



 **Kanawha**  
County Public  
**Library**

2023 - 2024

# ANNUAL REPORT

MORE THAN BOOKS!



# About Kanawha County Public Library



Established in 1909 as the Charleston Public Library, the Kanawha County Public Library is now the largest public library system in West Virginia. Branch libraries were first established in 1963, and along with the Main Library in Downtown Charleston, branch libraries are located in St. Albans, Dunbar, Sissonville, Cross Lanes, Elk Valley, Clendenin, Riverside, Marmet, and Glasgow.

KCPL has more than 71,000 card holders, and while the vast majority of our library system patrons are from Kanawha and Putnam Counties, residents from all 55 West Virginia counties are represented in the cardholder database.

There are nearly 500,000 items in the library collection; approximately 300,000 of those are housed at the Main Library with the remainder distributed among our 9 branch libraries and Bookmobile.

Patron visits to all libraries in the system total more than 288,000 per year, and approximately 800,000 library items circulate in a year's time.

Almost 100 percent of the library's services are FREE to the public.

## Our Vision

We envision the Kanawha County Public Library as the people's premier source of information in a community where learning and reading are revered and being well-informed is valued.

## Our Mission

- Provide free and equal access to information.
- Provide citizens with job training and career development information.
- Enrich individual and family lives.
- Enable patrons to access new information technology.
- Provide opportunities for lifelong learning.
- Serve as the center of community life.
- Use available resources efficiently and seek additional resources.



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 Clendenin ..... Tammy Parker  
 Cross Lanes ..... Brittany Addis  
 Dunbar ..... Susan Bailey  
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 Glasgow ..... Gabby Cochran  
 Marmet ..... Gabby Cochran  
 Riverside ..... Gabby Cochran  
 Sissonville ..... Cathy Mason  
 St. Albans ..... Melissa Burchett

# Updates from the Library Director



**Erika Connelly**  
Library Director

The Kanawha County Public Library continued to excel in the second year of transformation of the new Main Library. The culmination of the project in May of 2022 heralded technological and library service changes throughout the entire library system and continues to evolve each month. New services introduced to branch locations include self-checkout stations, laptop lending kiosks, and RFID (Radion Frequency Identification) technologies for ease at the checkout desk. Each of these new services enhances the patron's

experience while still allowing a high level of personal connection with our library team.

Although public libraries in West Virginia continue to face censorship threats, at home and in the legislature, the Kanawha County Public Library system has a history of rising to the challenge. Consistent messages in support of the Freedom to Read, careful and thoughtful marketing, new and continued employee training programs, and investing in our current library personnel have allowed the library system to focus on excellence in customer service and providing the latest information in high demand from our communities.

The continued success of the Main Library building project inspires the Library Foundation of Kanawha County, Inc. to turn its eye to improving facilities in the eastern part of the county and to support local fundraising efforts of our library branches. With more than 25 years focused on the Main Library renovation efforts, the Foundation plans to ensure that the library system continues to focus on technological advancement, customer service enhancement, and facility improvements.

While recognizing challenges and focusing keenly on current goals, the library system is poised to continue its forward trajectory in investing in library teams, time, and talent. The Library administrative team, the Board of Directors, and the Library Foundation are invested in making Kanawha County Public Libraries the best in the state and region. With a solid foundation of public satisfaction, the library system and its working members and volunteers are energized and passionate about quality library service to the communities they serve.



# 2023 - 2024 Community Report



**490,499**  
ITEMS IN COLLECTION



**288,706**  
VISITORS TO THE LIBRARY



**745**  
TOOLS CHECKED OUT

**11,660**  
DRIVE UP CHECK OUTS



**811,210**  
TOTAL ITEMS CHECKED OUT

**7,936** NEW!  
**CARDHOLDERS**  
**71,869**  
TOTAL



**35,917**  
PUBLIC COMPUTER SESSIONS

**1,097,485**  
WEBSITE VIEWS



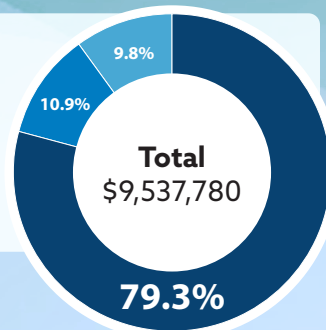
**21,913**  
HOURS SPENT ON PUBLIC COMPUTERS



