



ANNUAL REPORT 2020



**WESTERN ALLEGHENY
COMMUNITY LIBRARY**

181 Bateman Rd. Oakdale, PA

ABOUT THE LIBRARY

MISSION

The mission of Western Allegheny Community Library is to inspire, engage, and educate the community through high quality, fun, creative, and informative programming and services.

WHO WE SERVE

Western Allegheny Community Library serves the communities of Findlay Township, North Fayette Township, and Oakdale Borough. We also offer our services to the surrounding communities as well as the residents of Allegheny County through a shared online catalog.

2020 BOARD OF DIRECTORS

The Board of Directors is a nine member governing board. Each member is appointed to a three year term by their municipality. Findlay appoints three members, North Fayette appoints four and Oakdale appoints two. The Board's responsibilities include advocacy, policy development, future planning, and hiring and evaluating the Director.

As of January 1, 2020 the Board of Directors included:

Terri Conosciuto, *President*
Erin Carlisle, *Vice President*
Patty Giura, *Treasurer*
Pam Perry, *Secretary*
Barb Piskorik
Loretta Hennemuth
Tim O'Sullivan
Bill Stout

MESSAGE FROM THE DIRECTOR

No one could have imagined what 2020 would bring to our community, and certainly no one was prepared for it.



On March 13th libraries across the Commonwealth were required to close their doors due to the COVID-19 pandemic. As a result, we were forced to rethink how we provided services. I am proud to say that within just two weeks WACL was back in full swing, meeting the new and changing needs of our community. On June 4th, we began offering curbside services and on June 22nd we were one of the first libraries in the county to re-open our doors.

Throughout 2020, we proved to be an invaluable resource for job hunters, an office for those forced to work remotely, and an outlet for socialization (albeit virtually) for those that could no longer attend dance class, scouts, or book club. By tweaking our services, we were able to provide the resources residents needed to navigate the pandemic.

In the pages of this year's annual report, you will find stories of resiliency, community collaboration, and of a dedicated staff that let nothing get in their way.

Thank you to our donors and funders who gave us the resources we needed to carry our community through this pandemic.

A handwritten signature in cursive script that reads "Amy McDonald".

Amy McDonald
Library Director

CIRCULATION



The Circulation Department is one of the busiest areas in our building; often considered the face of the library, these staff members are the first to greet customers with a warm welcome. In addition to checking in and out library materials, our Circulation Staff is responsible for many of the essential behind the scenes functions that ensure our library runs so smoothly. They register new patrons, fulfill hold requests, process and sort items delivered from other libraries, and reshelve returned materials.

Each year, over 100,000 items cross the circulation desk, and although the process may have looked different, 2020 was no exception. In an effort to keep the community healthy, the Circulation Department enacted a number of safety precautions, including the quarantining of all returned material for a minimum of four days. Staff also adapted services to offer the community contactless curbside pickup.

In an effort to improve customer service, we also introduced an Automatic Renewal System which automatically renewed overdue items, extending check out times. And in an effort to ease the financial burden on our patrons, all fines were forgiven through the summer.

There was a period of time when all staff were mandated to stay home. Despite the change in environment, the Circulation Staff continued to work as hard as ever. Staff participated in a call blitz, reaching out to patrons to make sure they were doing well and to see if there was anything they needed. Other staff members ordered and processed new books or repaired damaged material, while others connected with local businesses to create and maintain an active spreadsheet of which businesses were open and what services they were offering. This information was then pushed out to the community via our website, email, and social media platforms.

Once the library was permitted to re-open our doors to the public, the staff returned enthusiastically. Putting their own familial, health, and financial concerns aside, they were eager to help the community. In addition to performing typical day-to-day functions, staff were charged with checking in the thousands of items that were returned during the shutdown. Without exception, our Circulation Staff has performed remarkably during 2020.



