

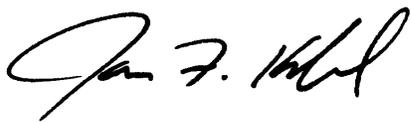
FY22 Executive Summary

Fiscal year 2021 (FY21) will be remembered for the challenges we all faced, but at the St. Charles City-County Library we will also remember it as a time of progress and innovation. Not only did we work together to maintain core services during the pandemic, but we also continued to advance initiatives to meet the goals of our 2019-2023 Strategic Plan. Our dedicated staff and our Board of Trustees were committed to offering new methods of providing services to keep our customers and our frontline teams safe, productive, and engaged.

Faced with having to change the way we provided the services our customers depended on, we became more nimble and efficient. In FY22, we will continue to reallocate existing resources to provide new services that will allow us to better serve our community as a whole. Our mobile library will begin operations in the fall of 2021, bringing the library experience to senior living facilities, daycare centers, and areas where a brick-and-mortar library building is not fiscally feasible. Customers will have more library materials available to check out through MOBIUS, a service that provides easy access to more than 29 million items from 78 libraries. Adding these popular services means making difficult decisions such as sunsetting lesser-used offerings that benefit only a niche constituency.

Our county continues to be among the fastest growing in the country and that growth brings opportunities and challenges. Since 2004, costs of providing library services have increased 85% while revenues have only increased 66% during the same period. We will continue to make the best choices to serve the most people with the resources available while using innovation as a means to remain a catalyst for customers to build successful lives, families, and communities.

Sincerely,



Jason F. Kuhl
Director & Chief Executive Officer

