

November 14, 2024

Charles A. Dobson
Chair, West Brandywine Township
198 Lafayette Road
West Brandywine, PA 19320

Dear Mr. Dobson,

We love serving the residents of your community. To help us serve your community, we could use your support.

Enclosed please find the Chester County Library and Henrietta Hankin Branch's 2023 Impact Report. Please take a few minutes to look over this report, which provides important budget information, and highlights some of our accomplishments last year.

During 2024, over 8,990 items were checked out by 792 West Brandywine Township library cardholders at the Chester County Library and its Henrietta Hankin Branch. These numbers do not include in-library use of materials, computer access, reference materials and services, public programs, wireless internet access, computer training, and job seeking and business resources, which do not require a library card.

In addition, the libraries provide 24/7 online resources and museum passes to the community free of charge. We support early learning and school readiness to thousands of children each year through our preschool programs. We offer two Makerspaces at both of our libraries to encourage residents to explore their creative side through the use of CNC Mills, 3-D printers, and Cricut craft cutter machines.

We respectfully request that the West Brandywine Township consider a contribution to the Chester County Library and Hankin Branch as you deliberate your funding for the year. Your support will help us to continue to ensure that residents have access to exceptional opportunities to read, learn, create, connect and contribute to a better quality of life.

If you haven't visited the Chester County Library and the Henrietta Hankin Branch lately, we would be more than happy to give you a tour at your convenience. Additionally, our staff are available to present an overview of all the services we offer at one of the township meetings. I will be reaching out to you to schedule a visit of the Chester County Library and/or the Henrietta Hankin Branch in the near future.

Sincerely,

Michael Skay
President, Board of Trustees

CHESTER COUNTY LIBRARY
& DISTRICT CENTER
AND HENRIETTA HANKIN BRANCH



READ CONNECT DISCOVER



Chester County Library Diwali Community Engagement Event

Impact Report

For the Chester County Library and Henrietta Hankin Branch

NOV 23



A MESSAGE FROM THE LEADERSHIP TEAM

I am very happy to present the 2023 Impact Report for the Chester County Library and Henrietta Hankin Branch. This past year saw both libraries introduce new services and programs and embrace interactions with the community through our engagement and outreach initiatives.

I became the Chester County Library Director in April 2024, after having served the library in various capacities for over 20 years, most recently as Technical Services Manager. I am very excited to work with our staff, our Board, and our community to continue providing excellent library services.

In July 2024, Meghan Lynch, the Henrietta Hankin Branch Manager, became the District Consultant for the Chester County Library System. Meghan was the Branch Manager for five years and did a wonderful job at the Henrietta Hankin Branch, navigating the pandemic and introducing many new services and programs. We will miss Meghan and wish her the best in her new role.

READ

Our eBook and eAudiobook collections continue to grow with easy access via the Libby app. We are happy to be able to offer 24/7 access to library material.

We added Vox books to our Henrietta Hankin Branch collection with funding from the Chester County Library Trust. These are audio-enabled print books which help improve reading skills in young children by building vocabulary, fluency, and comprehension.

CONNECT

We launched our redesigned website in June. We are pleased with the clean design and easier access to popular services via the drop-down menus on every page.

We attended over 30 outreach events in the community. We strive to have every staff member at both libraries attend an outreach event, which gives us an opportunity to introduce our services and resources to the community.

DISCOVER

We continue to offer our popular museum pass program, which allows families to visit local museums for free. We have over thirty passes available for check-out between both libraries.

We offered 1,991 programs at both Libraries. These programs allow our customers free business, educational, and cultural learning opportunities.

Thank you to all of our community, volunteers, partners, and supporters. Both Libraries rely on your support and patronage, and we appreciate all of you. We are excited to continue serving our community and meeting our mission to provide informational, educational, and cultural services to the residents of Chester County. We look forward to seeing you at the Libraries.

JENNA PERSICK & MEGHAN LYNCH
LIBRARY DIRECTOR & BRANCH MANAGER

READ

"Public libraries serve as a centerpiece to our communities, and a library card is your key to access all of the opportunities for growth, education, enrichment, and entertainment they have to offer." ~ *Senator Carolyn Comitta*



During September 2023, we celebrated Library Card Sign-up Month to remind everyone about the valuable resources available with a FREE library card. Our first Library Card Sign-Up Fest was held on Sunday, September 17, 2023, in partnership with Senator Comitta.

