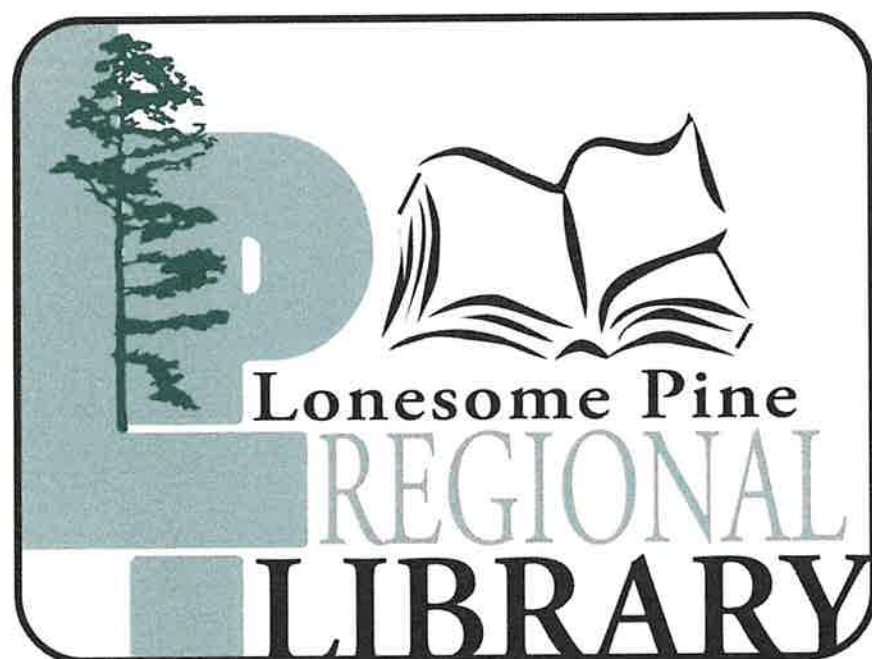


Lonesome Pine Regional Library

Annual Report 2023-2024



Libraries Color Our World

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Start Here -- Go Anywhere!

LETTER FROM THE DIRECTOR

What an amazing year it has been for our patrons, library staff, and our communities. We saw an increase in library visitors (9%), reference questions answered (23%), library cardholders (5%), library catalog visits (54%), and program attendance (25%). We worked hard to offer more programming for adults and families. The library purchased ABCMouse and TumbleBooks databases to inspire children to enjoy reading and learning.

Our Summer Reading theme for this coming June is Color Our World. I believe libraries color the world by affording positive experiences for our patrons and creating an environment that supports life-long learning for everyone.

We have added quotes from our patrons throughout this annual report. I couldn't think of a better way to show how we color the world of our patrons than to use their own words. I hope these quotes inspire you as they have my staff and myself.

I hope you will visit the library both in-person and online in the coming year to be part of our colorful world. Thank you each and every one for all your support of the library.

Sincerely

Shannon Steffey



OUR BEGINNINGS

The birth of library service in our region began in 1957 when the City of Norton and the County of Wise joined together to apply to the Library of Virginia to operate a trial demonstration library. The demand and use of this first library was greater than any had anticipated resulting in the State Library evaluating the demonstration as the “most successful Demonstration to date.” The Board of Supervisors of Wise County and City Council of Norton agreed with the recommendation that resulted from the trial and accepted the responsibility for the operation of the library. Thus in July 1960, the Wise County Demonstration Library became the Wise County Public Library. Dickenson County joined with the Wise County Public Library in 1964 to create the Lonesome Pine Regional Library. This partnership made the Lonesome Pine Regional Library the third largest library system in the state at that time. Lee County joined the system in 1967 and Scott County in 1972. Today, the library is the second largest geographical library system in the state.



ABOUT US

MISSION

Lonesome Pine Regional Library will be the cornerstone of the region where children and adults can experience personal enrichment and connection with one another as we:

- **Promote the love of reading**
- **Excel at providing resources to customers of all ages.**
- **Create welcoming spaces for our community.**

VISION

Lonesome Pine Regional Library is the best place to discover, to learn to imagine, to smile.

MOTTO

Start Here - - Go Anywhere

VALUES

We value the highest standards of excellence in everything we do:

Provide superior customer service.

Offer and advocate access for all.

Act with initiative, creativity, and flexibility.

