



**Indiana State Library and
Indiana Public Libraries**

ANNUAL REPORT

2021
EDITION

A message from the Indiana State Librarian



Hello,

Libraries in 2021 continued to adapt and change to meet Hoosiers' information and programming needs. Our 2021 annual report highlights the ways that libraries are evolving and the role the Indiana State Library has in providing support to the library community.

Our mission: Serving Indiana residents, leading and supporting the library community, preserving Indiana history. The State Library is responsible for: 1. developing and providing library services to state government, its branches, its departments and its officials and employees; 2. providing for the individual citizens of the state those specialized library services not generally appropriate, economical or available in other libraries of the state; 3. encouraging and supporting the development of the library profession; and 4. strengthening services of all types of publicly and privately supported special, school, academic and public libraries.

The Indiana State Library serves two primary populations - public users and libraries - through three divisions: Public Services, Statewide Services and the Indiana Historical Bureau.

Please enjoy these highlights of 2021.

A handwritten signature in black ink, appearing to read "Jawb Speer". The signature is fluid and cursive.

Indiana State Librarian

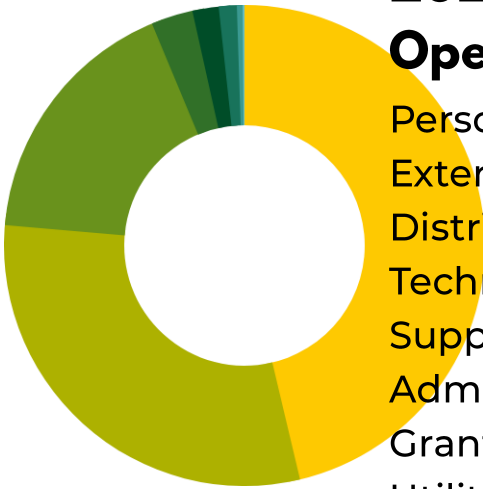
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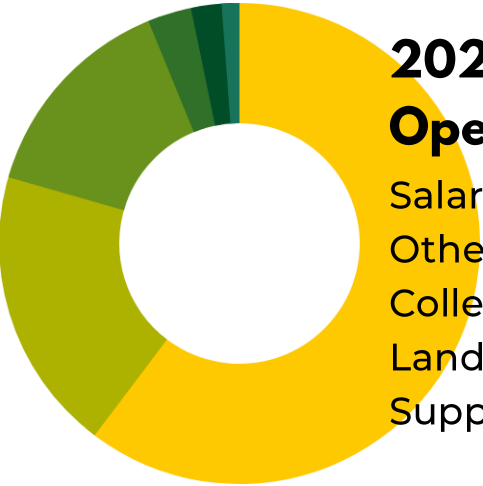
Financial Reports

2021 Indiana State Library Operating Expenditures



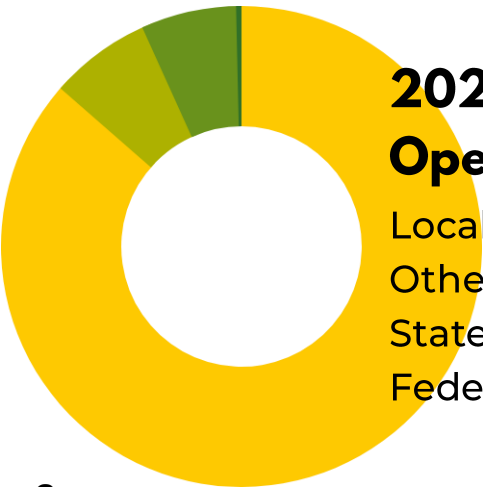
Personnel Services: \$4,833,934 (46.29%)
External Services: \$3,139,483.52 (30.06%)
Distribution/Other Gov. Units: \$1,813,426.10 (17.36%)
Technology: \$293,557.15 (2.81%)
Supplies, Materials and Parts: \$183,302.47 (1.76%)
Administration and Operating: \$126,610.62 (1.21%)
Grants: \$40,456.96 (0.39%)
Utilities: \$10,768.76 (0.10%)
Capital: \$2,076.57 (0.02%)

2021 Public Libraries Operating Expenditures



Salaries and Benefits: \$218,254,926 (61.02%)
Other Services and Charges: \$69,341,922 (19.39%)
Collection Expenditures: \$52,010,892 (14.54%)
Land, Buildings and Furniture: \$10,671,879 (2.98%)
Supplies: \$7,414,018 (2.07%)

2021 Public Libraries Operating Revenue



Local: \$369,840,322 (86.42%)
Other: \$29,114,725 (6.80%)
State: \$27,425,324 (6.41%)
Federal: \$1,556,931 (0.36%)





INSPIRE encourages lifelong learning

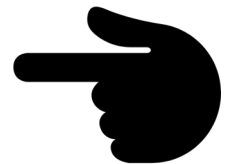


163 MILLION SEARCHES

In 2021, users performed 163,421,418 searches for academic articles, images, current news, newspaper articles and more.

