

Olean Public Library

Annual Report 2020

2020 saw a 3-month shutdown of the library and strict mandates after reopening. This led to some major declines in usage in some areas, but also to some new opportunities and increases elsewhere. The effects of the pandemic:



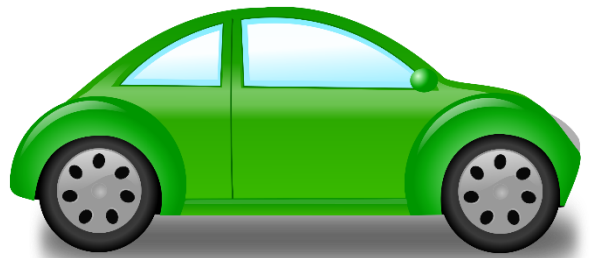
44, 032 In-person Visitors
(Down 86,456 visitors in 2019)



4,539 Reference Questions Answered
(Down 4,079 from 2019)

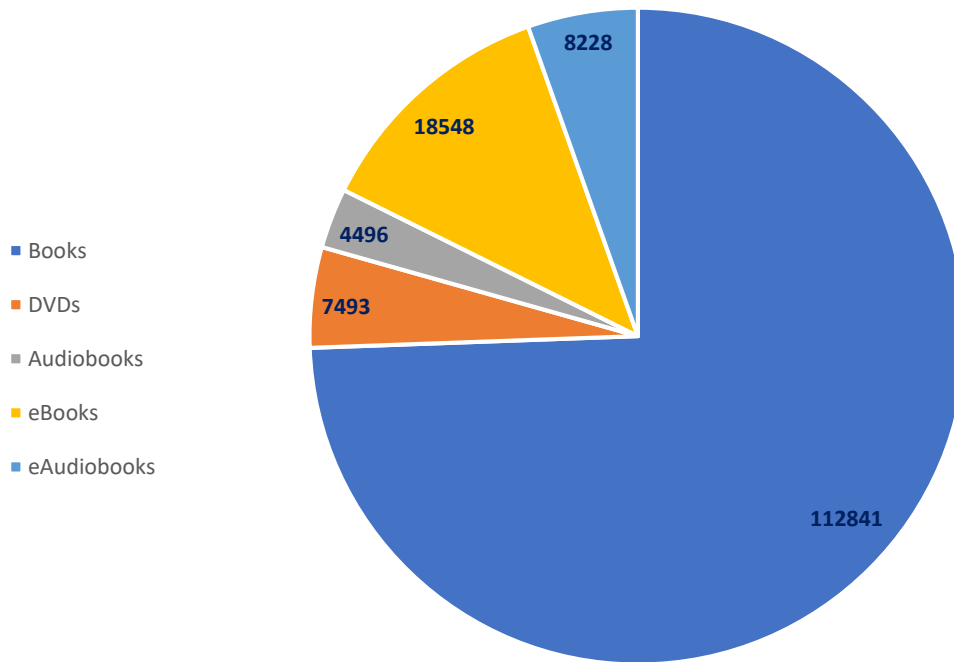


22, 222 Registered Borrowers
(+ 2,000 from 2019. More people needed Library services in this difficult year!)



463 Curbside Delivery requests fulfilled
Brand new service introduced in 2020

Collection- 158,646 Items



Items Added to the Collection:

3,478 print books

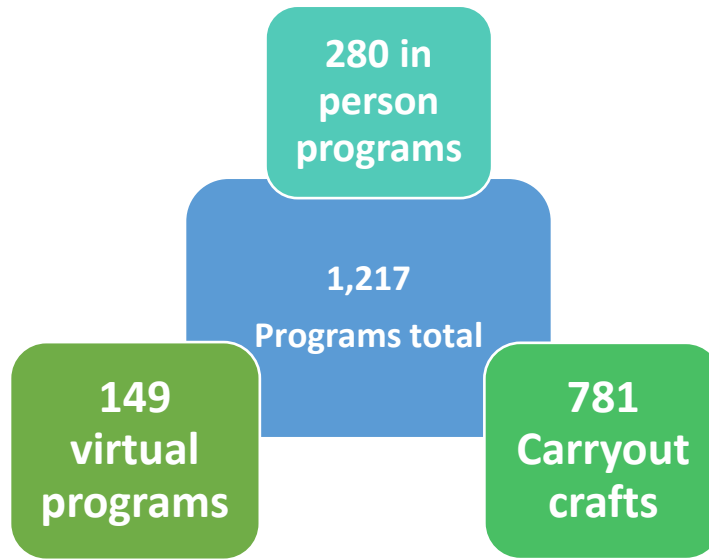
3,123 eBooks (plus 3,876 Project Gutenberg titles)