Work together, with enthusiasm and optimism, to reach goals.

Create learning opportunities for professional and personal development.

Celebrate diverse opinions and ideas.



BOARD OF TRUSTEES

Lu Ellsworth- Chair	Wise County
Jennifer Meade- Vice Chair/Secretary	Scott County
Roberta Smallwood- Treasurer	Lee County
Chris Allgyer	Wise County
Ethel Daniels	City of Norton
Martha Jett	Wise County
Earlene Lester	Wise County
Carolea Newsome	Dickenson County
Vickie Barton	Dickenson County
Rebecca Scott	Scott County
Tammy Scott	Lee County

DIRECTOR & MANAGERS

Regional Director	Shannon Steffey
Wise Branch Manager	Hazel Jessee
Big Stone Gap Branch Manager	Dakota Mullins
Coeburn & St. Paul Branch Manager	Emily Williams
Clintwood & Haysi Branch Manager	Kimberley Rose
Pennington Gap & Rose Hill Branch Manager	Audrey Evans
Gate City Branch Manager	Stephanie Griffin
Regional Technical Services Manager	Nancy Sowards
Regional Business Manager	Onedah Stanley
Regional Technology Coordinator	Jennifer Hall
Regional Administrative Assistant	Debbie Yates

2023-2024 Community Report



227,536
ITEMS CHECKED OUT



166,763
VISITORS TO
LIBRARY

CARDHOLDERS

34,745
TOTAL



ITEMS IN COLLECTION

507,533



EVENTS & CLASSES: **2,164**

NUMBER OF ATTENDEES: **50,229**



29,037
IN LIBRARY COMPUTER
SESSIONS



443,110
WEBSITE VIEWS



19,500
HOURS OPEN

REFERENCE
QUESTIONS
ANSWERED



18,074

MEETING
ROOMS
USED BY GROUPS



129



243
JOB ASSISTANCE ONLINE



2,561
COVID TEST KITS
GIVEN OUT

Community Learning

Baby Sprouts
Little Pines
Trailblazers
Trailblazers Home School
Summer Reading
1,000 Things before Kindergarten
Local Schools Outreach
Back to School Bashes
Family Literacy
Read Across America
Community Reader Days
UVA Wise Activities Fair and Bash
Adult and Young Adult Book Clubs
Adult and Family Crafting
Research Databases
Online Learning Databases
Genealogy Databases



“We are so proud of our child’s educational accomplishments in 1000 Things Before Kindergarten!”



“My daughter has made incredible progress in her speech after just a few months of attending. The lessons, along with the chance to interact with other kids, have made such a difference for her. I also love how each visit brings something new – there are always fresh activities and lessons, never the same repetitive things. It gives us something to look forward to every time we come.”



“Thank you so much for everything you do for our little ones! My little one loves to come to story time.”

Our early literacy programs include Baby Sprouts, Little Pines, and 1,000 Things before Kindergarten. These free programs are designed to introduce infants, toddlers, and parents to the early world of learning and prepare children to be successful as students. The Trailblazers programs are for school age learners. We encourage children and adults to read throughout the summer with our Summer Reading programs and have introduced a variety of new adult and family programming throughout the year. The library provides exceptional reference services, assistance with online job searches and genealogy research. We are in the process of creating a new Reference Specialist position to help enhance our services to an even higher level.

Community Happenings

Local Fairs and Festivals
Senior Centers Visits
Nursing Home and Assisted Living Visits
Gingerbread Contest
Parades
School and College Visits
EduCare Visits
Local Business Visits
Pop-Up Library
Spinning the Yarn Mini-Festival
Community Christmas
Friends of the Library Groups
John Fox Jr. Literacy Festival
Farmers Markets
Cooks and Books Annual Fundraiser
National Library Week Events
Children's Book Week Activities
Family Bingo
Family Movie
Special Needs Movie Morning
Classic Movie
Book Clubs
Virtual Book Clubs
Various Crafting Groups
Lego clubs
Puzzle Pals
Coffee and Conversation



“Our library is so important to our little town.”



The Lonesome Pine Regional Library serves over 100,000 people across our four counties of Wise, Dickenson, Lee, and Scott and the City of Norton. Our libraries offer programs and spaces for collaborating, socializing, and enjoying community life. Along with our in-library programs, the library staff goes out into the communities we serve. Our outreach programs give us the opportunity to make meaningful impacts that enrich and add color to the communities we serve.

