



Your Story *is* Our Story

bcls

Burlington County
Library System
Annual Report
2022

Your Story Became Our Story – A Year in Review



Ranjna Das
Director
Burlington County Library System

The mission of the Burlington County Library System is to provide opportunities for learning, growth and personal development.

In 2022, your story became our story. With the uncertainty that rocked our world for nearly two years beginning to fade, we were able to better focus on you by focusing on us. In other words, we spent the year improving BCLS services, programs and spaces to benefit all library customers. In fact, having weathered the worst of the tumultuous pandemic storm, 2022 was all about moving forward with decisiveness. And we did that by focusing our energy on four important initiatives throughout the year:

- 1 Expanding opportunities for learning and enrichment.**
- 2 Sharing inspiring stories and invigorating topics.**
- 3 Connecting customers to experts and expertise.**
- 4 Creating welcoming and inclusive spaces.**

As you page through this year’s annual report, you’ll learn about our new Mobile Learning Lab, which helps bridge the digital divide by bringing technology classes to sites throughout the county. And you’ll discover that our Device Lending Program, which offers borrowers tablets and WiFi hotspots to access the internet from the comfort of their homes, has grown in both scope and popularity.

Of course, libraries have always been about sharing resources and we also found new ways to connect readers to the books they love, both inside our buildings and virtually through the power of our website, digital newsletter and social media. For a more personal touch, we invited a host of speakers to share compelling topics, including the Holocaust, women’s history, human trafficking, one man’s triumph over hatred and more. Our

knowledgeable staff and skilled professionals offered their expertise, too; one-on-one tech assistance, STEM classes for kids and art sessions for adults were among the more popular offerings, and our Family History Day event showed attendees how to uncover their personal stories.

Throughout 2022, we continued to place an emphasis on making all library users feel welcomed. Our Inclusion, Diversity, Equity and Accessibility Task Force advanced important library initiatives aimed at fostering a culture of inclusivity, and our new Spaces and Places Task Force launched a comprehensive, multi-step strategy for creating more inviting buildings.

I encourage you to take a closer look at this snapshot of our year in review to learn more about these and other notable achievements. And, as always, I’m thankful to have the support of our hardworking library staff, our dedicated Friends groups and the BCLS Foundation. Together, with the leadership of the Library Commission, I look forward to even greater accomplishments in 2023.

Ranjna Das

Director

Burlington County Library System



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- Greg Mullen, *Chief of Technology*

ON THE COVER: You told us how much you missed in-person presenters, so we opened up the doors and brought back plenty of your favorites, including the **The Lizard Guys**, who never fail to draw a crowd with their exciting live animal shows.

Dressed as favorite storybook characters, young Cinnaminnon library-goers enjoyed a **summer soiree** filled with tales and tunes about fairy-tale royalty.



Our Computer Classes *Hit the Road*

With an eye toward bridging the gap between those who have access to technology and those who don't, BCLS launched its new **Mobile Learning Lab (MLL)** service. Our MLL vehicle travels to sites throughout Burlington County (*map on page 3*) to provide remote access to technology and tutoring sessions.

Access to computers and the internet has become essential to everyday life, which became even more apparent during the pandemic when our jobs, schooling and even medical appointments shifted out of an in-person

world and into a virtual one. Our service, funded through a grant from the New Jersey State Library, allows residents who visit the MLL

