

READ
CONNECT
DISCOVER

CHESTER COUNTY LIBRARY
& DISTRICT CENTER
AND HENRIETTA HANKIN BRANCH



READ CONNECT DISCOVER



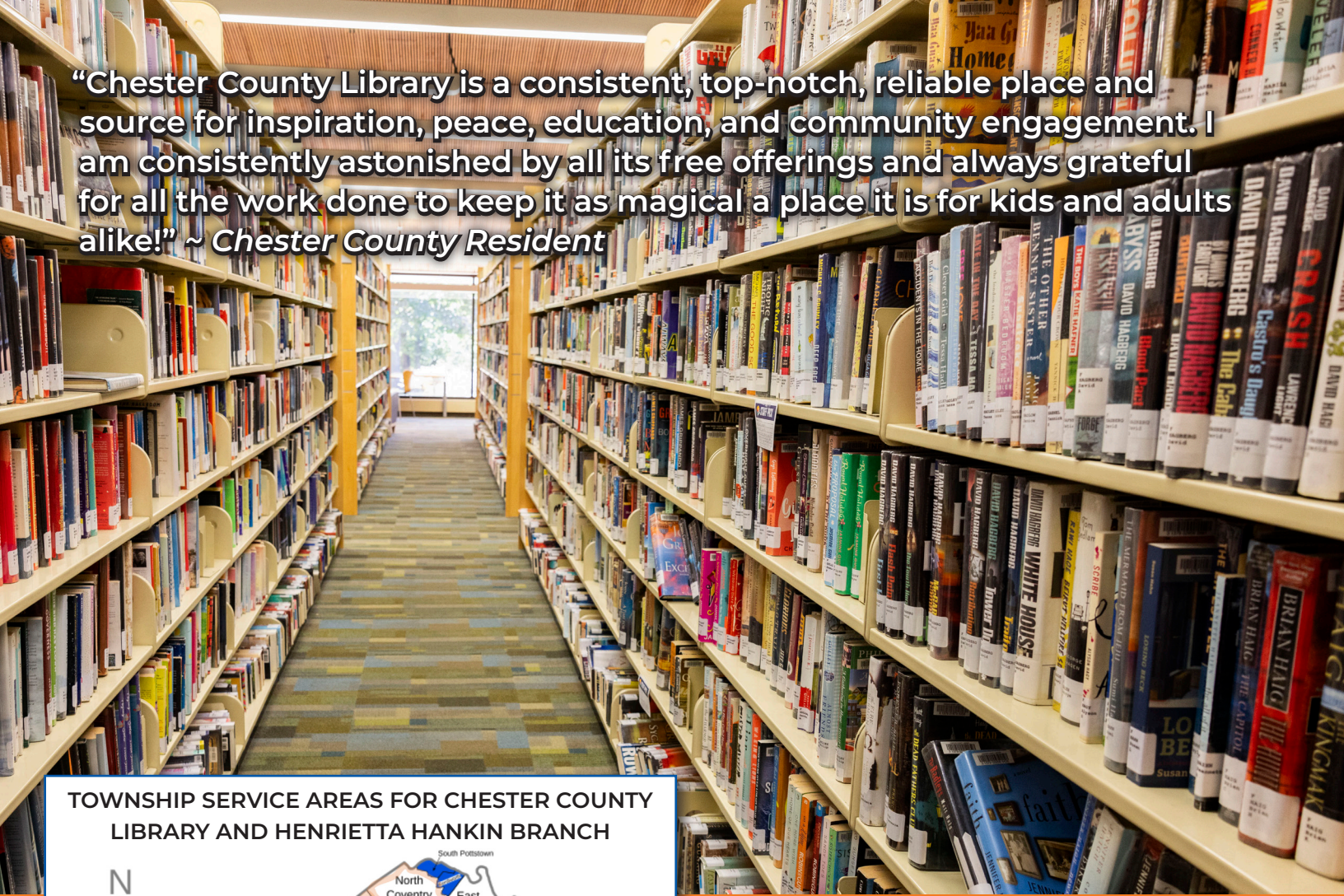
Chester County Library Diwali Community Engagement Event

Impact Report

For the Chester County Library and Henrietta Hankin Branch

2023

“Chester County Library is a consistent, top-notch, reliable place and source for inspiration, peace, education, and community engagement. I am consistently astonished by all its free offerings and always grateful for all the work done to keep it as magical a place it is for kids and adults alike!” ~ Chester County Resident



TOWNSHIP SERVICE AREAS FOR CHESTER COUNTY LIBRARY AND HENRIETTA HANKIN BRANCH



- East Nantmeal Township
- Elverson Borough
- North Coventry Township
- South Coventry Township
- Upper Uwchlan Township
- Uwchlan Township
- Wallace Township
- Warwick Township
- West Brandywine Township
- West Vincent Township
- West Whiteland Township

The mission of the Chester County and Henrietta Hankin Branch Libraries is to provide informational, educational, and cultural services to the residents of Chester County so that they may be lifelong learners.