Community Partnerships

Library of Virginia
Friends of the Library Groups
Regional Adult and Career Education
Virginia Department of Health
Wise and Dickenson County Historical Society
Local State Parks
UVA Wise, MECC, and Virginia Highlands Community College
City of Norton
Towns of Wise, Big Stone Gap, Coeburn, St. Paul,
Haysi, Clincho, Clintwood, Pennington Gap
and Gate City
Counties of Wise, Dickenson, Lee, and Scott
Local Businesses
Local Schools
Local Head Starts and Preschools
Local Fire and Police Departments
Lonesome Pine Office on Youth
Camp Jacob
Appalachian Sustainable Development and Feeding Southwest
Virginia
Appalachian Agency for Senior Citizens
Local Kiwanis Clubs
Dickenson Center for Education and Research
Local fairs and festival committees
Pioneer Art League of Dickenson County
Girl Scouts
Lee County Senior TRIAD
DAR
Women's Clubs
Girls Who Code
Hope House
Appalachian Community Action Development
Garden Clubs



“Knowing you will be at EduCare once a week has helped my child to feel more comfortable going to pre-school.”



“A visit to the library is time well spent.”

Partnerships provide the library with opportunities to advance the common goals of each organization and help to provide better services to everyone. Local service organizations are wonderful resources for our library patrons. The children love visits from local fire and police stations, park rangers, and community leaders. Local businesses and partnerships groups helps us expand our capabilities and allows us to provide enhanced services. In short, our libraries help people receive what they need when and how they need it, empowering them to color their future.

Community Partnerships Continued

Dickenson Co. Behavioral Health Services
Napoleon Hill Foundation
Local Prisons
Community in Schools of Appalachian Highlands
Kids Central, Inc.
Local Newspapers
Four County Transit Buss Service and MEOC Transit
Local Farmer's Market
Buchanan Co. Public Library
Virginia Cooperative Extension Office
Federal and State Forestry Services
Ballad Health, Niswonger, and Clinch River Health Services
Ruritan of Scott County
MEOC Senior's Connection Group
Nova Nursing Home
Hilton's Senior Center
Frontier, Inc.
Local Animal Shelters
Carter's Fold
The Lyric Theater
Scott County Horizon's Partnership
United Way of Southwest Virginia
Lee County VA Homeschool Group



Community Technology

Brainfuse - Job Now

Brainfuse - Help Now

Brainfuse - Vet Not

Explora for Public Libraries

Explora for High Schools

Local High School Year Books

MasterFILE Complete

Read It

Gale in Context - Elementary

Ancestry

Family Search

Heritage Quest

NoveList Plus

NoveList K-8 Plus

Transparent Language Online

Digitallearn.org

Universal Class

Gale - Legal Forms

DayByDayVA - Family Literacy Calendar

accel5

World Cat

Dial A Story

Just for Kids

"I love coming to the library to use the internet. I enjoy keeping in touch with my friends and family on Facebook, and the library is the only place where I can do this. I have breathing problems, and the ladies here are always so kind and helpful. They help me get my computer set up and then help me with anything I need. You all sure do make a body feel welcome."



"Without your help with the computer and my phone there is no way I would be able to fill out what I need for my social security. I have no idea how to use a computer or how to set up e-mail."



The WIFI and computers they offer really help out the community from students to job-seekers. We are very blessed to have such a wonderful and welcoming place to go!"

"Using the Library's computers and printing has helped me continue my artistic hobbies during my free time. Without them I wouldn't be able to print the sheets I need."

We believe that providing digital access is a key factor in making our patrons' world brighter. We are committed to providing our community with what they need to have access to online services and information. We bridge the digital divide so that all members of our communities have the skills they need to successfully access and navigate the Internet. Whether creating a resume, applying for a job, taking an online class, or simply connecting with others through email, the library stands ready to help.