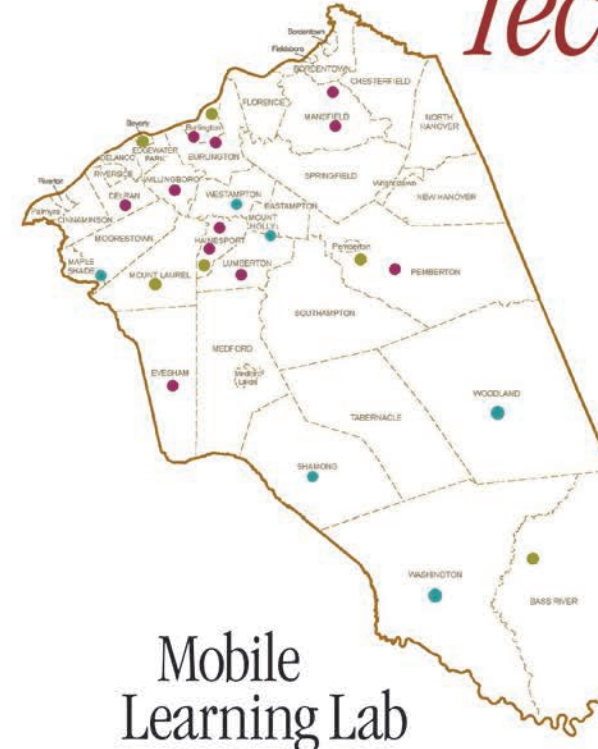
to enhance their skills during scheduled computer classes led by an instructor and take advantage of drop-in lab hours that feature one-on-one technology assistance for an even more personalized experience.

Laptops are provided at the sites, but participants are also invited and encouraged to bring their own devices. Whether attendees want to freshen up their skills or have never used a computer before, all are welcome.

YOUR STORY BECAME OUR STORY

YOU needed to boost your digital literacy skills but were unable to visit an in-library computer lab. **WE** created a new Mobile Learning Lab to bring the tech and learning directly to you.

Popular Tech Lending Program Expands



Mobile Learning Lab

MAP KEY
 ● Public Stop
 ● Private Stop
 ● Former Stop

Launched in March of 2021, our **Device Lending Program** reached its one-year anniversary and we're pleased to report that this valuable service

continues to grow in popularity. In fact, the program has been so successful, we continue to expand it and broaden the reach.

Initially funded by a 2020 \$45,10 CARES Act Grant from the Institute of Museum and Library Services (IMLS), the program enables customers to borrow the library's 34

tablets and 63 WiFi hotspots to access the internet from the comfort of their homes. The devices were initially offered at the Burlington County Library, but as awareness of the service grew and usage increased, they were also made available at the Bordentown, Cinnaminson, Evesham, Maple Shade and Pemberton locations.

After launching the **Mobile Learning Lab** in March, we took our new technology kits on the road (*story on page 2*) and taught computer classes in the neighborhoods marked above.

The new off-site sessions complement self-scheduled one-on-one lessons and small group classes available at all locations.

YOUR STORY BECAME OUR STORY

YOU needed access to new technology: hardware, software, online programs, a reliable and safe internet hookup – the works. **WE** purchased scores of new WiFi hotspots and Chromebooks, and broadened our already successful program to include even more locations.

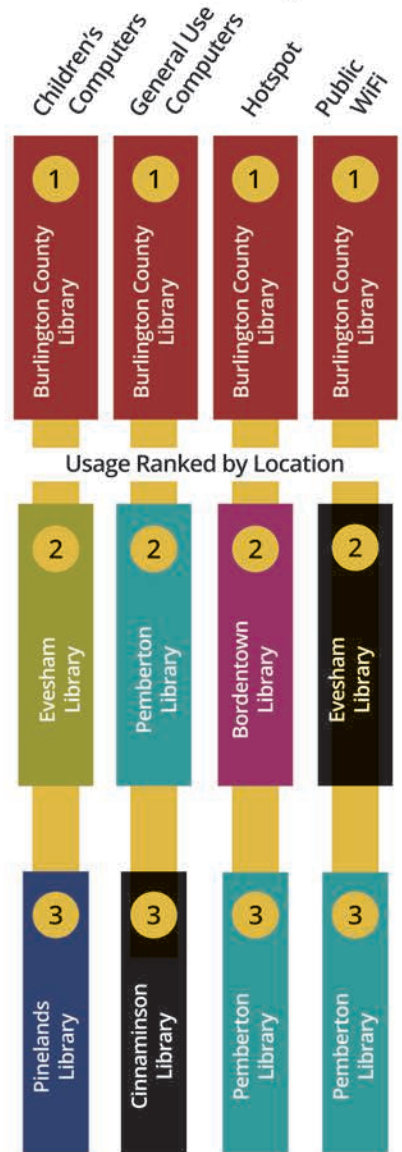
The tablets are loaded with essential apps and customers who borrowed them – for their own use or for use by minor children and adults in their care – told us they relied on the tech for working, job hunting and schooling. And while we completed the grant cycle, the service has become so essential to users we continue to garner support for it.