EVENTS & CLASSES: **2,715**  
NUMBER OF ATTENDEES: **75,925**

**INCOME**

Levying Authorities	\$7,567,917
Other	\$1,038,602
State Grants	\$931,260



REFERENCE QUESTIONS ANSWERED

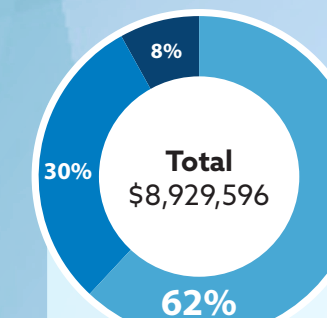


**155,867**

PEOPLE USING PUBLIC MEETING ROOMS



**31,543**



**EXPENDITURES**

Salaries/Benefits	\$5,534,654
Other	\$2,687,141
Materials	\$707,801



# Branch Highlights



## Clendenin

Clendenin Branch underwent a renovation to make better use of the space. In the Children's area, we built a low wall for safety and replaced tall shelves with lower, more child-friendly ones. In the main public area, we moved furniture and cabinets around to allow more space for programming and events, which led to increased attendance! Nearly 700 people attended our Family programs this year. Our Advisory Board co-hosted a Local Author visit, a Halloween Party, and a Holiday Open House; assisted with our first ever Easter Party; and helped promote our programming and services at the Clendenin Fall Festival and the Town Wide Yard Sale.



## Cross Lanes

Cross Lanes Branch celebrated 25 years since the opening of our current location in 1999. Thanks to a generous donation from the John A. & Lucille S. Pianfetti Foundation, the Teen Zone received a much-anticipated update with new furniture and décor, a modern gaming setup, and a new collection of board games for after-school fun. The Branch offered dozens of creative programs this year, including a series of sewing and jewelry making programs. KCPL's Cryptid Week, a favorite among staff, featured a Mothman plushie making program and a presentation from our friends at Wild and Weird West Virginia! Finally, the Library recently got a lot greener with the addition of a three-tier hydroponic garden that will extend our growing season year-round! Our herbs, lettuces, and even tomatoes are thriving, and patrons love to check their progress each time they visit.



## Dunbar

Dunbar Branch rearranged and organized both the public and staff areas to better serve our patrons. The Branch made major changes to the fiction and West Virginia collections, placed new featured materials near the entrance, and modified the area around the circulation desk. Our summer Monday Funday STEM programs are well attended and very popular, with families returning every summer to participate. Adult Crafternoon continues to be very well attended and our new Drop 'N Roll program rolled out in June has proven very popular. The Branch has taken advantage of the beautiful high vaulted ceilings to create a more open and airy feel that patrons have enjoyed.



## Elk Valley

Elk Valley Branch had a successful Holiday Open House with a performance by the Elkview Middle School majorettes and refreshments by our Advisory Board. We borrowed robots from the IDEA Lab, Sara Caswell provided crafts and activities, and a volunteer dressed as the Grinch! This year we added a STEM cart for additional passive programming for kids; every week in spring we offered a different STEM challenge. Our Children's area is a destination! Families enjoy our play diner, new doll house, magnetic board, and coloring table. Sara Caswell returned to Coonskin Park for Storytime at the Park in cooperation with the Bookmobile, and our summer VolunTEENs are very helpful with programming and other projects.



## Sissonville

Sissonville Branch brings all things cute and crafty to our patrons. Over the past year, we've built programming momentum, deepened local partnerships, enabled access to new technologies, and continued to provide care, programs, and gathering space to our rural community. The members of the Golden Years Bingo group say that the branch is a "relaxing and fun place to be," whose staff "put a lot of thought into what they do." Parents have mentioned that "there is something for everyone" and "always something happening." Like Marilyn (Bingo extraordinaire) says, "Everybody greets you here with a smile."



