

CRANSTON PUBLIC LIBRARY ADMINISTRATION & STAFF

Edward Garcia Director of Libraries
Julie Holden Assistant Director

Barbara Hayden Office Manager

Emily Brown Coordinator of Youth Services

Beth Johnson Coordinator of Adult &

Information Services

Corrie MacDonald Coordinator of Technology
Stefanie Blankenship Oak Lawn Branch Librarian
Adrienne Gallo Girard William Hall Library Branch

Librarian

Karen McGrath Auburn Branch Librarian

Nancy Gianlorenzo Knightsville Branch Librarian

Linda Archetto Head of Teen Services

Katy Dorchies Community Engagement

Manager

CRANSTON PUBLIC LIBRARY BOARD OF TRUSTEES

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Regina Spirito Vice Chair

Julie Colangelo

Roberta Costa

Rosemary DaSilva

Frederick Miller

Fred Raisner

CRANSTON PUBLIC LIBRARY ASSOCIATION BOARD OF DIRECTORS

Edward Garcia Executive Director

Michael Goldberg President

Jessica D'Avanza Treasurer

Angela Bucci

Gene Emery

Mary Ann Slocomb

Alisson Walsh

A LETTER FROM THE DIRECTOR

To say "2016" was a busy year at the Cranston Public Library is an understatement. All of our locations were full of energy; whether our users came in to borrow a book or movie or attend one of the 1500 free library programs or 425 community programs we hosted this year. Our staff continued their commitment to serve the people of Cranston, both by providing excellent customer service in the library and by meeting people in the community at one of our outreach events.

We are very proud to have received the national LibraryAware Community Award this year. This award recognizes our efforts to bring library services to new immigrants moving into our city. We are especially proud as the other winners this year were the much larger New York Public Library and Louisville Public Library.

The library is also proud to be part of #TeamCranston, which helped to make Cranston one of the Top 50 places to live in the U.S. according to 24/7 Wall Street, and the #2 community to live in RI according to GoLocalProv.com. We continued our efforts to use the funds from our 2014 voter approved bond to improve our facilities and make them more inviting places for our users. In this report you will see a long list of the upgrades and major repairs that were undertaken this year.

We worked hard to obtain more funding at both the city and state level. We worked with Mayor Fung and the City Council to receive a 5.7% increase in our city appropriation including funding for a much deserved pay increase for our part-time library workers. Cranston partnered with 20+ communities to push for an increase in state aid to public libraries. With the help of those communities, the Cranston City Council (who unanimously passed a resolution supporting the increase) and the Cranston delegation to the General Assembly (with a special thanks to Rep. Robert Jacquard for spearheading this effort) a \$900,000 increase was allocated to RI libraries. Cranston received a \$62,000 increase in our state aid. Those funds enabled us to complete building projects, increase hours and buy more books for our branch libraries.



"2016" was a great year for the Cranston Public Library and "2017" is looking to be even better! Our renovation of the children's room at the Central Library will be completed in the spring and we will launch more new and innovative programs to help serve our community. I continue to be honored to lead the amazing staff at the Cranston Public Library and I am excited about the future of the library and the future of our great city of Cranston.

Edward GarciaDirector of Libraries

A LETTER FROM THE BOARD OF TRUSTEES

It has been a wonderful experience serving as the Chair of the Cranston Public Library Board of Trustees during the past year. The most gratifying part of my tenure has been getting to know the staff of the library. Ed Garcia, the Director, Julie Holden, the Assistant Director, and all of their staff, always "go the extra mile" to make our library the best it can be.

The Cranston Public Library has risen to the challenge of serving the public in ways far beyond what was expected in the past. We offer computer access at all our facilities which is an absolute necessity for many of our patrons. Our 3D printers have become a popular and valuable resource. In addition, we are about to begin an extensive renovation and updating of our Children's Room at the Central library. We know that serving and inspiring our children will be our greatest legacy. Because of these, and many other achievements, the Cranston Public Library was recently awarded



a 2016 LibraryAware Community Award, a very gratifying validation of our efforts.