A YEAR IN NUMBERS



31,037
In-person visits
to the library

519
New Patrons



10,406
Total Cardholders



3,771
Items Added
to the Collection

657
Programs
Offered



9,826
Program
Attendees



28,985
Website Visits



142,945
Wi-Fi Minutes

107,563
Physical Items
Checked Out

47,485
Electronic
Items Checked
Out



\$3,100,960
Amount Saved
in 2020 by
WACL Users*

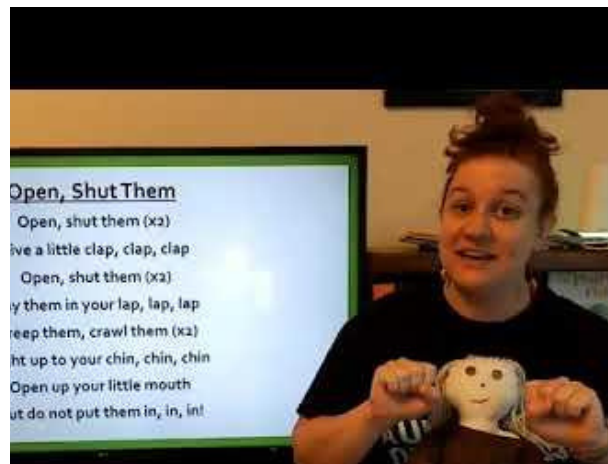
*Based on the average cost of purchasing a book.

YOUTH SERVICES

The Youth Services Department is known for their creative and fun programming. In fact, 2020 started off strong with Littles Storytime, Glow in the Dark Saturday, and the Valentine's Day Party, each drawing 40 to 80 participants. But when the library was mandated to close our doors due to the pandemic, staff were forced to rethink how they serve the community.

On March 31st, Ms. Becky offered WACL's first virtual storytime; with over 50 views, it was a hit! Since then, the department has offered over 450 programs, ranging from Play K and Lego Club to Teen Test Kitchen and Adulging 101.

Throughout the summer and into the fall, our Youth Services team was able to offer the same great programs but with a slight twist. Attendees registered online then used our curbside pick up to get their program kit which contained all the materials needed to participate. Together, children and staff would meet virtually to conduct the program. This worked



well for our community and the feedback has been nothing but positive.

Not only did our in-house programming change but so did our outreach. Ms. Gee coordinated with our local preschool and daycare partners to bring our WACL POP (Preschool Outreach Programming) services to the youngest members of the community. The library provided technology to locations that needed it, Ms. Gee recorded site specific stories each month, and then dropped off a library of books for children to borrow.

At the start of the pandemic, WACL provided 45 fun summer learning kits to children in the district. Each kit contained a variety

YOUTH SERVICES

of newly purchased STEAM activities and books. Distributed by the elementary and middle schools, these kits targeted youth that may not have had the technology required to access our virtual Summer Reading Programs.

Using the Beanstack app, Summer Reading went off without a hitch. 170 participants logged 93,495 minutes and engaged in 220 activity challenges for the chance to win a variety of prizes.

Ms. Amelia worked hard this year to revive our 1000 Books Before Kindergarten program. This program, aimed at children ages birth through five and their caregivers, encourages early literacy as a means for strengthening language skills and building vocabulary. For every 100 books read, children receive fun pins to wear with pride *plus* their picture progresses along our Wall of Readers.

"I'm thankful for virtual programs like this to help my son stay connected to his peers."



Not only did our in-house programming change but so did our outreach. Ms. Gee coordinated with our local preschool and daycare partners to bring the same WACL POP (Preschool Outreach Programming) services to the youngest members of community. The library provided technology to locations that need it and Ms. Gee recorded site specific storytimes each month and dropped off a library of books for student checkout.

The entire team is looking forward to returning to in-person programming in 2021.

ADULT SERVICES

by Heather Auman



"Tech" was the word for 2020 in libraries, followed by "virtual" and "remote." Since in-person services were limited, we were scrambling for ways to provide at least some of what we do as a library from afar - and technology came to the rescue. After only two weeks, staff was able to adapt existing programs to the virtual environment, airing prerecorded programs on Facebook and eventually live sessions via Zoom. This provided much of the same informative and entertaining content in a virtual environment, and also extended our reach beyond our walls to across the state and beyond. As one couple from Michigan stated, "We were looking for things to do since we couldn't leave the house. Your virtual programs helped keep us busy!"

Beyond programming, our online resources came into focus as (at least for a while) the only library of materials we had to offer. We highlighted the myriad of eBooks and other downloads available through the county eLibrary, as well as databases and periodicals which patrons already had access to, but perhaps were discovering for the first time. A series of "Tech Talks" on Fridays aired on Facebook, with Heather, our Tech Services librarian, walking through accessing these various resources and taking questions or troubleshooting tech issues. Not surprisingly, access to our online resources jumped considerably this year as a result.

The closure actually made for a convenient time for the periodic update of our in-house computers. They were deployed and ready to go once the doors reopened. Our Wi-Fi reach had already been extended with the installment of new WAPs (wireless access points) in the building, and patrons took advantage of 24/7 access to the internet from our parking lot, bringing their own devices and connecting for work or leisure, even while the doors were closed.

