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| Brooklyn Public Library  Brooklyn Public Library (continued) | Brooklyn Public Library’s Services for Older Adults, a division of Outreach Services, offers comprehensive programs and services that meet the needs and interests of Brooklyn’s growing diverse older adult population.  Currents programs and services include Books by Mail, Books To Go, Creative Aging Workshop Series, Words & Memories, musical performances, informational lectures, financial literacy programs, and much more. Brooklyn Public Library' Services for Older serves over 300 homebound patrons through its Books by Mail service while developing special connections through ongoing communications via various mediums to older adults of Brooklyn and beyond.  As of April 2020, Services for Older Adults would go virtual, re-evaluating services and programs. We established ten weekly programs per quarter in the virtual world; these programs included a wide range of inclusive and creative topics including Landscape Painting in English and Chinese, Storytelling in English and Spanish, ESOL Watercolor, Acrylics in English and Russian, Latin Dance, American Sign Language, and more. We also presented many special virtual events featuring a specific topic of education or wellness. All in all, thus far, over 3,000 participants have joined us in our virtual programs to be challenged and enlightened. In striving to bridge the digital divide that is even more glaring in these virtual programming times, we have continued to offer tech trainings to our Senior Assistants staff as well as our older adult patrons so that they may navigate Zoom, the internet, etc.  Even though programming had become virtual, we still strived in preserving connections anyway possible, staying connected, and reaching out to the most vulnerable. For example, during the beginning of the pandemic, we implemented a “Telephone Buddies” program whereby library staff began making weekly wellness and assurance calls to our Books By Mail older adult patrons, which is still continuing even today and has made approximately 1,800 calls thus far. Services for Older Adults also mailed 350 free masks to our homebound patrons. Also, in partnership with Harvest Home, we mailed 80 vouchers good for free farmers’ market items to our homebound patrons in those market neighborhoods.  Despite the pandemic, we continue to reshape our services, working more collaboratively, safely, effectively, and more creatively than ever to ensure that Brooklyn's Older Adults are never forgotten or underserved. Our work is best said by a patron Fay N., who emailed us an unsolicited letter stating, “…I was isolated for 8 months without seeing another human being except for my husband who is a victim of Alzheimer's Disease. I was depressed, crying, working as hard as I could to maintain my sanity. The letter from the Brooklyn Public Library informing me that there are Creative Aging classes on zoom came as a life saver. How meaningful and great it is to sit at my computer, interact with others and again start to learn. Even though my husband doesn't understand what is going on, he sits with me and he is happy watching the activities. I hope Creative Aging realizes the good deeds they are doing” |
| Buffalo and Erie County Public Library  Buffalo and Erie County Public Library  (continued)  Buffalo and Erie County Public Library  (continued) | Buffalo & Erie County Public Library (B&ECPL) continued to provide a welcoming atmosphere at all its locations for persons with disabilities and continued to develop a staff trained to work with diverse populations. The B&ECPL System has established outreach services for the residents of Buffalo and the surrounding areas by providing programs and services at the 8 city branches.  Though limited by Covid-19, library staff found creative ways to continue to provide services by using Zoom, Facebook and other social media outlets. Closed captioned virtual programs expanded the availability of these presentations.  Bookmobile service continued in 2020 with the "Library on Wheels" mobile unit. In addition to providing a traditional materials collection, the bookmobile offers free WiFi and laptops for public use. Due to Covid-19, person to person outreach was limited, but staff took advantage of technology to provide virtual access to many B&ECPL’s services.  B&ECPL's Adult Programming Team continued to reach out to and collaborate with community organizations and educational institutions as well as in-house partners Literacy New York, Project Flight and Young Audience of Western New York. These partnerships helped to provide greater public insight into the resources available at the Library, to improve literacy, to improve economic development and provide job placement assistance. The use of virtual programming allowed staff to continue to offer many services including: job fairs, resume workshops, and computer training.  Health and wellness initiatives continued important outreach activities in 2020. Central library staff hosted monthly "Wellness Wednesday" programs through March. A Covid-19 subject guide was developed to provide access to authoritative information regarding the virus.  In addition, the B&ECPL Children's Programming Team provided many in-person and virtual programs throughout 2020. Staff worked to educate and entertain children and young adults hit hard by Covid-19. “Take &Make” bags were made available for patrons, providing educational activities for children of all ages. Online programs included STEAM challenges, Read-Alouds, Family Art Break, and Bilingual (Spanish) Storytimes.  Staff continued to develop programs to entertain and educate the diverse population of Buffalo and Erie County, while promoting the resources and services available for use at B&ECPL. |
