

# Parlin-Ingersoll Public Library Annual Report

FY20: June 1, 2019—April 30, 2020



# Introduction

Fiscal Year 2020 (FY20) has been a very unique year for many reasons.

First, in FY20, after careful consideration, the Library Board, after suspending taxation for 62 years, decided the 125-year-old Library needed to again tax the residents of Canton for library service. When the library was first established in 1894, it was financed through an \$8,000 trust set up by William Parlin in his will of 1892, under the condition the community raise at least \$5,000 to furnish it and maintain it as a useful institution for all time. The City taxed from 2 mill to 5 mill to provide the citizens' share of financial support. When the Ingersoll trust monies came in 1958, the Library Board felt they no longer needed the City to tax on behalf of the library.

However, the library income had declined over 12% from 2008-2018 while the Consumer Price Index increased 19.5%. In the meantime, the library has reduced hours, staff, and materials, and has struggled to meet recommended State standards. In looking to the future, the Board felt the library could not sustain the upcoming increases in minimum wage and major capital expenses on its current income alone. In March 2020 the Library board submitted a letter to Mayor McDowell requesting the City levy \$306,220 for the library fund in December 2020 with monies being received starting June 2021.

Second, the Library shortened its fiscal year (formerly June 1—May 31) one month in FY20 in order to coincide with the City's fiscal year of May 1-April 30.

Third, and perhaps foremost, it is the year of the COVID-19 Pandemic. The library closed to the public beginning on Tuesday, March 17<sup>th</sup>. It remained closed through the end of April, and has extended its closure through May 31<sup>st</sup>.

Thus, all activities and financials will reflect a shortened fiscal year as well as a year with at least 6 weeks of closure. In the information presented below, for some yearly percent changes I did compare February 2020 with February 2019 to present a more accurate prediction of a normal year end.

While not perhaps an equal comparison to previous years, we have compiled our "annual" report.

# Activities

## Circulation

**At the end of February 2020 our circulation trends showed a decline of about -7.7% overall.**

I believe we would have seen this decline even if we did not close 6 weeks.

Despite the lower circulation, the largest increases year-to-date were +20.9 % in eBook downloads and +21.8 % in eAudio downloads. While eBook circulation comprises 5.4 % of our total circulation and eAudio circulation comprises 5.8 %, other materials still account for almost 89 % of our checkouts.

Given the library closure due to COVID-19 and a shortened fiscal year, it is difficult to compare the final numbers as of April 30, 2020. Nevertheless, total circulation figures for the past three years are:

<b>FY20:</b>	<b>89,469</b>
<b>FY19:</b>	<b>117,096</b>
<b>FY18:</b>	<b>120,239</b>

Given our drops in income over the years, we have our materials budget at approximately 9% of our total budget. The Illinois State Library recommends 12%. When we have received Per Capita Grant monies, the majority of those funds are deposited into the materials budget, and the areas of the collection receiving those funds do show increases in circulation.

*Please see Appendix B for more information.*

### Circulation by Residence

Circulation to individuals with Parlin-Ingersoll Public Library cards (i.e. within the City limits) at the end of February 2020 had decreased about 9.8% after an increase of 2.1% in (FY19) and a decrease of 10.1% (FY18). Circulation to Canton School District non-residents decreased 9.7% after increasing 1.3% in (FY19) and decreasing 5.3% in FY 18. Circulation to patrons from other Fulton County public libraries decreased 15.3%. Likewise, circulation to patrons from non-Fulton County libraries decreased 4.5%.

*Please see Appendix E for complete circulation breakdowns by patron.*

We loan a significant number of items to individuals holding cards from other libraries, who are called “reciprocal borrowers” by the state. In February 2020 we were on target for 16.2 % of our loans going to patrons of other libraries. This percentage had been about 17%-21% for the past few years.

The availability of purchasing print books, e-books, streaming audio, and streaming movies have made it more desirable for many users to bypass the library to get materials directly. In fact, providers such as Amazon and various e-book distributors have tailored their prices to offer very low costs to individuals, but not lower costs to libraries.

## Library Registration & Visits

The Illinois State Library requires libraries to yearly purge their systems of patrons who have not used the library in three years. Our system now purges automatically every April 30th. **The number of current registered Canton cardholders is 4,586.** This purge represents a drop of 10.3%.