In 2022, BCLS received a \$35,128 grant through the Federal Communications Commission's Emergency Connectivity Fund

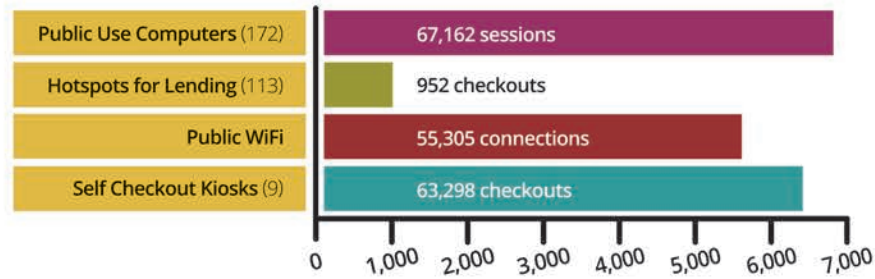
(ECF). Those funds were used to buy 62 Chromebooks and 50 additional hotspots. The devices were distributed to BCLS locations based on local use and community need, and they were made available to customers who do not have access to the equipment or services sufficient to access the internet at home.

Numbers

Website, PC, Hotspot & Tablet
Customer Usage



Our website received 6,647,201 page views in 2022.



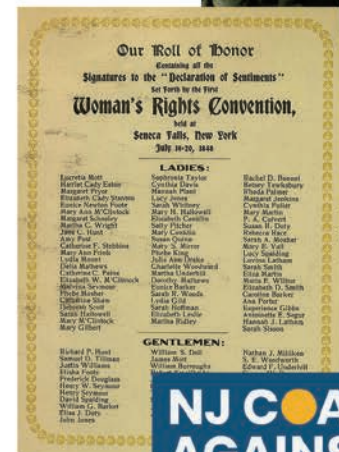
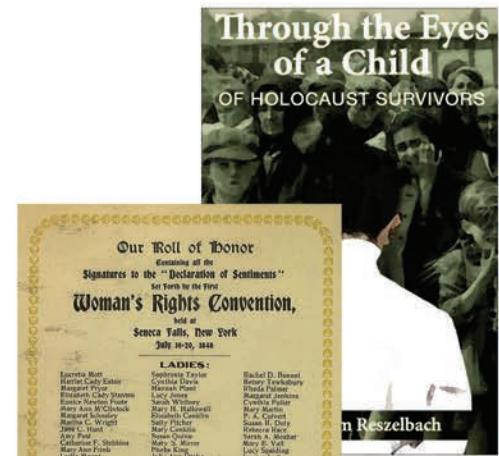
Our **Summer Reading Program** keeps kids excited about books and reading while not in school. In 2022, our kids and teens read **9,117 books** system wide. Some tracked their individual progress online in our **Beanstack** program, while others preferred to use our paper tracker (*center of page*). Each library tracked its totals on wall-mounted banners (*above*) during the eight-week event and when we combined each location's numbers, we discovered that this year's participants read more than 1,139 books per week!

Summer Reading *with* "Oceans of Possibilities"

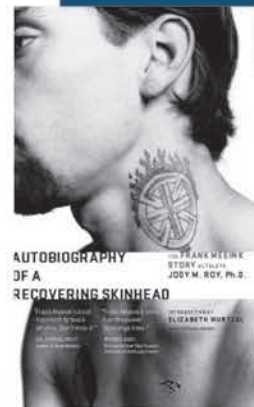


On a hot afternoon, kids found this quiet nook and dove into some Summer Reading, enjoying the air-conditioned comfort of the **Riverton Library**.

Learning *the* History Behind *the* History



NJ COALITION AGAINST HUMAN TRAFFICKING



Throughout the year, BCLS hosted presenters that supported our goal of sharing inspiring stories and invigorating topics.

- Son of Holocaust survivors and author, Dr. William Reszelbach led a Zoom presentation entitled **Child of the Holocaust**. He shared his family's harrowing experiences at the hands of the Nazis and discussed his perspective on modern-day antisemitism.