Programming continued as virtual only for a while during curbside pickup and even when the doors reopened in order to comply with regulations and keep the community safe. And once in-person events resumed, the library continued with a "hybrid" approach, with presenters coming to the library along with anyone comfortable with the social distancing regulations, while others could attend on Zoom and interact remotely with the same session.

Providing access to the computers and tech assistance was paramount, as the library remains

perhaps the only resource for such in the community. Job seekers and those without access to technology depend on the library, and we wanted to provide it as soon as possible. Procedures for sanitizing and physically distancing the stations were put in place and continued throughout the year. Similar measures were established for study areas and meeting rooms, as the library strove to bring back as many services as possible to our community.

We look forward to a time when all of our programs and services can return to normal. However, we will keep the lessons learned during 2020, along with new skills, a wider community reach, and a greater awareness of what technology can do for our library, and our community, in the future.



FINANCIAL OVERVIEW

Highlights

- Adult Services received a grant through the Allegheny County Library Association's Community Responsiveness Project, allowing for improved outreach for our senior population in the amount of \$1,500.
- The Spring Appeal raised over \$18,000 due to the generosity of 190 patrons.
- UPS generously provided a grant in the amount of \$10,000, to be used to increase technology and help move our programs and services online.
- The Baughman Family Foundation provided a Grant for \$3,500 to replace the storm water drains at the end of our driveway.
- We secured a loan through the Paychecks Protection Program in Response to COVID-19 with First Commonwealth Bank in the amount of \$66,600.
- During Love Your Library Month 179 donors gifted the library \$28,519. The Jack Buncher Foundation provided a pro-rated match in the amount of \$7,371.
- Through our partnership with the West Allegheny School District, we have been designated by the Commonwealth of Pennsylvania as an Approved Educational Improvement Organization.

INCOME

Findlay Township	\$	90,509
North Fayette Township	\$	208,606
Oakdale Borough	\$	8,500
Allegheny Regional Asset District	\$	99,936
Foundations and Grants	\$	15,000
Commonwealth of Pennsylvania	\$	49,643
Variable Revenue, Gifts, & Donations	\$	82,050

Total **\$ 554,244**

EXPENSES

Personnel	\$	350,932
Materials & Programs	\$	80,755
Building Maintenance	\$	48,548
Office Expenses & Professional Fees	\$	34,100

Total **\$ 514,335**

THANK YOU

The staff and board are so grateful to the following individuals, organizations, and foundations that have generously donated to the library, be it through appeals, fundraisers, honor & memorial gifts, programming and foundation grants, matching funds, general donations, room rentals, and government support.

Heather Abramowicz	Bernadette Bright	Catherine Cummings
Mary Amedure	Brittany Brink	Barbara Cunningham
Anonymous	Hank Brinzer	Shelley Dammann
Ernest Argenta	Jennifer & Justin Burns	Ruth Daughenbaugh
Stephen & Heather Auman	Andrew & Connie Buydasz	Norman R David
Laura Balash	Mark Carlisle	Kathleen Davis
Alana Banaszak	Matthew & Erin Carlisle	Pamela & Jeffrey Davis
Douglas Barker	Shirley Castillo	Robert & Alice Davis
Donald Bates	Celebrations & More Inc.	Tom & Debbie Davis
Baughman Family	Christine Chapman	Yolanda Davis
Charitable Fund	Chartwell	Jo Ann Deasy
Brian Berhosky	Michaeline Chiesa	Alexis Del Fiacco Comunale
Aldo & Susan Betta	Chris & KC Rovensky	Marilyn Demasso
Heather Billstone	Christmas Light-Up	Karen DePascale
Sara Bohn	Gail Ciallelli	Chris & Laura Deramo
Ronald & Judith Bolind	Lisa Clayton	Joseph & Nancy DiBucci
Mark and Renee Bollman	Robyn & Nicolette Clements	David DiCola
Laura Boni	Brian & Lori Cohen	Linda Dobosh
Louise Bonnizzio	Doris Cole	Joseph Dolinar
Bookworms Book Club	Mary Lynn Collins	Donaldson PTA
Eric & Regina Boonstra	Mary Connolly	Connie Doughty
Shelly Braden	Alan & Terriann Conosciuto	Marjorie Drake
Marie & James Brajdic	Conti Law	Samuel Duerr & Patte Shetler
Gwenyth Brautigam	Lisa A. Cooper	David & Charlotte Duffill
Shirley & Donald Brazen	Jeffrey & Renee Cousins	Agnes Eicher