The community joined us for a fun day with delicious ice cream from Maggie Moos and various planned activities which included crafts, face painting, story times with special guest readers including Miss Pennsylvania, Miranda Moore, and Miss Pennsylvania's Teen, Lizzie Shacklett, the YMCA of Greater Brandywine's Zoo & Stem On Wheels Van with animals, special character visits by Bluey and Mario, and games. Of course, many children and their parents made sure they started the school year off right with the most important school supply--signing up for their FREE library card!

1,573,984
Items Circulated

111,774
Population Served

260,948
Library Visits

755,944
Total items in
Collection

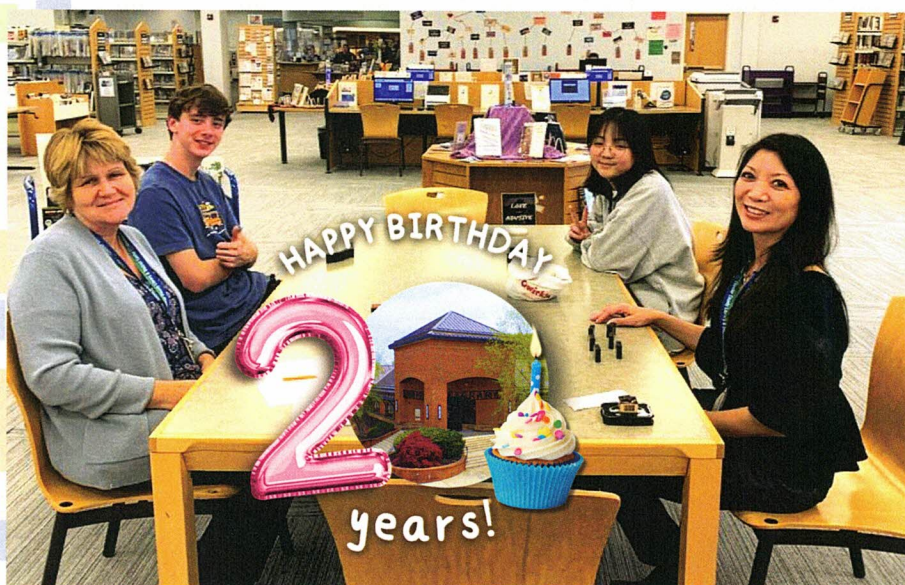
519,967
eMaterials Circulated

76,749
Diverse Materials
Circulated

34.5 K
Items Added to
Collection



Miss Julie, our Outreach Librarian, visits various pre-schools and daycares in our service area, reading fun stories and singing songs!



Henrietta Hankin Branch Library celebrated their 20th year anniversary on October 19 with patrons enjoying pizza from Revival Pizza Pub, birthday cake, games, Makerspace demos, and pumpkin painting.

Chester County Library and Henrietta Hankin Branch had 3,696 children (from birth to 12th grade) take part in the Summer Learning Program this year! Congratulations to our Reading Raffle winners and to all our participants who we encourage to keep reading, listening, and learning all year long!



CONNECT

"The curation of materials has really shaped my exposure to other cultures through film and literature. Your CD collection has always shaped my appreciation of different genres and artists. My sister and I really appreciate your stride in diversity and inclusion of different authors and narratives. Henrietta Hankin team is so amazing!" ~ Mala & Geeta, North Coventry Township



Our first Diwali Celebration was a great success! So many patrons visited the library for this community get-together on Sunday, November 19, to participate in an Indian fashion show featuring beautiful sarees and other cultural activities including henna painting, diya decorating, and folk songs. There were also plenty of delicious, traditional dishes to share! This event supports the PA Forward Pennsylvania Libraries Social and Civic Literacy initiative.

The goal of community engagement at the Chester County Library and Henrietta Hankin Branch is to support the social infrastructure of Chester County through library resources and initiatives. By facilitating relationships amongst patrons and fostering the Libraries' connections with the local community, including government entities, non-profit organizations, and small businesses, we can work together to improve the quality of life for all citizens.



