bath Immersion with Reiki Broome County Humane Society Meet & Greet
The Green Men of Binghamton Talk Book Sales Monthly Munchkin Meetup
Pinch Pots Call of Catthulhu RPG The Hungry Ear Ode to Otsiningo Talk
Coloring Club D&D Character Creation Workshop Acoustic Jam Zumba
Drop-In Crafting Knitting Group

We'd like to thank:

City

Jared Kraham, Mayor
Megan Heiman, Deputy Mayor

Binghamton City Council:

Hadassah Mativetsky
Carla Murray
Kinya Middleton
Robert Cavanaugh II
Nate Hotchkiss
Rebecca Rathmell
Michael Dundon

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Donna Lupardo, New York State
Assemblywoman

Lea Webb, New York State Senator

Kathy Hochul, Governor

Antonio Delgado, Lieutenant Governor

County

Jason Garnar, Broome County
Executive

Colleen Wagner, Deputy Executive
Michael Ponticiello, Deputy Executive

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Matthew Pasquale, Majority Leader
Kim Myers, Minority Leader
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Scott Baker
Kelly Wildoner
Greg Baldwin
Jason Shaw
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A special thank you to:
the **Friends of the
Broome County Public
Library**, for all they do to
support BCPL!