Much work lies ahead, and the Board and Staff of the Cranston Public Library are looking forward to another successful year.

Jack TregarChair of the Cranston Public Library Board
of Trustees

CRANSTON PUBLIC LIBRARY'S MISSION

The Cranston Public Library brings people, information and ideas together to enrich lives and strengthen the community.

We strive to provide:

- Library services that are known and valued by the community, resulting in broad use by the public
- An engaging cultural and lifelong learning center for the community
- Services and collections that are readily accessible and easy to use and that are relevant to community needs
- An enthusiastic, well-trained and highly capable staff that works well together to provide quality service to all library users
- Facilities that are inviting and well maintained
- Technology that expands and enhances service
- Timely and accurate information that informs and empowers the public
- Defense of intellectual freedom and the confidentiality of each individual's use of the library

- A close working relationship with other libraries, community agencies and organizations that fosters cooperation, making the most efficient and effective use of taxpayer resources
- A variety of early childhood programs that bring families together and foster a love of reading
- A relevant collection of print and non-print materials that meet the developmental needs of Cranston's youth
- Collaboration and support for parents and teachers as schools adopt the Common Core state standards
- Programs for preteens and teens
- The annual Summer Reading program which focuses on making reading and literacy-related programs fun and accessible for children of all ages to help avoid summer reading loss

OCEAN STATE LIBRARIES

The Cranston Public Library has been a member of the Ocean State Libraries cooperative network for more than 30 years. In addition to benefiting from a shared system database, our membership entitles our patrons to the diverse range of materials located at 70 other libraries across the state. A robust telecommunications network allows for high-speed Internet access at all CPL locations, and the unique sharing of resources, services, and training continues to provide our staff and our patrons with an exceptional library experience.

CPL BY THE NUMBERS

Library Collection

337,681 Items











PERIODICALS

33,400

CDS MOVIES 16,527 19,897

Total Materials Loaned

568,755 Items



BOOKS & MAGAZINES 335,455



MOVIES & MUSIC 186,435











DOWNLOADABLES 46,254



ITEMS LOANED TO OTHER LIBRARIES 66,296

IN 2016, THE CRANSTON PUBLIC LIBRARY WEBSITE WAS VISITED 234,106 TIMES

PC/Laptop Visitors



WINDOWS 73%







IOS 20%

OTHER 7%

Mobile Visitors



IOS 62%

ANDROID

35%

















OTHER 3%

SUBSCRIPTION DATABASES AND ONLINE SERVICES OFFERED BY THE CRANSTON PUBLIC LIBRARY WERE USED OVER 35,000 TIMES

Internet Presence



FACEBOOK 3,626 LIKES

TWITTER 1,076 FOLLOWERS 277 FOLLOWERS

INSTAGRAM

E-NEWSLETTER 2,913 CONTACTS

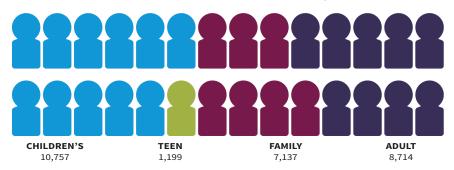
Library Programs

1,452 Free Programs Provided



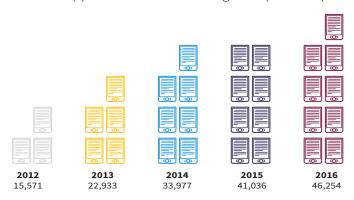
Library Program Attendance

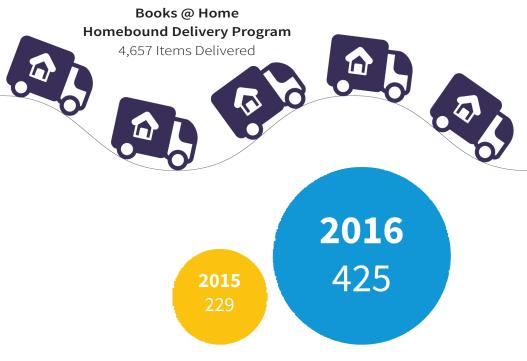
27,787 People Attended Library Programs



eZone Circulation

The eZone is the Ocean State Libraries' downloadable ebook, audiobook, and streaming movie service. All public libraries in Rhode Island support this service through cooperative purchasing.