↑ **20%**
Patron Visits in 2023

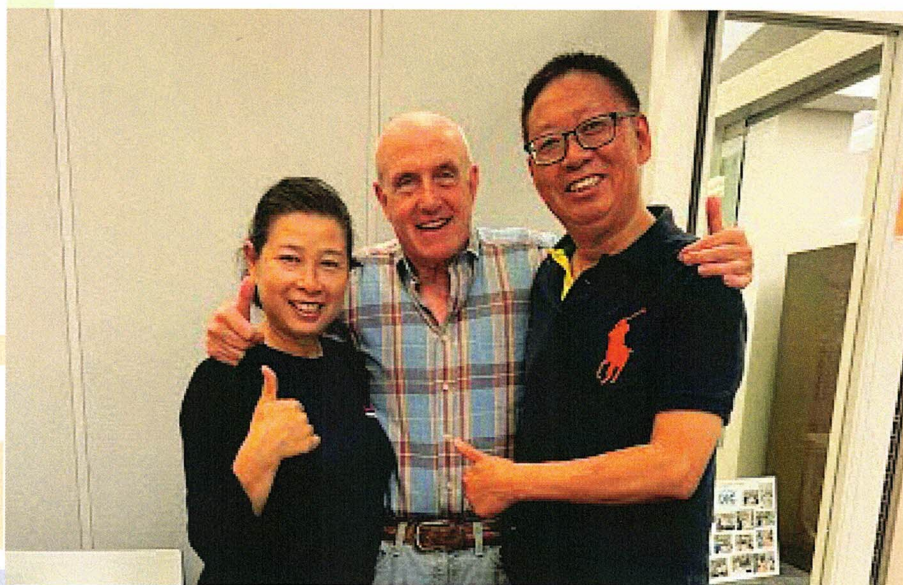
18,246
eNewsletter Subscribers

755,944
Website Visits

22,464
Public Internet Users

30,495
Social Media Followers

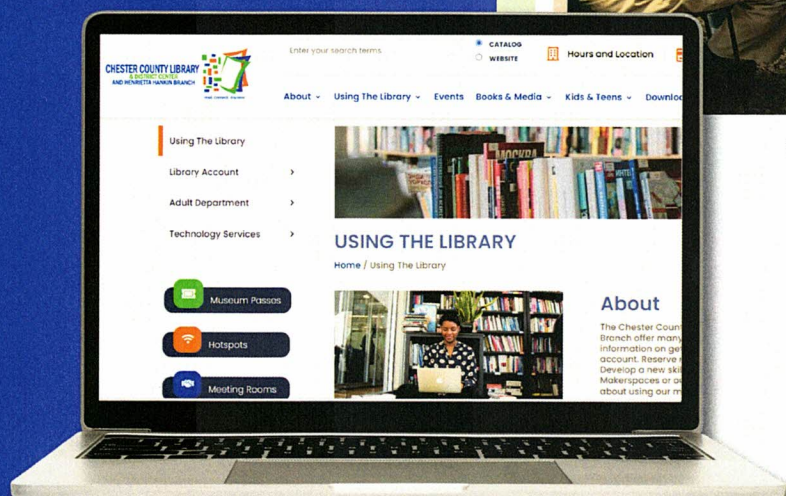
58,740
Registered Borrowers



Chester County Library works in partnership with Chester County Opportunities Industrialization Center (CC-OIC) to provide English language learning resources to our patrons, including hosting Virtual English Conversation Groups and providing access to a *Citizenship Corner* with study materials for the naturalization interview and test that can be checked out.



Every Tuesday from 1-4 pm, Henrietta Hankin Branch Library offers Mah Jongg! Our volunteer instructor helps those new to the game, but we have many 'regulars' that visit weekly.



The Chester County Library and Henrietta Hankin Branch redesigned their website and unveiled the NEW www.chescolibraries.org on June 21, 2023.

<https://www.chescolibraries.org>



DISCOVER

"You provide a safe haven for imagination and discovery. Thank you for being such a cornerstone of the community. My family and I have been coming here my whole life." ~ *Laura, Chester County Resident*



The Henrietta Hankin Branch Library opened a new Makerspace in 2021. Defined as "a communal public workshop in which makers can work on small personal projects," the tools available in Henrietta Hankin Branch's Makerspace are complementary to the ones available in the Chester County Library's Digital Media Lab. The Hankin Branch Makerspace houses a spiral-binding machine, a tabletop CNC mill, a Cricut smart cutting machine, a sewing machine, a serger, and a Virtual Reality Game and Learning Center. Come on in and bring your imagination to life! Staff and volunteers are ready to help you get started.

