



**Board of Trustees Meeting
Board Room, Rundel Memorial Library Building
April 21, 2025, 5:00 PM
Agenda**

I. PUBLIC COMMENTS

Corcoran

II. ACTION ITEMS

- | | | |
|---------------------------------------|--------------|---------|
| 1. Minutes of Previous Meeting | Corcoran | page 3 |
| 2. Financial Claims | Hasselwander | page 7 |
| 3. Agreements – Solar Table Placement | Clasper | page 9 |
| 4. MCLS Annual Report to NYS | Smathers | page 10 |

III. REPORT/DISCUSSION ITEMS

- | | | |
|--------------------------------------------------|---------------|--------------|
| 1. Liaison from Rochester Public Library Board | Drury/Clasper | |
| 2. Liaison to Rochester Regional Library Council | Knapp | |
| 3. Liaison from Friends & Foundation of the RPL | Borgus | |
| 4. Staff Reports | | |
| a. Director's Report/Central Library Services | Clasper | page 10 & 20 |
| b. MCLS Services | Smathers | page 12 |

IV. OTHER BUSINESS

- | | |
|-------------------------------|--------|
| 1. Trustee Attendance Reports | Brandt |
| 2. Trustee Bios/Summary | Brandt |

V. ADJOURNMENT

**Next Meeting:
Monday, May 19, 2025, 5:00 p.m.
Central Library, 115 South Avenue, 14620**



**Meeting of the MCLS Board of Trustees
Board Room, Rundel Memorial Building
March 17, 2025
Minutes**

Trustees Present: Gary Brandt, Christopher Corcoran, Emily Hessney Lynch, Peter Knapp, Amy Moffitt, Marjorie Shelly, Suzanne Stockman (quorum present)

Trustees Excused: Alinda Drury, Mack Smith, Jr.

Trustees Unexcused: Kimberly Brown, Erick Stephens

Staff and Guests: County Law Office Liaison, Keana Williams; County Exec. Office Liaison, Molly Clifford; FFRPL Liaison, Donna Borgus; staff members, Emily Clasper, Katy Hasselwander, Debi Mansour, Jennifer Smathers

Call to Order

Mr. Corcoran called the meeting to order at 5:00 p.m., welcomed trustees, staff, and guests, and confirmed a quorum was present. He welcomed Molly Clifford as the new liaison from the County Executive Office.

Public Comments

There were no members of the public wanting to address the board.

Meeting Minutes

The minutes of the February meetings were APPROVED AS PRESENTED.

Claims

Ms. Hasselwander reviewed the financial claims with the trustees and offered to answer questions. In response to a question, Ms. Hasselwander and Ms. Clasper explained that elimination of the Institute of Museum and Library Services (IMLS) funding by the Trump Administration may have trickle-down impacts to our construction funding, but most other library funding comes directly from the County and State. The current order stipulates that all spending by IMLS other than spending mandated by law, will be cut. What is unknown is if the administration will honor the mandated funding. Dr. Knapp MADE A MOTION to approve the financial claims as presented. THE MOTION PASSED UNANIMOUSLY.

Rochester Public Library (RPL) Liaison

None

Rochester Regional Library Council (RRLC) Liaison

None

Friends and Foundation of the Rochester Public Library (FFRPL) Liaison

Ms. Borgus offered to answer questions about the written report. She reviewed the grants for supplemental materials from 2024 and reported that for 2025 the total will be increased to \$844,161.19. Of that, MCLS members will receive \$623,309.11 with Rochester Public Library getting the largest share at \$103,307.25.

Next, she reported that the applications for the Harold Hacker Grants for the Advancement of Libraries are now open with a deadline of May 1. The amount available is \$10,000. And the grant is open to all Rochester Regional Library Council (RRLC) members. In related news, \$13,272 was donated to the Harold Hacker Fund during the campaign to celebrate former Library Director Patty Uttaro for her retirement in February of 2025.

Next, she reviewed the progress of the annual campaign and highlighted upcoming programs. She reminded trustees to please attend the Sokol High School Literacy Awards ceremony on Thursday, April 24 from 4:00–5:30 in the Kate Gleason Auditorium.

Director's Report

Ms. Clasper offered to answer questions about the written report. She reported that she has been steadily making visits to MCLS member libraries, speaking with library directors, and meeting the staff.

She shared that the library community across the state and country are closely monitoring the orders from the federal government to downsize or eliminate the Institute of Museum and Library Services (IMLS). There is a lack of clarity from the federal administration and stakeholders in the library community cannot do anything at present other than continue to connect with elected officials to emphasize the importance of libraries and maintaining their funding.

In response to a question, she replied that she is not aware of a local librarian who focuses on Artificial Intelligence (AI) but that it is a hot topic in library channels, especially in academic libraries. She added that having a librarian who specializes in AI is likely to become a nationwide trend in the coming years. The American Library Association does offer professional development training related to AI. Dr. Knapp commented that RRLC may want to investigate offering AI related training.

Dr. Knapp asked if Ms. Clasper could shed any light on the upcoming case in the Supreme Court that challenges the E-Rate program. She stated that she is aware of the case but does not understand the details of the argument against it.

Mr. Brandt brought up the podcast from the Pittsford Public Library that recently featured Director Clasper and encouraged others to listen to it.

MCLS Office

Ms. Smathers offered to answer questions about the written report. She reported that the recent Directors' Retreat was deemed a success. The retreat was held at the local Strasenburgh Planetarium, part of the Rochester Museum and Science Center (RMSC). MCLS serves as a Science, Technology, Engineering, and Mathematics (STEM) Ambassador for the RMSC. Building on the momentum from the eclipse in 2024, RMSC has received grants funds for this STEM Ambassador program. The Ambassador organizations will receive materials and programming resources to enable Monroe county residents to continue their astronomy-based learning. She asked everyone to mark their calendars for International Observe the Moon Day on October 4, 2025.

She reported that the Directors heard from her about how the upcoming RFP process for a new catalog system will unfold. Currently, the MCLS Office is in the very beginning stages of designing the process. She encouraged trustees to go to other library systems to use their catalogs and experience what other systems are like for patrons. MCLS is the only user of CARL in New York State. The final decision on the circulation system rests with the MCLS Board and the system members will present their recommendation after the RFP process.

Central Library

Ms. Clasper offered to answer questions about the written report. She shared that the Black-owned Business Expo was a success, and she would like to see the library make it an annual event.

She invited everyone to visit the upcoming Fairy House exhibit beginning in early April in the Anthony Mascioli Gallery in Hacker Hall. Some entries were created by library staff.

In response to a question, Ms. Smathers shared that Carlet Cleare and Barbara Pierce from the City of Rochester Bureau of Communications presented at the Directors' Retreat. They discussed how to prepare for an interview or a TV appearance and provided dos and don'ts for engaging with the media.

Other Business

Ms. Clasper pointed out that the June meeting will be at the Chili Public Library and the September meeting will be at the Ogden Farmers' Library.

Adjournment

The meeting adjourned at 5:48 p.m.

