



## **FY 2023 – 2024 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.

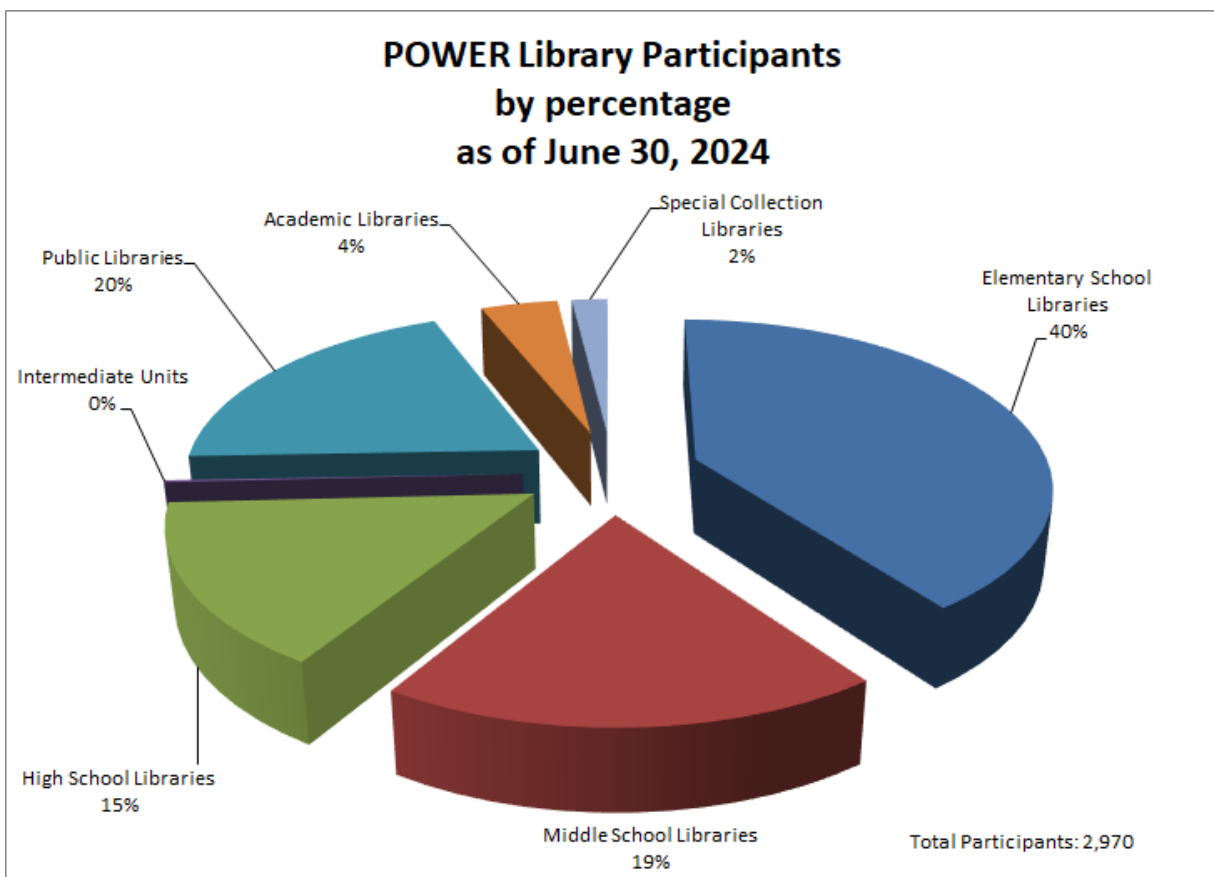
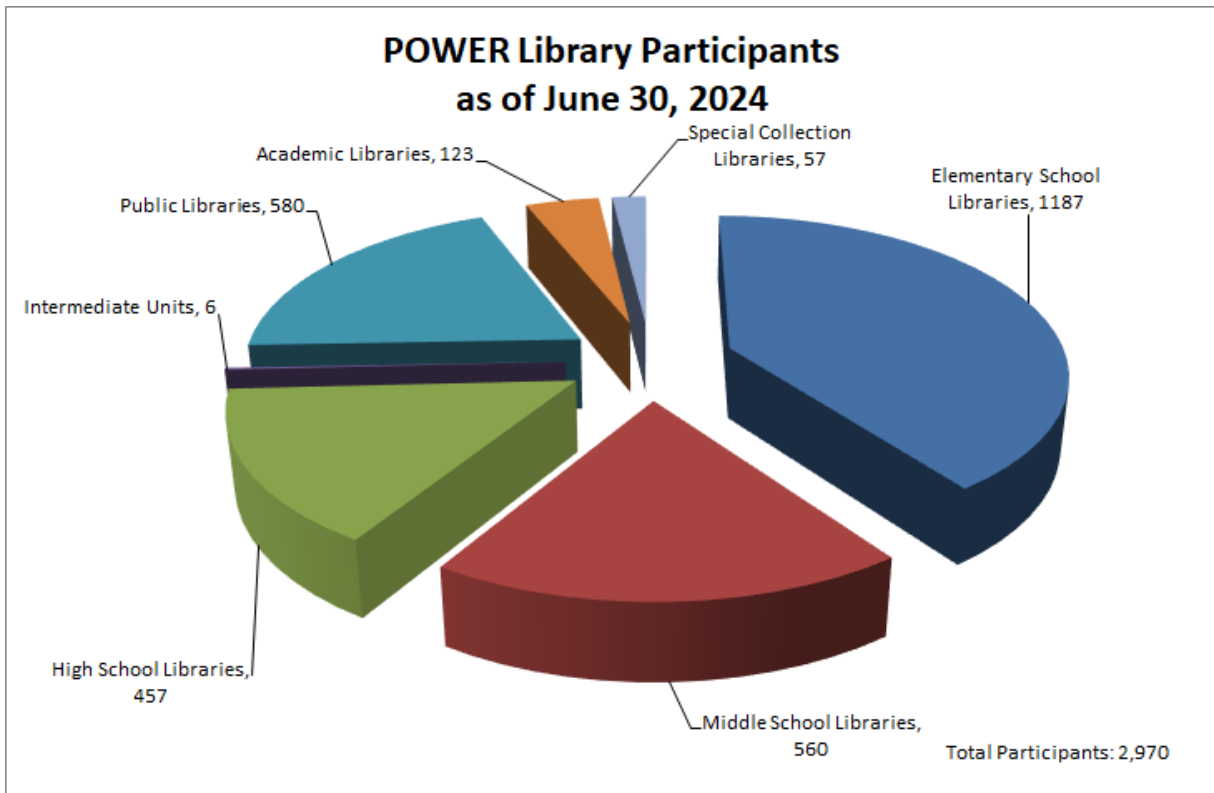
In addition to its work on behalf of the Office of Commonwealth Libraries, HSLC supports other institutions with technology services, such as website hosting.