2.7 MILLION FULL-TEXT SEARCHES COMPLETED

INSPIRE is a critical academic resource, providing vetted research materials for k-12 students and higher education institutions.



15,142 HOOSIERS ACCESSED ROSETTA STONE

More than 15,000 Indiana residents accessed level one of the language learning program Rosetta Stone via INSPIRE.

71 DATABASES AVAILABLE FOR INDIANA RESIDENTS

A service of the Indiana State Library and supported by the Indiana General Assembly, INSPIRE is free for all Hoosiers.



DID YOU KNOW?

In 2021, Book Connections, a resource designed to serve public libraries and their communities, was added to INSPIRE.

Libraries make long term changes

Much like the previous year, 2021 continued to be unpredictable as the worldwide COVID-19 health crisis continued. As more contagious versions of the virus spread, so did the distribution of the first COVID vaccines. With patrons slowly returning to libraries for in-person activities and services, many directors realized that some of the measures they had implemented during the early stages of the pandemic would be beneficial as long term fixtures. When asked about pandemic-related changes that were likely to last, many librarians were eager to share their new policies. Below are some of those answers.

What are some changes made during the pandemic that you will continue to implement in your library for the foreseeable future?

“We added curbside service during the pandemic. Patrons who have trouble walking; patrons who have had surgery; patrons with small children; patrons who want materials, but have trouble entering the library building; patrons with all disabilities; patrons who still want to keep their distance because of health concerns – all these patrons and more use our curbside service. Curbside service is now a vital service to our community – a positive new change and service from the pandemic.

We [also] installed a new animated sign on the building wall at our front doors. Now our patrons can see our announcements from the comfort of their cars and our parking lot.” - Deborah Kristoff, Lowell Public Library



“One change we made during the pandemic was to give our patrons \$5 of free prints, copies, scans and faxes every day. We are keeping that service because of how life-changing it was for our patrons.” - Trish Coleman, St. Joe County Public Library



“We increased our deliveries and found that it is a great option. We reach many that would not come in the library.” - Margo English, Owensville Carnegie Public Library

“We have permanently added the option for hybrid programming, meaning we utilize some live virtual during winter weather and go back to in-person during warmer months. Craft kits that patrons pick up and do at home will [also] remain in play to some degree for the foreseeable future.” - Lisa Stamm, Westchester Public Library



“We will continue to leave up our Plexiglas panels in the computer lab area for reasons of both privacy and sanitation. We will continue to utilize sign-up sheets for certain activities and programs to help manage/control the amount of individuals in a given space at one time.” - **Janet Hawley, Akron Carnegie Public Library**

“We are in the process of digitizing all of our newspapers on microfilm, recognizing that historians and genealogists may wish to access these resources when our library

buildings are closed.” - **Patty Stringfellow, Jasper County Public Library**

“We began offering take-home program kits during the pandemic and have continued with them. Sometimes we will create take-home kits that go along with an in-person program if people cannot attend - we did this recently with a bread-making class.” - **Jordan Orwig, Sullivan County Public Library**

“We have modified the hours to include more time for employees to add outreach opportunities to their schedule. We always had difficulty scheduling outreach programs due to staffing and building needs. Being in the community will increase library awareness.” - **Ingrid Norris, Lake County Public Library**

“We're installing a permanent Wi-Fi switch for outside of our building to increase the Wi-Fi for patrons who want to use [the internet] while we are closed, or would like to sit in their cars and use it. This came from the pandemic when our Wi-Fi would bleed into our parking lot and we advertised it. We're making it permanent and more reliable now.” - **Brooke Bolton, Boonville-Warrick County Public Library**

“We have started recording many of our programs and putting them on our YouTube channel. These ‘on-demand’ programs have continued to be popular, even after we [had] went back to in-person programming. Many of these programs are quite popular, racking up hundreds of views.” - **David Seckman, Jeffersonville Township Public Library**