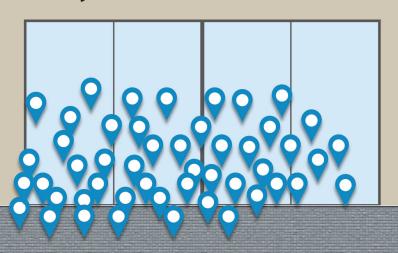




Community Programs

425 programs were held by community organizations at the Cranston Public Library

430,289 LIBRARY VISITS



27,946 WIRELESS SESSIONS





81,432 REFERENCE QUESTIONS



82,244 PUBLIC COMPUTER SESSIONS

2016 IMPROVEMENTS

JANUARY

Active Aggressor Training for Staff & Installation of Panic Buttons at All Locations

FEBRUARY

New Front Door at Arlington

FEBRUARY

New Children's Chairs at the William Hall Library

JANUARY

Service Hours Added at the Knightsville Branch

MARCH

New Roof at the Central Library

MAY

New Carpeting at the Auburn Branch

MAY

Network Cabling Upgrades at the Oak Lawn and Knightsville Branches

MAY

Sound System at the William Hall Library Funded by a grant from the Champlin Foundations

JUNE

New Telephone System at All Locations

APRIL

New Roof at the Knightsville Branch

JUNE

Exterior Painting at the Oak Lawn Branch

JUNE

Morning Service
Hours Added at the
William Hall Library
First morning
service hours in
over ten years

JUNE

Exterior Wireless Network at the Central Library

JUNE

New Chairs at the Oak Lawn Branch

JULY

New Furniture at the Central Library



join Library Director Ed Garcia and Mayor Allan Fung to install a new sign at the Knightsville Branch

JULY

Automatic Doors Installed at the William Hall Library for Improved Accessibility

JULY

New Sign at the Knightsville Branch

OCTOBER

New Computer Chairs at the William Hall Library

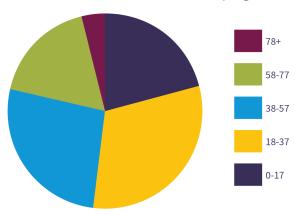
OCTOBER

New Chairs at the Auburn Branch

38,057

Cranston Public Library Cardholders

Cranston Cardholders by Age.



40%

of Cranston residents have a

library card

WHAT PATRONS THINK OF US

"The librarians are wonderful! [...] Cranston Public Library is a gem!"

- TRIPADVISOR

"Cranston Public Library makes my life worth living." - YELP

"The library is one of the best resources in Cranston."

- TRIPADVISOR

"I've never been to a library with a more friendly staff." - YELP



AWARDS

LibraryAware Community Award

In March 2016, the Cranston Public Library was named the third place recipient of the 2016 LibraryAware Community Award. This national award, given by Library Journal and underwritten by LibraryAware™ (a product of the NoveList division of EBSCO Information Services), recognizes model communities that engage with their libraries to improve the lives of their citizens and create life-long learners and library users.

Criteria of a LibraryAware community include strategic planning, marketing, outreach, partnerships, and program, product or service development. A library's engagement with the community, and that library's ability to keep its community aware of what it provides are also key qualifying factors.

The award comes with a \$5,000 prize, which the library has dedicated to future outreach, marketing, and public relations projects.





C-LAB

The C-Lab is Cranston Public Library's space for learning, exploring, and experimenting with technology. The C-Lab offers structured classes, innovative programs, one-on-one technology assistance (by appointment), and open hours where the public can drop in.