3,477 eAudiobooks

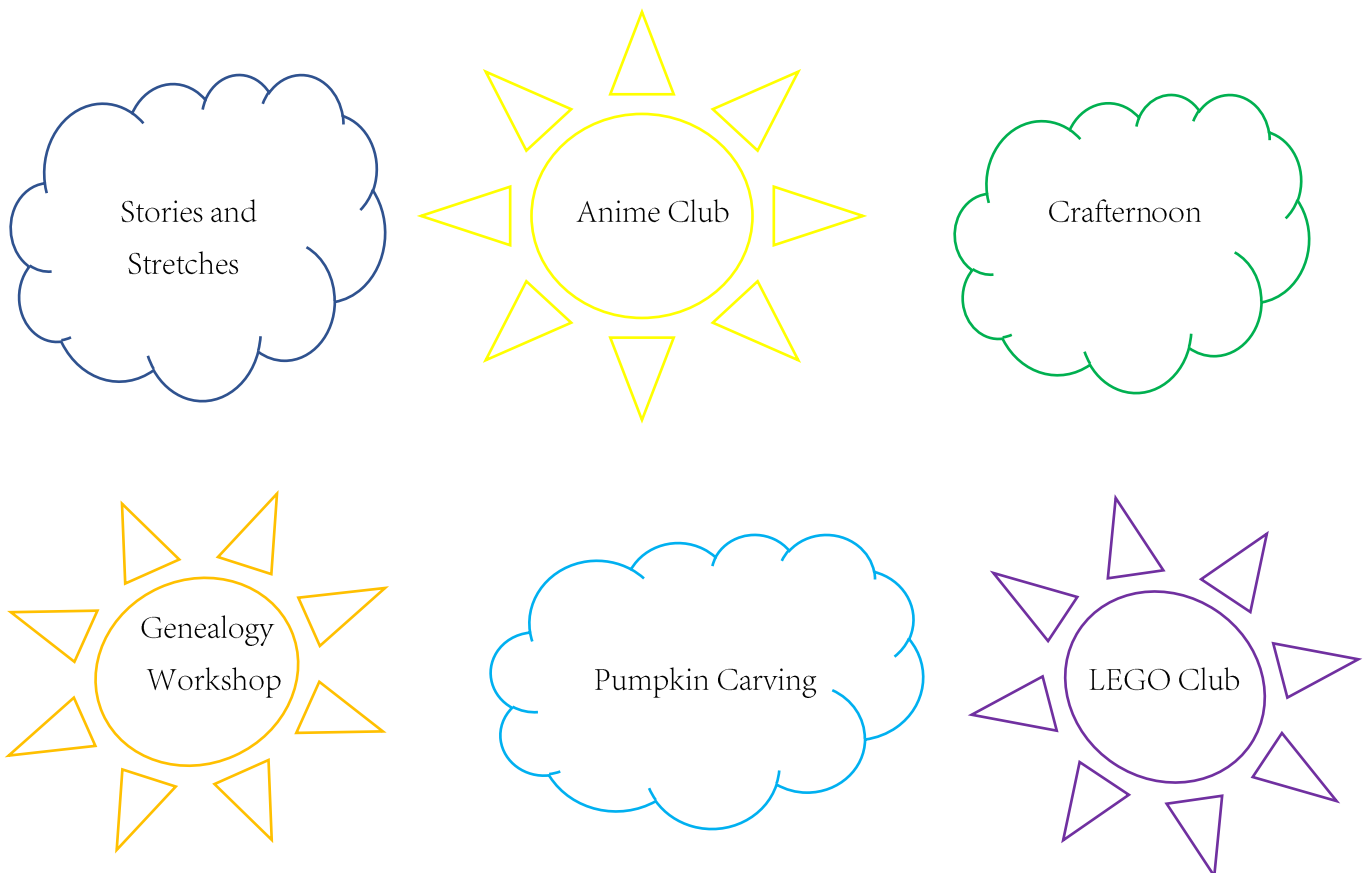
3x more items were added than in 2019 due to an increased demand in ematerials

Our library also has 20 databases, including: Ancestry Library Edition, Foundation Directory, JobNow and Skillshare!