Emily Clasper, Secretary

**MONROE COUNTY LIBRARY SYSTEM
FINANCIAL CLAIMS 2025**

MON	DAY	CLAIM VO	VENDOR	DESCRIPTION	EXPENDED	REMARKS
2	11	2000641055	11105435- EBSCO	CONSUMER REPORTS	\$ 40,143.83	
2	12	2000642703	11101777- HAMLIN PUBLIC LIBRARY	2024-25 LSSA 10%	\$ 284.00	
2	12	2000643616	11101928- FAIRPORT PUBLIC LIBRARY	2024-25 LSSA 10%	\$ 1,267.00	
2	12	2000641938	11102058- CHILI LIBRARY	2024-25 LSSA 10%	\$ 898.70	
2	12	2000642249	11103746- PENFIELD LIBRARY	2024-25 LSSA 10%	\$ 1,217.00	
2	12	2000644253	11104404- GREECE PUBLIC LIBRARY	2024-25 LSSA 10%	\$ 2,991.10	
2	12	2000642007	11105346- WEBSTER PUBLIC LIBRARY	2024-25 LSSA 10%	\$ 1,398.80	
2	12	2000642257	11105398- MENDON PUBLIC LIBRARY	2024-25 LSSA 10%	\$ 280.70	
2	17	2000642029	11106297- CARL	CARL X	\$ 142,774.90	
2	27	2000642574	11116923- VERTIV	UPS	\$ 6,969.90	
2	28	2000643313	11103982- SHI	CHROMEBOOK SOFTWARE MANAGEMENT	\$ 8,227.50	ARPA FUNDS
2	28	2000642129	11120646- PKA TECH	250 CHROMEBOOKS	\$ 99,925.00	ARPA FUNDS
3	4	2000643928	11102541- UNIQUE MANAGEMENT SERVICE	MATERIAL RECOVERY 2025	\$ 1,908.90	
3	4	2000643679	11109903- OVERDRIVE	MATERIALS HOLD	\$ 2,004.09	
3	4	2000643679	11109903- OVERDRIVE	MATERIALS HOLD	\$ 331.89	
3	4	2000643679	11109903- OVERDRIVE	MATERIALS HOLD	\$ 1,593.11	
3	4	2000644303	11116496- BLUE TOWER	SSL FOR LIBRARYWEB.ORG	\$ 200.00	
3	4	2000642301	11117594- TMOBILE	MIFI CHARGES	\$ 16,933.04	ARPA FUNDS
3	4	2000642340	11128531- LITERACY ROCHESTER	BRANCH HOURS: FEB 2025	\$ 6,293.00	ARPA FUNDS
3	5	2000642726	11105181- ROCHESTER PUBLIC LIBRARY	SYS SVC DIGITAL EQUITY INIT. JUL-DEC 2024	\$ 45,806.34	ARPA FUNDS
3	5	2000642726	11105181- ROCHESTER PUBLIC LIBRARY	SYS SVC SHIPPING JAN-DEC 2024	\$ 364,926.33	
3	5	2000642726	11105181- ROCHESTER PUBLIC LIBRARY	SYS SVC LAS JAN-DEC 2024	\$ 523,619.04	
3	5	2000642726	11105181- ROCHESTER PUBLIC LIBRARY	SYS SVC MCCLS JUL-DEC 2024	\$ 788,995.15	
3	5	2000642782	11118882- MOTHER GOOSE ON THE LOOSE	MATH SKILLS WEBINAR	\$ 1,500.00	
3	5	2000642831	11128796- KANOPY	40 PLUS PACKS	\$ 21,000.00	
3	5	2000642831	11128796- KANOPY	40 PLUS PACKS	\$ 21,000.00	
3	6	2000644133	11120635- CROWN CASTLE	DIGITAL TRANSMISSION MAR 2025	\$ 16,921.06	
3	6	2000644133	11120635- CROWN CASTLE	INTERNET MAR 2025	\$ 2,075.00	
3	18	2000643956	11103982- SHI INTERNATIONAL	RECITE ME TOOLBAR	\$ 2,953.85	
					\$ 2,124,439.23	



**Monroe County
Library System**

www.libraryweb.org

115 South Avenue | Rochester | New York | 14604

Emily Clasper, Director | emily.clasper@libraryweb.org | 585-428-8046

TO: MCLS Board of Trustees
FROM: Emily Clasper, Director
DATE: April 21, 2025
SUBJECT: Monthly Report–April 2025

Action Items

Agreements—Solar Table Placement (Clasper)

Monroe County Library System is partnering with the municipalities and agencies listed below to host solar tables on their property. The tables will be equipped with Mi-Fi units for internet connectivity and powered using solar energy. MCLS and the partner agencies have agreed to the hours of operation, also included below. There is no monetary exchange between the partners and MCLS, however, the solar tables were included in the Digital Equity Initiative grant proposal and will be purchased using those funds. Each table costs approximately \$14,500, including installation.

In the agreement, MCLS agrees to:

- Submit plans for the installation process to the partner
- Maintain the table, including graffiti removal and MiFi upkeep

The partner agrees to:

- Host the table on their property, affixed via a concrete/asphalt surface
- Notify MCLS of any vandalization or damage within 24 hours of its discovery



Partner	Address	Partner Type	Table Hours
Connected Communities	616 North Goodman St., Rochester 14609	Private	M–Th, 9 am–5 pm Fri, 9 am–12 pm
MK Institute for Nonviolence	929 S. Plymouth Ave., Rochester 14608	Private	
Freestyle Mercantile	2659 Scottsville Mumford Rd., Mumford 14511	Private	
Father Tracy Advocacy Center	821 N Clinton Ave., Rochester 14605	Private	
Corbett Park	155 Clark St., Brockport 14420	Village of Brockport	Dawn to dusk
Parma Town Hall Campus & Park	1300 Hilton Parma Corners Rd., Hilton 14468	Hilton-Parma Parks & Recreation	
Canal Park	343 ½ Elmgrove Rd., Greece 14626	Monroe County Parks Department	
The William Maher Lodge	836 Sanford Rd South, Riga 14428	Town of Riga	
Vest Pocket Park (Totem Pole Park)	41 W Main St., Honeoye Falls 14472	Village of Honeoye Falls	
Eyer Building	317 Main St., East Rochester 14445	Village of East Rochester	

Board Action Requested: Approve the agreements to allow MCLS to place and maintain Wi-Fi-enabled, solar-powered charging tables on the properties of the selected partner agencies and municipalities. No rent will be charged for the use of the partner's property.

MCLS Annual Report to NYS (Smathers)

Each year, library systems in New York State are required to complete and submit an annual report to the New York State Education Department Division of Library Development. The 2024 report for MCLS was distributed for review. Some highlights include an astounding 92% increase in number of visits to the updated MCLS website and the system's addition of 720 Wi-Fi hotspots that were loaned 4,749 times.

Board Action Requested: Approve the 2024 MCLS Annual Report to New York State.

Report & Discussion Items

MCLS Director Emily Clasper reporting

Recommended Reading

- State of America's Libraries: A Snapshot of 2024: <https://www.ala.org/news/state-americas-libraries-report-2025>
- 70 percent of book challenges come from groups, elected officials: Research: <https://thehill.com/homenews/education/5235708-book-bans-challenges-ala/>
- A Celebrated Librarian's Concealed Life: <https://hyperallergic.com/1001007/celebrated-librarian-belle-da-costa-greene-concealed-life-morgan-library/>

- How Two Wake County Libraries Are Navigating the Homelessness Crisis
<https://indyweek.com/culture/recharging-and-referrals-how-wake-county-libraries-are-taking-on-the-homelessness-crisis/>

Director's Update

- MCLS sponsored two tables at the annual Women Empowering Women Conference, sponsored by the Greater Rochester Chamber. This sponsorship allowed twenty women from libraries across the County to engage in leadership training and networking with other up and coming female leaders in the Rochester area. The day was filled with informative learning opportunities.



- To improve communication within RPL, Clasper and the management team conducted a staff survey aimed at collecting feedback on the monthly All-Staff meeting. There was a tremendous response to the survey, allowing the team to identify several ways in which the meeting could be made more valuable to a greater number of staff and improve the flow of information within the organization. Many of the staff suggestions have already been implemented, and a follow-up survey in a few months will seek feedback on how the changes are working so far.
- Clasper met with Senator Jeremy Cooney to discuss the future of libraries in the area and the needs we may have on the horizon. The Senator was extremely enthusiastic about the direction our libraries are headed and offered his support in further promoting our programs and services through his office.
- Clasper has been an active participant in several City and County committees related to the services libraries provide. In addition to the Opioid Steering Committee, she has been working with the City and County Arts and Culture Steering Committee and the City and County Homeless Advisory Council. All are working to coordinate efforts to tackle their respective issues and improve the quality of life for everyone in the community. In all of the groups she has been working with, Clasper has heard positive feedback on the role libraries play, with much excitement for the new opportunities for collaboration that will come from working with these teams.