| Chautauqua-Cattaraugus Library System | Due to COVID-19 shutdowns, limiting of gatherings in the community, and budget freezes, COSAC did not award any mini-grants for outreach services. Outreach funding was used to pay for a portion of the salary, benefits, and travel expenses for the Outreach Coordinator as well as for the purchase of large print books and audio books to be added for in the deposit collections that circulate to member libraries as well as nursing homes and senior facilities. The Outreach Coordinator worked with member libraries to provide resources for the service population during the pandemic and helped libraries ensure that they were able to provide a safe environment for patrons when the libraries reopened. |
| Clinton- Essex Franklin Library System  Clinton- Essex Franklin Library System  (continued) | The Coordinated Outreach State Aid Funds were used to provide library services to eight target populations. These groups include those who have visual or physical disability, seniors, people with a developmental or learning disability, those living in institutionalized settings, members of ethnic or minority groups in need of special services, those who are educationally disadvantaged, people who are unemployed/underemployed, and those who are geographically isolated. The Coordinated Outreach Advisory Council met and reported on the activities and challenges experienced by these target groups. To meet the range of information concerns of the various target groups, large print books, spoken word materials (books on CD), and downloadable audiobooks were purchased throughout 2020 with a mixture of Coordinated Outreach state aid funds and non-state aid grants obtained from local organizations. All of these materials were made available to the public through member libraries, reading centers, senior residence centers (until COVID concerns required us to pause deliveries), and online. CEFLS continued to use Coordinated Outreach aid to partially cover the cost of the Coordinated Outreach Librarian's salary and a portion of the Youth Services Specialist's salary, plus associated benefits. The funding helped these staff members acquire the necessary tools to create services, programs, and collections to better meet the needs of the target populations. Outreach staff participated in various training sessions which benefited families that are members of one or more target groups. Since aid amounts are determined on a per capita basis, the CEFLS share of the funding remains one of the lowest in the state. Therefore, a portion of the staff time continued to be dedicated to seeking grants from state aid and non-state aid sources to help meet the needs of the target populations. |
| Finger Lakes Library System | FLLS works with local nursing homes, to provide book discussion kits and other materials as they need them. We continue to serve as a liaison to the Talking Book and Braille Library. We hold two meetings of the Coordinated Outreach Advisory Council, and administer a mini-grant program for members; funding 8 member libraries for various outreach programs. We also cover the travel expenses of the Outreach Coordinator when attending local and state outreach related meetings and conferences. When Covid restrictions do not prevent travel. |
| Four County Library System  Four County Library System (continued) | Through the use of the bookmobile, FCLS provided direct service by delivering books, audiovisual materials and other library services to patrons in rural communities, assisted living facilities and pre-schools. Although the service was suspended for three months due to the pandemic restrictions, it was restarted as curbside delivery of library materials to communities and facilities. FCLS supported member libraries' outreach efforts by attending meetings of local human service agencies, sharing information about outreach opportunities and connecting member libraries with community organizations. |
| Mid-Hudson Library System | The expenditures, as follows, help support activities to attain the goals and intended results described in the MHLS 2017-2021 POS for Coordinated Outreach Library Services Aid. MHLS will support improved library services for persons who are educationally disadvantaged, members of ethnic or minority groups in need of special library services, unemployed, blind, physically disabled, have developmental or learning disabilities, or who are aged or confined in institutions.  PROFESSIONAL SALARIES/BENEFITS: .85 FTE of MHLS Outreach and Engagement Specialist who was previously designated Outreach Coordinator and worked to integrate the mission of outreach into the system's offerings, provide mini-grant opportunities to incentive adoption of best practices to reach target audiences, provide training, and professional guidance for member libraries on outreach related issues.  OTHER STAFF SALARIES/BENEFITS: .42 FTE to work with professional staff on outreach related projects.  SUPPLIES AND MATERIALS: Office supplies and materials. |