81,679

Reference Questions
Answered

64,385

Wireless Sessions

4,651

Museum Passes
Circulated

\$251.3 K

Patron Admission Cost
Savings with Museum
Pass Program

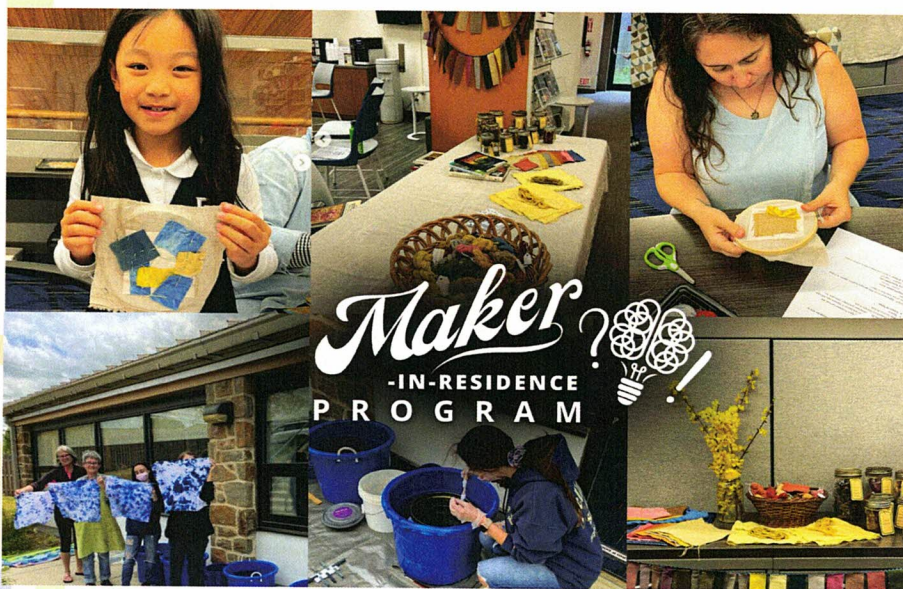
1,991

Number of Programs

35,493

Attendance at
Programs

We welcomed Alayna Rodner as our inaugural Teen Artist-in-Residence! As part of her residency, Alayna led a figure drawing workshop and created "in-studio" projects around the library on Mondays, Wednesdays, and Thursdays during the summer. Alayna's residency concluded with a show of her work.



Megan Raab Greenholt was Chester County Library's inaugural Maker-in-Residence. During her residency, Megan engaged visitors in hands-on learning about natural dyes, embroidery, textile collages, and the history and current practice of indigo dying techniques.



TEEN
Artist
In - Residence



"Our objective is to scour the library's cookbook collection looking for fun, interesting, and delicious recipes to try out and then share with the members of the group on meeting night."

~ Pam Marquette, Adult Programs Coordinator, on the Cook Book Club which meets monthly.

GIVE

**CHESTER
COUNTY
LIBRARY TRUST**
Read • Connect • Discover

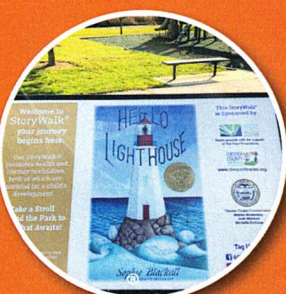


On June 7th, 2023, we unveiled our Chester County Library Trust Donor Recognition Board in the Chester County Library's lobby. We thank all the donors that have contributed to the Chester County Library Trust in the past to help bridge the ever-widening gap between traditional funding sources and community needs.

The goal of the Trust is to develop financial resources to build collections, expand Library programs and services, and support special projects the libraries cannot afford through operating budgets. Trust funded initiatives in 2023 included:



The Museum
Pass Program



StoryWalk® at
Exton Park



Library Materials
and Programs



Literacy For
All Initiatives

\$25,700

**Net Proceeds - Friends of
Chester County Library's
Spring Booksale**

\$27,100

**Net Proceeds - Friends of
Chester County Library's
Fall Booksale**

\$66.5 K

**Total Friends of Chester
County Library's support
including memberships,
tributes/memorials,
donated lobby books,
and lobby box donations**