Director's Site Visits

March

Penfield Public Library
Henrietta Public Library
Rush Public Library
Sully Branch
Arnett Branch
Chili Public Library

February

Charlotte Branch
Maplewood Community Library

January

Frederick Douglass Community Library
Lyell Branch
Monroe Branch

MCLS Member Libraries

Jennifer Smathers reporting

Brighton Memorial Library

March's Books Sandwiched In program featured *The Berry Pickers* by Amanda Peters. Presented by Deb Rosen, President and CEO, Jewish Family Services. The story begins in July 1962, when a 4-year-old Indigenous girl went missing sparking a tragic 50-year mystery. The Friends of Brighton Memorial Library sponsored this program.

Chili Public Library

The Friends of the Chili Public Library extend their heartfelt gratitude to the community for the March book sale, which was a resounding success! This sale raised over \$5,000 for the Friends, which will directly benefit the library. The community's support underscores the significance of these book sales in sustaining the valued library programs that enrich our community.

Fairport Public Library

March was National Craft Month. After reading a post promoting all the resources in the library for knitting, woodworking, cooking, drawing, and everything in between a patron commented, *"I got the idea of making wool pennies as Christmas ornament gifts. I had the buttons, and the material, but I needed to figure out how to put them together. I found a book on wool applique and made these!"*



Gates Public Library

Orchids are fascinating plants with interesting and often beautiful flowers. David S. Weiss is a Kodak-retired PhD chemist. He began growing orchids and joined the Genesee Region Orchid Society (GROS) over 45 years ago after a friend gave him an orchid. He grows orchids under lights in his basement and outdoors in the summer. He is a past President of the GROS. During the talk, "Growing Orchids in Rochester" he showed slides and brought blooming orchids to examine. The talk included basic information on orchid distribution around the world, identification characteristics, naming, and of course how to grow orchids in northern New York. The goal of the talk was to show that growing orchids in the home is easy if you follow a few very simple "rules." The first rule is that "there are no rules."

Greece Public Library

We had a fantastic Greece Reads event with author Mikki Brammer last night. About 130 people attended. They enjoyed hearing the author read, discuss her book, answer audience questions, and had their books signed. Thank you to everyone who donated to [Journey Home](#)—a local hospice. Thanks [Lift Bridge Book Shop](#) for selling books at the event. Patron feedback included this comment, *"We had a great time! It's always fun listening to the authors and their points of view."*



Hamlin Public Library

During one storytime in March we learned about the letters U, V and W. We read fun books including *Vegetables in Underwear* which made everyone giggle, sang our ABCs and then painted with vegetables!

Henrietta Public Library

Calvin Eaton, the Gluten Free Chef, presented a live cooking demonstration where he taught patrons how to make a simple and easy gluten-free no-bake dessert. Visit www.theglutenfreechefblog.com to check out further gluten-free inspiration in Calvin's cookbook, *Just Desserts!*



Irondequoit Public Library

The Hunger Games returned to Irondequoit! Names were drawn and teens up to 18 years old were assigned to teams for an epic Nerf battle in the closed library building. Blasters, safety glasses, and pizza were provided.

At another program, adult patrons were able to learn about managing their digital afterlife with technology instructor Daniel Jones. He discussed tips for getting your digital estate in order, including creating a digital asset will, how to close online accounts upon death, and how to live forever (online).

Mendon Public Library

"Cha Dao," the way of tea, is a practice that integrates tea as medicine and ritual. Tea ceremony is a beautiful way to come together to share space, presence and heartfelt intention. When we sit in ceremony, we practice slowing down and becoming quiet as we mindfully and intentionally enjoy tea. At the Tea Ceremony program, we paused from the busyness and noise of the world, let go of daily tensions and deepened our connection with ourselves, with one another, and with nature as we shared bowls of organically produced "living tea" in quietude together. It was so popular; we will have another program in April.

Newman Riga Library

Another community puzzle was completed in March.

Ogden Farmers' Library

Excerpt from Ogden Farmers' Library Director John Cohen's open letter to the residents of Ogden as posted to Facebook:

"A library is a vital part of any community, including Ogden. It is our mission to provide everyone a space to discover and develop ideas, information, and imagination. Libraries are a welcoming space for all and work to avoid political commentary, but we must communicate



when politics is threatening our ability to succeed in our mission. Changes at the National and State level now threaten that mission.

At the Federal level, President Trump recently signed an executive order greatly reducing the services and funding provided by the IMLS, the Institute of Museum and Library Services. At the State level, Governor Hochul's proposed budget includes cuts to library funding.

Neither of these cuts would impact Ogden Farmers' Library immediately or directly. Ogden's Town Board wisely allocates enough money to provide a well-funded library to the community. However, both of these cuts would affect the library system we belong to – Monroe County Library System – and the New York State Library.

These cuts could impact Ogden residents in a variety of ways. The system provides such popular services as Libby, Kanopy, mi-fi devices, even the book delivery from other local libraries. Cuts to the State library could affect things like grants, library construction, and database access to the NOVELNY databases. A lack of funding does not necessarily require that services be cut or reduced but it could result in cost increases. For example, MCLS could increase our cost of membership, which would mean that we need to find more funding locally. This could mean cuts to local services such as open hours or the Hoopla platform, or increased funding requests from the town, which would directly impact your taxes. It is difficult to determine what will happen if either of these funding alterations occur. But if both funders left well enough alone, we would not be facing cuts at all. I encourage you to contact your elected officials to let them know your feelings about how important libraries are to you, and your desire to see them fully funded."

Parma Public Library

It was a great weekend to learn a cozy new skill. The wonderful Sarah taught us a few basic stitches, and the steps necessary for finishing off a soap sack that could be donated to veterans and the unhoused. We shared full hands and warm hearts.



Penfield Public Library

Congrats to our Jigsaw Puzzle Competition winning team, Lazy Gals! They managed to put the entire 500-piece puzzle together in just under an hour and snag the [Just Games Rochester](#) gift card prize. We had a blast. Thank you to [Ravensburger](#) for donating the fabulous puzzles to our teams and to the Friends of PPL for providing funds for the snacks.



Pittsford Community Library

The latest PCL Author Series event featured Dr. Pablo Miguel Sierra Silva, an associate professor of history at the University of Rochester. Dr. Sierra Silva's book—*Mexico, Slavery, Freedom: A Bilingual Documentary History 1520-1829*—is a rich and fascinating collection of documents that offers a much-needed window into Mexico's long history of slavery.

Many thanks to PCL super-user Jon for pointing us in the direction of an article about the Pittsford Community Library titled "A Library is More Than Books" that appeared in The Brighton-Pittsford Post 60 years ago last week! You can find the article in the March 11, 1965 edition through our free digital access to the NYS Historic Newspapers database at the bottom of this page: <https://www.townofpittsford.org/library-dignews> The article even ends with a quote from President Lyndon B. Johnson where he says, "libraries are for everyone."

Scottsville Free Library

Wheatland Historical Association recently presented "Rochester's Wonderful Life" by Dennis Carr, Vice President of the Friends of the Mt. Hope Cemetery. A VIP pass location: walking through Mount Hope Cemetery can illuminate multiple aspects of American history and remind us of Rochester's contributions.

Seymour Library

March's Homeschool Hour featured Sap, Syrup, and Sugar with Genesee Country Village & Museum Homeschooled students aged 5-12 explored the sweet history and science behind maple sugar and syrup production from early America to present-day commercial production. They learned how to identify a maple tree and tried their hands at "tapping" a tree. Students discovered how sap is turned into sugar and syrup and taste the finished product.

Webster Public Library

Next time you stop into the Webster library, say "hello" to our plants. WPL Staff Member Carla came up with the idea to add informational signs to the library's plants. The signs can help direct you to the section of the library that has books about that type of plant.