| Mid York Library System  Mid York Library System (continued) | Mid York used the Coordinated Outreach Library Services Aid to provide services to underserved populations, such as residents of senior apartments, senior care facilities, geographically isolated communities, and unemployed/underemployed individuals. Supplies and Materials Funds were used to replace damaged large type books and purchase new books to expand the collection. These large type books are available to the entire system as well as used for deposit collections to member libraries and senior apartments and care facilities. Professional salaries and employee benefit expenditures funded an Outreach Librarian whose duties include coordinating the large type deposit collections for libraries and senior facilities, providing library access to geographically isolated areas through the pop-up library (when COVID allowed), and providing guidance for member libraries on issues related to outreach populations, such as ADA compliance, Talking Book & Braille Library services, etc. The Outreach Librarian also supervises a staff member whose primary task is to create the deposit collections. A portion of these funds are also provided to member libraries as mini-grants. The programs they propose must be for at least one of the under served populations. One project this year involved providing a summer reading program for a geographically isolated community which is not in a chartered to serve area. |
| Mohawk Valley Library System | The Outreach Coordinator position was vacant for most of the year. Professional salaries is part of two employees who filled in with Outreach duties while the position was vacant. |
| Monroe County Library System  Monroe County Library System (continued)  Monroe County Library System (continued) | The Outreach Department maintained rotating bi-monthly selection and delivery of bulk collections of library materials to agencies as stated in our Plan of Service. We circulated 5852 materials to 29 stations during 2020. We continue to serve 3 “donation stations”. These stations receive permanently donated materials; this way there is less concern around loss and management. 182 items were donated to these stations. These materials are of the quantities, genres and formats requested by the target populations. The target populations consist primarily of elderly adults and physically and mentally disabled persons residing in nursing homes, assisted living facilities, hospitals, or subsidized housing. Station visits allow us to speak candidly with staff, volunteers, and residents about what’s working well for their location and what isn’t. It also gives us the opportunity to demonstrate other services we can provide. Many of our stations’ residents rely heavily on assistive technology and own tablets, smart phones and digital players from the New York State Talking Book and Braille Library. We offer support and digital training instruction sessions around these formats.  We continue to purchase materials in a variety of formats appropriate for our target population groups. During the previous budget year 762 items were purchased.  The circulation total for the 2020 calendar year was 9,116. The item count item count of our collection at the end of 2020 was 21,558.  We provide library materials to homebound members of our community as stated in our Plan of Service. Outreach staff arranged for delivery of 2241 print, audio and visual materials to 52 of our 71 patrons in 2020. These individual patrons varied during the year due to some being inactive, relocated or deceased. This is a highly individualized service; we found that in order to optimally manage and deliver the service, we attempt to keep the number of patrons at 50. The target population consists of elderly, visually impaired and blind, and physically disabled persons. Due to the COVID crisis, we used USPS, and curbside services for those who were able to obtain assistance via family members or home care workers to pick up materials.  The Outreach Department circulates Kindles to our in-home patrons. We also download audiobooks from the New York State Talking Book and Braille Library onto digital cassettes for our clients who are blind/visually impaired and provide instruction on how to navigate these multi-title cartridges. We have a circulating collection of 23 book discussion kits with large print/audio format alternatives and, in 2017, we began assembling and circulating “Experience Kits”. Experience Kits contain themed materials in various formats. Sample themes included: Hitchcock films, Ken Burns collection, Wellness, Inspirational, and Musicals. The visually impaired were considered in creating these kits with inclusion of described DVDs, audiobooks and large print materials.  In 2020 Outreach maintained connection with Pathstone’s Employment Focused Services Program. The Employment Focused Services Program serves individuals (18+) on probation and who are court-referred. All participants are unemployed and have been placed on probation within the last 6 months or have recently been released from the adult criminal justice system. Prior to the COVID shutdown , Outreach conducted 1 job information session with a total of 10 participants. |
| Nassau Library System  Nassau Library System (continued) | NLS staffs our Outreach Services Program with a full-time Outreach and Partnership Specialist (an MLS librarian) and a half-time Administrative Assistant. They are responsible for all NLS services related to the state-defined target populations for Coordinated Outreach. Each month this year they responded to an average of over 400 calls/emails from member libraries, and community agencies and groups.  A primary role of the Outreach and Partnership Specialist is to inform member libraries about the needs of the target populations and to encourage them to provide services that address these needs as well as to help libraries resolve any issues or problems they encounter in trying to do so. This is accomplished via providing information, consultation services, referrals, meetings and continuing education.  