



FY 2022 – 2023 ANNUAL REPORT

Introduction

Founded in 1988, Hosting Solutions and Library Consulting (HSLC) is a 501 (c) (3) non-profit organization rooted in its mission to promote information and resource sharing among libraries, particularly in Pennsylvania. With this not-for-profit mission, HSLC is uniquely positioned to advance solutions that leverage public funds into strategic initiatives.

OUR MISSION:

To be the ultimate resource for academic, public, school and specialized libraries.

OUR VISION:

HSLC contributes to the success of libraries by delivering technical solutions and consulting services.

OUR CORE VALUES:

HSLC is inclusive.

HSLC employs a diverse and inclusive workforce, welcoming people of all backgrounds.

HSLC is experienced in working with diverse populations.

HSLC presents its products and services with the utmost of accessibility in mind.

HSLC is dedicated.

HSLC is knowledgeable, courteous, and responsive to client needs.

HSLC provides timely, reliable, and consistent support.

HSLC is trustworthy.

HSLC is a non-profit organization, and therefore is not driven by profit motives.

HSLC serves with integrity and is accountable to its clients, through open communication and effective use of resources.

HSLC is listening.

HSLC solicits client input on matters important to development and delivery of our products and services.

HSLC is accessible to its clients for regular and emergency support response via mail, telephone, fax, a web-based help desk, and email support systems.

Work Performed

Since 1992, HSLC has provided services in a variety of areas to the Office of Commonwealth Libraries and the Pennsylvania Department of Education, and these currently include the Access PA and POWER Library programs. As a non-profit partner to the Office of Commonwealth Libraries, HSLC is focused on promoting statewide technology initiatives as expressed and endorsed by the Deputy Secretary of Education.

HSLC is entrusted to centrally coordinate, manage and support the numerous statewide library services of ACCESS PENNSYLVANIA and the POWER Library, while remaining flexible and responsive to the needs of Pennsylvania libraries and the Office of Commonwealth Libraries.

In addition to its work on behalf of the Office of Commonwealth Libraries, HSLC supports other institutions with technology services, such as website hosting.