MCLS Office Updates

Jennifer Smathers reporting

Not unlike the weather, the MCLS Office was constantly changing what we were working on in March. From annual report reminders/prompts for our member library directors to the Celtic Faire outreach, fairy house creation, and the occasional construction grant question, we are never idle. MCLS Staff participated in presented Trustee Trainings for Henrietta and Pittsford Libraries, and helped prepare activities for National Library Week. They also worked with both City and County staff on Budget planning activities. Thrown into the mix was increased advocacy and questions regarding the state of the Institute for Museums and Libraries Services (IMLS).

Community Events

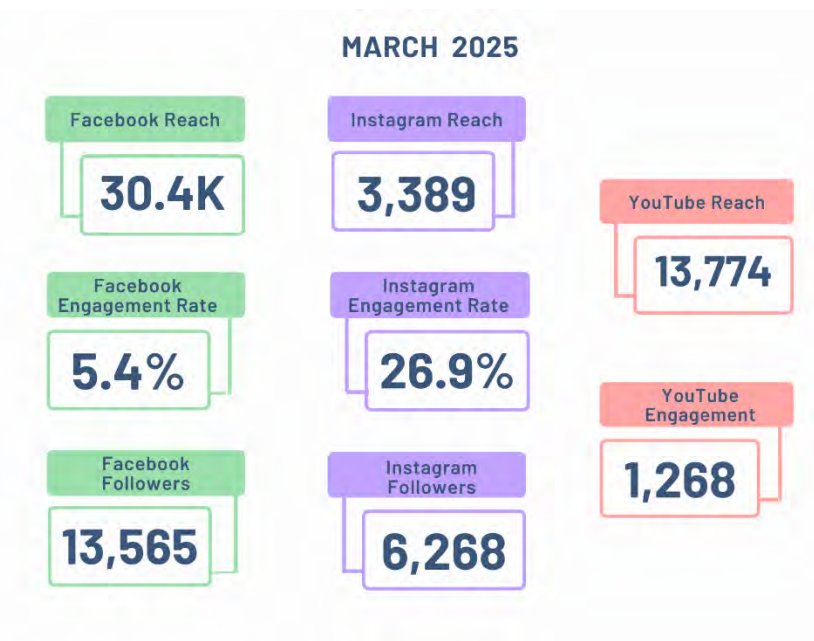
- March 1 – City of Rochester Career Fair. Gunther hosted an RPL table with George Carter from Sully and Jeanie Coley from the Monroe Branch. About 25 people came to the library table interested in careers at the library.
- March 15- Gunther hosted an MCLS table at the Celtic Family Fair. During the event we interacted with over 100 people, updated 1 library card account and gave away over 40 books to kids and families.
- Throughout March Gunther worked with MCLS member library staff and RIT students to finalize details for the Pop-up library at Tora-Con, a convention celebrating anime, cosplay, and nerd culture. Gunther and nine other staff from around MCLS hosted the Pop-Up library and two panel discussions. The Pop-up library included information about the libraries, over 100 Manga titles from MCLS member libraires, and an opportunity for people to sign up for Library cards. Over 200 people stopped into the Pop-Up library to read materials from the collection. Panel discussions were held on Saturday and were attended by 40 Tora-Con participants. The topics of the panel discussions were “Manga in your libraries”, and “A History of Manga in the US.”
- Gunther has been working with Geva Theatre and MCLS member libraries to launch a series of book discussions and film viewings to promote the production of *Little Women*. For the series Gunther turned on simultaneous use of the e-book and e-audiobook in Libby. The title was checked out 277 times on Libby during March. Member libraries embraced the partnership with Geva Theatre by cross-promoted the use of VIP passes for performances of *Little Women* with tea parties, book talks, and movie showings. Many of the events featured Geva actors.
- Gunther met with Deputy Director BJ Scanlon and representatives the Little Theatre to discuss adding these locations to our VIP Pass program for the 2025-26 season.
- Parts of the MCLS rotating collections went to three member libraries in March.



OverDrive

- Total Checkouts- 102,057
- Lucky Day Checkouts- 735
- Simultaneous Use Checkouts- 11,796
- SORA Checkouts- 951
- Great Courses- 82

Social Media



Technical Services, Dee Mrak reporting

In a combined team effort with Libby Pearl coordinating and Dee Mrak supervising the cataloging, Margaret Paige finished the large grant project to catalog the children's bilingual books for East Rochester, which had a required completion date of April 2025. The team got it done ahead of schedule on March 31st. There were 188 books in total, half of which had no records. The bilingual books (English and another language) were in 10 languages: Spanish, Russian, Tagalog, Arabic, Portuguese, Ukrainian, Bosnian, Vietnamese, Pashto, Nepali.

Outreach Department, Maren Kyle reporting

This month a patron had some interesting requests! She is an elderly woman who is having difficulties with Alzheimer's, but her family says reading is a great help to her and they are all very appreciative of the in-home delivery program. This patron always has thoughtful requests, but there were some very interesting items on her list this month that library staff were surprised to be able to fill for her. One was about the drawing of the Mason-Dixon line, an important topic but, staff wasn't sure there'd be any substantial titles on the subject. Another was for something regarding the tragic molasses flood of Boston. Staff had never even heard of this event before but, to their surprise found interesting titles on both topics and are sure the patron will be glad to see them along with her other requests. Even veteran library employees can be surprised by all that the library has to offer!

In-Home Library Service

Outreach staff selected and distributed library materials to 20 in-home patrons:

- 16 patrons received a home delivery of library materials (276 items total)
- 6 patrons received a cartridge loaded with digital audiobooks from the NYS Talking Book and Braille library by mail (66 titles total)

Library Stations/Micro Collection Lending Service

- 11 library stations served.
- 688 items distributed.
- Special requests were filled for 7 sites.

Corrections and Reentry Support

- Monroe County Jail Book Cart Biweekly Service: 2 dates this month; 86 checkouts
- Outreach staff fulfilled 4 requests for physical "Making Moves" reentry resource packets.
- "Making Moves" webpage received 142 total pageviews.

Programs and Tabling

- Tech Link: Ron Freitag and technology center staff conducted tech outreach sessions at four different senior and residential facilities
- Presentation: On March 17th, Maren Kyle spoke to the current cohort of the Pathstone Employment Focused Services Program about essential library services, with an emphasis on library collections and services that are of value to individuals who are job hunting.
- Short Story Discussion Program: Outreach librarians visit Lifespan senior day programs where they listen to a short story read by Levar Burton and then discuss it.
 - Lily Café, *No Man's Guns* by Elmore Leonard
 - Wolk Café, *The Toynebee Convector* by Ray Bradbury
- Book Club Support: Provided copies of book club titles in multiple formats to support book club programming at senior living facilities:
 - Valley Manor: *One Summer: America 1927* by Bill Bryson
 - Ashley Woods: *The Island of Sea Women* by Lisa See

Meetings & Training

- Kyle presented during the monthly NYS Outreach Coordinators call about the ways that MCLS fulfills our coordinated outreach mandates.
- Kyle attended a staff meeting at the Henrietta Public Library and presented an overview of the services and procedures of the Extension/Outreach department and how HPL can utilize and promote its resources. Staff asked many thoughtful questions!
- Wes Becker attended several sessions at the Social Justice Community Partnership Summit hosted at the Central Library by the Office of the State Attorney General of NY. Becker participated in several group discussions related to reentry including housing and systemic barriers.

Children's Center, Chelsea Arnold reporting

Programs

- The Children's Center welcomed a homeschool group for a tour and storytime in the library.
- A 5th grade class from #33 school associated with the Pillars of Hope program also came for an extended visit spending half of their visit with Children's staff touring the library and the other half with Jeff Bostic in ImagineYOU.
- Miranda Hazen did three craft programs in March starting with a Pinwheel Weathervane.