The Outreach and Partnership Specialist plans member library staff development opportunities related to the needs of the target populations and how libraries can best serve them. Currently she presents these sessions virtually. She either hosts them herself or arranges for outside presenters. The audience for these sessions is either representative of the system, or if a member library requests, she arranges presentations for individual libraries. This year our Outreach and Partnership Specialist planned and provided or hosted staff development offerings on a diverse set of topics, including: Census 2020 outreach; providing service to vulnerable populations; equity, diversity, and inclusion; and mental health.  Our Outreach & Partnership Specialist is NLS’ liaison to NYPL’s Braille and Talking Book Library, which serves Nassau residents. She is also our liaison to county and regional agencies/groups that serve and/or advocate for the target populations.  Our Outreach & Partnership Specialist also manages our Workforce Development (NYS Adult Literacy) Grant. This year the Outreach Specialist provided the opportunity for individuals who work at member libraries to apply for intensive workforce development training from our partner agency, Hempstead Works, with the goal of increasing their acumen at serving the under and unemployed members of their communities. Three staff from three different libraries were selected and received training, with an eye to starting workforce programs at their facilities in early 2021. |
| The New York Public Library | The Coordinated Outreach Library Services grant supported salaried and hourly staff mainly in the Outreach Services department. A large portion of this grant also supported fees paid to instructors and performers for various programming events throughout the branch libraries. A smaller portion covered departmental operational expenses including office supplies, program materials, and printing services. |
| Nioga Library System  Nioga Library System (continued) | The Outreach Coordinator provides outreach services to member libraries and some disadvantaged populations. Other activities include but are not limited to: attending human services organizational meetings in each of the three counties; assisting member libraries with programs and projects related to outreach; overseeing the mobile computer training lab for unemployed and underemployed workshops; and organizing group loans of kits and large print books. |
| North Country Library System | The expenditures in this section allowed NCLS to attain the goals outlined in the Outreach Section of the Plan of Service for the funding year by: A) Covering of professional and System staff that are essential in meeting the following goals: 1) Providing vital direct services to over 600 residents with special needs within the system service area, are blind/visually impaired, deaf/hearing impaired, physically handicapped, elderly, learning disabled, residents of institutions, or who are unable to utilize their local public library. 2) Respond to requests for materials made by Outreach patrons. 3) Provide a collection of library materials of various media and genres and purchase materials (as funding allows) to fill requests made by Outreach patrons 4) Promote the New York State Talking Book & Braille Library Program by providing applications and referrals as well as placing a link to the New York Talking Book & Braille Library Web Page right on the NCLS Outreach Web Page. B) Covering the cost of purchased services, such as: 1) Printing of materials and publicity for the Outreach Department 2) Fees for the promotion of Outreach Services, collaborating programs with other organizations, and speaker fees C) Covering the cost of supplies and materials: 1) Printing of materials and publicity ("Inside Outreach" Newsletter, updated lists of materials, etc.) 2) Cost materials purchased to maintain a collection of various media and genres and to fill requests made by Outreach Patrons. 3) Postage for Patron Mailings - Outreach Patrons are able to request, receive, and return titles by mail at no cost to them. |
| Onondaga County Public Library System | Salary, travel and benefits for Outreach Coordinator |
| Pioneer Library System | Outreach staff (1 librarian and 1 PT outreach assistant): Participated in agency meetings within each county served. Awarded adult literacy/workforce development mini-grant to a member library to provide workforce development services and resources to their communities, Outreach funds were used to supplement the grant. PLS Outreach employees assisted member libraries with the 2020 Census, Outreach funds provided signage for member libraries to promote the 2020 Census. Outreach funds were used to supplement Overdrive fiction and non fiction audio and ebooks purchases. Outreach funds were used to pay for the Lending Library to lend items to libraries to support their programming & outreach efforts and also the public program calendar that libraries are using. Staff supplements our correctional and institutional initiatives by following the CORT track at NYLA. Facilitated Coordinated Outreach Services Advisory Council Meetings. Provided support to member libraries in providing services to the coordinated outreach services target populations. Social justice focused book discussion kits to be borrowed by member library staff and patrons were purchased using outreach funds. |
| Queens Borough Public Library | "See you on the Outside" continued its successful program to help prepare inmates at the Queensboro Correctional Facility for release and re-entry into the community. The library provides materials as well as resume writing workshops and case management services. When released, individuals continue to participate in additional programs and services. |