Canton cardholders represent about 36.1% of our non-prison population. In addition, in FY20 the library has issued **585 cards to non-residents** who live in Canton School District but outside of the City of Canton's corporate boundaries. The cost of those library cards was covered by the Charles D. Ingersoll Trust.

The library also serves **947 reciprocal borrowers** from within and outside Fulton County boundaries. These borrowers reside in other established library district boundaries. Most library cards are issued for 3 years. **Thus, the total number of library cards active at the end of this rolling three-year period is 6,118.** Census estimates for the City of Canton expect a decrease of about 800-900 people. A loss of residents could also be a reason for the downward trends.

**Our customers visited the library 53,381 in FY20, which included 6 weeks of closure. This is compared to 74,168 (FY19) and FY18 (77,641).**

## Programs

**Children's programs remained about the same with 138 programs (FY20), 137 (FY19), and 152 (FY18). Children's program attendance decreased to 4,137 in FY20 from 6462 (FY19), and 6619 (FY18).** The decrease can be attributed to two things: We did not offer evening story times this year due to lack of registration and interest. Secondly, we had less attendance at grade-school-wide assemblies. We could not promote summer reading as we have in the past due to the school closures. We very much see our reach the strongest in early literacy aged children from birth to age 8. In addition, we had 28 "passive" programs for children with 1894 participants. These "passive" programs include scavenger hunts, trivia, coloring pages, and flannel board activities. They provide a change of scenery as well as an activity whenever a parent's schedule allows a trip to the library.

**Programs for young adults, which we consider grades 5 and up, decreased to 7 in FY20, from 15 (FY19), and 19 (FY18). Attendance decreased to 267 from 424 (FY19) and 574 (FY18). As this age group becomes more involved with school activities and sports, we see decreases in attendance. In FY20 we offered more individual programs as opposed to regular weekly sessions to accommodate family schedules.**

We had several programs by local authors this year with 12 programs with an attendance of 162, down from **21 programs with an attendance of 240 in FY19. Two of our final programs were cancelled due to COVID-19.** We did supplement with “passive” adult programs of trivia contests and puzzles. The puzzles have become increasingly popular each month. It is a joy to see so many patrons socialize while working on puzzles. We had a total of 12 passive activities with over 926 participants.

Regular programming reminds the community of the presence of the library as an active center. Many patrons also enjoy the social benefits of visiting the library and visiting with staff and friends. **The library contributes to the social infrastructure of the community.**

## Internet Use

The provision of free Internet service to the community is one of the more important services offered by the library. The library continues to provide 11 hardwired Internet terminals for individuals who do not own a computer or have home Internet access. **Internet-accessible computers were used 6689 times in FY20 down from 9494 (FY19) and 10,235 (FY18). In fact, in-house use has decreased close to 67% % from FY10 (20,222 uses). This trend has been seen at a number of local area libraries.**

The continued decrease in Internet usage confirms our previous assumption that more people now find it practical and necessary to have their own Internet connection (whether via phone, tablet or so forth) for quick and convenient use. We do see these users at the library, however, when they need to print forms, file taxes, do banking, apply for jobs, or other uses where a larger screen and printer are desired. Often, they come in for a fairly quiet place to work. Most of our users are repeat customers, and some are daily users.

**The use of the library’s wireless network decreased to 5131 down from 7503 (FY19) and 7631 (FY18).** We regularly see uses on Saturday and Sunday afternoons when the library building is closed.

We continue to apply for eRate funding to reduce our internet access costs.

Our AWE Early Literacy Station continues to be popular. Geared for ages 2-8 this workstation has averaged about 50 uses per month and about 61 programs accessed per month. This station does not have internet access so it can be used by children whose parents have not signed an Internet Use Agreement.

## Web Presence and Databases

Our Ancestry.com subscription was switched mid-year to HeritageQuestOnline.com. The total searches for FY20 were 57 for Ancestry and 837 for Heritage Quest. This database was added from Per Capita Grant monies. This subscription cost \$1,106.

In addition, the library added a subscription to NewsBank with Per Capita Grant funding. With NewsBank our patrons can access the Daily Ledger and the Peoria Journal Star online. The database not only provides same day issues, but goes back to 1991 for the Journal Star, and 2001 for the Daily Ledger. The Journal Star also offers an image view, which looks like the printed newspaper. While this service began in late November, we had 814 searches of the Daily Ledger and 5147 searches for the Journal Star. This service is also very crucial as our local newspaper, the Daily Ledger, is no longer available on microfilm. We have area newspapers back to 1852 on microfilm. This access cannot move forward in time unless we have our newspapers available from an online source. The annual subscription costs \$2,770.