- The Fairy House program, with much help from Francis Harte, was to get submissions for the exhibit. Though there was a good amount of participation, most kids wanted to take theirs home, but we did get one.
- Hazen and Harte also worked together for the Paper First Flowers craft to make crocuses, and snow drops, two of the first flowers of spring.
- Nadia Morales collaborated with the business department to do a 'Think Money' Program, where kids planned an imaginary party with a set budget to learn about finances, as well as a St. Patrick's Day Shamrock craft.
- Morales also did a Women's History Month display, and patrons enjoyed seeing who each 'Woman of the Day' would be.



Community Outreach/Meetings/Training

- Brie Harrison and Cathy Henderson presented at the MCLS Juvenile meeting about building renovations.
- Chelsea Arnold attended the Festival of Inclusion at Nazareth College, engaging in sensory play activities and sharing information about the libraries.
- Arnold also had the opportunity to attend the Women Empowering Women Conference alongside other MCLS staff.

Raising A Reader

RAR staff continued to do storytimes and support storytimes for all sites. Staff have been communicating with sites about their end-of-year celebrations. RAR staff's goals are to attend as many celebrations as possible to connect with families and teachers. Olivia Cutter worked on an end of year teacher survey for RAR sites. The survey will help determine strengths and how staff can better support sites for the next school year.

Central Library Updates

Emily Clasper reporting

- Clasper has been engaging with a group of downtown Rochester business owners to discuss security concerns and efforts to keep patrons and employees safe while in the area. Meetings of the newly formed Downtown Security Resource Sharing Team have resulted in a number of suggestions for collaborative training initiatives and improved communication between downtown business owners.
- Interviews are underway to hire an Associate Director for the vacant the Central Library role.

Arts/Literature, Erin Clarke reporting

Programs

- Art in the Public Space closed out the *Marionettes by Rachel* exhibit with a discussion on the numerous ways artists Michael Moss, Javannah Davis, John Magnus Apollo (Champlin), Dr. Hinda Mandel, Thomas Warfield, and Christopher Hennelly have interpreted the public art experience from their backgrounds. Each artist spoke compellingly about the importance of art for the community. The audio of this program was replayed on 3/31 on WAYO radio at 1pm. Hennelley put this together as a way to extend the program further to the public through media partnerships.
- *Wool, Water, and Wellbeing: Stitching the Story of Water with Fiber Art* with Michale Glennon featured Glennon's fiber arts to demonstrate both representation and function to further the public understanding of the environment and human impacts on it. Scarves, dresses, and bags with climate change data can show beauty in pattern making as well as the increase in annual global temperatures. The program was presented in conjunction with an artist visit at the University of Rochester.
- Manczuk and Clarke hosted a party to create small pieces of artwork to benefit the Rochester Contemporary Art Center during their annual 6x6 charity auction. Patrons were given 6x6 cardboard squares, art supplies, and encouraged to be creative! Most participants left artwork to be taken to the art center for auction, although some were so happy with what they made it went home with them.



Anecdotes

- Manczuk had a reference phone call with a patron looking for the complete text of the Prayer of St Patrick. She said someone else had found it for her and was reading it to her so she could write it down in its entirety and that they had been disconnected. As Manczuk was reading the prayer, the patron asked how many more verses there were until the part she remembered was reached. Manczuk said that there were several more verses to go and the patron asked if those could be skipped as her hand was hurting from trying to write it all down. Manczuk then offered to mail the prayer to her. The patron was delighted that this was an option and thanked Manczuk several times.

Business Insight Center (BIC), Jennifer Byrnes, reporting

Programs

- Business First Wednesday – *Networking and Discussions with Lenders* presented by Chloe Handelman from the Small Business Development Center. Attendees learned how to connect with lenders for their small business.
- Thinking Money for Kids: Penny Pincher's Party. Kids become party planners, creating Planning Boards for their clients while staying on budget. This program was planned in partnership with Children's Center and was designed to help kids learn about budgeting.
- *Building a Stronger Workforce: Hiring Individuals with Criminal Records*. Presented by Cecelia Oyediran of Cannabis Workforce Initiative. Businesses learned how to effectively work with ex-offenders.
- *Beyond the Bud: Ancillary Opportunities in the Cannabis Industry* – presented by April Smith of Cannabis Workforce Initiative. Attendees learned about the myriad ways they can work in the cannabis industry.



Outreach and Training

- Byrnes presented at NextCorp's Lunch and Learn on intellectual property.
- Cobo presented to the MARL accelerator's (Mobility, AI, Robotics and Logistics) newest cohort.
- Cobo is participating in Lead On: Supervisor Leadership Development Training by the Jackman Group through the City of Rochester
- Cobo is representing BIC on the National Small Business Week Planning Committee led by RocEDC (Rochester Economic Development Corporation). Other agencies include Ibero, Venture Jobs, Pathstone, SCORE (Service Corps of Retired Executives), and SBDC (Small Business Development Center).

Consulting

- Hours of in-depth market research/prior art searching: 58
- The Carlson Center for Intellectual Property assisted:
 - In person: 2
 - Email: 27
 - Mail: 0
 - Phone: 4
 - Zoom: 5
- 3D Printer: 2
- Requests Outside Greater Rochester Area: 1
- Referrals to Tracy Jong (Intellectual Property Attorney): 1
- Referrals to Davis Bassett (Patent Agent): 2

Database Usage Statistics

- Frost & Sullivan - Page views: 23 Value: \$74,800
- IBISWorld - Page views: 80 Value: \$46,970
- InnovationQ - Logins: 17 Searches: 45
- Mintel - Sessions: 25 Page Views: 12 Downloads: 8
- PitchBook - Logins: 26
- Statista - Page views: 67 Downloads: 24
- Foundation Directory - Searches: 32 Views: 84

Wired for Opportunity Program

- Anna Neumaier attended the Digital Equity Academy live session, where they discussed ways to improve stakeholder and user experience through digital equity. They specifically talked about ways to do this in rural and tribal libraries.
- Progress is being made toward launching our digital skills classes. The team received the first shipment of 250 Chromebooks and 25 tablets for use in the classes and distribution to participants completing the program. LAS cataloged the shipment and scanned all the Chromebook information into a spreadsheet. Rich Mangione is in the process of ordering supplies, including tech tubs, in preparation for classes.
- The ordering process for the solar tables has begun, Mangione is to be the point person for the installation process.
- The Wired for Opportunity program has been getting some excellent press coverage recently. We expect that as press releases are issued for each stage in the rollout, we will see more positive stories like this one coming out! <https://www.wxnews.org/local-news/2025-03-03/monroe-countys-digital-equity-program-continues-with-free-online-learning-laptops-and-wi-fi-access>

Circulation/Information, Chad Cunningham reporting

Statistics

- Curbside Pickup Appointments- 1
- New Borrowers- 360
- RRLC Access Cards Issued- 2
- Notarial Acts- 139

Anecdotes

- A woman came to the library to get a new library card. It had been years since she had a card—many years. She loves to read and spends lots of time at bookstores browsing and buying. She wanted to come back to the library not only to save some money, but also to show her love and support for libraries, which she feels are incredibly important in this day and age.
- During the tax season, Circulation and Information staff spend a good amount of time helping people who are using the CASH program print documents and information from their phones. Callise Wiley helped a man who needed to print a picture of his social security card that was in a text message on his phone. Standard practice is to have the individual e-mail the image from their phone to our Information Desk e-mail to be printed. Unfortunately, he did not have an e-mail set up on his phone. He texted the image to his companion to send to Wiley. Her phone would not send the e-mail, so Wiley offered to give them her cell phone number so they could text the image to her. Wiley then printed the e-mail for the grateful couple and cleared their information off her phone to protect their privacy. Later, Wiley received a text message that said, *"Thank you sweetheart so much for your kindness today you were such a blessing."*

Local History & Genealogy, Shalis Worthy reporting

Programs

- Brandon Fess hosted the Hon. Richard Dollinger's talk, "Rochester v. Buffalo – Emma Goldman and the Dawn of the American Century."
- Antoine McDonald met with Robin Joy and other members of the genealogy research group based out of the AME Zion church to introduce them to genealogy resources available in the division. Through this

program, patrons were able to engage with the library's resources to learn more about their personal genealogy.