Community Grants

FY2023-2024

RAPHA Foundation	\$21,000
Lee County Community Foundation	\$2,123
Phipps Foundation	\$3,000
Gibbs Grant	\$3,730
Dutton Jones Foundation	\$1,000
Teddie's Treasures	\$800
Virginia Commission for the Arts	\$650



FINANCIAL STATEMENT

INCOME	AMOUNT
Local Government Funds	\$1,646,021
Contributed Services	\$86,060
Library Branch Income	\$59,626
State Aid Funds	\$613,182
Interest	\$92,266
Gifts & Donations	\$7,699
E-Rate Reimbursement	\$44,172
Miscellaneous	\$11,988
Grants	\$32,303
TOTAL INCOME	\$2,593,317



FINANCIAL STATEMENT

EXPENSES	AMOUNT
Salaries	\$1,277,928
Employee Benefits	\$405,559
Building Maintenance & Utilities	\$226,031
Library Materials	\$144,168
Internet Connectivity	\$58,220
Shelving, Furniture & Equipment	\$81,141
Equipment Maintenance	\$135,600
Postage & Supplies	\$53,258
Auto & Travel Expense	\$6,353
Grant Expense	\$26,149
Programming	\$46,132
Miscellaneous	\$11,717
Insurance & Contracted Service	\$55,667
TOTAL EXPENSES	\$2,527,923

RESTRICTED FUNDS & ENDOWMENTS

Howard & Hattie Cummings Endowment Fund (C. Bascom Slemple Memorial Library)	\$20,047
Luther F. Addington & Lou Emma Addington Memorial Funds (Wise County Public Library)	\$71,435
CBS Phillips Endowment	\$1,246,031
Wise County Public Library Improvement Fund	\$13,141
C. Bascom Slemple Memorial Library Improvement Fund	\$610
Coeburn Community Library Improvement Fund	\$1,674
J. Fred Matthews Memorial Library Improvement Fund	\$21,263
Lee County Public Library Improvement Fund	\$368
Haysi Community Library Improvement Fund	\$38
Regional Compensated Absence Fund	\$28,362
Regional Van Replacement Fund	\$43,041
Total	\$1,446,010

COLLECTION HOLDINGS AND ELECTRONIC HOLDINGS

FORMAT	WISE	DICKENSON	LEE	SCOTT	MAILBOX	TOTAL
Adult Books	155,330	45,846	31,599	36,880	0	269,655
Juvenile Books	58,070	18,770	19,067	16,432	0	112,339
Paperback Books	33,469	11,019	3,906	8,670	20,936	78,000
Total Books	246,869	75,635	54,572	61,982	20,936	459,994
Total Audio Books	4,445	2,204	1,286	1,850	2,118	11,903
Total Music	4,290	1,224	700	1,065	3,567	10,846
Total Video	11,379	4,979	2,257	3,187	0	21,802
Total Other	1,518	480	130	860	0	2,988
	Other includes Chromebooks, Laptops, iPads, Hotspots, Tablets, CD-Roms, Microfilm, Tonie Boxes, Tonie Toppers, Newspapers, Paintings, & Sculptures					
Total Holdings	268,501	84,522	58,945	68,944	26,621	507,533
Volumes Added	5,914	2,826	1,351	1,826	183	12,100
Electronic Holdings						
Books						2,750
Audiobooks						609
Magazines						5,000
Total						8,367

LIBRARY MATERIALS CHECKED OUT

Location	Total
Wise	51, 060
Big Stone Gap	23,006
Coeburn	22,575
St. Paul	17,753
Total Wise County	114,394
Clintwood	20,446
Haysi	15,205
Total Dickenson County	35,651
Pennington Gap	23,230
Rose Hill	5,669
Total Lee County	28,899
Gate City	28,646
Total Scott County	28,646
County Totals	207,590
Mailbox	2,609
eMaterials	17,337
Total	227,536

*Our Google analytics was down for 6 weeks during this fiscal year; therefore our online statistics are missing data.

WISE COUNTY PUBLIC LIBRARY

124 Library Road SW Wise, VA 24293

PHONE: (276) 328-8061

EMAIL: wcplib@lprlibrary.org

Public Service Hours per Week	49.50
Square Footage	25,274
Visitors	33,076
Public Computer Workstations	13
Public Computer Sessions	6,811
Number of Children's/Teen Programs	321
Number of Adult Programs	114
Program Attendance	17,005
Items Checked Out	51,060
Items Added	2,655



“My son will soon be 40 years of age and he and his younger sister never missed an opportunity to enjoy Storytime. Thank you for ALL you do for our children, then and now! My granddaughters visit Little Pines now!”