## St. Albans

St. Albans Branch reopened its second floor in August 2023, which also coincided with a significant milestone: the Library's 60th anniversary! Staff worked extremely hard to prepare the first and second floor spaces, ensuring both floors were not only functional, but also inviting for the community. A new HVAC system was installed on the second floor, and patrons love our cozy, newly repaired fireplace as they relax in the rocking chairs. The Branch partnered with St Albans City Park's StoryWalk™ in May 2024 to promote literacy and community engagement, and we eagerly await the project's ribbon cutting in September 2024.



## Eastern Region - Riverside, Glasgow, Marmet

The Riverside Public Library prepares to celebrate 25 years in July 2024. Our staff continue to juggle the needs of our diverse patron base, which includes Riverside High teens, seniors, and young children, and cultivate community partnerships, featuring a series of STEM programs led by Heather Henson of Arclin Amines. Through teamwork and self-sufficiency, we manage Marmet Branch, the Bookmobile, and library service for the entire Eastern Region. Due to the small size of Marmet Branch, Marmet Women's Club and Marmet Rec Center have offered their spaces for Riverside staff to lead successful programming for children and adults. Glasgow Branch is planning to reopen during the fall of 2024.



## Bookmobile

Our new Bookmobile hit the road for the first time on December 4, 2023. The vehicle replaces our Mobile Library, which was retired in 2021. Most of the vehicle's stops concentrate in areas not served by our branch libraries, and its route features a mixture of public stops as well as visits to area schools, day care centers, and assisted living facilities. June saw the return of Storytimes with the Bookmobile in Coonskin Park, led by Sara Caswell and Nina Bess.





# Highlights Continued



In October 2023, KCPL was named Best in the Valley "Family Fun Place" by readers of the *Charleston Gazette-Mail*. Each year, the newspaper polls its readers about their favorite places in the Kanawha Valley and in 2023, readers voted KCPL as the best place to bring your family. Congratulations to the entire KCPL staff for making Kanawha County Public Libraries a special place to visit.



## Circulation Services

Circulation Services had a busy year assisting patrons with inquiries regarding services, the collection, or their accounts. We also issued library cards to new visitors and updated existing patrons with the latest library card designs. Inventory checks were conducted on various collections to identify any potential loss issues, and we began the process of inventorying the adult nonfiction collection. Additionally, some staff participated in offsite events to promote the library and sign up new patrons. Our dedicated display group created eye-catching and engaging displays to encourage and increase the use of library materials. Despite some challenges with a policy change regarding the use of our electronic resources, we remained positive and committed to providing the best service possible. Behind the scenes, we continue working to make our workflows more efficient and improve our internal processes.



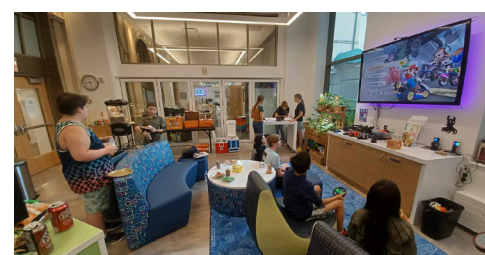
## Children's Services

Children's Services had another stellar year, including joining KCPL in being named "Best in the Valley Family Fun Place" by readers of the *Gazette-Mail*. This is evident on weekends and school holidays when our department is filled with families from opening to closing. Innovative programming, community partnerships, outreach events, and interactive activities for families helped make Children's Services a destination place for families of all ages. Families took pride in bringing family and friends to visit "their library" as did the many classes and daycares who visited our department. Our work with the children of our community excites as we help these future leaders develop their skills and talents!