- Fess gave a tour of the Division to 15 social studies teachers from the Rochester City School District. Fess was asked to talk to the teachers about the Division's resources, especially those that have classroom uses. As a result of this tour, Fess was invited to present on the library's resources at an upcoming Monroe County teacher training day. This program allowed us to educate teachers on the local history resources available through the Local History & Genealogy Division.

Outreach/Meetings/Training

Shalis Worthy presented the Local History & Genealogy Division's resources at the March meeting of the Rochester Genealogical Society.

Anecdotes

The Jewish Tidings and Jewish Ledger are now available for use on NYS Historic Newspapers. The project that allowed them to be imaged was carried out in partnership with Hillel at the University of Rochester. Joy Getnick, executive director of Hillel at the University of Rochester, has been effusive about the powerful and immediate impact that having these newspapers available has made on Rochester's Jewish community. She sent this message:

"I've heard from people (and this all happened immediately) that they are using the system to:

- Find birth/death announcements and fill in family trees, particularly with the names of siblings of generations past*
- Find family wedding announcements and photos*
- Conduct themed histories, i.e.: the new owner of the local kosher butcher was interested in learning more about the history of Jewish food in Rochester and now can!*
- Begin inquiries into organizational histories, i.e.: of Jewish Family Services and related offerings in Jewish Rochester*
- Learn more about their parents' involvement in local organizations and synagogues*
- Conduct research on the history of Jewish women at the University of Rochester as part of a larger historical project*

The outpouring of positivity reached all corners of the Rochester Jewish community and will invariably over time reach well beyond because these papers also capture a slice of the history of Rochester. They're a treasure, and this project not only saves them but makes them accessible for generations to come.

Thank you!!!"

Office of the City and County Historian, Christine Ridarsky Reporting

Programs

- A crowd of 69 people attended the second event in the Storied Saloons: Local History Happy Hours series at the Union Tavern in Sea Breeze. Owner Kelly Bush regaled the audience with stories about prohibition, secret gatherings, and larger-than-life characters in the tavern's 200-plus-year history. The next Storied Saloons program will be held at The Spirit Room, 139 State Street, Rochester, at 5:30 pm on May 15.
- Christine Ridarsky presented a talk about the Erie Canal Bicentennial at the Genesee Valley Recreation on Park Society's Annual Conference.
- Emily Morry presented a virtual walking tour of Rochester to a group at Catholic Charities.

Outreach/Training

- Ridarsky met with representatives from the City's Law and Information Technology departments to discuss the status of the City's records management program.
- Ridarsky participated in one meeting of the City's Civil Rights Heritage Committee and one meeting of its Civil Rights Heritage Park subcommittee.
- Ridarsky attended three meetings of the Corn Hill Waterfront and Navigation Foundation's Erie Canal Bicentennial Planning Committee.
- Ridarsky attended the National Council on Public History's Annual Conference in Montreal, Quebec. She is a member of that organization's Membership Committee.

Research Activities

- Ridarsky provided talking points to the City Communications Bureau for Mayor Malik Evan's press conference about the Cox Building being named one of the Landmark Society of Western New York's Five to Revive historic structures.

Interns & Volunteers

- SUNY Brockport intern Emilie Fregoe continued to inventory books and collections material in the Monroe County Historian's Collection. She contributed 16 hours of service in March.

Reynolds Media Center, Joseph Born reporting

Reference

RMC handled 864 reference questions and 416 non-reference transactions for a total of 1280.

RMC Circulation

- RMC loaned 10 pieces of equipment and 878 Mi-Fi units in addition to the regular collection, for a total of 4,166 items.
- Total circulation of RMC materials, including those that occurred at other libraries was 12,028.
- RMC materials accounted for 30% of the overall Central Library circulation (before renewals).
- At the time of this report, there were 948 MiFi units in circulation with 558 holds in the queue. We plan to increase the number of units further when the shipment of cases for the units comes in.

Programs

- First Friday Film: *The Critic*
- See it First Matinee: *Wicked*

Hoopla

Circulation

- Audiobooks – 2010
- Binge Pass – 44
- Comics – 209
- eBooks – 476
- Movies/TV – 558
- Music – 113
- **Total Circulation – 3413**

Users

- New users – 125
- Patrons using all 7 borrows – 181 (19%)
- Total users – 997

Cost

- Total - \$7697.50
- Per item – \$2.26

Door Count

- Mon – Fri average door count: 229 people per day
- Saturday average door count: 126 people per day

Science and History, Gabe Pellegrino reporting

Programs

- MCC history professor Mark Sample presented a talk on Jeannette Rankin, the first woman in United States history elected to the House of Representatives in 1916. She was involved in the women's suffrage movement prior to that and continued with it until the passage of the 19th Amendment. Mark shared Jeannette's fascinating background. The audience was engaged throughout Mark's presentation.
- *Growing Orchids in Rochester* was presented by David Weiss of the Genesee Region Orchid Society. David did a great presentation about growing Orchids. He also brought in some of his own orchids to show and discuss as part of his presentation. Although there was a small audience, everyone was interested in learning about orchids! Renée Kendrot, who scheduled the program, would like to consider hosting it in the future on a Saturday.
- Florence Morris manages the large tax program held annually in the Science Division. The New York State Taxpayer Assistance Program is going very well this tax season, in which representatives from NYS Department of Taxation and Finance are available to assist patrons who fill out their taxes on provided laptops, using online software. This program has been running every Wednesday throughout the tax season. The Science, History and Social Sciences Division staff continue to work with patrons in taking their appointments for the TAP Program as well as continuing to provide information to the CASH Program on the fourth floor.



Outreach/Meetings/Training

- Florence Morris worked with a local teacher to get access to more than 40 books to support an annual class research project.
- In addition to the weekly health clinic in partnership with the University of Rochester Medical Center, Center for Community Health and Prevention, there was a special Vision Screening afternoon offered by the CCHP group, in which about ten people were seen and screened.
- LROC (Library Resource Outreach Center) visitors numbered about 35 people seen in March. People are still getting used to the new scheduling for MCCollaborative on Thursdays. These numbers also include visits to Legal Assistance of Western New York, who assist with various legal and housing issues.
- Pellegrino attended the monthly meeting of the Hearing Loss of America, Rochester (HLAA) via Zoom.
- Pellegrino continues to attend the monthly meetings of the Wilmot Cancer Center's Cancer Community Action Council (CCAC). Wilmot Cancer Center has finally regained its designation as a National Cancer Institute as a clinical cancer center, which includes a large grant. CCAC is recognized as a "jewel in the crown" among cancer communities.

Anecdotes

- Pellegrino assisted a telephone patron who was looking for obituaries. Given his experience in Local History, rather than transferring her call, he provided the information requested. Pellegrino subsequently received a beautifully handwritten card from the patron who lives in Manhattan, with a very gracious thank you and appreciation for valuable information found in the articles.
- A regular patron to whom Morris provides tax forms every year called Pellegrino to praise her efforts and those of all the Science Division.

Technology Center, Jay Osborne Reporting

Programs

- Pedro Nunez's Tabletop Gaming Group is attracting more interest from the gaming community and is increasing the breadth of its content. One of the central themes of this program has been to teach about the online tools that make for an immersive gaming experience. Some of the members have created their own games. The entire group sometimes plays a member's game, and everyone learns more about the structures and design elements that go into good game creation. They also try different online tools and discuss where they best fit into a game developers' toolbox.
- Cy Shropshire's Senior Planet courses have been immensely popular with the attendees. Shropshire wisely kept the initial class size small to give them more flexibility on the first run through the curriculum. With the initial testing phase of the curriculum almost over, Shropshire has started registering new students for the next series of classes and has more people wanting to register for classes than the available seats. At last count, 20 Seniors are on the list, and more are interested in attending a later session. This impressive wait list is the result of Shropshire's willingness to build the program slowly with an eye on its long-term success. Shropshire is also an excellent teacher, and the students appreciate the effort that they put into every class.