Meet the New Director



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



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 dyeing techniques.



TEEN
Artist
In - Residence



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. Alyana's residency concluded with a show of her work.

"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



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.



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

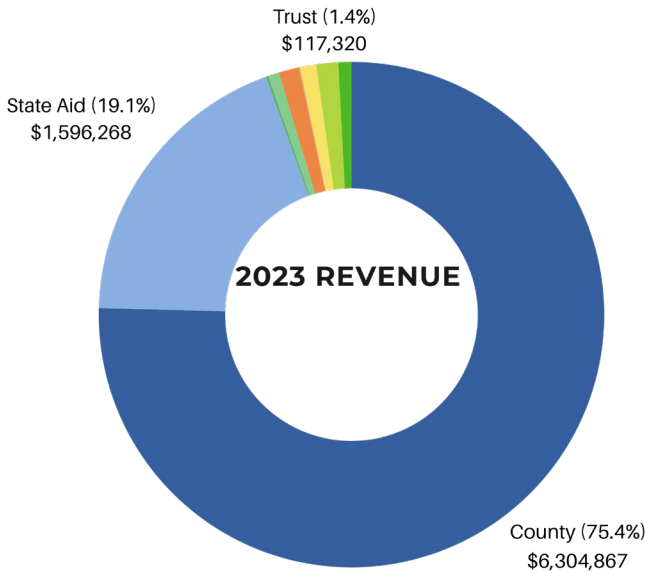
Library Volunteer Hours Served

2023 TRUST DONORS

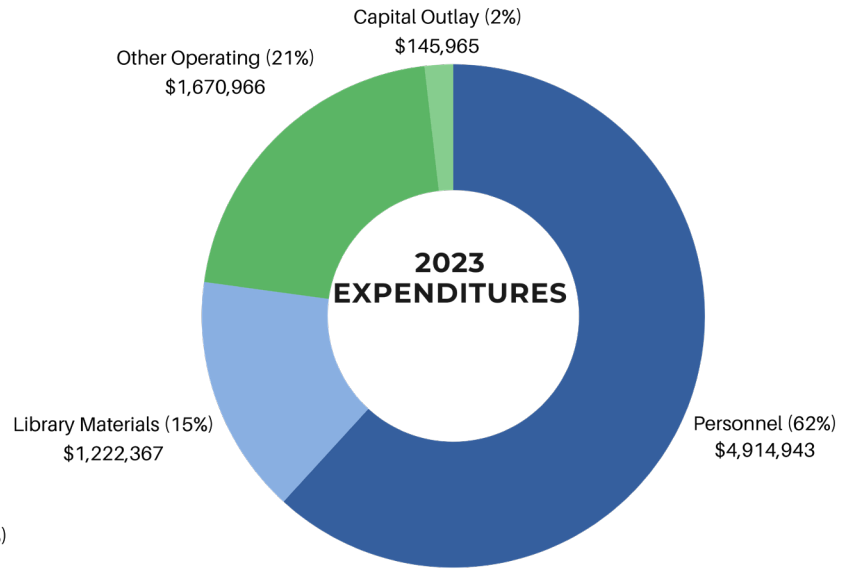
John & Patricia Adams
Jeffrey Addison
Amazon Smile Foundation
Kathleen Anderson
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Michelle Bebee
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Irene Finnegan	Anmol Khurana	Ed Mooney	Jennifer Sigsworth
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Great Valley Chapter NSDAR	Dorothy Lynn	Marie Piraino	Mike Wall
Dina Gribbin	M & T Bank	Patricia Podziomek	William & Gail Wallis
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Sarah Hackman	Marilyn Marchant	Robert & Patricia Rakitis	JoAnn Weinberger
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Judith Haupt	William & Suzanne	Therese Saello	Catherine Zahiri
Karen Heart	McCahan	David & Joan Safford	John Zeis
	Stephen McDermott	Celeste Sanabria	Susanna Zook

2023 BY THE NUMBERS



TOTAL: \$8,360,210



TOTAL: \$7,954,241

- County (75.4%)
- State Aid (19.1%)
- Township Appropriations (0.1%)
- Charges & Fees (0.7%)
- Fines and Overdues (1.3%)
- Donations (0.1%)
- Miscellaneous (0.0%)
- Friends (1.0%)
- Trust (1.4%)
- Reserve Funds (0.8%)

- Personnel (62%)
- Library Materials (15%)
- Other Operating (21%)
- Capital Outlay (2%)

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 Neurone 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