Annual Impact Report 2023

Pioneer LIBRARY SYSTEM

A Message from the Executive Director

Who could have anticipated in January 2023, as the Pioneer Library System began another promising year, that our commitment to resilience, engagement, and learning would be tested by unprecedented challenges? Yet, our dedication, hard work, and unwavering commitment to our community enabled us to not only survive but thrive.

In a year marked by tornadoes, climate instability, and the ongoing effects of the temporary closure of Norman Public Library Central, the Pioneer Library System has emerged as a beacon of resilience and adaptability. Our 2023 Annual Report, themed 'Resilience," vividly demonstrates how the library pops up wherever and whenever our community needs it.

We proudly celebrate surpassing 100,000 active library cardholders and registering over 10,000 children in our Dolly Parton's Imagination Library program. Our Summer Learning Challenge achieved a new milestone with more than 24 million minutes of learning logged. These milestones were reached despite many obstacles in place. Whatever pops up, our communities band together to face it head-on, overcome, and move forward together.

Our new Library Lab embodies this spirit of innovation and responsiveness, offering dynamic, flexible resources that meet the evolving needs of our community. From solar benches bridging the digital divide to our Sunday Stars initiative tackling learning loss, the library continues to provide crucial support.

--Lisa Wells, Executive Director

A Message from the Board of Trustees Chair

I invite you to discover all that your Pioneer Library System has to offer. From extensive book collections and digital resources to community programs and educational workshops, our library system is dedicated to enriching lives and supporting lifelong learning. In a world full of uncertainties and challenges, it's comforting to know that your library is a reliable source of information and assistance. When life gets messy, and you find yourself in need of guidance or inspiration, you can count on your library to pop up with the answers whenever you need them. Whether you're looking for a new book to read, need help with a research project, or want to attend a local event, the Pioneer Library System is here for you.

-Nicolle Carr, 2023 Board of Trustees Chair

Statistics

999,051 Visits

Total Circulation: 2,227,326

2,700,551

Tablet, Computer, & Laptop Use

423,283 Online Resource Sessions

62,700 Wi-Fi Sessions

1,048,490 Website Visits by 407,701 Users

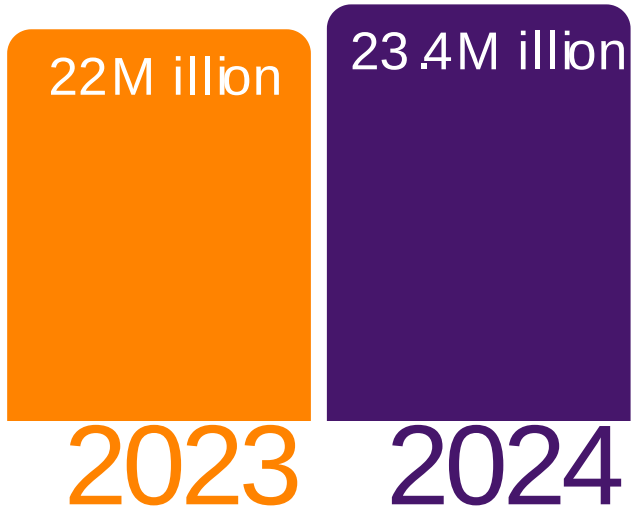
4,555 Total Programs
100,252 Total Program Attendance