57 COMPUTER CLASSESWITH 305
ATTENDEES



OPEN TECH TIME & LEARNING LOUNGE 429 VISITS



133 ONE-ON-ONE TECHNOLOGY APPOINTMENTS



19 YOUTH
3D PRINTING
PROGRAMS
199 ATTENDEES



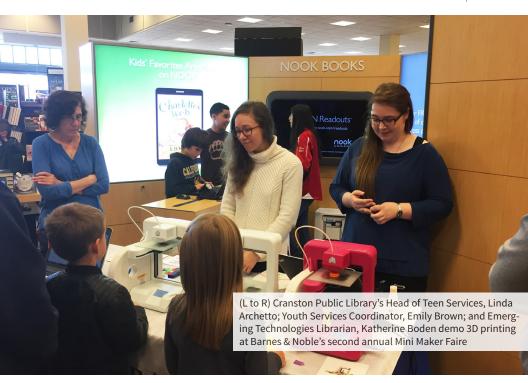
COMMUNITY OUTREACH

Senior Living Expo

On October 6th, The Cranston Public Library partnered with the Cranston Senior Enrichment Center at the Senior Living Expo at the Warwick Mall to promote library services.

School Visits

Cranston Public Library Youth Services staff offer up to 6 visits a year to any school that serves Cranston children. These visits take the form of storytimes, 3D printing demos, lunchtime library card drives, after school book clubs, or informational tables at evening events. In 2016, the Islamic School of Rhode Island, Saint Paul School, Cranston Head Start, and Park View Middle School partnered with us to do a series of visits. Memorable visits include a 3D printing demo for the grade K-2 classroom at Horton School, a 100th day of school play at the Islamic School of Rhode Island, and a walking field trip to the C-Lab by a 6th grade classroom from Garden City school.



CIVIC ENGAGEMENT

National Voter Registration Day

For the second year in a row, Cranston Public Library joined National Voter Registration Day, the largest one-day effort to register voters in the U.S., by holding a "Voter Registration Drive." Cranston residents were invited to register to vote, update their registrations, and explore Rhode Island's new voting machines. Rhode Island Secretary of State, Nellie M. Gorbea, made a guest appearance, personally attending to the needs of this year's voters.

Candidate and Mayoral Forums

The *Cranston Herald* and Cranston Public Library partnered to bring two public forums to the Central Library for the 2016 election season. The first event featured candidates for ward seats on the City Council and School Committee. The second event featured citywide council candidates as well as mayoral candidates. Each event featured statements from the candidates in addition to a public Q&A forum moderated by *Cranston Herald* staff.





PARTNERSHIPS & COLLABORATIONS

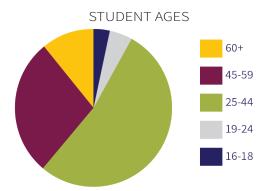
Rhode Island Family Literacy Initiative

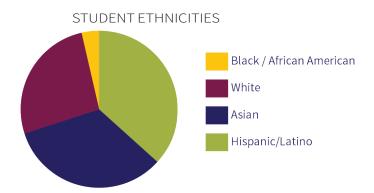
Cranston Public Library and the Rhode Island Family Initiative (RIFLI) continued their 18-year-long partnership in 2016. Beginner and Intermediate ESL classes were offered to 111 students at the William Hall Library and the Auburn Branch. Forty-eight students participated in Citizenship classes at the same two locations, and 29 of those students became U.S. citizens in the past year.

Due to rising demand and growing waiting lists, an additional Citizenship class was added to the schedule at the William Hall Library.

An ESL Conversation class was held at the Central Library, and a new Driver's Education Class for ESL Learners was introduced at the William Hall Library. - PETER HALSALL, CANADIAN URBAN INSTITUTE

Rhode Island Family Literacy Initiative Enrollment Statistics





STUDENT COUNTRIES OF ORIGIN





ARGENTINA • ARMENIA • BRAZIL • BULGARIA • CAMBODIA • CHINA • DOMINICAN REPUBLIC • ECUADOR • EGYPT • ESTONIA • FRANCE • GUATEMALA • HAITI • IRAN • JAMAICA • JORDAN • MOROCCO • PERU • PUERTO RICO • RUSSIA • SOUTH KOREA • SPAIN • SYRIA • TURKEY



Cranston Public School Department

In September 2016, Cranston Public Library paired with the Cranston Public School Department to bring free, on-demand, online tutor services to Cranston K-12 students. Any student with a Cranston library card can log in at Tutor.com/cranston to access a network of over 3,100 professional academic tutors who are ready to help with just about any question a student may have.