**FRIENDS OF THE
CHESTER COUNTY LIBRARY**
Read • Connect • Discover



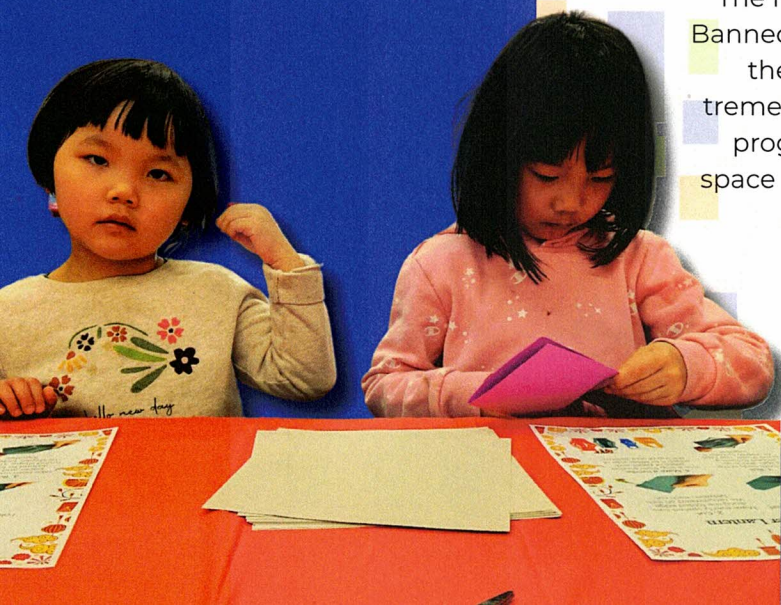
When you purchase books at the Friends of Chester County Library spring and fall book sales, you get a wide variety of great books that raise money to help support a host of library events, programs, equipment, and more. In 2023, the Friends of Chester County Library provided funding for CD shelving in the Multimedia Area, staff conferences for continuing education and a plethora of programs including Lunar New Year, Eid-Al-Adha, the Teen Tiny Art Show, and Diwali.



**FRIENDS OF THE
HENRIETTA HANKIN BRANCH LIBRARY**
www.hankinlibraryfriends.org



The Friends of the Henrietta Hankin Branch Library kicked-off Banned Books Week on October 4th with Drag Queen Bingo at the local Stolen Sun Brewery. The community turnout was tremendous, and all money raised went to the library to support programming and services such as summer reading, Maker-space equipment, staff continuing education, and much more!



Chester County Library celebrated the Lunar New Year on February 4th, 2023. It was a fun day sampling delicious Chinese Food from two local restaurants and crafting origami and paper lanterns, with the highlight of the afternoon being a performance by the Philadelphia Suns Lion Dance Troupe.

THANK YOU

We are grateful to the following donors, corporations, and foundations that donated to the Trust in 2023 in many ways including the annual fund, honorary and memorial gifts, programming and foundation grants, matching funds, bequests, endowment support, in-kind donations, and general donations.

For more information on giving options, visit our website at <http://tinyurl.com/ccltrust>.

View Giving Options



Our volunteers serve as one-on-one computer tutors and present classes on computer knowledge, solar energy, and alternatives to cable TV. We also have bilingual volunteers and drop-in students who help on a temporary basis.



Holiday Volunteer Luncheon in December 2023

121

Total Volunteers

28

High School Volunteers

9,153.50

Library Volunteer Hours Served

2023 TRUST DONORS

John & Patricia Adams
Jeffrey Addison
Amazon Smile Foundation
Kathleen Anderson
Neil & Marjorie Appleton
Betty Armitage
Patty Aspite
Charles & Elisabeth Barr
Troy Beane
Michelle Bebee
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Nancy Carrelli
Mark & Joanne Carroll
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Brett & Geraldine Deemer
Jim & Janet DeMarr
Joseph & Elizabeth Demkin
Albert & Jeanne Denham