The Illinois State Library contracts reduced rates for libraries to access OCLC WorldCat, a database that provides interlibrary loan access to millions of holdings from libraries around the world. In the Discovery module, which allows direct patron searching, we averaged 71 searches/month in FY20 compared to 220 (FY19), and 236 (FY18). The cost of this service is included in our cataloging and interlibrary loan costs, which average close to \$9700 per year.

We also joined Find More Illinois, a system wide consortium started by the Reaching Across Illinois Library System (RAILS). It is a voluntary consortium to develop a statewide catalog of Illinois libraries. It also provides interlibrary loans. The cost of membership averages about \$600 per year. Between both OCLC and Find More Illinois, the library borrowed 799 items for our patrons and loaned 699 items.

The library added a Facebook page in March of 2013. We currently have over 1266 (FY20) likes, up from 1150 (FY19) and 1060 (FY18). We have received a very positive response to our promotion of library events and reading. This year we also advertised job openings on it as well. It is another way to reach people and market library offerings.

Access to the library catalog and patron accounts from home allow patrons to renew items, check on due dates, and place items on hold at their convenience 24/7. In addition, we also have e-mail and text notices for holds, overdue materials, and checkout receipts.

## Other Services:

The library has three staff notaries, who notarized a total of 115 documents for the public

Staff proctored 4 online tests for patrons. Given the COVID-19 pandemic, I would anticipate this number to continue to drop as more institutions have found ways to remotely monitor online use and testing. In addition, staff provided 4 one-on-one tutorials on downloading electronic materials

## Library Materials Held

The library has the following resources owned:

Books:	82,373
Current Print Serial Subscriptions	67
E-books Held through consortium and library:	23,832
Audio recordings (Music and Spoken)	11,345
E-audio Held through consortium and library:	3,870
DVDs and Videos	8,322
Downloadable DVDs through consortium and library:	2

## Administrative Updates

The Charles D. Ingersoll Trust is managed by MidAmerica National Bank. The beneficiaries meet quarterly with the trust team. The library is also receiving an annual distribution from the James J. Elson Trust.

The library continues to use ADP for payroll services, and staff continue to learn the intricacies of the system.

The library continues to utilize the Illinois Funds ePay system to process debit and credit card transactions. We work with our Sikich network consultant to assure we meet the PCI compliance requirements.

Our security camera system continues to be of great value for security and safety.

Our Polaris library automation servers were updated last fall. We reduced the number of physical servers onsite, but are using a more robust Hyper-V server.

The City of Canton continues to offer health and life insurance through the Wyman Group, which has kept our increases low.

## Financial Information

### FY19 Income

**The following financial information contains unaudited figures.**

**Charles D. Ingersoll Trust quarterly disbursements totaled \$620,320.** This represents an increase of 2.3% % from the \$606,503 (FY19), \$605,065 in FY18, and an overall decrease of 6.1% from our FY09 distribution of \$660,340. The revenue decline has been due to lower interest rates and investment losses in the Trust since 2008. The rolling-three-year valuation average used to calculate trust distributions can help spread out the impact of these losses. The higher close on December 31, 2019 helped provide the increase received in calendar year 2020.

Our interest income was \$22,074 compared to \$20,161 in FY19, and \$17,938 in FY18. On average interest income for FY14-FY16 was about \$14,000, and for FY08-FY13 it ranged from \$20,510 to \$54,232.

We collected \$18,760 in “Miscellaneous Income” in FY20, down from \$22,000 in FY19 and \$22,505 (FY18). Overdue fees accounted for \$3,893 in FY20, down from \$6,027 (FY19) and \$6,867 (FY 18). Replacement charges for lost or damaged materials recovered was up slightly at \$1662 from \$1,582 (FY19) and \$1,444 (FY18). The rest of the revenue was generated primarily from cost-recovery assessments, such as photocopies, computer prints, proctoring fees, book sales, donations, etc. The top income generators in these areas in FY20 were photocopies at \$2,179, computer prints at \$3,764, and faxes at \$2,555. The drop in “Miscellaneous Income” is spread among all categories. A greater drop has been seen in FY20 due to a shortened fiscal year and 6 weeks of closure due to COVID-19.

