

# ALBANY PUBLIC LIBRARY

...educates, entertains, and empowers...

## 2018 Community Report



albanypubliclibrary.org

### BY THE NUMBERS



830,704

Visits to the library



640,146

Items borrowed



215,233

Computer and WiFi sessions



58,069

People attended programs



8,940

Meeting and study rooms used

### HIGHLIGHTS

- Expanded hours at three branches, which added a total of six hours to our weekly service schedule
- Ensured faster connections on all public computers and WiFi by upgrading internet bandwidth -- increasing it to 5 times the original speed
- Secured \$500,000 in alternative revenue sources through PILOT (payment in lieu of taxes) payments and shared service agreements with building tenants
- 94% patron satisfaction rating in survey about library services, programs, and materials
- APL named one of Times Union's "Top Workplaces" of the Capital Region

### APL FOUNDATION

- Growing Readers early literacy program named CDPHP Workforce Challenge Charity of Choice and awarded \$20,000 grant
- APL Foundation was instrumental in securing Growing Readers funding, as well as other grants and annual appeal donations, for special programs and projects



# eMEDIA

- Digital books, audiobooks, magazines, and videos are increasingly popular
- eMedia is downloaded from the free Libby app and accessed on smartphones, tablets, and computers
- 75,165 eMedia items were borrowed in 2018



# LOOKING AHEAD

APL is doing great things in 2019!

## FINE FREE

- The library eliminated late fines on books, DVDs, CDs, and audiobooks in January 2019
- We also waived old late fines on these types of items for all APL patrons
- The goal of fine free is to decrease barriers and increase access for patrons

## WIFI IN CITY PARKS

- We are partnering with the City of Albany to provide free WiFi in three city parks starting in Spring 2019
- WiFi will be available at the Washington Park playhouse and skate park, Lincoln Park pool, and Bleecker-Swinburne Park stadium
- The goal of the parks WiFi project is to help bridge the digital divide of our city's residents and expand library service outside the branches

## WHAT PATRONS HAVE TO SAY ABOUT THE LIBRARY

"The library is a fantastic city resource. From books to videos, and from research to training and museum passes...it has so much to offer."

"The staff are very helpful, respectful of the diverse community, and understanding of our neighborhood."

"Without a doubt, APL locations are bright spots in the city."

"APL is one of the best things about living in Albany. You are an integral part of the community and always striving to draw more people in."

"Ancestry.com for free is a big plus. History room is outstanding. Your staff are pleasant and helpful."

"The library is an absolutely wonderful resource, which also serves as an important community gathering place in our neighborhood."

"I am so impressed with all the libraries we have, the variety of programs and services they provide, and how responsive and accommodating they are to the communities they serve."

"The libraries are so well designed and very inviting."

"Love having the ability to request books and pick them up at the library. Also enjoy reading library books online."



Arbor Hill/West Hill Branch



Bach Branch



Delaware Branch



Howe Branch



North Albany Branch



Pine Hills Branch



Washington Ave. Branch