WACL 2020 ANNUAL REPORT

Carol Elliott
Bonnie Evans-Magdalene
John & Patricia Ewing
Exchange Underwriters
Facebook Payments Inc.
Cheryl S Falconer
Richard Falconer
Fast Eddie's Food-N-Fuel
Jules & Shirley Favand
Findlay Township
First Commonwealth Bank
Kim Fiscus
Dennis & Amy Fodse
Carolyn Forsythe
Ronald Frauens
John & Geraldine Freund
Karl & Jodi Fritzman
Frontstream Connect
Herman & Cherilyn Fry
William & Mary Gamble
Patrick Gaudio
Dorothy Gearhart
David & Tommilea Giegel
Anthony & Patty Giura
Idamae Gower
Deborah Gracey
Deborah Gray
Gregory Pitzer Insurance
Services
Bob & Lyn Grimm
Tina Haddad
Rob & Kolleen Haines
Robert & Barbara Hamel
Sandra Hankey
Katherine Haring
Cynthia Harriss
William & Theresa Hartman
Jackie Hendricks
Paul & Loretta Hennemuth
Monica Heyl
Beverly Hilpert
Melissa Hitzfield
Nancy Holston
Nancy Howell
Joseph Hrabik
Jeffery & Wendy Hughes
Carol Ross Irwin
Janoski Farms, Inc
Jehovah's Witnesses,
Oakdale Congregation
John R. Meyers Plumbing &
Heating, Inc.
Johnson, Mirmiran &
Thompson
Cindy Kampetis
Pam & Marc Kaplan
Lawrence & Judith Kaufman
Frances Kelley
Helen Kennedy
George J. Kephart Jr.
Carolyn F Kerwin
Larry & Carolyn Kerwin
Regis & Elizabeth Killmeyer
Corrie & Gary Klobchar
Justin & Maureen Knepshield
Edward & Evelyn Knisely
Lillian Kocuba
Michelle Koester
Kosis Land Company LLP
Edward & Tracy Kosis
Jessica Koteles
Joyce L Koval
Valeria Lea Koyiades
Theresa Kralik
Bradley & Amanda Kramer
Jean Kramer
Marianne Kramer
MaryBeth Kramer
John & Janice Kreutzman
Janet & Denny Kumpfmiller
Kim Kuzio
Catherine Kvederis
Linda & Jan Lach
Angie Lake
April Lambert
Jim Lander
Brian & Mary LaPlante
Darlene A Lavezoli
Bill Lawton
Michael Lazor
Ernie & Elizabeth Lee
Cheryl Leghorn
Drew & Joyce Leister
Gary Lengyel
Barbara J Lenkey
Bonna Marie Lesko
Cindi Leszunov
Linda Lewis
Su H. Li
Pamela Limbruner
Joanne K. Linden
Donna Lintner
Madeline Loadman
Carrie Lowery
Cynthia & Dennis Macek

WACL 2020 ANNUAL REPORT

Stanley Macklin
Laurie & Jim Mann
Natalie Manning
Michael Marchinsky
Betty Marflak
JoAnn Ste Marie
Christopher Maropis
Petro & Despina Maropis
James & Susan Martin
Kathy & Alfred Marzzarella
Jacie & Christian Maslyk
Joseph & Jeanne Matucheski
Earl & Louise May
Albert & Gloria Mazzocco
Lisa McAlorum
Lisa McCracken
Donna McCrory
Ray & Amy McDonald
MCG Operations, LLC
Megan A McIntyre
Amanda McKean McKean
Margaret McMichael
Wilbur McMurray
Gerald & Denise Medwick
Erin Melbert
Traci S Melnick
Debra Mercier
Christina & Anthony
 Mercurio
Merryl Samuels
Adele & William Messer
Charles Metcalf
Sharon Mickens
Joseph Miknevich
Annie S Miller
Sandra & William Miller
Scott & Antonine Miller
Rosemary & Joseph Mitsch
Melissa Mizwa
Monark Student
 Transportation Corp.
Moody Funeral Home
Howard Moore & Carol
 Pattison
Jim & Carol Morosetti
Mike & Sky Mu
Debbie Nagode
Ed & Lin Nalesnick
Kristen Nelis
Regis Martin Nelis
Judith A Newcomer
Christa Nicholson
Kathryn Nicholson
Anna Marie & Don Niemann
Richard & Esther Nist
Noblestown United
 Presbyterian Church
North Fayette Township
Kristin Novic
Oakdale Borough
Oakdale Lodge No. 669
John J. Omasta
Michelle Opdahl
Phyllis Ortiz
Tim & Sheila O'Sullivan
Jeremy & Barbara Overbay
Laverne Palko
Kara Palombo
Mark & Pamela Perry
Marian & Raymond Petrick
John & Rita Petricko
Kathy Pfister
Betty & Walter Phillips
Janet Pickel
Mary Pat Pinsoneault
Bob & Barb Piskorik
Jay Piskorik
Dianne Powers
Ted & Carol Preniczky
Progressive Insurance
 Foundation
Becky Proie
Rocco & Karen Prologo
PuroClean Restoration
 Specialists
Pustover Financial Services
Joe & Tracy Pustover
Michael & Jean Quinn
Matt & Chris Rakolta
Timothy & Barbara Redlinger
Renaissance Home Care, Inc.
Harry & Carolyn Rettinger
Christine Ribeiro
Deborah L Rich
Vlasta Richter
Julius Ridgely
RJ Rohbeck Jr. Home
 Remodeling
Christopher Rodriguez
John Rohal
Clement & Karen Rolin
Dwayne & Sherry Romano
Elaine Rossi
Charlene & John Rozman
Mary Ruggiero