Up until August 2016, the Office of Library and Information Services provided Tutor.com to Rhode Island libraries through AskRI.org.

However, due to budget constraints, the service was cut.

My tutor was really awesome and helped me with math I didn't understand!:):):):)

- TUTOR.COM REVIEW BY CRANSTON STUDENT



PROGRAMMING HIGHLIGHTS

Haunted History Ghost Tour of Oak Lawn Branch

On Saturday, October 22, the Oak Lawn Branch hosted "History is Alive: A Haunted History Tour of the Oak Lawn Branch Library." The event, which saw the presentation of both historical facts and paranormal investigation findings, drew more than 60 attendees to the branch.

Chasing the Dragon Screening

On October 24, the Cranston Public Library partnered with the Cranston Police Department and the Cranston Substance Abuse Task Force to host a screening of *Chasing the Dragon: The Life of an Opioid Addict* alongside a panel discussion on heroin and prescription drug abuse.

Captain Vincent McAteer of the Cranston Police made opening comments, while Mayor Allan Fung commented on the crisis and U.S. Attorney Peter Neronha moderated the discussion. Col. Kevin

DIY Wednesdays

In January 2016, the library launched DIY Wednesdays, a monthly craft program for adults. The program gained a steady following over the course of the year as participants made their own citronella candles, baskets, bowls, and more. The group meets the first Wednesday of every month, and will continue through 2017.

AARP Free Tax Preparation

Each spring, AARP Foundation Tax-Aide is available for free to taxpayers with low and moderate income, with special attention to those 60+. The service is offered by trained professional volunteers on a first-come, first-served basis at the Central Library. This year, 385 taxpayers participated between February 25 and April 7.

Adult Summer Reading Program

This summer, Cranston adults participated in the library's Adult Summer Reading Program, themed "Exercise Your Mind." From June 27-August 5, partipants were invited to submit either one completed BINGO card or two book reviews at any CPL location. Each submission qualified participants to win one of four \$50 Amazon gift cards. Over the course of the summer, the library received over 200 entries by more than 100 partipants.

Rhode Island Library Day

On Saturday, April 16, Cranston Public Library joined libraries across the state in celebrating the second annual Rhode Island Library Day. This event, organized and promoted by the Rhode Island Library Association, marked the end of the weeklong, nationwide celebration of National Library Week (April 10-16).

All Cranston Public Library locations participated in Amnesty Day and waived fines on overdue items returned that day. Other free library events which took place on Rhode Island Library Day included the meeting of the Smartphone & Tablet Club; Family Storytime; an e-Waste Drive, where visitors were able to dispose of e-waste conveniently and responsibly; a visit from the Shred-It



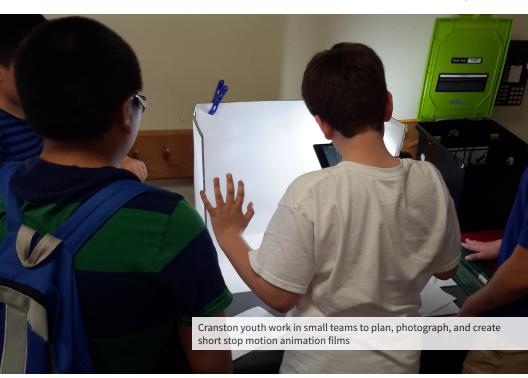
truck, helping residents dispose of documents and paperwork securely; and Seed 'Em & Reap, a how-to agricultural fair.