**We were awarded an Illinois state per capita grant for FY19 payable in FY20, administered by the Illinois State Library, in the amount of \$18,380. While awarded a grant for FY20, we have not budgeted receipt of those funds in FY21 due to possible delayed payments.**

Per capita grant funds come from two primary sources: 1.) General revenue funds; and 2.) Live and Learn funds (which are primarily license fees collected by the Secretary of State’s office). If we didn’t submit a grant application for these funds, our community would not receive a return on the taxes and fees our citizens pay to the State of Illinois, and this money would simply be awarded to other communities.

There were no local property taxes collected for library services in FY20. Income from Ingersoll Trust disbursements and accumulated savings represents a per capita value of \$43.69. We would have needed to levy a property tax averaging \$118.83 per household to replace the Ingersoll revenues of FY20.

The library has requested the City levy for the library fund in December 2020 (payable in FY21). The library first opened in 1894 and was tax supported until 1958, when the library board felt a tax was no longer needed after receiving the Ingersoll Trust monies. However, interest income has not kept up with inflation over those 61 years—most recently with the added increase in minimum wage and needed building and grounds repairs. The tax requested is estimated to be at .2257% for a revenue of \$306,220. **This equates to about \$45-\$50 per household unlike the \$118.83 which would be needed without the Ingersoll Trust.**

## FY19 Expenditures and Variances

In total 19 of 26 budget lines ended the fiscal year at or under budget, with positive variances ranging from \$0 to \$42,833. Many of these overages are due to applying a 12-month budget on an 11-month fiscal year. **Altogether, our operation budget ended up \$94,377 under budget.**

The reasons for major variances are explained below:

- “Salaries” ended more than \$42,833 under budget and the total of “Payroll Expenses” ended more than \$8,249 under budget. We did have some new hires come in at a slightly lower rate than their predecessors as well as the total being on an 11-month cycle.
- “Print Materials” ended \$2,357 under budget. Some areas within this line item were over-budget such as magazines/newspapers due to tremendous increases in costs for print newspapers in particular. Other items which went over were due to Per Capita Grant monies being applied to those accounts. Adult print was under budget. It can be difficult to estimate adult material costs due to so many titles’ pre-publication dates being as much as 8 months in advance.
- “Utilities” ended more than \$10,861 under budget. This decrease may partially be attributed to the conversion to LED lighting in the building and an 11-month fiscal year.
- “Automation” was \$5,421 under budget. We spent less on regular network fees than expected since all major networking fees occurred within our Capital Expense for the network upgrade. Fees for Public Web Browser were covered by an offer from RAILS
- “Office Supplies” was under budget \$4,684. Since we are purchasing less books on CD, our processing costs were lower. In addition, we weeded some books on CD and were able to recycle cases as well. We did not need to replace any video camera equipment this fiscal year.
- “Building and Grounds” was under budget \$10,504. We had less use of electricians and less mowing and snow removal in FY20. In addition, our fire alarm system monitoring maintenance was last May so the annual billing did not occur in the 11-month FY20.
- “Insurance” was under \$9,802. It is billed in May so the annual billing did not occur in the 11-month FY20.
- “Telecommunications” was under budget \$3,332 due to receiving eRate funding, which USAC (Universal Service Administration Company) requires not to budget for receipt of reimbursements.
- All other lines were under budget by less than \$2,000.

Only 7 of the 26 lines were over budget this year:

- “Non-print Materials” and “Databases” appear over budget, but this can be attributed to receiving unanticipated Per Capita Grant monies and donations.

- All other lines were over budget by less than \$2,000. Note: “Legal Fees” were over budget \$1,671 due to consultations regarding library taxation.
- *For more detail on each budget line please see the attached financial reports.*

## Capital Expenditures

The library budgeted \$105,000 for capital expenditures in FY20. An automation upgrade to our Polaris library system servers and some new PCs were estimated at \$65,000. The work came in under budget at a total of \$61,554.

The library updated its suggested 5-year maintenance schedule from our architect. The \$40,000 budgeted for sidewalk repairs and patching the asphalt parking lot in FY20 was dropped in FY20. The Library Board felt there would be more long-term cost savings to concrete the base of the library’s main parking lot in five phases than to continue to patch asphalt each year. The first phase will be scheduled in early FY21. Sidewalk repairs will be re-visited in FY21 or FY22.