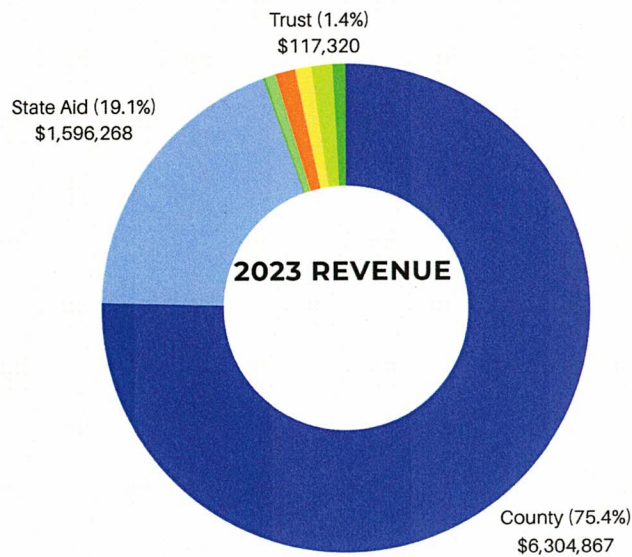
Christopher and Laura
Densmore
H. Thomas Densmore
William & Noreen Donoghue
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Joseph Evans
Exelon Corporation
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Great Valley Chapter NSDAR
Dina Gribbin
Charles & Diana Griffen
Lisabeth Groller
Martin Gruszka
Dick & Jane Guelich
Renee Gwin
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Haarlander
Sarah Hackman
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David & Joanne Karkosak
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Anmol Khurana
Walter Kibbe
Christine Kinkad
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James & Ruth
MacFadyen
Michael MacNeal
James Maguire
Beth Anne Mandia
Susan Manuel
Marilyn Marchant
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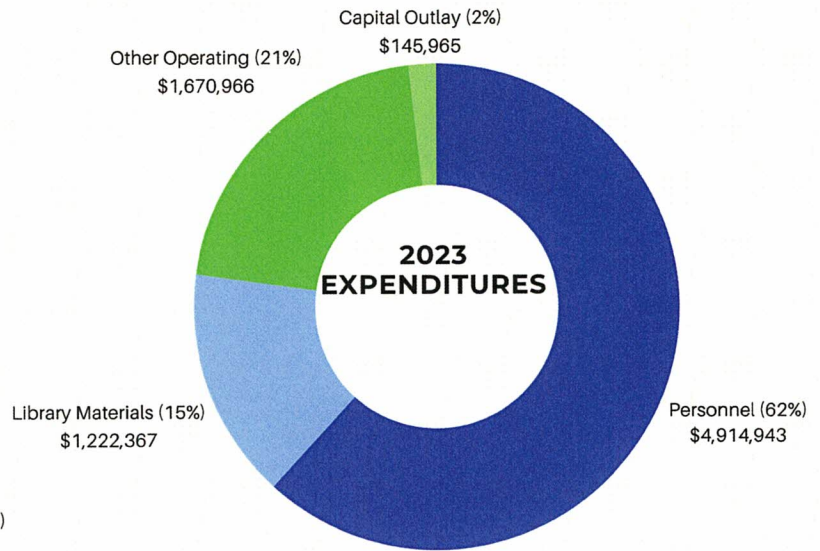
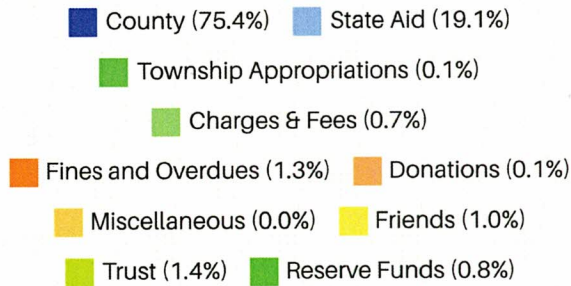
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Vincent & Pamela McKillips
Jeff McLaughlin
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Amy Miller
Bruce & Norma Miller
Hydie & Michael Miller
Ruth Miller
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Vincent Montesano
Ed Mooney
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Margie Moran
Steven & Alison Murphy
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Thomas & Ann Murray
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Nagorny
Leslie Neff
Frank Nehilla
Thomas Neiss
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Cheryl Ott
Barbara Otto
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Patricia Podziomek
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Aditya Prabhudesai
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Thomas Quay
Sridhar Rabindran
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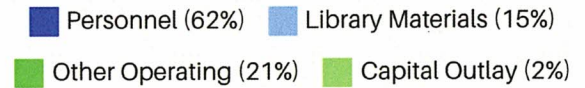
2023 BY THE NUMBERS