Anecdotes

- Coding Club has been diversifying their interests, and we have just the resources for that! Many of the adult participants are interested in certifications and job skills available through our newly expanded Udemy Business access. Shropshire has been using Udemy to walk through Python coding tutorials and the curriculum has been an excellent jumping off point for developing further interest and curriculum. The handouts our Business Department staff made, letting participants know how to access Udemy from various devices, have been instrumental in getting people excited and learning.
- Collecting a diverse group of capable professionals has been key to the success of the Technology Center. One of the team members, Trevor Johnson, is a very patient and effective teacher and has excellent skills in troubleshooting Apple devices. He also has 18 years of security experience, and training in de-escalation and conflict resolution. After months of watching Johnson deliver stellar service to our patrons and manage tense situations in the Technology Center, some staff are noticing that we have picked up a few skills from just watching him work. Supervisor Jay Osborne found himself responding to a very provocative patron with unusual calm and managed to redirect the patron away from a conflict with another patron in the way that Johnson would. Learning highly effective conflict resolution strategies from a genuine professional is amazing on the job training for the whole team. Everyone on the Technology Center Staff brings their unique skill sets to the operation and everyone on the team contributes and learns something from each team member.

Teen Central, Jeff Bostic reporting

Programs

- The Liberators are once again participating in the NASEF Worldwide Mario Kart Time Trials. The spring worldwide tournament is open to all ages, so everyone in an organization can participate. Our reigning champion Victor has come in first place on the first two tracks of the event. He is the favorite to win the spring open tournament.
- The comic empowerment program delivered two more labs this month, allowing more teens to tell their stories and turn themselves into superheroes to overcome their fears or anxieties. We are preparing for the 1st Annual Comic Empowerment Awards with animations of the comic book characters.
- The media lab hosted over 60 students this month for school field trips. High school seniors interested in the digital media field explored photography, esports, and music production. Middle schoolers w to test out the various aspects of digital media and have fun.
- The photo voice group, which employs teens to explore issues in Rochester using photography, learned photoshop and AI image generation in the lab this month.
- The ImagineYOU lab entered a Fairy House into the Central Library Fairy House display this month. It was created using the Glowforge.



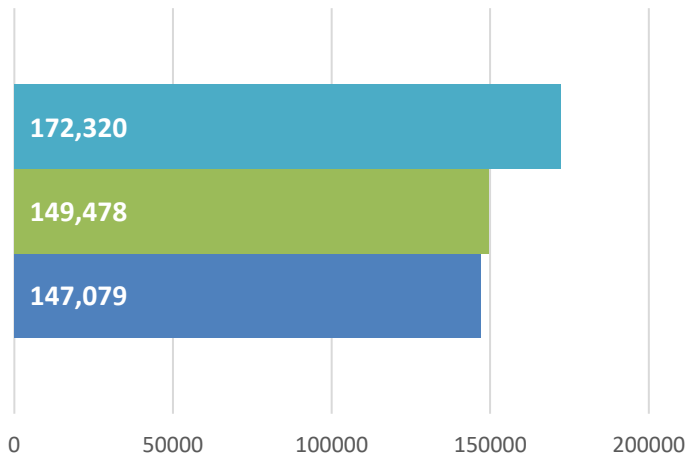
MCLS Circulation

Town Libraries				
	Mar 2025	Mar 2024	+/-	%
Brighton	54,840	45,130	9,710	21.5%
Seymour	12,829	11,145	1,684	15.1%
Chili	22,648	17,633	5,015	28.4%
East Rochester	3,915	3,150	765	24.3%
Fairport	64,274	50,428	13,846	27.5%
Gates	21,426	17,965	3,461	19.3%
Greece	54,151	40,999	13,152	32.1%
Hamlin	5,124	3,901	1,223	31.4%
Henrietta	43,034	35,812	7,222	20.2%
Irondequoit	40,717	33,875	6,842	20.2%
Mendon	10,324	7,662	2,662	34.7%
Newman Riga	2,271	1,830	441	24.1%
Ogden	12,472	11,074	1,398	12.6%
Parma	8,152	6,904	1,248	18.1%
Penfield	44,428	35,474	8,954	25.2%
Pittsford	54,168	44,907	9,261	20.6%
Rush	2,601	2,084	517	24.8%
Mumford	534	468	66	14.1%
Scottsville	2,812	2,358	454	19.3%
Webster	41,936	35,352	6,584	18.6%
<i>Towns Subtotal</i>	<i>502,656</i>	<i>408,151</i>	<i>94,505</i>	<i>23.2%</i>
<i>RPL Subtotal</i>	<i>87,209</i>	<i>68,576</i>	<i>18,633</i>	<i>27.2%</i>
MCLS Total	589,865	476,727	113,138	23.7%