In FY20, total library expenditures were under revenue by \$61,107 compared to being over \$66,597 (66,663 per final audit) in FY19, under \$5019 in FY18, under \$25,298 (36,314 per final audit) in FY17, under \$14,378 (798 per final audit) in FY16, under \$40,622 (40,623 per final audit) in FY15, and under \$95,996 in FY14. (These figures include a gain/loss on investments). This is compared to prior expenditures exceeding revenue by \$40,364 (FY13), \$60,311 (FY12), and \$110,456 (FY11).

Operational expenditures alone were under our revenue by \$123,826 as compared to \$44,843 (FY19), \$32,198 (FY18), \$48,624 (FY17), \$93,073 (FY16), \$87,031 (FY15) and \$116,454 (FY14). This is compared to prior operational expenditures alone exceeding revenue by \$17,771 (FY13), \$34,258 (FY12), and \$20,861 (FY11). The larger increase in FY20 can be attributed to an 11-month fiscal year.

When budget planning I do estimate revenues conservatively. We have created special classes of funds to carry over the Summer Reading Program and Children’s Program donations. In addition, the library has kept very tight control over operating expenditures the past five to six years despite larger capital expenses. As we continue to complete the recommended building maintenance upgrades, it has become more difficult to keep total operating expenses within the annual income. In addition, the increases in minimum wage over the next few years will have a tremendous effect on our budget. **Prudent practices, staff reductions, and cost savings can only go so far. It is for all these reasons the Library Board is now seeking tax income.**

## Accumulations

**As of April 30, 2020, , the library had \$989,318.20 (total market value plus accrued income) in accumulated Ingersoll funds held in the trust account at Mid-America National Bank, compared to \$983,580.70 (FY19), \$1,011,124 (FY18), \$949,760 (FY17), \$967,898 (FY16), \$834,960 (FY15), \$867,726 (FY14), \$907,229 (FY13), \$958,256 (FY12), \$1,039,248 (FY11), \$1,171,968 (FY10), \$1,249,849 (FY09), and \$1,245,692 (FY08).** We hope by maintaining a lean

operating budget, advanced planning for some of our future capital projects, and increased interest income these accumulated funds can continue to grow in the upcoming years. We ended with a balance in our MidAmerica National Bank checking account of \$141,027.08.

The accumulated funds are needed to: 1.) Generate income to help cover ongoing operating expenses; 2.) Provide capital to self-fund all capital improvements; and 3.) Provide a “rainy day” fund to help weather economic downturns. In the past thirty years, we have self-funded two different \$1 million-plus expansions/renovations (in 1987 and 2004) as well as other major capital improvements without need of a tax levy or bond issue. Maintaining an adequate reserve fund is essential in maintaining a good operating budget and sustaining capital improvements. During projections from FY21-FY27 it has become evident that these funds alone will not sustain the library into the future.

### Outstanding Annual Liabilities

**As of April 30, 2020  
(Cash Basis)**

Accounts Payable	\$0.00
Accrued Payroll	\$0.00
Accrued Vacation	\$0.00
Library Bonds	\$0.00

The Parlin-Ingersoll Public Library does not have any liabilities as of April 30, 2020.

## FY 21 Budget Forecast

### *Income*

Our income for FY20 was up at \$681,416 compared to \$668,635 (per the audit) for FY19, compared to \$658,455 (683,971 from audit) for FY18, \$646,545 (671,421 per audit) for FY17 and \$696,891 (685,013 per audit) for FY16. Total income has fallen from a historic high of \$767,391 in FY08 to \$681,416 in FY20, a decline of \$85,975 or about 11.2 percent.

The Charles D. Ingersoll Trust did increase in value from December 31, 2018 to December 31, 2019. The 3-year rolling average used to calculate our income rolled off a slightly lower year than the one brought in.