Grant information

In 2021, the Indiana State Library administered three separate grant programs for Indiana libraries. The annual Library Science and Technology Act grants program resulted in a total of 17 technology and eight digitization grants - ranging from \$1,000 to \$15,000 - awarded to Indiana libraries. The State Library again found itself acting as a pass-through agency for federal funds awarded to address the COVID-19 pandemic. Both the Coronavirus Aid, Relief and Economic Security Act and the American Rescue Plan Act passed by Congress in 2020 and 2021, respectively, resulted in one-time allocations of emergency funds dispensed to state libraries. Between the three programs, the Indiana State Library distributed more than \$3.4 million dollars in grants.

CARES

After the initial CARES Act mini-grants in 2021, the State Library was able to award a second round of funding. Any Indiana public or academic library could apply for CARES money, resulting in 150 new awards capped at \$2,000, both for first-time grantees and those looking for additional aid. Money was spent on expenses directly related to the pandemic, such as facemasks, sanitizer, dividers, expanded digital collections and Wi-Fi extenders and routers.

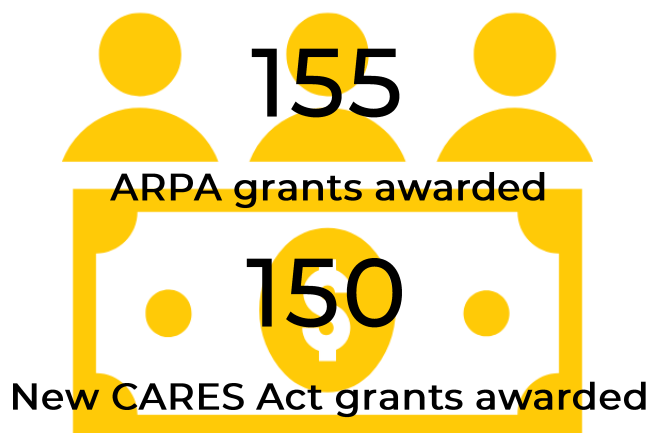
ARPA

Though ARPA funds were also meant to address pandemic-related expenses, the field of eligible purchases was much broader. The Institute of Museum and Library Services distributed \$3.4 million dollars of ARPA funds to the State Library, nearly \$2.4 million of which the library awarded directly to Indiana public and academic libraries.

Many projects addressed expanding services to patrons reluctant to visit their library during the pandemic. Some were able to purchase used vehicles to distribute books. Some invested in outdoor lockers for all-hours holds pick-ups. Outdoor projectors and screens, solar-powered charging benches and gazebos or pergolas for outdoors areas were also purchased.

After a year of closures or limited public operations, libraries also used funds to attract patrons back to their buildings. Self-check machines and copiers with print-from-phone technology allowed patrons to help themselves with limited staff interaction. Numerous libraries purchased AV technology to turn meeting rooms into potential videoconferencing rooms.

All remaining funds will be expended on statewide projects.



About IMLS

The Institute of Museum and Library Services is the primary source of federal support for the nation's libraries and museums. They advance, support and empower America's museums, libraries and related organizations through grantmaking, research and policy development. Their vision is a nation where museums and libraries work together to transform the lives of individuals and communities.

A fine-free future

The recent shift toward eliminating library late fees continued in 2021. Statistics show that money collected from fines does not make up a significant portion of a library's revenue. That money is often cited as a barrier to access, especially for patrons who are disproportionately impacted by overdue fines. Of the nearly \$400 million in total revenue Indiana libraries received in 2019, only about 1.5% was collected from fines and fees.

On Dec. 20, the St. Joseph County Public Library announced it was going fine free in 2022. "Fines often have a bigger impact on the people who can least afford them. We want to make it as easy as possible for our neighbors to use the valuable resources the library has to offer," said Jennifer Henecke, the library's chief engagement officer.

The Allen County Public Library also made a similar decision in 2021, eliminating fines for those 17 and younger. "Staff at our Shawnee Branch received grateful patron feedback about going fine free for minors. They received a call from a patron who was so thankful for our fine amnesty program. She told [them] that her children love to read and that books for them is like watching television. She had told me that during 2020 and 2021 it was so challenging for her financially that she had to choose between buying groceries and paying her library fines," reported Susan P. Baier, executive director of the library.