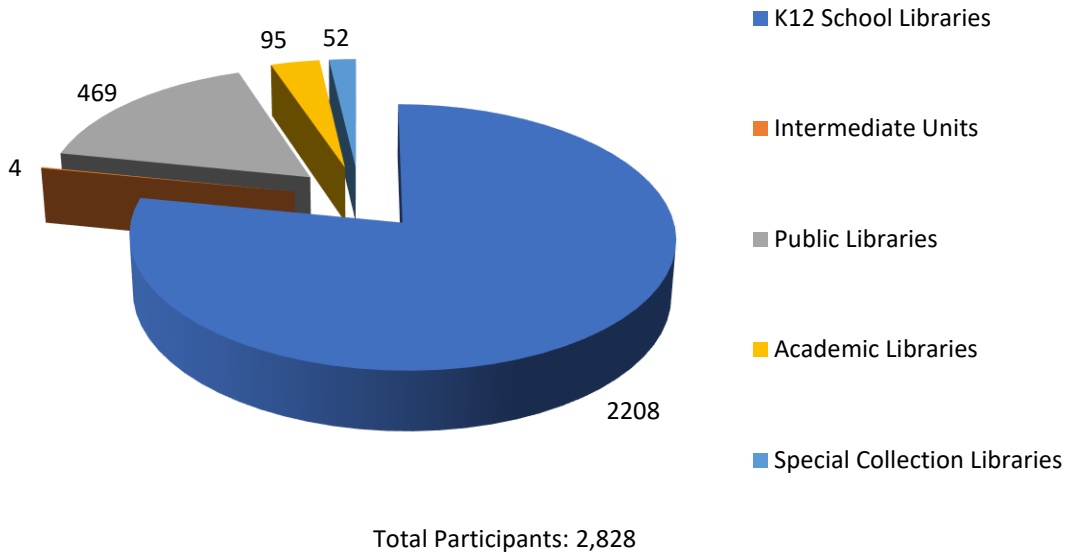
2022-2023

With a staff of 13 FTEs, HSLC spent the vast majority of its time during the year fulfilling the deliverables associated with hosting and administering the POWER Library. These services include but are not limited to: maintaining a shared resource management system to facilitate interlibrary lending of materials, providing virtual reference services by library professionals, coordinating access to electronic resource subscriptions, hosting digital image collections from Pennsylvania libraries and other non-profit organizations, providing training to library professionals, maintaining an archive of documentation and other resources for librarians and managing access to all services provided within the POWER Library portal.

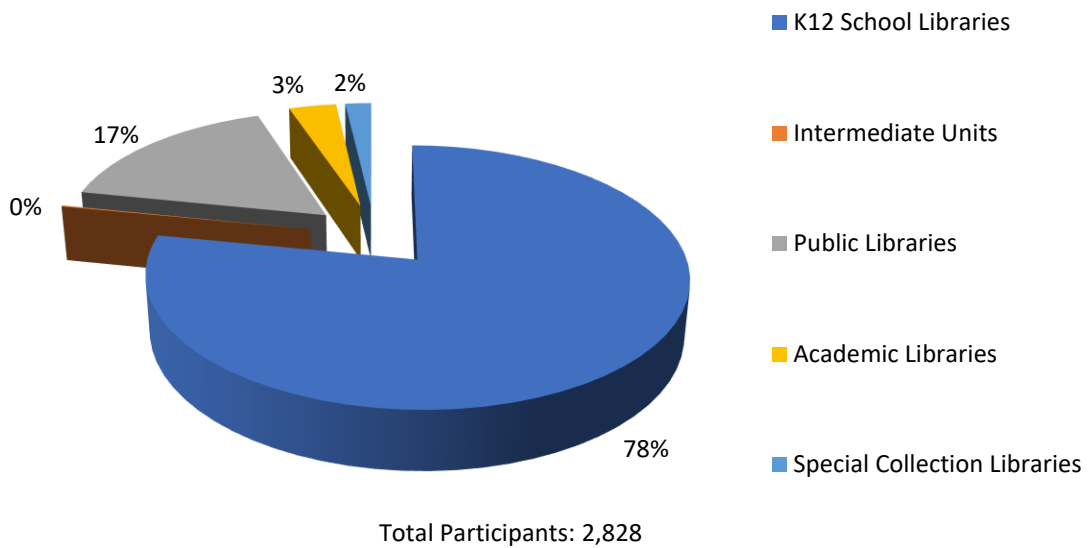
Nearly 3,000 Pennsylvania libraries currently participate in the ACCESS PENNSYLVANIA / POWER Library (Pennsylvania Online World of Electronic Resources) program including state-aided public libraries, K-12 school libraries, academic libraries, and other libraries with special collections. In addition, HSLC provides support for interlibrary loan services to PA State Correctional Institutions.

Sites supported included: [POWER Library](#); [POWER Kids](#); and [POWER Teens](#).

POWER Library Participants as of June 30, 2023



POWER Library Participants by percentage as of June 30, 2023





A brief summary of important deliverables follows for each of the core services provided.

ACCESS PENNSYLVANIA/Statewide Catalog

- The statewide catalog includes over 800 public, academic, K12 and special collections libraries.
- In FY 22, the statewide catalog was enhanced by adding real-time connection to the Pennsylvania Integrated Library System (PaILS), thereby creating a hybrid catalog with a physical union catalog, and Z39.50 access to the PaILS SPARK consortium.
- Over 9 million titles and 36 million copies are included in the statewide catalog and are available for interlibrary loan from over 800 libraries.
- In FY 2022 over 103,000 title requests were placed and over 87,000 were filled, representing an 85% fulfillment rate.