WACL 2020 ANNUAL REPORT

Norene Ruggiero
Lisa & John Rukas
Sandra A Russell
Linda Sagan
Mary Sandora
Saundra Grill
Sam Schaub
Anni Schott
Mary L. Schuler
Cathy & Jeffrey Scott
Doris Scott
John & Debbie Scott
Secure Money Advisors LLC
Cynthia Marie Sell
Amanda Semerod
Marty Semulka
Shamrock Lawn
Maintenance
Elizabeth Shannon
Jude & Donna Shemon
Beth Shipley
Rose Ann Sinagoga
John & Kathy Sloan
Gary T Smith
Roberta Smith
Sandra & Edward Smith
Barry Somerville
Margaret Spezialetti
James & Barbara Stafford
Joseph Staub
Michael & Lisa Stelmack
Carol Stenzel
Robert & Kelly Sterner
Amanda Stofan
Bill & Lyndy Stout
Sunrise Accounting
Gary & Erin Swaoger
Ali Swart
Coletta & Stanley Swick
Carrie Tapyrik
Rebecca & Timothy Tarbuk
The Terabasso Family
The Chase Family
The Kulin Family
Sandra & James Thompson
Nancy Thorns
Michael & Joann Timcheck
TJ's Deli Mart #3
Rebecca Tomei
Joan Trautman
Timothy Trimarki
JoAnn Truchan
Amy & Luke Turko
Nancy Ulanosky
United Parcel Service
United Way of Allegheny
County
Elaine Vattimo
Elaine Vent
Joseph & Susan Vidmar
Maribeth A. Vogl
WAFEL
James & Claudia Wagner
Walden Woods Community
Service Association Inc.
Erin Wallace
Walnut Grill Holdings, LLC
Shannon Wang
Julie & Timothy Waugaman
Robert & Amy Werner
West Allegheny School
District
West Hills Law, LLC
Susan Whitecotton
John & Virginia Whitefield
Maryann & Joseph Wiesner
Jill Wiggins
David & Karen Wilk
Bernadette Williamson
Julianne Wimer
Sharon K Wirtz
Molly Withers
Ann Withrow
Earle Wolfe
David & Barbara Wood
Heather & John Woods
Lenore Wossidlo
Bryron Yecko
Danelda Yenchik
Gail Yochum
Deborah & David Young
...and many in-kind donors
throughout the community

WHY WE DO WHAT WE DO...



"This library is the best thing in town."



"West A Library has been a lifesaver for me."

"The youth programs at your library are honestly the best ones we have ever attended."



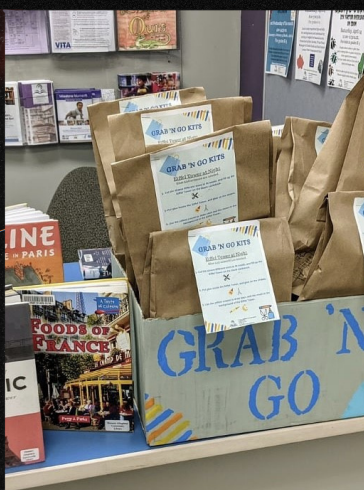
"I don't know how I could keep my business going without the library and the help from your employees."



"That was awesome! Thanks so much for continuing to offer these programs."



"I love the songs and stories, and you do such a great job engaging with all the kids."



"I love my library because they send me books from all over the US when I request them."



"West A has endless enthusiasm, ideas and patience. I wouldn't trade this library or staff for any other."