## 2023-2024

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.

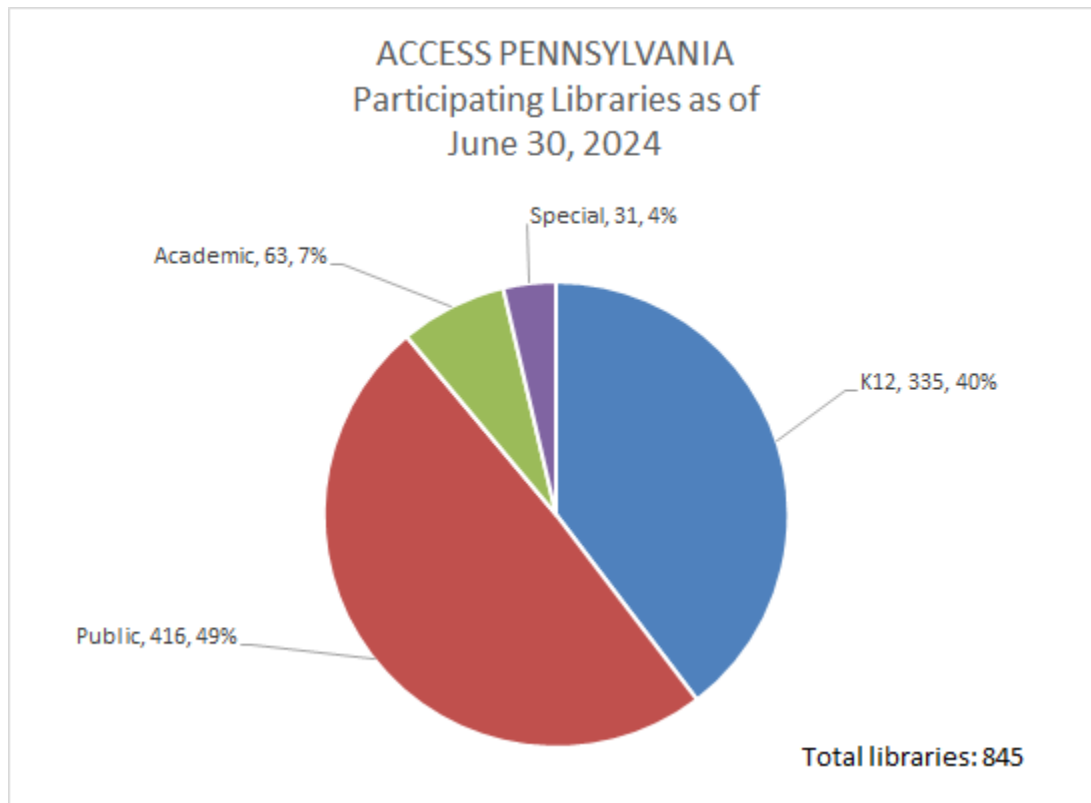
Sites supported included: [POWER Library](#); [POWER Kids](#); and [POWER Teens](#).