PA Photos and Documents

- HSLC managed PA Photos and Documents, providing statewide access to digital indexing and access software for the Main POWER Library collection and the Pennsylvania Historical and Museum Commission: Pennsylvania State Archives collections. Available here: <https://www.powerlibrary.org/collections/>
- POWER Library is currently represented within the PA Digital aggregator (<https://padigital.org>), which is further harvested into the Digital Library for America (<https://dp.la>). In FY 2022, harvests by PA Digital occurred in September 2022, December 2022, and March 2023. POWER Library items represent 20-25% of the entire Pennsylvania collection material in DPLA.
- As of June 30, 2023, 94 institutions participated in the service, hosting 335 digital collections, with the PA State Archives posting an additional 586 collections.

Access to E-resources

- HSLC managed authentication for access to e-resource subscriptions that are part of POWER Library, available here: <https://powerlibrary.org/e-resources/?all=y>
- HSLC continued to grow K12 access to e-resources via Single Sign-on tools, such as Google and Clever. In FY 22 access to ClassLink was added.
- Over 7.5 million items/articles and pages were viewed in POWER Library remote databases.
- HSLC recommended and facilitated the purchase of 350 new eBooks in September 2022 with additional LSTA funds. ProQuest E-Book Central was added to POWER Library which added over 100 titles on diversity, equity, and belonging. 150 EBSCO titles were added on the subjects of STEM, and mental health and wellness. 100 Gale titles were added covering subjects such as diversity and mental health.
- HSLC also conducted a procurement for new e-resources subscriptions for POWER Library. In April 2023, the Office of Commonwealth Libraries requested that HSLC manage the e-resource procurement for FY 2023 - FY 2027, since the Gale 5-year contract was due to expire on July 31, 2023. HSLC produced and issued a Request for Proposals (RFP) on May 1, 2023, with responses due by May 31, 2023. The RFP sought proposals for products that matched particular subject needs within the following target audiences: elementary school-age students; middle/high school students, and the general public.
- In FY 22, HSLC issued an RFP for an e-content platform to offer search term access to e-resources.

Chat with a Librarian

- HSLC managed Chat with a Librarian, Pennsylvania's statewide live virtual reference service, available here: <https://powerlibrary.org/chat/>
- HSLC administered the program by coordinating the staffing of the service by public and academic librarians. Chat with a Librarian collaborated with 40 institutions that contributed staff time, representing over 330 library locations.
- In FY 2022 the Chat with a Librarian service responded to over 30,000 sessions, via chat, SMS and email.

POWER Library Portal

- The POWER Library portal ties all the services together and makes them available from a single domain: powerlibrary.org.
- In FY 2021, there were over 745,000 visits to the POWER Library, and over 1.2 million pages viewed.
- An accessibility widget added in March 2022 was well used in FY 22. The widget enhances POWER Library web page views with some of the following options: a Screen reader, Contrast options, Dyslexia-friendly tools, Text size options and Text spacing options. The two most popular features used were the Dyslexia Legible fonts and the Increase Contrast for text. The accessibility features were used over 6,400 times.
- HSLC maintained the For Librarians pages, a location for professional support materials at: <https://www.powerlibrary.org/librarians/>. There were nearly 93,000 page views in the For Librarians section of the portal.

- HSLC maintained a landing page in the POWER Library designed for children in grades PreK-3 at <https://kids.powerlibrary.org>. There were over 300,000 visits to the POWER Kids web page.
- HSLC maintained a site in the POWER Library designed for intermediate-level students at <https://teens.powerlibrary.org>. There were nearly 40,000 visits to the POWER Teens web page.