| Ramapo-Catskill Library System  Ramapo-Catskill Library System (continued) | The RCLS team had partnered with three counties in our service area to form Census Complete Count Committees for each county to promote the 2020 Census. We offered educational opportunities to library staff to train them about the 2020 Census, its importance, and the role libraries will play throughout the year. The pandemic altered our in-person efforts, but we were still able to hold these sessions early in the year and libraries continued to be a place where questions and assistance may be asked of their community members while the Census was completed. Marketing and PR materials (bookmarks, stickers, signs) were purchased in order to ensure the community was knowledgeable of the library as a place to go (either in person or via phone) to ask Census-related questions. Further, in order to support a variety of populations, a variety of eContent was purchased as libraries had physically closed their doors. eContent focused on work development, a variety of languages, and further content that would assist the population in a pandemic was the focus of the purchase. With the trauma of the pandemic as well as the social justice issues raised in the middle of 2020, RCLS hosted a variety of presenters to assist in the dismantling of racism. Over 700 attendees were present at programs that addressed racism. As such, RCLS continues to work with the Resilience Project in order to support empathy and assistance to community members who have suffered from trauma. |
| Southern Adirondack Library System  Southern Adirondack Library System  (continued)  Southern Adirondack Library System  (continued) | SALS’s Outreach Services focused on the following services in 2020:  1. Libraries Mean Business  Under the auspices of the NYS Adult Literacy Library Service Program, SALS continues its Libraries Mean Business initiative, offering funding so library staff may prepare for and complete the NYS Notary Public Licensing Exam successfully. SALS paid for 1 staff member from a member library to complete the non-degree, online or in-person Notary Public Licensing Exam Preparation courses available through the Office of Continuing Education at SUNY Adirondack 12 - increasing the number of libraries and staff who are able to offer patrons notary services in the surrounding communities.  Due to the COVID-19 pandemic, the bulk of funds went to support the Libraries Mean Business digital collection in Overdrive, which was expanded to include mental health titles to provide ongoing, timely support for local businesses and entrepreneurs. Additional titles were purchase to support those who had lost jobs, and were looking to retrain for civil service or other positions.  In 2020, SALS added 84 items, growing the collection to 253 items, which have circulated 840 times in 2020, reflecting a need for this service. The entire collection has been shared 6,147 times since its inception in 2017. By creating a collection that is accessible remotely 24/7, small businesses and entrepreneurs can find the help they need when they need it.  2. Farm-2-Library  SALS partners with Comfort Food Community, a food pantry in Greenwich, to continue the Farm-2-Library initiative, designed to address the UN Sustainable Development goals of zero hunger, good health & wellbeing, reduced inequalities, sustainable cities & communities, life on land, climate action, and partnerships for the goals. The initiative addresses the challenge of food waste by gleaning produce from local farms and distributing it through five small, rural libraries located in communities with high incidents of food insecurity and food access challenges. In 2020, 6,798 pounds of fruits and vegetables were shared with 1,216 people in the Schuylerville, Granville, Argyle, Whitehall, and Corinth communities.  3. Professional Development:  SALS hosted a presentation by Jane Bentley from the Talking Book & Braille Library of New York State.  4. Adult Literacy Roundtable:  SALS convened multiple community stakeholders (Regional Adult Education Network, Saratoga Economic Opportunity Council, WSHWE BOCES, Literacy NY etc.) and member libraries with adult literacy programs for a roundtable discussion and landscape review of services in our region.  In addition, the Coordinated Outreach Services Advisory Committee met four times in 2020. The quarterly meetings provide opportunity to build relationships and deepen collaborations. The annual Infomingle, a professional networking event for information professionals in the Capital Region organized by SALS, Skidmore College, and the Capital District Library Council, continued in 2020.   * SALS provides ongoing support by identifying potential funding opportunities, convening and facilitating networking opportunities, and consulting services. |
| Southern Tier Library System | STLS developed outreach literacy kits for community members of special client population groups, provided rotating collections (large print and audio book) to member libraries, and provided $6,000 in outreach mini grants to member libraries. |