Free File Tax Briefing

U.S. Senator Jack Reed, Congressman Jim Langevin, RI General Treasurer Seth Magaziner, RI Division of Taxation Acting Administrator Neena Savage, and other community leaders joined at the Central Library in March 2016 for the 3rd Annual Free File Briefing and Demo. The event highlighted the IRS and Rhode Island Free File programs that provide free online federal and state income tax preparation and e-filing services to lower and moderate income taxpayers.

Stop Motion Animation

Between April and July of 2016, the library offered 7 stop-motion animation programs at 4 locations with equipment purchased through a legislative grant from Senator Hanna Gallo. Creating stop-motion animation films helps kids develop storytelling, technology, and engineering skills using familiar toys and craft



supplies. The themes for the programs ranged from Star Wars origami to BYO Legos. Children who participated in the programs had the option to email the completed films to themselves, and many films were featured on the library website.

Hands-On Science

In February and March of 2016, Knightsville Branch Librarian Nancy Gianlorenzo and Youth Services Coordinator Emily Brown offered a 6-week Hands-on Science program. This extension of a popular 2015 collaboration with the Cranston Family Center attracted 15 elementary school age children and their parents to the branch library. Each participant got a science kit with observation and measuring tools, as well as a scientist's notebook in which they recorded the results of experiments concocting polymers, setting up chain reactions, and dissecting seeds.

Stuffed Animal Sleepover

In July 2016, Cranston children ages 4-7 were invited to a "Stuffed Animal Sleepover" at the Knightsville Branch. Participants listened



I WANTED TO SEND A NOTE OF THANKS REGARDING YOUR PROGRAMS AND STAFF.

MY FAMILY IS A BIG FAN OF THE CRANSTON LIBRARY SYSTEM AND THE LIBRARIANS AT THE CENTRAL BRANCH GREET MY CHILDREN BY THEIR FIRST NAME WHEN THEY WALK IN THE DOOR. WE COME TO MANY OF YOUR FAMILY AND CHILDREN'S PROGRAMS AND ARE CONSTANTLY IMPRESSED AND ALWAYS THANKFUL.

I WANTED TO SEND A NOTE OF THANKS SINCE MY SON JONAH
JUST FINISHED UP THE SEVERAL WEEK HANDS-ON SCIENCE
PROGRAM THAT WAS HELD AT KNIGHTSVILLE AND RUN BY NANCY.
HE IS STILL TALKING ABOUT IT. THE PROGRAM WAS FANTASTIC
AND IT MADE ME WANT TO REACH OUT [...]

SINCERELY, MICHELLE

to stories with their stuffed animals before leaving them behind for a sleep over at the library. Participants returned the next morning to pick up the stuffed animals and hear about their overnight library adventures.

Mini Comic Con

In July 2016, CPL held its second annual Mini Comic Con. CPL partnered with Game Stop (Chapel View), Barnes & Noble (Warwick) and RI Comic Con, to bring games, prizes and superhero and comic book characters to the event. Sean Faye Wolfe, author of the popular *Elementia Chronicles*, also held a booksigning.

Summer Reading Program

This summer, the library offered 153 free cultural and educational programs and inspired almost 1000 young people to start a "reading race," in which they read 5 books in 5 different categories to earn a prize.

This year, CPL opened the program—themed "On Your Mark, Get Set, READ!"—to all ages, rather than designating separate



programs for preschool children, elementary school children, and teens. Participants were also invited to begin and end the program at their convenience, rather than according to a set schedule requiring signups.

This unified, simplified strategy led to a 33% increase in sign-ups among teens and a 13% increase in completion rate among all participants.

To further encourage participation, CPL waived overdue fines for children who wanted to participate in the Summer Reading Program. As a result, 50 children were able to participate after having fines waived.