- HSLC offered look-up tool for the public to locate their nearest public library: <https://powerlibrary.org/about/find-a-pa-library>. This lookup tool was used over 6,700 times in FY22.
- The portal included a resume-building tool here: <https://resume-builder.powerlibrary.org/>

Other Services

- HSLC hosted mylamp.org (Library of Accessible Media for Pennsylvanians).
- HSLC hosted the websites for PAONEBOOK and Cruise to Kindergarten programs on the POWER Library network.
- HSLC provided introductory videos for the POWER Library in the Niche Academy on this channel: <https://my.nicheacademy.com/paocl?category=6263>.
- HSLC published POWER News e-newsletters for the public during FY 2022. Copies are archived here: <https://www.powerlibrary.org/about/power-library-news/read/>.
- HSLC published ACCESS PENNSYLVANIA e-newsletters for the public during FY 2022. Copies are archived here: <https://www.powerlibrary.org/librarians/library-news/access-pa-news/>.

Social Media

- HSLC promoted POWER Library services in social media, actively posting content to all POWER Library social media channels, and measure user engagement for each: Twitter, Facebook and Instagram.
- HSLC managed social media accounts here:
 - X (Twitter) - @powerlibrary
 - Facebook - facebook.com/powerlibrary
 - Instagram - @powerlibrarypa

Non-POWER Library Activity

As a support organization to Pennsylvania libraries, HSLC achieved its mission by providing the following services:

- HSLC hosted the website for The School Librarian Investigation - Decline or Evolution? (<https://libslide.org/>)
- HSLC facilitated a volume discount program for public libraries to purchase Beanstack Plus software (<https://www.hslc.org/beanstack/>)
- HSLC maintained institutional membership in the following organizations:
 - **American Library Association** - The American Library Association (ALA) is the oldest and largest library association in the world. Founded on October 6, 1876 during the Centennial Exposition in Philadelphia, the mission of ALA is “to provide leadership for the development, promotion and improvement of library and information services and the profession of librarianship in order to enhance learning and ensure access to information for all.”
 - **The Association for Rural & Small Libraries** - ARSL is a network of persons throughout the country dedicated to the positive growth and development of libraries. ARSL believes in the value of rural and small libraries and strives to create resources and services that address national, state, and local priorities for libraries situated in rural communities.
 - **COUNTER** - COUNTER is a non-profit organization supported by a global community of library, publisher and vendor members, who contribute to the development of the Code of Practice through working groups and outreach.
 - **Pennsylvania Black Librarians’ Caucus** – PABLC is a nonprofit corporation organized and operated exclusively for charitable and educational purposes, specifically for the purposes of improving the quality of library service in Black communities by supporting recruitment efforts, professional growth, advancement, and equal job opportunities for library professionals, including paraprofessionals, and through educational programming, peer support, mentoring and dissemination of information.
 - **Pennsylvania Library Association** - Founded in 1901, the Pennsylvania Library Association is the state’s oldest and most diverse professional library organization serving libraries, library employees, library trustees, and Friends of the Library groups.

- **PA Association of Nonprofit Organizations:** PANO supports nonprofits through training, best practices, consultation, and discount programs. PANO amplifies its impact through research, public policy initiatives, and advocacy. Accredited by the national Standards for Excellence Institute, PANO imparts and upholds the highest standard of ethics and accountability in nonprofit governance, management, and operations.
- **PA Museums** - Pennsylvania's statewide trade association serving museum professionals and institutions. Based in Harrisburg, PA Museums was founded in 1905 and during its long history was known as the Pennsylvania Federation of Historical Societies and the Pennsylvania Federation of Museums and Historical Organizations. PA Museums is a non-profit membership organization with a long history of advocating for museums and the history field.
- **Pennsylvania School Librarians Association** - PSLA is a professional organization for school library professionals and library educators. The Pennsylvania School Librarians Association works to ensure excellence in school library programs.
- **Schools, Health & Libraries Broadband Coalition:** The Schools, Health & Libraries Broadband (SHLB) Coalition is a nonprofit, 501(c)(3) advocacy organization based in Washington, D.C. that strives to close the digital divide by promoting high-quality broadband for anchor institutions and their communities. Members include hundreds of commercial and nonprofit organizations who support this mission.