“Wise County Public Library is one of my most favorite memories of my childhood. I recently revisited as a guest for the children’s program and have new memories to add. Thank you.”

“ My husband is in the Army currently working the recruitment office in Wise. We have attended library programs across the country and this library, by far, surpasses any that we have experienced. Your dedication and love to these kids show through your work with them.”

C. BASCOM SLEMP MEMORIAL LIBRARY

1 Proctor Street N Big Stone Gap, VA 24219

PHONE: (276) 523-1334

EMAIL: cbslib@lprlibrary.org

Public Service Hours per Week	46.50
Square Footage	10,081
Visitors	21,423
Public Computer Workstations	11
Public Computer Sessions	8,381
Number of Children's/Teen Programs	215
Number of Adult Programs	22
Program Attendance	3,840
Items Checked Out	23,006
Items Added	1,279



“I have been a regular visitor for over a decade. I am happy with the books, staff, and computer experience. The workers have always been polite to me whenever I walk in and helped when I’ve needed it. I have never had any complaints with my experiences. It is like a home away from home.”

“My son attends the little pines program and I am so thankful for the library and the programs they offer for children. Thanks to our library he has been able to get a taste of what school will be like, and the amount of socialization has been great for him!”

“I am thankful for the variety of books the Library gets that allows me to try different kind of things. Letting me find what I do or do not like to read.”

COEBURN COMMUNITY LIBRARY

111 Third Street Coeburn, VA 24230

PHONE: (276) 395-6152

EMAIL: ccllib@lprlibrary.org

Public Service Hours per Week	38
Square Footage	8,760
Visitors	17,887
Public Computer Workstations	7
Public Computer Sessions	1,779
Number of Children's/Teen Programs	209
Number of Adult Programs	46
Program Attendance	4,457
Items Checked Out	22,575
Items Added	1,041



"Every member of the Coeburn Library goes above and beyond to help me find books or recommend books they think I like. I always look forward to visiting my hometown library!"

"Very cute kids section. They were also super friendly to my daughter for her first experience. She loved it!"

"Friendly, welcoming, ready and willing to assist you as soon as you walk through the door!"

J. FRED MATTHEWS MEMORIAL LIBRARY

16552 Wise Street St. Paul, VA 24283

PHONE: (276) 762-9702

EMAIL: spplib@lprlibrary.org

Public Service Hours per Week	34
Square Footage	5,212
Visitors	12,028
Public Computer Workstations	6
Public Computer Sessions	1,187
Number of Children's/Teen Programs	164
Number of Adult Programs	54
Program Attendance	3,437
Items Checked Out	17,753
Items Added	939



“I’m getting older, and I’ve started reading to keep my mind sharp. I can’t afford to buy a lot of books, so I’m really glad that I can come to the library and check out whatever I want to read for free.”

“We had so much fun at Baby Sprouts this year!”

“Seeing my baby so happy to come back to Little Pines makes my heart happy!”

JONNIE B. DEEL MEMORIAL LIBRARY

198 Chase Street Clintwood, VA 24228

PHONE: (276) 926-6617

EMAIL: jbdlib@lprlibrary.org

Public Service Hours per Week	46.50
Square Footage	11,039
Visitors	20,853
Public Computer Workstations	10
Public Computer Sessions	1,881
Number of Children's/Teen Programs	186
Number of Adult Programs	106
Program Attendance	5,327
Items Checked Out	20,446
Items Added	1697



"It's so wonderful to spend a fun evening with my friends, laughing and chatting!"

"I have internet at home. I just come here to be around other people."

"I get to read amazing books for free!"

HAYSI COMMUNITY LIBRARY

157 O'Quinn Street Haysi, VA 24219

PHONE: (276) 865-4851

EMAIL: hpplib@lprlibrary.org

Public Service Hours per Week	46.50
Square Footage	3,200
Visitors	15,153
Public Computer Workstations	6
Public Computer Sessions	1,080
Number of Children's/Teen Programs	226
Number of Adult Programs	56
Program Attendance	4,170
Items Checked Out	15,205
Items Added	1,129



"I had such a great time bonding and making memories with my grandkids. Thanks for all the fun crafts we get to do."

"I love this! I've learned so much about my family tree."

"So thankful for our library, all of those who work there, and this program. We love library school!"