- In a nine-part **Shining a Light on (Her)story** lecture series, Dr. Jacquelin Agostini, Ph.D. took her audience on a journey through time to learn about American women's history from those who arrived on this continent during the colonial period to the Underground Railroad, to pioneers of voting rights, to a discussion of last year's election and what it means going forward.

- The **New Jersey Coalition Against Human Trafficking (NJCAHT)** examined what human trafficking is, how to prevent it, how to support those affected and the volunteer organization's efforts in partnership with the American Association of University Women.

- And former white supremacist Frank Meeink discussed his memoir **Autobiography of a Recovering Skinhead** during an event hosted by the Burlington County Prosecutor's Office. Joined by County Prosecutor LaChia L. Bradshaw and Congressman Andy Kim, Meeink spoke against hate crime and his work to prevent others from joining hate groups. Available in our system, Meeink's book recounts his violent childhood in South Philadelphia, and how he learned to question hatred after befriending African-American players in a prison football league.

YOUR STORY BECAME OUR STORY

YOU told us you value programs that inform, educate and engage.
WE hosted experienced and eloquent presenters who led powerful discussions on a variety of meaningful topics.

Connecting Books *to* You

In 2022, our staff took special care to connect customers to a wider variety of materials that inspire and invigorate. While our librarians have always been quick to offer their expertise at service desks, we made sure to reach out in other ways too.

Throughout the year, we penned news articles and updates focusing on a wide variety of thought-provoking and timely topics to spark interest and engage customers via our digital

newsletter, website and social media platforms.

We also curated and created a steady stream of helpful reading lists across a variety of genres. With lists such as Thirteen Books for Your Beach Bag, Swoon-worthy Graphic Novels, Paranormal Romance, and Joyfully Queer titles, we offered something for everyone.

We didn't forget our youngest readers, either. For kids, we assembled books for Back to School, New Halloween Stories, Mo Willem's Pigeon and more.

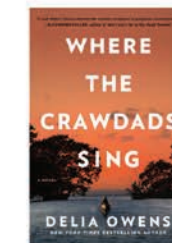
Inside our libraries, we further enticed readers with attractive book displays for new releases, biographies and other assorted themes. Smartly arranged on a table or shelf, **Book Bundles** for children include handpicked stories, and perhaps a craft or coloring page to take home. And with themes like "bugs" and "trucks," it didn't take long for little hands to scoop them up. Some libraries offered themed book bundles for teens and adults, too!



Book Bundles are easy ways to borrow pre-packed, librarian-selected materials in the same genre or by the same author.

Top Three

Adult Fiction Books *Checked Out*



- 1 **Where the Crawdads Sing** by Delia Owens
- 2 **The Last Thing He Told Me** by Laura Dave
- 3 **The Match** by Harlan Coben

Adult Non-Fiction Books *Checked Out*



- 1 **Educated** by Tara Westover
- 2 **Crying in H Mart: A Memoir** by Michelle Zauner
- 3 **The 1619 Project: A New Origin Story** by Nikole Hannah-Jones

YOUR STORY BECAME OUR STORY

YOU loved the last book you read but weren't sure how to find more by the author or on the same topic.

WE curated topical reading lists, culled bundles of similar books and published online news articles highlighting books you might want to read.

Sharing Knowledge and Expertise

In keeping with our core mission to offer opportunities for learning, growth and personal development, BCLS ramped up efforts to connect customers with experts and skilled professionals in 2022. From one-on-one assistance, to library workshops and presentations, our offerings were plentiful – and popular – all year long!

Continued on page 9



During the summer, Evesham Library held a series of children's **ballet classes**, which taught kids dance basics, such as foot positions and simple jumps.