Financial Information and Transparency

HSLC is accredited by the following organizations, demonstrating our compliance with best practices for nonprofit governance and fiscal accountability.

[GuideStar](#)/ **Candid**



GuideStar is a database that houses information about nonprofits for the public to peruse when evaluating the mission and effectiveness of nonprofits. HSLC has earned the GuideStar Gold Seal of Transparency. Please visit our report [here](#).

Standards for Excellence®

Standards for Excellence®



HSLC has been accredited by the Standards for Excellence Institute®, a national initiative established to promote the highest standards of ethics, effectiveness, and accountability in nonprofit governance, management, and operations, and to help all nonprofit organizations meet these high benchmarks.

Financial Statements

In FY 2022, HSLC's audit included a single audit of federal funds received. Additional information is available upon request to the Executive Director at phillips@hslc.org.

HOSTING SOLUTIONS AND LIBRARY CONSULTING

STATEMENT OF FINANCIAL POSITION - MODIFIED CASH BASIS

JUNE 30, 2023

<u>Assets</u>	
Cash and cash equivalents	\$ 1,677,621
Property and equipment, at cost:	
Condominium and fixtures	1,026,689
Computer and equipment	521,362
Land	81,653
Purchased software	37,754
	<u>1,667,458</u>
Less: accumulated depreciation	<u>(1,358,381)</u>
Total property and equipment	<u>309,077</u>
Total Assets	<u>\$ 1,986,698</u>
<u>Net Assets</u>	
Without donor restrictions	<u>\$ 1,986,698</u>
Total Net Assets	<u>\$ 1,986,698</u>

HOSTING SOLUTIONS AND LIBRARY CONSULTING

STATEMENT OF ACTIVITIES - MODIFIED CASH BASIS

YEAR ENDED JUNE 30, 2023

	Without Donor Restrictions
Support and Revenue:	
<u>Pennsylvania Department of Education:</u>	
Access Pennsylvania Database	\$ 1,549,296
POWER Library	1,518,585
Miscellaneous	-
Interest	4,543
Subscription revenue	657,255
Total support and revenue	<u>3,729,679</u>
Expenses:	
<u>Program services</u>	2,889,118
Management and general	560,790
Total expenses	<u>3,449,908</u>
Change in Net Assets	279,771
Net Assets:	
<u>Beginning of year</u>	<u>1,706,927</u>
End of year	<u>\$ 1,986,698</u>

HOSTING SOLUTIONS AND LIBRARY CONSULTING

STATEMENT OF FUNCTIONAL EXPENSES - MODIFIED CASH BASIS

YEAR ENDED JUNE 30, 2023

Program services:	
Salaries	\$ 806,954
Payroll taxes	68,463
Employee benefits	140,256
Advertising	11,079
Bank charges	-
Condominium fees	-
Condominium repairs and maintenance	-
Contract labor	85,911
Depreciation and amortization	49,528
Dues and publications	-
Facilities and equipment maintenance	58,363
Insurance	-
Legal and accounting	-
Office expense	40,450
Payroll services	-
Software maintenance	825,068
Subscriptions	763,444
Telephone	17,404
Travel	19,549
Utilities	2,649
	<u>\$2,889,118</u>
Management and general:	
Salaries	\$ 277,361
Payroll taxes	25,130
Employee benefits	62,223
Advertising	4,750
Bank charges	2,058
Condominium fees	33,805
Condominium repairs and maintenance	16,714
Contract labor	-
Depreciation and amortization	4,372
Dues and publications	-
Facilities and equipment maintenance	800
Insurance	17,429
Legal and accounting	29,742
Office expense	29,084
Payroll service	3,180
Retiree benefits	11,780
Software maintenance	26,042
Subscriptions	-
Travel	14,509
Utilities	1,811
	<u>\$ 560,790</u>

2022-2023 Board of Directors

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