| Suffolk Library System  Suffolk Library System (continued)  Suffolk Library System (continued) | The Suffolk Cooperative Library System Outreach Services department works with community organizations, state and county agencies and of course member libraries, in an effort to bring programs and services to each community. Working through community partnerships and programming, the Outreach Services department provides continuing education and training opportunities to member library administration and staff, focusing on the changing needs of libraries and patrons.  The Outreach Administrator serves on various state and local community organization and county agency committees, including the Mental Health Awareness Month Planning committee, the Health & Welfare Council of Long Island Nutrition Equity Task Force, chairs the FEMA Core Advisory Group for People with Access and Functional Needs (a member of the NYS CAG) and chairs the Transportation and Technology Sub-Committee of the Suffolk County Disability Advisory Board, working to create inclusive training materials to ensure access to all public library services. Outreach Services is a member of the Long Island VOAD (Volunteers Active in Disasters) and the VOAD Nutrition Equity Task Force, which works to provide daily living and community information to Suffolk County residents, regarding disaster preparedness and recovery, and emergency and supplemental nutrition resources. The Outreach Administrator also attends quarterly meetings of the Suffolk County Food Policy committee and is working with the East End Food Institute to develop resources focused on food resiliency and self-sustainability.  The Outreach Administrator holds monthly outreach committee meetings and two outreach advisory council meetings each year. Outreach Services works closely with organizations serving the needs of people living with low income, people with physical, developmental, sensory and mental health disabilities, families experiencing homelessness, domestic and sexual abuse survivors, people living with memory loss and people who speak English as a second language.  Continuing education programs (and ongoing resources and training) include topics such as, how to serve patrons living with mental health disabilities, accessible library customer service, Narcan training, services to Veterans and their families, hunger solution best practices. Arising out of these many areas of need, in 2020 the Outreach Services Administrator worked with member libraries to establish two library initiatives: The libraries Nourish Initiative and the Stony Brook Medicine Healthy Libraries Program. The Outreach Administrator serves as Practicum Supervisor to the social work and Healthy Libraries Internship programs. These programs bring interns and faculty supervisors from the fields of social work, public health, nursing, dietary nutrition and health sciences librarianship. The Libraries Nourish initiative is geared to promoting the resources available in public libraries that enhances the health and well-being of each community, and includes onsite library visits.  The Outreach Services department provides educational and leisure-reading materials to the two county jail facilities. In addition to the materials ordered based upon reader advisor selections and input from the county jails’ coordinator, ongoing donations of paperback books from the public libraries, are delivered to both locations on a regular basis. The Outreach Administrator also participates in two “Re-entry Task Force” committees, one focusing on general re-entry resources and programs, and the other on services to Veterans re-entry. |
| Upper Hudson Library System | Using the state funds, UHLS provides a full time Manager of Adult and  Outreach Services, who facilitates the provision of library services to  persons most in need. This includes but is not limited to, the purchase  of large print books that circulate among our member libraries for the visually impaired; consultant services on adaptive technology,  providing mini grants for member libraries who work with local partners  to offer programming for populations identified as under-served. |
| Westchester Library System  Westchester Library System (continued) | Coordinated Outreach Services, 2020 Program Year [Total: $153,331]  Consultant and staff services comprise the largest portion of the outreach budget. WLS personnel create and execute numerous outreach projects and activities in member libraries.  Programming for older adults and ethnic minorities of all ages is a vital part of the library services offered in Westchester County. Key programming partnerships took place with the Medicare Rights Center, SUNY Purchase College (Great Potentials, JobStar), Family Services of Westchester, Senior Law Day Collaborative, Ossining Open Door/Communities that Care, Westchester County Reentry Task Force, the Westchester County Department of Community Mental Health and the Department of Senior Programs and Services, and WestCOP (Westchester Community Opportunity Program). Personnel expenses included salary and benefits for library and other staff totaling $144,929 ($103,739 - Question 13.4.2-Professional Salaries; $41,190 - Question 13.4.4-Other Salaries); $30,752 - Question 13.4.5-Benefits.  WLS worked with library professionals to provide innovative training opportunities (and transition of these services to a virtual platform during COVID-19) for member library administrators and staff to help them incorporate outreach policies and practices in their regular service delivery plans--such as empathy-driven approach to problem- ($2,424 - Question 13.4.7-Purchased Services).  WLS produced flyers, notices, announcements and other materials to alert member libraries and the public to the availability of programs and services. Expenses included publicity and related office expenses ($525 - Question 13.4.7-Purchased Services) and office supplies ($2,874 - Question 13.4.9-Supplies & Materials).  Other expenses included reimbursement of system staff travel to various conferences and meetings ($208 - Question 13.4.11-Travel) and organizational membership dues ($234 - Question 13.4.7-Purchased Services). |

**Source:** 2020 Annual Report, New York State Library