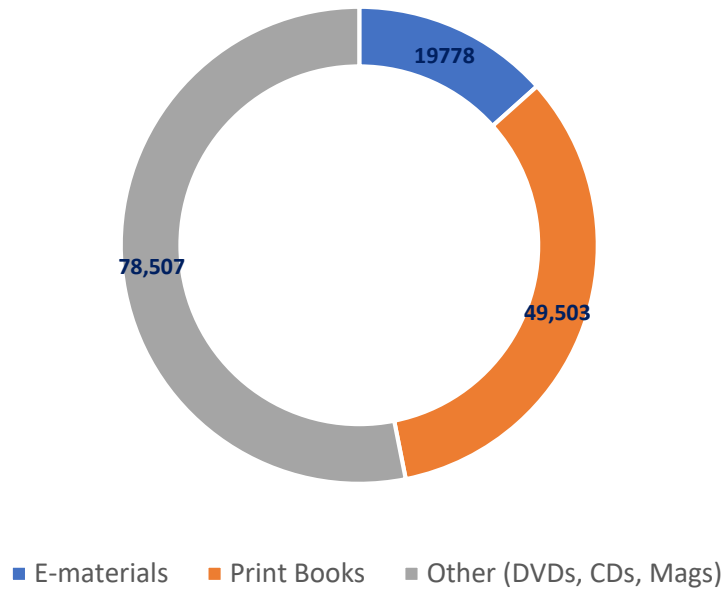
69 Meeting Rooms Used
(Value: \$1,725 saved if organizations had to pay for meeting rooms).



Total program attendance: 2,538



Circulation Breakdown 2020



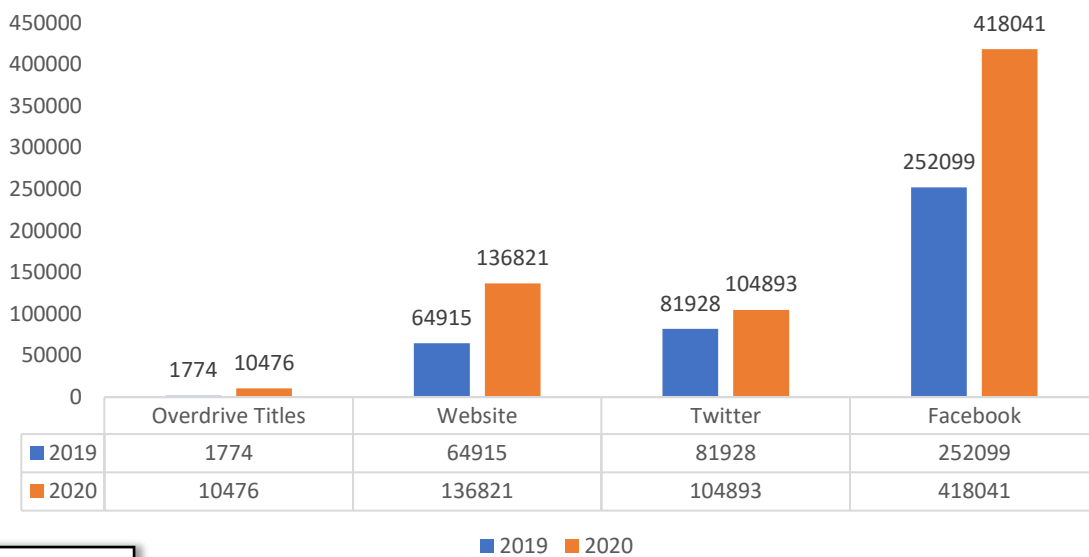
96, 928 total circulation of all materials

Value: Savings of \$296, 670 if each title

had been purchased instead of checked out at the library!

Due to the shutdown, our online presence increased from 2019:

Social Media Use



5,415 Computer uses &
5,075 WiFi Uses

Summer Reading Program

200 patrons registered up for the Summer Reading Program,

including:

🌻 127 Children

🌻 15 Young Adults

🌻 58 Adults

1,290 Patrons attended Summer Reading Programs!

Value: Savings of \$29,115 over places charging admission fees