Top Three

Young Kids Books Checked Out



- 1 **Don't Let the Pigeon Drive the Bus!**
by Mo Willems
- 2 **The Duckling Gets a Cookie!?**
by Mo Willems
- 3 **The Pigeon Needs a Bath!**
by Mo Willems

Older Kids Books Checked Out



- 1 **Diary of a Wimpy Kid**
by Jeff Kinney
- 2 **Diary of a Wimpy Kid: Dog Days**
by Jeff Kinney
- 3 **Diary of a Wimpy Kid: Rodrick Rules**
by Jeff Kinney

Video Games Checked Out



- 1 **Super Mario Party**
- 2 **New Super Mario Bros. U Deluxe**
- 3 **New Pokémon Snap**

Continued from page 8

Library Staff

For folks looking for customized learning opportunities that also fit their busy schedules, we took steps to make our **one-on-one technology assistance** program more accessible and convenient. The system-wide program offers consultations with knowledgeable staff so customers can ask questions and learn new skills.

Each session lasts up to an hour and can cover computer basics, internet use, resume writing and more. We added a handy appointment calendar on our website last year, and now, it's quick and easy to select a BCLS library location, choose a date and time, and schedule an appointment online.

Academic Partners

Last year, BCLS partnered with the **Rutgers School of Social Work (Camden Campus)** to help connect visitors to resources they may not be aware of. The goal is to connect individuals with government and non-profit social service agencies that address housing issues, mental health and domestic violence

Continued on page 10

Attendees of **Family History Day** learned best practices for digitizing and preserving old family photos.



Photo courtesy of Roberta Rucker

Continued from page 9

concerns, and connect them to additional state and federal benefits. Through this partnership, BCLS welcomes the knowledge and contributions of Rutgers students looking to complete their fieldwork in social work.

Our first student intern was tasked with compiling a living database of community resources that will be used to direct customers to organizations that meet their needs. Going forward, interns will serve as the system's **Community Resource Navigator** at select branches to share the resources and help educate customers about what's available.

Community Experts

We continued to bring in experts to offer learning experiences for all:

- During our **Kids Coding Classes** at the Evesham Library, children ages 5 to 12 joined the Marlton Kids Tech Club to learn about technology and make new friends.
- Adults beat the summer heat with **painting classes** inside the cool comfort of all

our locations and joined a talented artist from Pinot's Palette of Cherry Hill who guided them as they created their own masterpieces.

• In celebration of Family History Month in October, we taught how to uncover personal family histories and share inspiring individual stories. This was our second time hosting **Family History Day**, which was held at the Burlington County Library. Attendees learned how to get started in genealogy, research female ancestors, navigate family history for African-Americans, tips for recording family stories, and digitizing documents and photographs (see photo on page 7).

• During the three-part **Business of Music and Songwriting** series, Oliver Dagum of Dagz Media LLC discussed marketing managers, royalties, copyrights and more.

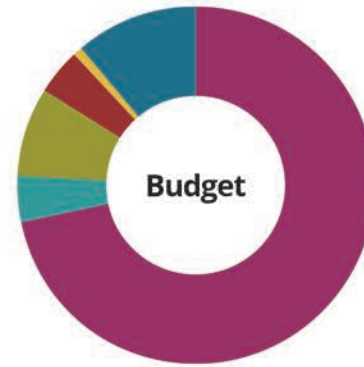
• And throughout our **Home Sweet Home** series, licensed real estate agent Olga St. Pierre presented workshops focusing on decluttering, downsizing, senior living options and financial tips for homeowners.

YOUR STORY BECAME OUR STORY

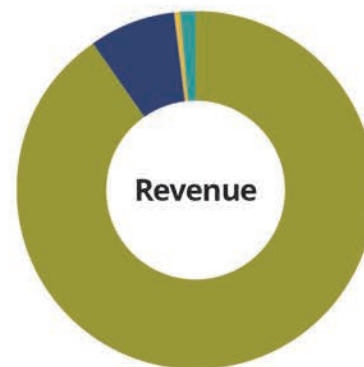
YOU told us you enjoy hearing from and interacting with experts in their fields so you can learn from the best and continue to improve, both personally and professionally.

WE enlisted working artists, IT pros, financial planners, health and wellness practitioners, our own highly-skilled library team members and others to share their knowledge with you.