24,962 Total Public Meetings
70,659 Total Public Meeting Attendance

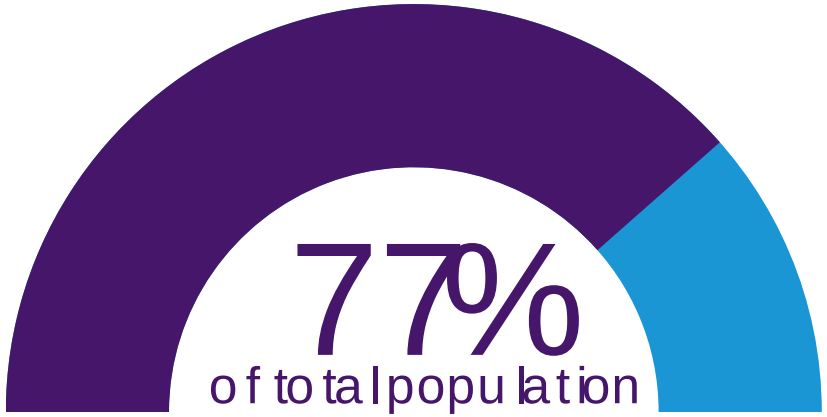
228 Schedule a Librarian appointments

Net Promoter Score
82.7

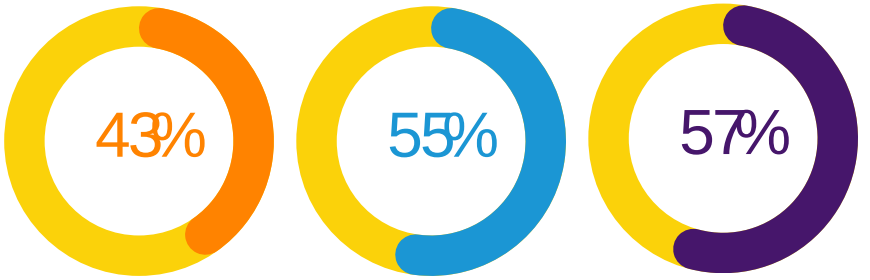
Summer Learning Minutes



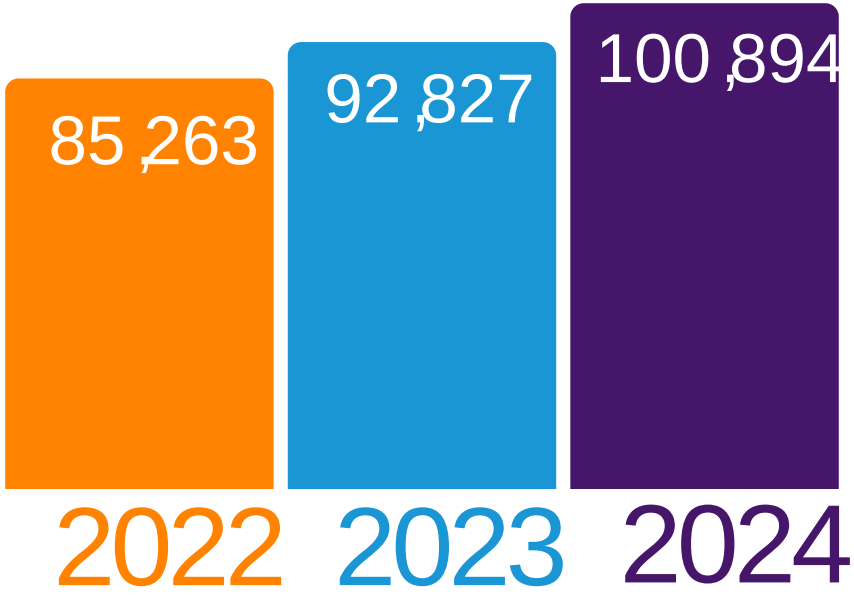
287,758 Cardholders



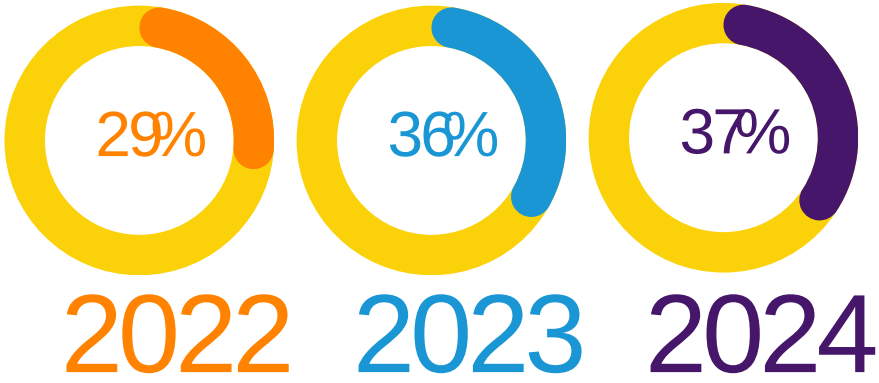
New Cardholder Retention



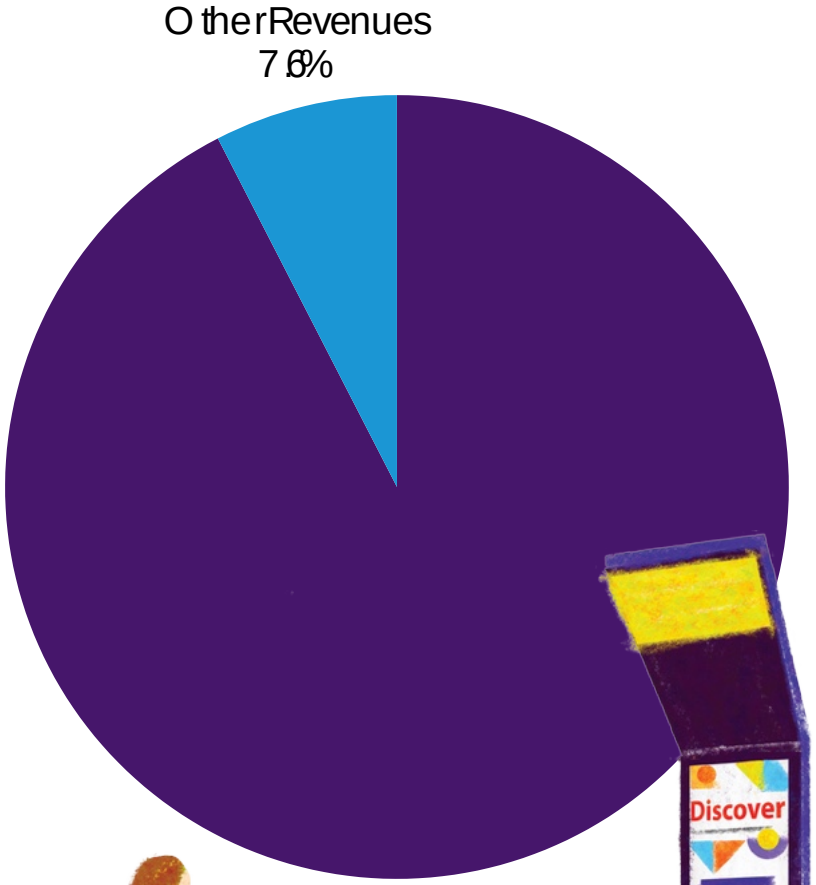
Active Cardholders



Market Engagement



Financials



REVENUES

Property Taxes	24,143,315
Collection on Book Fines and Copy Services	182,468
Gifts and Grants	231,750
State Revenue	114,015
Other Contracts	81,324
Other Financing Sources	438,296
In-Kind Donations	6,947
Interest	918,289
Total Revenues	26,116,404

EXPENDITURES

Personnel Services	13,194,310
Materials	3,839,858
General and Administrative	3,414,389
Technology and Automation	1,990,481
System Services	1,101,435
Total Expenditures	23,198,225

NET CHANGE IN FUND BALANCE	2,575,931