SUMMER READING PROGRAM SPONSORS

Cranston Public Library Association

Alice I. Sullivan Charitable Foundation

BankNewport

Bob's Discount Furniture Charitable Foundation

Cranston Municipal Employees Credit Union

Friends of the Cranston Public Library

Pawtucket Credit Union Charitable Foundation

Rhode Island Office of Library and Information Services

Whole Foods Market -Cranston

LIBRARY FUNDING

Financial Information

The Cranston Public Library operating budget for fiscal year 2016 was \$3,150,510. In fiscal year 2016, the library received a 2.5% budget increase from the City of Cranston, with an appropriation of \$2,498,139. The library also received \$553,271 in state grant-in-aid. The remainder of the library's operating budget came from fees and fines. The Library also received \$388,000 in voter approved funds for Capital Projects.

The Cranston Public Library operating budget for fiscal year 2017 was \$3,336,344. In fiscal year 2017, the library received a 5.7% budget increase from the City of Cranston, with an appropriation of \$2,641,970. The library also received \$595,274 in state grant-in-aid. The remainder of the library's operating budget came from fees and fines. The Library also received \$305,000 in funds for Capital Projects.

"THERE'S NO BETTER PLACE TO HELP PEOPLE THAN A PUBLIC LIBRARY."

- SENATOR JACK REED

Cranston Public Library Association

The Cranston Public Library Association (CPLA) is the nonprofit fundraising arm of the Cranston Public Library. CPLA assists the library in providing programs and services that exceed the level of tax-based funding. CPLA is recognized by the IRS as a 501(c)3, making all contributions fully tax deductible.

CPLA welcomes donations from individuals, organizations, corporations and foundations. Donations assist with the promotion of early literacy, expansion of book and media collections, provision of programming and more.

To make a donation to the CPLA, please call 401-943-9080 x100 or visit <u>cranstonlibrary.org/support-library</u>.

LIBRARY SUPPORTERS

The Cranston Public Library and Cranston Public Library Association seek donations and grants throughout the year to fund additional programs and improvements to the library.

> The following is a list of selected supporters (July 1, 2015-June 30, 2016):

> > \$10,000+

Talbots - Cranston

Whole Foods Market - Cranston

\$100+

Champlin Foundations

Mary Ann and Walter Slocomb (to establish the Mary Ann and Walter Slocomb Fund)

\$4.000+

Cranston Community Development Block Grant

EBSCO Industries - LibraryAware Community Award

\$2,000+

Alice M. Allen Estate

Auburn Library Association

Computer & Communications Industry Association

Senator Josh Miller Legislative Grant

\$1.000+

Dave & the late Judy Pelkey

Friends of the Cranston Public Library

\$500+

BankNewport

Cranston Municipal Employee's Credit Union

New England Grassroots Environment Fund

Senator Hanna Gallo Legislative Grant

Taco/the White Family Foundation

Alice I. Sullivan Charitable Foundation

Bob's Discount Furniture Charitable Foundation

Pawtucket Credit Union Charitable Foundation

Steven Stycos and Christine Herbert



IN-KIND CONTRIBUTIONS

Anonymous (Activity toys at Oaklawn & Knightsville branches)

Gamm Financial (Sponsor of Shred-It Day)

Gershkoff Auto Body (Repainting of library delivery van)

Chris Paplauskas (Donated new sign at Knightsville Branch)



1. CENTRAL LIBRARY

140 SOCKANOSSET CROSS RD, CRANSTON RI 02920 401.943.9080

2. ARLINGTON BRANCH

@ CRANSTON SENIOR ENRICHMENT CENTER 1064 CRANSTON ST, CRANSTON RI 02920 401.944.1662

3. AUBURN BRANCH

396 PONTIAC AVE, CRANSTON RI 02910 401.781.6116

4. KNIGHTSVILLE BRANCH

1847 CRANSTON ST, CRANSTON RI 02920 401.942.2504

5. OAK LAWN BRANCH

230 WILBUR AVE, CRANSTON RI 02921 401.942.1787

6. WILLIAM HALL LIBRARY

1825 BROAD ST, CRANSTON RI 02905 401.781.2450



CRANSTONLIBRARY.ORG FACEBOOK.COM/CRANSTONLIBRARY • @CRANSTONLIBRARY