LEE COUNTY PUBLIC LIBRARY

539 Joslyn Avenue Pennington Gap, VA 24277

PHONE: (276) 546-1141

EMAIL: lcplib@lprlibrary.org

Public Service Hours per Week	49.50
Square Footage	9,981
Visitors	20,227
Public Computer Workstations	10
Public Computer Sessions	2,744
Number of Children's/Teen Programs	161
Number of Adult Programs	17
Program Attendance	4,553
Items Checked Out	23,230
Items Added	1,186



“I don’t have Wi-Fi or a home computer, but because of the library, I am able to work on getting my GED.”

“I enjoy coming to book club. It’s a good place to talk about books and I have made new friends there.”

“I really like the craft programs.”

ROSE HILL COMMUNITY LIBRARY

6463 Dr. Thomas Walker Road Rose Hill, VA 24281

PHONE: (276) 445-5329

EMAIL: rhplib@lprlibrary.org

Public Service Hours per Week	12
Square Footage	1,700
Visitors	1,493
Public Computer Workstations	9
Public Computer Sessions	2,153
Items Checked Out	5,669
Items Added	165



“Without the library, I would have to travel miles out of my way to get a copy or send a fax.”

“The library is small, but it has a lot of books that I like to read. I like to get on the computers, too.”

“A visit to the library is time well spent.”

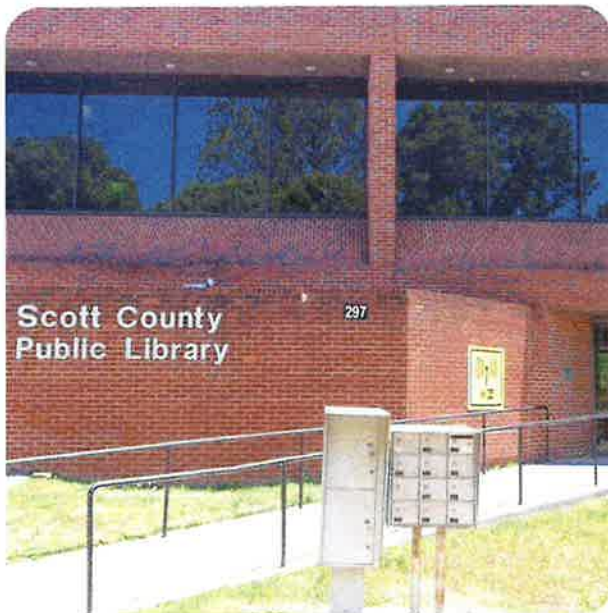
SCOTT COUNTY PUBLIC LIBRARY

297 West Jackson Street Gate City, VA 24251

PHONE: (276) 386-3302

EMAIL: scplib@lprlibrary.org

Public Service Hours per Week	49.50
Square Footage	7,502
Visitors	24,623
Public Computer Workstations	9
Public Computer Sessions	3,021
Number of Children's/Teen Programs	183
Number of Adult Programs	84
Program Attendance	7,440
Items Checked Out	28,646
Items Added	1,826



“We can borrow a Chromebook? No way! I can use this for my GED work.”

“I’m thankful you guys are here, I needed to get this printed and didn’t have a printer at home.”

“This place saves me so much money!”

MAILBOX LIBRARY

124 Library Road SW Wise, VA 24293

PHONE: (276) 328-4806

EMAIL: mailboxlib@lprlibrary.org

Public Service Hours per Week	20
Total Items	26,621
Items Added	183
Items Checked Out	2,609
Interlibrary Loans Loaned To Other Libraries	408
Interlibrary Loans Borrowed From Other Libraries	30

“The library is a lifesaver.”



Facebook post

“I had the privilege of capturing the heartwarming Community Christmas event at the Wise County Public Library. As families came together to celebrate, it was a beautiful reminder of how this library pours love into our community all year long.

From storytimes that spark young imaginations to programs that bring us all closer, the library is more than a place for books—it’s a cornerstone of connection. Their Christmas celebration is just one example of how they create spaces for joy, learning, and togetherness. Through my lens, I witnessed smiles, laughter, and the true meaning of community spirit. Thank you, Wise County Public Library, for everything you do to make this town brighter. If you haven’t visited yet, take a moment to stop by—not just during the holidays but any day of the year.”

-Patron and Professional Photographer



**The library staff and I would like to extend a sincere and heartfelt
THANK YOU for your support.**

**Shannon Steffey
Director**