## Marketing & Development

Marketing & Development developed a series of six new library cards for patrons and celebrated staff with several new programs, including a Patron Spotlight series in support of the Annual Fund, a "Ride Along" feature series, a #StaffPicks series, a live monthly spot with Charleston's community radio station WTSQ, a More Than Books TV series produced by the WV Library Commission, and a custom READ poster campaign for National Library Week. The Department also provided support for the Friends' of the Library's silent basket auction in April and the Kiwanis' Corporate Regatta in June, raising more than \$38,000 for library programs. Development's Annual Fund Campaign generated \$63,542 in funding for KCPL branches.



## Public Services

Over 1,000 patrons utilize our equipment in the IDEA Lab. We introduced more conversion software, including a cassette digitizer; went systemwide with SLC programs, including robot challenges and 3D pen crafts; and hosted multiple school and summer camp visits that included laser etching pencils and painting with robots. Teen Zone staff organized a Compassion Cabinet filled with personal care items for teens; had a popular and much anticipated after-hours HallowTeen party with a costume contest; hosted a FriendsGiving catered by Cracker Barrel; and designed the Kiwanis Corporate Regatta boat with 3D prints, winning Most Artistic.



## Reference Services

Reference added two dynamic new librarians to the department: Jaime Cogar as WV Librarian and Leslee Stover as the Government Documents Librarian and Candid (grantmaking) Librarian. Due to the terrific teamwork in the Reference Department, Elizabeth Fraser received the Excellence in Service Award at Staff Development Day. Adult programming for both Charleston and the system took off. Amanda Gibson became energized at the 2024 PLA conference and began new projects like the Memory Kits for dementia patients. Jaime Cogar built on Melissa Adkins' WV work and has been working on projects like the reorganization of the Kanawha Players theatre archives. Gibson and Kelly Holley have worked together to promote the Otis Laury Collection with displays and events. The WV collection has exciting potential to digitize and share with the public big parts of our collection, like the photographs and urban renewal notebooks.



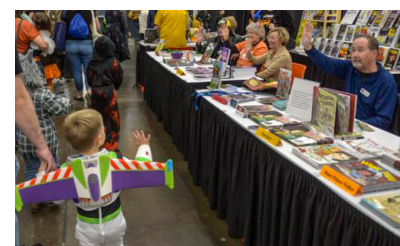
## Tech Services

Tech Services supports not only the library system, but over 50 Kanawha County participating schools, and has been working hard to make all KCPL collections a browsable, enjoyable, and easy experience for all library patrons. Purchasing is largely driven by patron demand and Tech Services meets the "needs of the public with timely information and materials." The Department added 29,600 new items to the collection, 5,000 newspapers and magazines, 4,000 streaming and downloadable materials, and 1,400 Inter Library Loans.



## Otis Laury Nutritional Literacy Center

The Otis Laury Nutritional Literacy Center opened on the Main Library's 3rd Floor in October 2023 with a ribbon cutting ceremony and press conference. Otis Laury is a Charleston-area chef, artist, restauranter, and long-time KCPL patron, who is being honored for a lifetime of service to the state of West Virginia. The OLNLC will promote healthy eating through a special collection of books and other materials, as well as educational programs designed to improve the health and well-being of the community.



## WV Book Festival

More than 3,000 people attended the 2023 West Virginia Book Festival. Once again held at the Charleston Coliseum and Convention Center, the Book Festival featured bestselling authors Mary Kay Andrews, R.F. Kuang, William Kent Krueger, Neema Avashia, and Sherri Duskey Rinker. In addition to author presentations, festival goers were treated to writing workshops, the Festival Marketplace, Wordplay for children, and the annual used book sale.



# Thank you!

In recognition to all those who contributed to the 2023/2024 Annual Fund.

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 Charleston Light Opera Guild, in memory of Robert E. Douglas  
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 Julia Robinson  
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 Jane Beattie Shepherd, in honor of Otis Laury  
 Anne Silbernagel  
 Jo Ellen Yeary

Branch libraries located in unincorporated areas of Kanawha County are asked to raise a portion of their operating expenses. We thank the following donors who directed their Annual Fund contributions to the following branches:

## CLENDENIN

Anonymous  
 Betty L. Jones  
 Cammie Parker

## CROSS LANES

Gail Alford  
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