For FY21 when looking at the 3-year rolling average the Charles D. Ingersoll Trust will use to calculate our income, we will be rolling off Dec. 31, 2017 (\$25,803.835) for the value on December 31, 2020. The close on Dec. 31, 2018 (\$23,345,535) and Dec. 31, 2019

**(\$27,002,709) will be averaged in to determine our distributions in calendar year 2021. The stock market dropped considerably in the spring of 2020 due to the COVID-19 pandemic. How the market rebounds by December 31<sup>st</sup> may have a great impact on our future Trust income.**

**In addition, we have applied for a Per Capita Grant for 2020 (FY21) but have not yet heard if we have been awarded the grant nor at what level it will be funded. Previous Per Capita Grants were \$18,380 (PCG grant for 2019 received in FY20), \$18,380 in FY19, and \$11,335 in FY18. Since we cannot predict if these monies will be received in FY21, we did not include them in expected revenue. Thus, our estimated income for FY21 is \$548,383.**

While I do estimated income conservatively, I anticipate our income for FY21 could drop even further. The uncertainty of the economy due to COVID-19 will affect the investments. The closure of the library for several weeks or longer will result in less income from computer prints, faxes, photocopies, etc. State monies for Per Capita Grants might be re-allocated as other state funds will go to COVID-19 support initiatives and unemployment relief.

### *Expenses*

**The Board approved the FY21 Budget at \$187,502 over in operating expenses and \$347,302 over if also including anticipated capital expenses.** These overages are explained below.

The library operates a very lean organization. Over the past few years the Board has reduced staff, hours, and the materials. Long-term budget projections for the next 5-7 years show the library cannot sustain the increases in minimum wage and necessary capital building maintenance on the income from the Charles D. Ingersoll Trust alone.

Without Per Capita Grant funding, the library has been spending 9-10% of its budget on materials for several years, when the Illinois State Library has been recommending 12%. The figures used in the FY21 budget are based on the 12% recommendation spent on library materials. The operating and capital expenses also reflect the increase in minimum wage as well as some salary compression adjustments. Currently, seven of the library's twelve employees do not make \$15.00 per hour.

When the Board approved the FY21 budget, the capital expenses for FY21 included phase 1 of concrete for the library parking lot (estimated at \$140,000; the 1<sup>st</sup> section of sidewalk replacement at \$10,000; fireproof filing cabinets at \$4,800; and additional network consulting on adding fiber internet at \$5,000. This total came to \$159,800.

After the upgraded 5-year building maintenance strategic plan in March, the FY21 capital expenses may be adjusted to cover phase 1 of the concrete for the library parking lot with an extra extension of parking lot work in lieu of initial sidewalk repairs and offsets.

Operational costs have run as follows: \$711,821 (FY08); \$718,466 (FY09); \$695,261 (FY10); \$706,525 (FY11); \$700,751 (FY12); \$682,974 (FY13); \$599,071 (FY14); \$588,891 (FY15);

\$603,818 (FY16); \$597,921 (FY17), \$626,257 (FY18) , \$623,792 (FY19) and \$557,590 (FY20—an 11 month year). **We anticipate operating costs for FY21 to be about \$735,885 with capital projects estimated at \$159,800 for a total of \$895,685.**

After operating in as lean a manner as possible for several years, it has become obvious looking to the future the current library’s income alone will not sustain it. From 2008 to 2018 the value of the 3-year rolling average has declined 8.8% while the Consumer Price Index has increased 19.5%.

The Board consulted with the library attorney in the fall of 2019 to explore taxing options. In March 2020 the Board sent a formal request to the City to levy a tax for \$306,220 for the library fund. This amount will be levied in December 2020. Here are the requested amounts:

<u>Total tax rates:</u>		
Library Corporate:	.1500	\$203,520 (rounded)
Library IMRF:	.0346	47,000
Library Social Security/Medicare:	.0173	23,500
Library Audit:	.0038	5,100
Library Tort/Liability:	.0200	<u>27,100 (rounded)</u>
Total:	<b>.2257</b>	\$306,220

**While these tax revenues will not come to the library until June 2021 in FY22, these funds should help the library absorb the increases in minimum wages and supplement regular income to provide adequate maintenance to the library and its grounds.**

A new challenge for everyone will be operating our organizations while under restrictions posed by the pandemic. We will be starting FY21 being closed to the public. It is yet uncertain when the library can re-open. Primary concerns at this time are obtaining adequate PPE (Personal Protective Equipment) such as gloves and sanitizers, managing social distances, and the adequate quarantining of materials. We will be transitioning to new methods of service while maintaining safety and social distancing recommendations.

As stated in our strategic plan, the library’s mission is:

The Parlin-Ingersoll Public Library promotes, develops, and enhances lifelong learning and personal enrichment by meeting the needs of our community **through exceptional, individualized service.**

The library staff and board are ready to take “exceptional, individualized service,” to a new level in FY21.