TOTAL: \$8,360,210



TOTAL: \$7,954,241

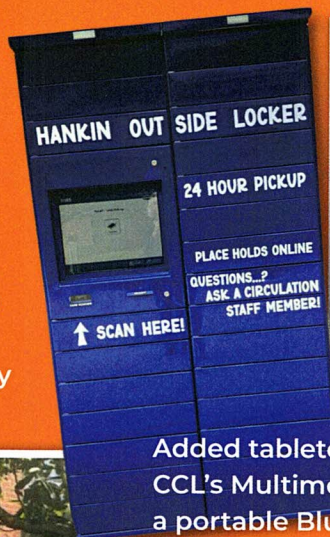


County	\$6,304,867 (75.4%)
State Aid	\$1,596,268 (19.1%)
Township Appropriations	\$11,300 (<1%)
Charges & Fees	\$60,232 (<1%)
Fines & Overdues	\$107,509 (1.3%)
Donations	\$6,102 (<1%)
Miscellaneous	\$1,529 (<1%)
FRIENDS	\$85,446 (1.0%)
Trust	\$117,320 (1.4%)
Reserve Funds	\$69,638 (<1%)

Personnel	\$4,914,943 (62%)
Library Materials	\$1,222,367 (15%)
Other Operating	\$1,670,966 (21%)
Capital Outlay	\$145,965 (2%)

WHAT WAS NEW IN 2023!

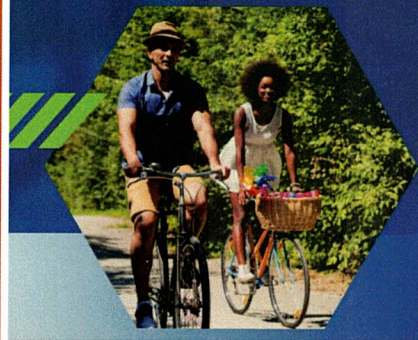
Unveiled the Henrietta Hankin Branch's bike repair station and new outdoor HoldIt Lockers, allowing patrons to check out library materials outside of business hours.



Added tabletop board games and a Library of Things to CCL's Multimedia collection including a Blu-ray player, a portable Blu-ray player, a portable discman, a small portable CD player, a Nintendo Switch Lite, and 4 Roku devices.

BIKE REPAIR STAND

@ THE HANKIN BRANCH LIBRARY



ASSISTIVE TECHNOLOGY @ Chester County Library



OrCam MyEye, a wearable device attached to glasses that can recognize any text and convert it to audio.



Adaptive mice, such as trackballs or trackpads



Orbitrack mouse - for people with Motor Neuron Disease (MND), Arthritis or similar



High contrast, large print keyboards

Added new adaptive technology to both locations, including touchscreen monitors, large type keyboards, and low-dexterity trackballs. CCL also added an OrCam MyEye, a device for individuals with impaired vision that reads text aloud and provides spatial context.

Photo from L to R: Chester County Commissioner Eric Roe, CCLS Executive Director Joe Sherwood, County Commissioner Josh Maxwell, and future patron, Rory Maxwell.

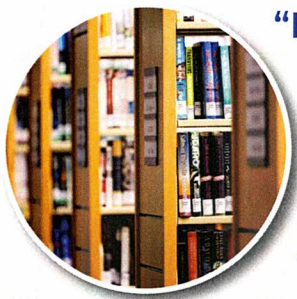


The Commissioners of the County Of Chester are committed to supporting their strategic plan which establishes priorities for the future of Chester County and increases accountability, transparency, and performance in Chester County Government. For more information on Chester County's Strategic Plan, please visit www.chesco.org/504/Strategic-Plan-MFR.

As a department of County government, the Chester County Library and its Henrietta Hankin Branch set targets based on the commissioners' priorities.

Chester County Commissioners

Josh Maxwell
Marian Moskowitz
Eric Roe



"It's the greatest place on earth. Thank you for being a place where I can continue learning, where I can engage in the community, where I can be me. Thanks for all of the excellent programming and books and movies and CDs and more. I love the library! Thank you!"

~ Kim, East Goshen

CHESTER COUNTY LIBRARY & HENRIETTA HANKIN BRANCH

Jenna Persick, Director

Meghan Lynch, Branch Manager

Joseph Sherwood, Chester County Library System Executive Director

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Chester County Library

450 Exton Square Parkway

Exton, PA 19341

610-344-5600

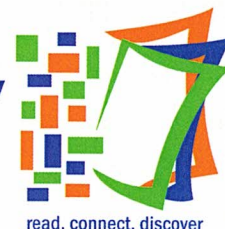
Henrietta Hankin Branch

215 Windgate Drive

Chester Springs, PA 19425

610-344-5604

CHESTER COUNTY LIBRARY
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read. connect. discover

www.chescolibraries.org

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Plant this seed paper and grow wildflowers!



Plant this seed paper and grow wildflowers!



Plant this seed paper and grow wildflowers!