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

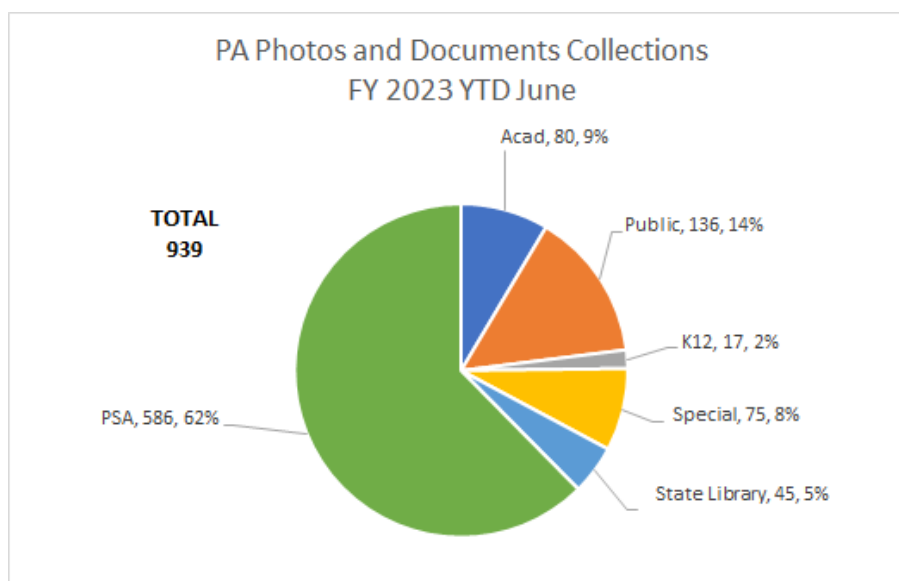
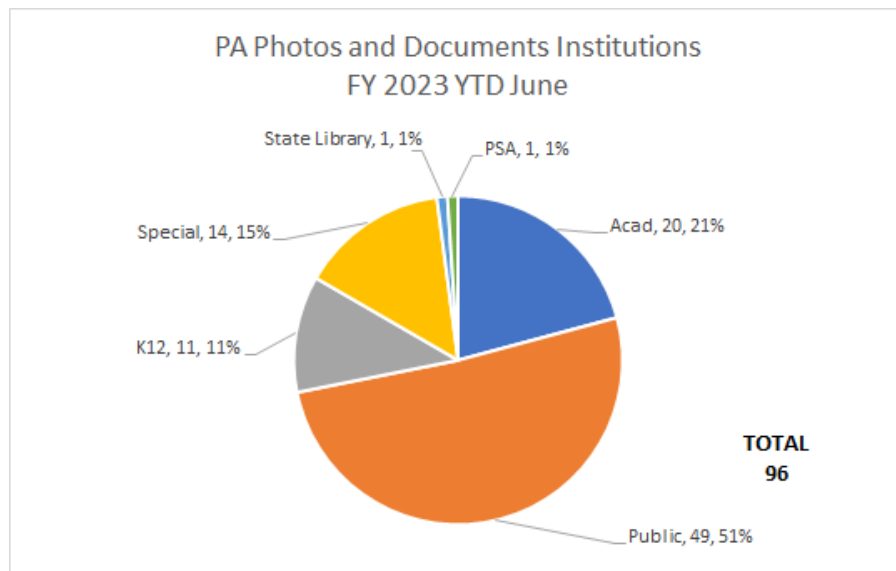
#### ACCESS PENNSYLVANIA/Statewide Catalog



- The statewide catalog includes over 800 public, academic, K-12 and special collections libraries.

