Throughout the past two and half years, the Library has carefully managed our limited resources to address the ongoing needs resulting from the COVID-19 pandemic. As we move into fiscal year 2023 (FY23), we are navigating our new normal with the added pressure of inflation levels not seen in more than four decades.

Additionally, St. Charles County is the third largest in the state, growing more than 13% in the last decade. Our new reality is that we are serving more people than ever before while the cost of doing business is outpacing revenue growth. My sincere gratitude goes to our Library staff who continue to respond to these growing pressures with innovation and inspiration.

As customer behaviors have evolved over the past few years, it has become imperative that we find ways to meet our cardholders where they are. Our Library to You services include the Summer 2023 launch of our new mobile library. We also have installed 24-hour holds lockers called “Holds Hoppers” at five branches with a sixth coming later in the year. This service has been well received by customers as it allows them to pick up their materials any time, day or night. Self Service hours are now offered at our Cliff View Branch allowing customers to use this location in the early morning and on Sundays when the branch isn’t normally staffed. And our investment in eResources continues to grow reflecting our cardholder’s change in the way they use the Library.

Since 2004, costs of providing library services have increased 85% while revenues have only increased 66%. We will continue to make the best choices to serve the most people with the resources available while using strategic ingenuity as a means to remain a catalyst for customers to build successful lives, families, and communities.

Sincerely,

Jason F. Kuhl
Chief Executive Officer