Numbers

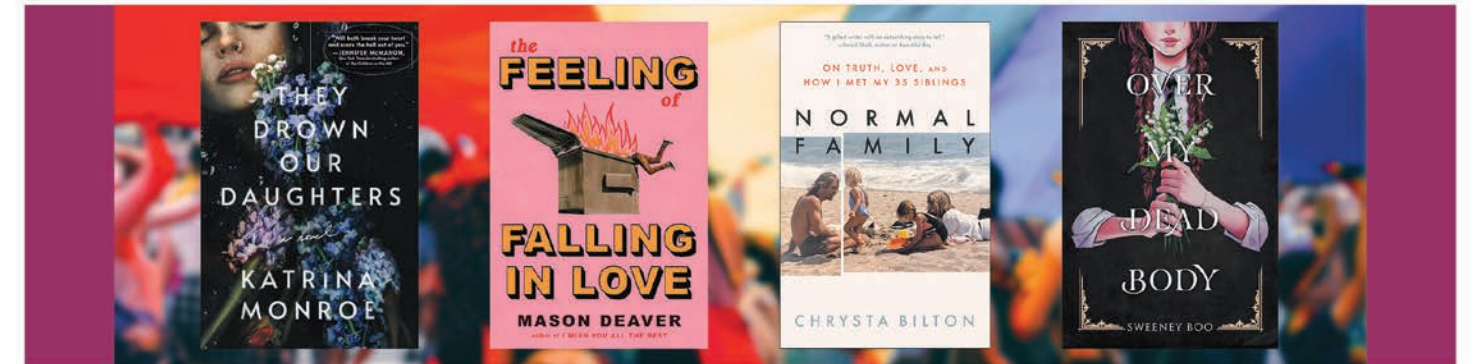


Personnel	\$ 8,747,376
Administrative	509,500
Books & Materials	975,000
Technology	498,000
Events & Activities	104,800
Other	1,340,972
Total	\$ 12,175,648



Dedicated Tax	\$ 11,000,000
Fund Balance	951,393
Fees & Other Misc.	67,255
NJ State Aid	157,000
Total	\$ 12,175,648

Library Spaces Become Favorite Places



The new **Safe Spaces** newsletter features queer book recommendations, queer history and other safe space friendly information.

Top Three

Young Adult / Teen Books Checked Out



- 1 **The Inheritance Games** by Jennifer Lynn Barnes
- 2 **The Ballad of Songbirds and Snakes** by Suzanne Collins
- 3 **The Hunger Games** by Suzanne Collins

Online Resources Accessed



- 1 **Ancestry Library Edition** Genealogy resources
- 2 **Kanopy** Film streaming service
- 3 **NovelList** Reading recommendations

At BCLS, people are the priority. We want everyone to feel welcome at all times, and in 2022 we continued to place an emphasis on fostering a culture of inclusivity throughout the system, both virtually and in-person. Our efforts took many shapes but the goal remained consistent: create welcoming spaces in both the physical and digital realms.

Safe Spaces and Broad Interests

In addition to the BCLS website, which offers information and resources that appeal to a wide range of interests, we email customized, digital newsletters to customers regularly. We now design six separate newsletters tailor-made to

Continued on page 12

Numbers

Circulation *Check Outs*

In 2022, the total number of items checked out was 1,086,422.

Adult Services
662,172
61%

Youth Services
423,250
39%

Borrower *Distribution*

The total number of borrowers was 65,524.

In-County Borrowers
64,298
98%

Out-of-County Borrowers
1,226
2% ▶

New Library Cards *Issued*

The total number of new library cards issued was 12,955.

Social Media *Subscribers*

Thanks to a solid flow of informative, clever and highly visual online posts, social media accounts for BCLS saw double-digit increases in followers.



Our number of followers on Facebook increased by 11.5% in 2022.



And our Instagram following increased by 10%.

Continued from page 11

address specific interests, including our new LGBTQ+ newsletter that hits inboxes the first week of each month.

Featuring new queer-friendly book titles, the **Safe Spaces newsletter** also highlights a "Queer Icon of the Month" in recognition of work in the LGBTQ+ rights movements, and "What Happened this Month in Queer History." Days of observation such as Transgender Day of Remembrance and National Coming Out Day are also highlighted during applicable months. Other targeted newsletters feature information about books geared more towards little children and older kids, young adults, adults, movie buffs, and folks interested in streaming entertainment.