- In FY 23, the statewide catalog was enhanced with the holdings of the Pennsylvania Integrated Library System (also known as SPARK) Lycoming County Library System, Crawford County Federated Library System, Lancaster County (new) and Chester County. These virtual holdings are visible to catalog users in real-time.
- Nearly 10 million titles and 35 million copies are included in the statewide catalog and are available for interlibrary loan.
- In FY 2023 over 102,000 title requests were placed and over 84,000 were filled, representing an 83% 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 2023, harvests by PA Digital occurred in September 2023, December 2023, March 2024, and June 2024. POWER Library items represent 20-25% of the entire Pennsylvania collection material in DPLA.
- As of June 30, 2024, 96 institutions participated in the service, hosting 353 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 K-12 access to e-resources via Single Sign-on tools, now offering Google, Clever and ClassLink. As of June 30, a total of 234 independent schools and districts were enrolled in SSO services.
- In 2023-24, Academic institution users were licensed to use Contemporary Authors, Gale e-books, ProQuest e-books, EBSCO e-books, Auto Repair Source, and Small Engine Repair Reference Center. New E-Content title archives purchased in FY 2023 also permit use by Academic institutions, within these archives:
  - National Geographic Magazine Archive 1888-2020
  - Introduction to U.S. History: The American Revolution
  - Introduction to U.S. History: The Civil War
  - Introduction to U.S. History: Slavery in America
  - Time Magazine Archives 1923 to 2000
  - Ebony Magazine Archives 1945 to 2014
  - U.S. News and World Report 1926 to 1984
- In FY 23, the average public library saw \$73,000 in cost savings with subscriptions available in POWER Library, and the average school saved \$56,000 in subscriptions, vs. purchasing them from local funds.

### 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 collaborates with 44 institutions that contribute

staff time. The total number of Commonwealth Libraries participating in the service has increased to 415 as we capitalize on system and district libraries sharing coverage.

- In FY 2023 the Chat with a Librarian service responded to over 37,000 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](https://powerlibrary.org).
- An accessibility widget was well used in FY 23. 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 5,300 times.
- HSLC maintained the For Librarians pages, in a new location (Librarians' Hub) for professional support at <https://librarians.powerlibrary.org>.
- HSLC maintained a landing page in the POWER Library designed for children in grades PreK-3 at <https://kids.powerlibrary.org>.
- HSLC maintained a site in the POWER Library designed for intermediate-level students at <https://teens.powerlibrary.org>.



- HSLC offered look-up tool for the public to locate their nearest public library: <https://powerlibrary.org/about/find-a-pa-library>.
- The portal included a resume-building tool here: <https://resume-builder.powerlibrary.org/>



## Training

- HSLC coordinated and hosted online and in-person training for librarians throughout the year. Ten in-person training events were held in the fall of 2023, attended by 384 librarians. Training was offered in St. Marys, Grove City, Greensburg, Altoona, Williamsport, Easton, Archbald, Enola, and King of Prussia. HSLC offers custom training when distance does not warrant in-person travel time, or the length of the session does not justify staff travel time, or when weather is poor. In FY 2023 45 custom training sessions were offered, 37 (82%) of which were conducted virtually. Total attendance for these sessions was 735 librarians.
- HSLC manages introductory training to POWER Library services via the Niche Academy. POWER Academy includes 22 such video recordings.

## 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 2023. Copies are archived here: <https://www.powerlibrary.org/about/power-library-news/read/>.
- HSLC published ACCESS PENNSYLVANIA e-newsletters for the public during FY 2023. 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 was re-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 2023, 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](mailto:phillips@hslc.org).

