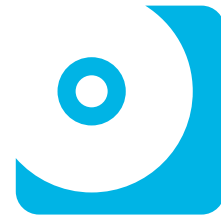


# PAGES



2020 GRATITUDE REPORT A PUBLICATION OF THE **READING PUBLIC LIBRARY**

## WITH OUR THANKS



*Satisfied Customers*

We are truly appreciative of your financial support in the past year and proud to issue our **2020 Gratitude Report**. Included here is our **Annual Report** as well as the **Donor Listing** of the generous contributors whose gifts have supported and inspired our work throughout the uncertainty of 2020. Because of you, we are approaching the future filled with optimism and energy, and we thank you!

programs that have been enjoyed by over 6,500 since late spring of 2020. Roslyn, age 6, reported, "Now that we can't go to the library for story time, they give us GoPacks with art supplies and educational projects to do at home. My favorite thing of all is the librarians. They are our friends, and they help us get the books we need to keep learning." Some donations have supported vital staff positions such as our Early Literacy Specialist and our Senior Outreach Coordinator as we strive to serve patrons of all ages. Our nonagenarian Phyllis, highlighted below, receives a visit every two weeks from a smiling RPL staff member who brings books and movies to senior housing complexes for city residents to borrow. And, if not for your donations, we could not have afforded a 61% increase in digital lending to meet the demand of customers eager to bring literature and entertainment into their homes.

Many of these gifts served to keep Reading Public Library open and staffed, often as one of the only libraries in our community available to in-person service. We opened our doors on July 6 of last year and have remained open safely ever since. Your donations supported the virtual youth

Please accept the thanks and sincere gratitude of our staff, Board of Trustees, and patrons for your support of literacy, learning, and culture in our community.

## A LIBRARY LOVER TURNS 99

Phyllis Gogliuzza, with her magenta hair streak and sharp wit, turned 99 on January 24. When her family arrived in Reading from a small town outside of Naples, Italy in 1929, she was 7 years old. Phyllis credits the librarian at RPL's Northeast Branch, then situated at the corner of Spring and Moss Streets, with helping her learn English. She states with pride, "I got here in June, and by the end of the year, I was speaking English."



*Phyllis Gogliuzza*

She is now a resident of Queen of Angels Apartments in Reading, one of several locations currently open to in-person visits from Kim Sheffer, our Senior Outreach Coordinator. A lifelong reader, Phyllis still treasures the services that our library provides to her. Her favorite genre is historical fiction, and she especially

enjoys books by Kristin Hannah, Sandra Dallas, Stuart Woods, and Dorothy Garlock.

Phyllis served as a volunteer with the Muhlenberg Community Library Summer Reading Program for 14 years. She also volunteered with the Foster Grandparent Program at Glenside Elementary School for 25 years, only stopping at the age of 95. Her volunteer service earned her a Volunteer Spotlight Award from the PA Department of Aging in 2014.

Kim recently filled Phyllis's request for the Kathie Lee Gifford book *It's Never Too Late* which she had been waiting to read. Phyllis Gogliuzza and RPL librarians are truly enduring community treasures.

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- Friday, October 1, 2021 -

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## 2020 ANNUAL REPORT

### 2020 OPERATING INCOME

State	344,702
County	1,270,183
City of Reading	418,505
Other	
Grants and Gifts	629,830
Daily Operations	27,729
From Library Trusts	200,000

<b>TOTAL INCOME</b>	<b>2,890,949</b>
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### 2020 OPERATING EXPENSES

Salaries and Benefits	2,150,556
Collection Development	342,582
Other Operating Expenses	449,426

<b>TOTAL EXPENSES</b>	<b>2,942,564</b>
-----------------------	------------------

Beginning Balance January 1, 2020      99,140

<b>TOTAL ENDING BALANCE</b>	<b>47,525</b>
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The Reading Public Library will generate a library for the future by meeting the informational, educational, and recreational needs of library consumers today.

If we missed your name or made an error, we apologize.  
Please contact us with any corrections.