Our Libraries are Accessible and Open to All

Introduced in 2021, our **Inclusion, Diversity, Equity and Accessibility (IDEA) Task Force** continued to advance important library initiatives in 2022. Led by Adult Services Librarian Shazia Zaman, the group takes a proactive, multi-

"The Inclusion, Diversity, Equity and Accessibility (IDEA) Task Force is committed to empowering relationships through education, communication and support. Our mission is to ensure that all library spaces, including services, programs and resources, are welcoming and accessible to all."

- Shazia Zaman

BCLS Adult Services Librarian

layered approach to identifying and correcting gaps that may lead to the exclusion of certain populations - especially those who may have been historically excluded - to ensure that we reach and represent all members of our community.

One of the many steps the task force took to promote inclusion last year was to host a **Cultural Festival**

Continued on page 13

YOUR STORY BECAME OUR STORY

YOU want to feel comfortable and welcome when visiting our locations and attending our events.

WE visited our locations and took a look at each one, evaluating how you use our spaces. We will continue improving so your interactions with us are positive.

Continued from page 12

at the Burlington County Library. Held in September, the event featured local vendors selling a variety of ethnic foods and handmade arts and crafts, as well as a live performance of Andean and Latin American folk music by Eco del Sur.

The IDEA Task Force tackled other important projects in 2022, too, including many behind-the-scenes initiatives:

- For staff, the task force continued to present **continuing education opportunities** throughout the year, including articles, webinars, TED Talks and more to raise awareness of excluded groups and the unique ways the library can meet their needs. It also encouraged BCLS marketing efforts that depict people from a variety of ethnicities, abilities and identities, and ensured that a designated liaison at each branch has been trained on the latest offering of the NJ Talking Books and Braille Center.
- For the community, the task force completed an ambitious **inventory of the accessibility amenities** available at each library location to add applicable information to the BCLS website.
- And for other libraries, the group shared information about the steps taken to research, organize and provide accessibility data on our website during a presentation at the **Access and Accessibility Virtual Conference** session hosted by LibraryLinkNJ, the statewide library cooperative.

Spaces and Places Task Force

With an eye toward providing more welcoming, inclusive and functional libraries for all members of the community, we dedicated time last year to identifying physical areas in need of improvement. Our **Spaces and Places Task Force** developed a comprehensive, multi-step strategy that included

Continued on page 14



Families visiting our BCLS locations can find lots of spots in which to relax and enjoy some quiet time in our **welcoming and inclusive spaces**.



After opening a new facility in mid-December of 2021, **Pinelands Library** continued to welcome members of the community throughout 2022 as they explored and enjoyed the **bright and functional new spaces**.

Continued from page 13

library audits, day-mapping, staff surveys and branch visits.

The goal was to evaluate unused and under-utilized spaces while establishing consistencies throughout the system.

During the study, the task force looked at each library location's basic design, furnishings, service points, signage and safety before analyzing data about checkouts, computer use, overall population and more. This valuable information will help library

managers and department heads make improvements that will better serve both staff and the community.

Also, the BCLS **Collection Merchandising Work Group** began a redesign of the Pemberton Library "Avenue" to mimic retail merchandising methods and serve as an example of good practices. The project goal was to create a welcoming, attractive and inclusive space that better highlights new books, library happenings and curated materials based on a range of community interests.

Top Three

Museum Passes *Checked Out*



- 1 **The Academy of Natural Sciences of Drexel University**
Philadelphia, PA
- 2 **Woodford Cedar Run Wildlife Refuge**
Medford, NJ
- 3 **Battleship New Jersey Museum and Memorial**
Camden, NJ

Keeping everyone up-to-date about our programs, services and events is important so each of our customers can connect with the things that are most meaningful to them. Our creative **Communications and Marketing team** does a tremendous job of planning, designing and sharing information and materials that showcase everything our libraries offer you. Newly minted **"book heart" stickers** (right) were wildly popular handouts in 2022 and proved a great way to show BCLS pride!