# **HOSTING SOLUTIONS AND LIBRARY CONSULTING**

## **STATEMENT OF FINANCIAL POSITION - MODIFIED CASH BASIS**

JUNE 30, 2024

<b>Assets</b>	
Cash and cash equivalents	\$ 1,074,531
Restricted cash	138,856
Property and equipment, at cost:	
Condominium and fixtures	1,556,147
Computer and equipment	552,727
Land	81,653
Purchased software	37,754
	<u>2,228,281</u>
Less: accumulated depreciation	<u>(1,412,761)</u>
Total property and equipment	<u>815,520</u>
<b>Total Assets</b>	<u><u>\$ 2,028,907</u></u>
<b>Liabilities and Net Assets</b>	
<b>Liabilities:</b>	
Funds held for others	\$ 138,856
<b>Total Liabilities</b>	<u>138,856</u>
<b>Net Assets:</b>	
Without donor restrictions	<u>1,890,051</u>
<b>Total Net Assets</b>	<u>1,890,051</u>
<b>Total Liabilities and Net Assets</b>	<u><u>\$ 2,028,907</u></u>

# HOSTING SOLUTIONS AND LIBRARY CONSULTING

## STATEMENT OF ACTIVITIES - MODIFIED CASH BASIS

YEAR ENDED JUNE 30, 2024

	Without Donor Restrictions
<b>Support and Revenue:</b>	
Pennsylvania Department of Education:	
Access Pennsylvania Database	\$ 2,115,024
POWER Library	1,399,169
Miscellaneous	14,118
Interest	6,142
Subscription revenue	584,832
Total support and revenue	4,119,285
<b>Expenses:</b>	
Program services	3,655,057
Management and general	560,875
Total expenses	4,215,932
<b>Change in Net Assets</b>	(96,647)
<b>Net Assets:</b>	
Beginning of year	1,986,698
End of year	\$ 1,890,051

# HOSTING SOLUTIONS AND LIBRARY CONSULTING

## STATEMENT OF FUNCTIONAL EXPENSES - MODIFIED CASH BASIS

YEAR ENDED JUNE 30, 2024

Program services:

Salaries	\$ 844,716
Payroll taxes	62,995
Employee benefits	197,900
Advertising	2,347
Condominium repairs and maintenance	23,791
Contract labor	58,457
Depreciation and amortization	48,513
Dues and publications	2,500
Facilities and equipment maintenance	54,511
Office expense	80,545
Software maintenance	1,085,071
Subscriptions	1,129,515
Telephone	20,403
Travel	43,063
Utilities	730
	<u>\$3,655,057</u>

Management and general:

Salaries	\$ 281,572
Payroll taxes	33,283
Employee benefits	65,967
Advertising	6,467
Bank charges	5,804
Condominium fees	41,139
Condominium repairs and maintenance	1,957
Depreciation and amortization	5,867
Dues and publications	10,200
Facilities and equipment maintenance	1,536
Insurance	2,840
Legal and accounting	25,580
Office expense	31,733
Payroll services	3,100
Retiree benefits	7,112
Software maintenance	5,704
Telephone	431
Travel	27,563
Utilities	3,020
	<u>\$ 560,875</u>

## 2023-2024 Board of Directors

### Chair

Ryan McCrory, Executive Director, Dauphin County Library System

### Vice Chair

David Runyon, Library Relations Coordinator, IGI Global

### Secretary

Jennifer Hendry, Learning Resource Specialist, Milton Hershey School

### Treasurer

Adam Haigh, Technology Librarian, Lower Merion Library System

### Members

Kristal Barr, Online Librarian, Commonwealth Charter Academy

Brenda Beikert, Library Director, Knox Public Library

Samantha Hull, Electives Supervisor & High School Librarian, Ephrata Senior High School

Daniel Parker, Branch Director/Law Librarian, Third Circuit Court of Appeals Library

Andrea Pritt, STEM Librarian, Madlyn L. Hanes Library, Penn State Harrisburg

LaMonica Wiggins, Entrepreneurship and Economics Librarian, University Library System, University of Pittsburgh



# 2023-2024 HSLC Staff

## Executive Director

Maryam Phillips                      phillips@hslc.org

## Deputy Director/Director of Network Services

Vincent Mariner                      vmariner@hslc.org

## Director of Library Services

Erin Halovanic                      ehalovanic@hslc.org

## Library Services Team

Tracy Carey, User Experience Specialist  
Mary Lynn Kennedy, Electronic Resources Specialist  
Nicole Joniec, Digitization Specialist  
Jennifer Malik-Williams, Digital Outreach Specialist  
Ed Wolf, Virtual Reference Specialist

## Network Services Team

Brandell Griffin, Network Administrator  
Josh Hrycek, Systems Administrator  
Yardell Perkins, Web Developer  
Dan Sanford, Systems Engineer

## Support Staff

Charmain Eubanks-Thomas, Accountant  
Marjorie Sommerville, Administrative Assistant