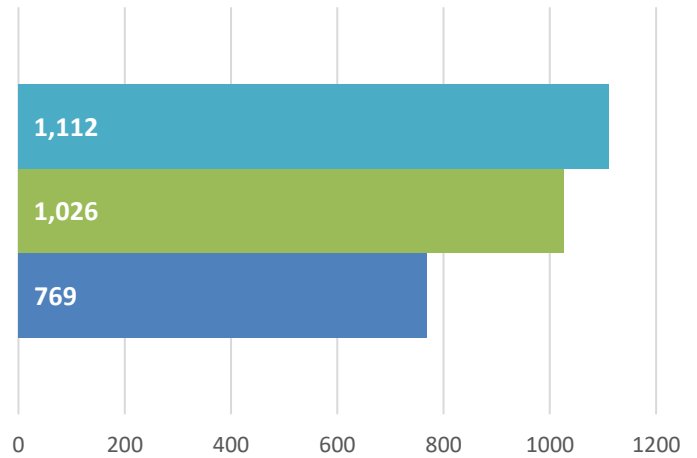
RPL Central Statistics YTD Jan-Mar



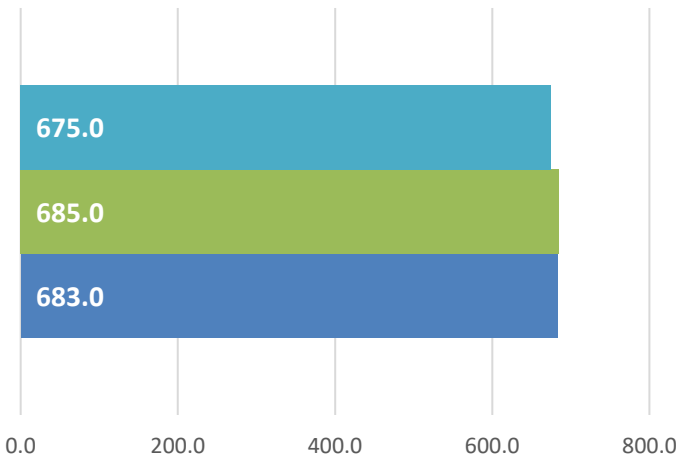
CIRCULATION



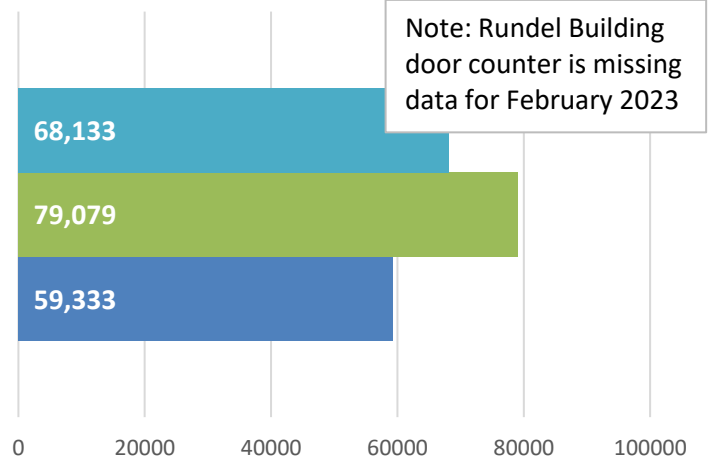
LIBRARY CARDS



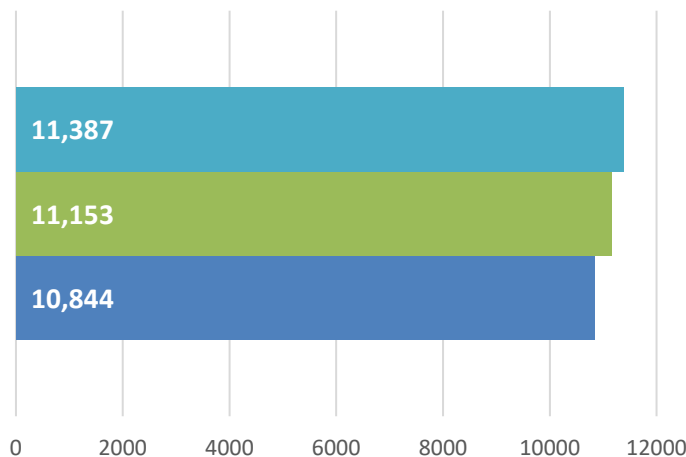
SERVICE HOURS



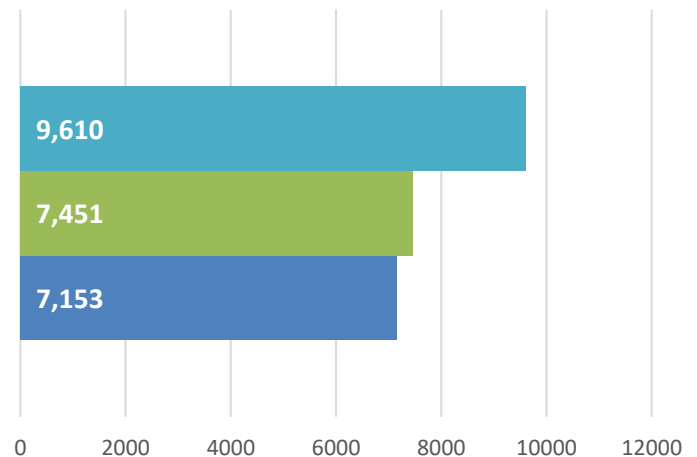
VISITS



REFERENCE QUESTIONS



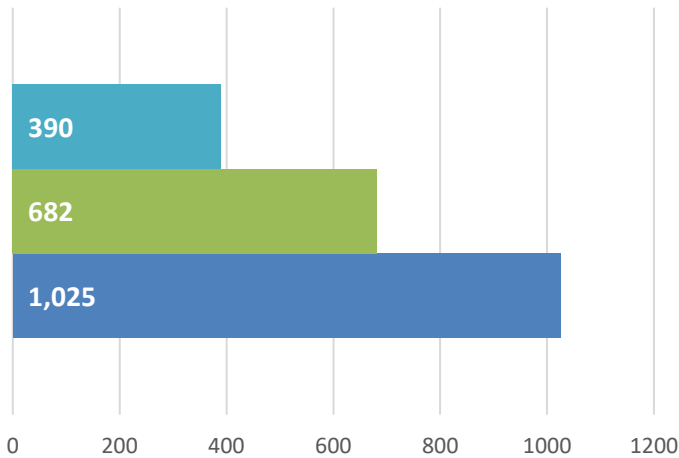
NON-REFERENCE



RPL Central Statistics YTD Jan–Mar



NOTARY



DEFINITIONS

Circulation: Includes the circulation of all library materials both over the desk and virtual/e-content.

Library Cards: New patron registrations. Excludes renewals.

Service Hours: Hours the library is open to the public.

Visits: Door count of persons entering the library.

Reference Questions: Questions requiring staff to recommend, interpret, evaluate, instruct, etc.

Non-reference: Directional questions. E.g., What are the hours? Where is ___?

Notary: Notary Public acts. Each signature counts as one act.

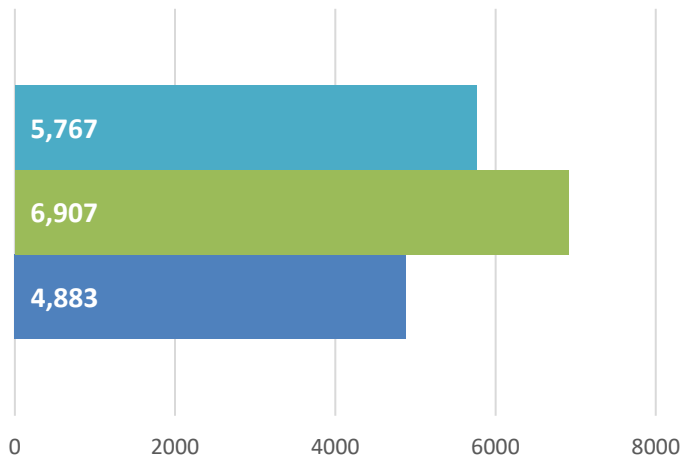
Computer Hours: Hours patrons used the public PCs.

WiFi Uses: Number of log-ins to the public WiFi.

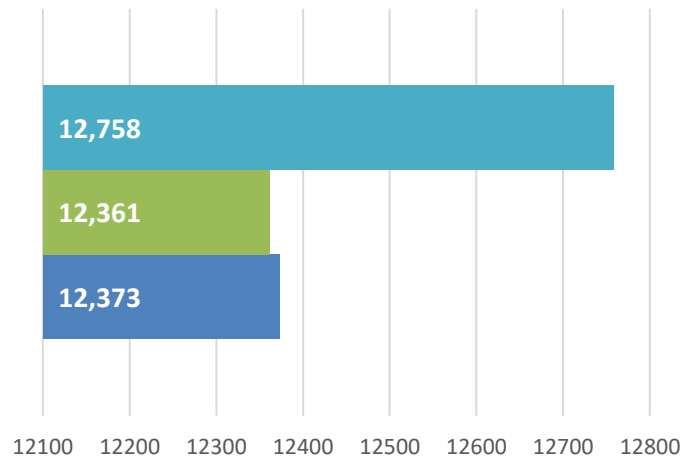
Group Programs: In-person and online programs. Excludes one-on-one programs and take-n-make.

Program Attendance: Attendance at Group Programs. Excludes staff and presenters.

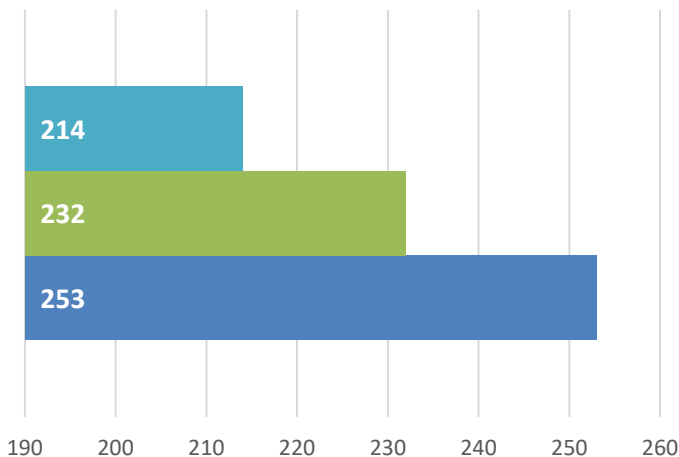
COMPUTER HOURS



WIFI USES



GROUP PROGRAMS



PROGRAM ATTENDANCE