In 2020, the Indianapolis Public Library and the Monroe County Public Library decided to go fine free. According to the Indianapolis Star, the Indianapolis Public Library waived fines on 89,589 accounts as of the end of 2021. Of those accounts, more than 20,000 active accounts potentially had their borrowing privileges restored. According to current interim CEO Nichelle M. Hayes, one talking point the library shared when going fine free was that their own data showed that late fines have had an inequitable, disproportionate impact on Marion County zip codes that are home to residents of lower incomes.

At the Monroe County Public Library, director Grier Carson shared a similar sentiment. "Most of our overdue fines were never paid down and so functionally did not serve as a revenue stream. Instead, they led to complicated patron blocks, subjective fine waiving practices and a general perception that a missed library 'deadline' has an associated monetary cost. From an equity perspective, we recognized that placing a monetary value on that library deadline was

inconsistent with our mission, particularly as meeting due dates is often complicated by numerous personal factors."

Going fine free helps libraries attain their goal of not restricting access to patrons. As 2022 approaches, it's expected that the fine-free trend will continue.



Statistics

Indiana Public Library and Indiana State Library Highlights



\$27,425,324

total public library revenue from the state, a 3.32% increase over 2020.



1,798,121

page views in Hoosier State Chronicles, a 13.99% increase from the previous year.



21,824,299

eBooks available for circulation in public libraries, a 22.57% increase from the previous year.



76,190

books and magazines downloaded through the Braille and Audio Reading Download (BARD) service.



970,284

total in-person public library program attendees, a 28.59% increase over 2020.



5,126

virtual reference questions answered by the Indiana State Library, a 54.45% increase from 2020.



15,272,499

annual library visits, an 18.62% increase over the previous year.



2,974

total field trip and Indiana Young Readers Center program attendees at the Indiana State Library.



14,966,824

uses of public library wireless internet, a 25.15% increase over the previous year.



129

libraries in the Evergreen Indiana consortium. Two new libraries account for a 1.57% increase in members from 2020.



Resources



INSPIRE

INSPIRE is a collection of academic databases and other information that can be

accessed for free by Indiana residents. INSPIRE is supported by the Indiana General Assembly through Build Indiana Funds, the Institute of Museum and Library Services under the provisions of the Library Services and Technology Act and in partnership with Academic Libraries of Indiana.

<https://inspire.in.gov/>



SRCS

Indiana's Statewide Remote Circulation Service is administered by the Indiana State Library and links the

catalogs of over 200 Indiana libraries into a single interface containing over 30 million items. Authorized users can search this combined catalog and request to have selected materials delivered to their home library using the InfoExpress courier.

<https://www.in.gov/library/SRCS.htm>



InfoExpress

InfoExpress is the statewide

library courier service provided by the Indiana State Library. Public library districts and school districts - along with academic, institutional and special libraries - are eligible to participate in the InfoExpress courier program.

<https://digital.statelib.lib.in.us/infoexpress/>



Evergreen Indiana

Evergreen Indiana is a consortium of over 100

libraries located throughout Indiana that use the Evergreen integrated library system. Patrons of member libraries can use their Evergreen Indiana library card to view the catalogs and borrow materials from the other member libraries.

<https://www.in.gov/library/evergreen.htm>



Indiana State

Library Foundation

The mission of the Indiana State Library Foundation is to serve the citizens of Indiana through the support, enhancement and promotion of the activities of the Indiana State Library, their programs and collections and to aid in the development of programs benefiting individuals and libraries throughout the state.

Donations help provide content and services to people who are visually-impaired. They also assist in the purchase of materials and equipment vital to the continuing preservation of invaluable books, maps and reference materials, which make the history of Indiana accessible to all of its residents. Donate or learn more at indianastatelibraryfdn.org/.



Volunteer Program

Indiana State Library volunteers have the opportunity to work with the library's many historic collections. The library can accommodate almost any schedule, with some positions even allowing for work from home. A background in library science or history is not necessary and the library will provide any training needed. Please visit the library's website for information on how available volunteer opportunities at the Indiana State Library.

<https://www.in.gov/library/about/volunteer/>



Indiana State Library

Blogs

Keep up on a variety of library and history topics by reading the Indiana State Library's blog and the Indiana Historical Bureau's blog.

<https://blog.library.in.gov/>

<https://blog.history.in.gov/>

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Serving Indiana residents, leading and supporting the library community and preserving Indiana history.



Enhancing communities by granting access to information and knowledge.

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