Getting the Word Out



Creative customers of the **Cinnaminson Library** were invited to paint miniature masterpieces (left) to be included in a **Tiny Art Show**. Community artists took home bags each containing paints, a brush, plus a "fun sized" canvas and easel. After creating original works, the artists returned their canvases to the library to be put on display for everyone to enjoy.

Donors *and* Advocates

Throughout 2022, community donors and advocates were particularly generous in supporting our libraries.

Once again, our hardworking Friends of the Library groups (at Burlington County Library and branches in Bordentown, Cinnaminson, Evesham, Pemberton and Pinelands) held book sales and other fundraising events throughout the year, raising funds to be utilized where most needed.	
\$ 24,969.50 Friends of the Library Groups	These donated funds will support programs, equipment, events and activities.
In addition, the Burlington County Library System Foundation supported the newly launched Mobile Learning Lab and also obtained generous donations from community benefactors earmarked for improvements to two of our libraries.	
\$ 25,000 Vanguard Charitable	Attributable to the Thomas R. and Deborah K. Whitesell Charitable Fund, these funds will be used to help modernize the Riverton Library while maintaining its small-town atmosphere.
\$ 10,000 Estate of Gary L. Frisby	A legacy gift from the estate of Gary L. Frisby of Riverside will support multiple projects and expenses at the Beverly Library.
\$ 10,000 BCLS Foundation	This helped secure a set of laptops used by instructors in the Mobile Learning Lab program. The computers are used for training and skill-building at host community sites.
And in December, the Library Commission accepted \$1 million in state funding secured by State Senator Troy Singleton , who is also a founding member of the BCLS Foundation.	
\$1,000,000 NJ Governor's Office and Legislature, Special Purpose Funding	The sizeable allocation in the FY2023 New Jersey State Budget will be used to fund upgrades to the Burlington County Library in Westampton, and the Cinnaminson, Evesham and Pemberton branches. Plans call for some of the buildings' interior spaces to be redesigned with an eye toward improving overall customer experience.

"Thank you to our loyal customers, dedicated volunteers and generous donors. Because of this amazing community, BCLS is able to make a real and lasting impact for Burlington County families. I am proud to be a part of this library system that turns your story into our story."

– **Jon Chebra**
Chair, Burlington County Library System Commission

Top Three

DVDs/Blu-ray Discs *Checked Out*



- 1 *Ghostbusters: Afterlife*
- 2 *No Time to Die*
- 3 *The Matrix Resurrections*

Kanopy Films *Streamed*



- 1 *The Automat*
- 2 *Dream Horse*
- 3 *Lunana: A Yak in the Classroom*



Burlington County Library System



Pint-sized pirates hunted for hidden treasure during a rollicking "**Pirate Training Class**" held at the Pemberton Library last summer. To prove their "seaworthiness," clusters of kids played games against each other, took turns engaging in individual feats of skill, and enjoyed nautical-themed crafts and snacks. It was a "plunderful" afternoon.



There were plenty of "wows" to go around at the **Cinnaminson Library** during a summer science show featuring experiments with dry ice.

bcls.lib.nj.us

 Burlington County Library System

Burlington County Library
 5 Pioneer Boulevard • Westampton

Beverly Free Library
 441 Cooper Street • Beverly

Bordentown Library
 18 East Union Street • Bordentown
Library Company of Burlington
 23 West Union Street • Burlington

Cinnaminson Library
 1619 Riverton Road • Cinnaminson

Crosswicks Library Company
 483 Main Street • Crosswicks

Delanco Public Library
 1303 Burlington Avenue • Delanco

Evesham Library
 984 Tuckerton Road • Marlton

Florence Library
 1350 Hornberger Avenue • Roebling

Maple Shade Library
 200 Stiles Avenue • Maple Shade

Pemberton Library
 16 Broadway • Browns Mills

Pinelands Library
 49 Union Street • Medford

Riverside Library
 10 Zurbrugg Way • Riverside

Riverton Library
 306 Main Street • Riverton

Sally Stretch Keen Memorial Library
 94 Main Street • Vincentown

Mobile Library

We visit 30 additional locations throughout the county on a regular schedule.

All uncredited photos are the property of Burlington County Library System.