



2017 NEW SUPERVISORS ACADEMY

Staff

Elizabeth A. Lantz, Executive Director

Deborah Blair, Fiscal Officer

Holly Klingler, Research and Innovation Coordinator

Melissa Lattanzi, Education and Events Coordinator

Rachelle Perry, Youth Services Education and Events Coordinator

Board of Trustees

Cheryl Kuonen, President

James Wilkins, Vice President/President-Elect, Chair, Finance Committee

Jane Carle, Secretary

Denise Cardon, Special Library Trustee

Nancy Currie

Jim Gill

Rose Guerrieri, Academic Library Trustee

Laura Leonard

Sheba Marcus-Bey

Joseph C. Palmer, Chair, Personnel Committee

Lorena Williams, Chair, Nominating Committee

Anita Woods, Chair, Bylaws/Policy Committee

Linda Yanko

Joe Zappitello, School Library Trustee

Kathy Zappitello, Geographic Member Trustee

Our Values:

Collaborative

Professional

Proactive

Our Vision:

To be the catalyst for maximizing library potential.

Our Mission:

To empower the Northeast Ohio library community through high-quality staff development and dynamic collaborative opportunities.

"These speakers were excellent, knowledgeable, educated and very engaging in their field. My level of compassion has increased for these people experiencing these social issues in our communities. I have a better understanding of what to look for and how to help. ..." 2017 Critical Conversations Attendee



Betsy Lantz with the 2016-2017 Award Winners: Reginald Rudolph, Felton Thomas, Jr., Marisha Sullivan

Northeast Ohio
Regional
Library System



School | Public | Academic | Special
Maximizing Library Potential Together
www.neo-rls.org

2016-2017 ANNUAL REPORT

September 2017

Note from the EXECUTIVE DIRECTOR

The year ending June 30, 2017 marked a year of forward movement inspired by creative, honest and constructive input from libraries throughout our region and rigorous internal assessment of policies, procedures and infrastructure.

Participation in our newly formed Advisory Groups for Continuing Education, Youth Services, IT, Emerging Tech and Big Ideas helped ensure that we were providing training and professional development that is relevant and meaningful. Evaluation feedback on our programs and webinars, most notably on new programs such as Critical Conversations, was invaluable in shaping future programs. Most of all, the information gathered in my visits to 81 libraries was an incredible education leading to new collaborations, new speaker ideas, and the broadening of topics to include and enhance multi-type libraries. We are excited by the increase in Public and Academic library participation and membership and are working hard to develop content that supports the needs of all of our Public, Academic, School and Special libraries.

Internally, we created a new visual identity for NEO-RLS which was extended to the redesign of our website. We hope that you find the new website to be a user-friendly and seamless portal for information on upcoming events at NEO-RLS and around the region. In addition, we updated our network infrastructure and created policies and procedures to maximize cost efficiencies. Operational changes such as these will enable us to better achieve our goal of providing optimal service to our members.

We thank our dues-paying Gold, Silver and Bronze member libraries for enabling us to carry out the mandate from the State Library of Ohio and are encouraged by the continued participation of our Geographic Members. Together we are making the libraries of Northeast Ohio strong and vibrant.

Sincerely,

Impact

The impact of staff continuing education and training is far reaching. NEO-RLS offered **41 webinars**, **25 full day programs**, **23 half-day programs**, **11 networking events** and **multiple special events**, with content covering topics in management, adult services, technical services, circulation, customer service, safety, children's and teen services, digitization, and special collections. Each attendee further impacts thousands of library users in their community through the use of their increased knowledge.

Learning Opportunities

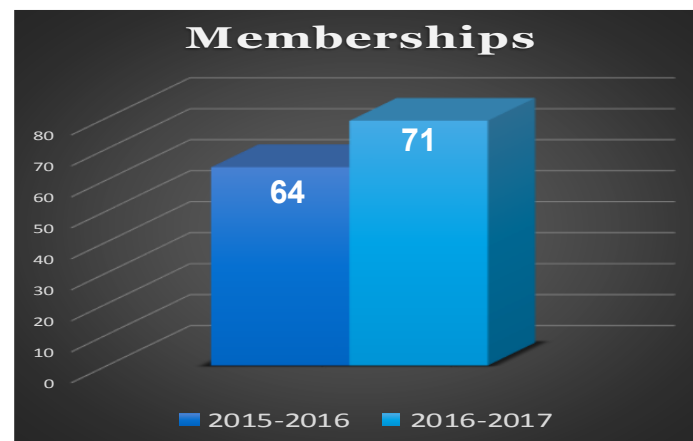
- 105 training opportunities provided
- 3,466 library staff served
- 114 libraries served
- 19 locations



2017 EMERGING TECH SYMPOSIUM

Membership Growth

Memberships grew by 11% over 2015-2016 resulting in 71 dues-paying members for 2016-2017.



New libraries welcomed in 2016-2017 include:

Lakeland Community College, The University of Akron, Cleveland Institute of Art, Ashland Public Library, Kingsville Public Library, Lorain Public Library System, Marvin Memorial Library, McKinley Memorial Library and Rock Creek Public Library.

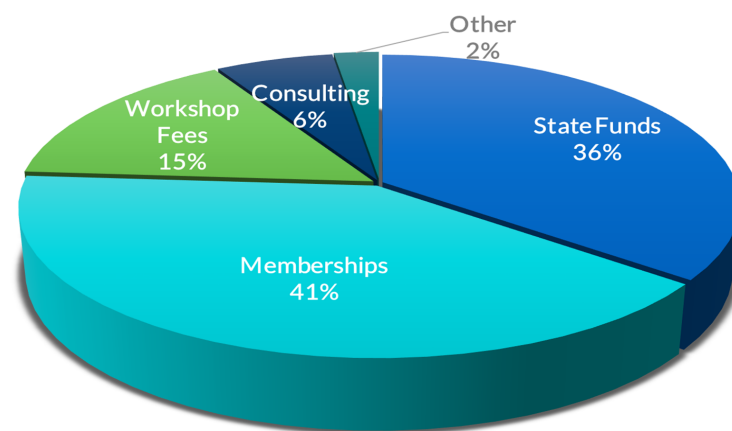
Revenue

Dues play an important role in our financial outlook, providing 41% of our revenue in 2016-2017 with State funding accounting for 36% of our revenue.

The growth in memberships contributed to an increase in dues revenue. In 2015-2016 our dues revenue was \$156,508 and in 2016-2017 it was \$166,959.

Revenue increased by 10% in the last year.

2016-2017 Revenue Sources

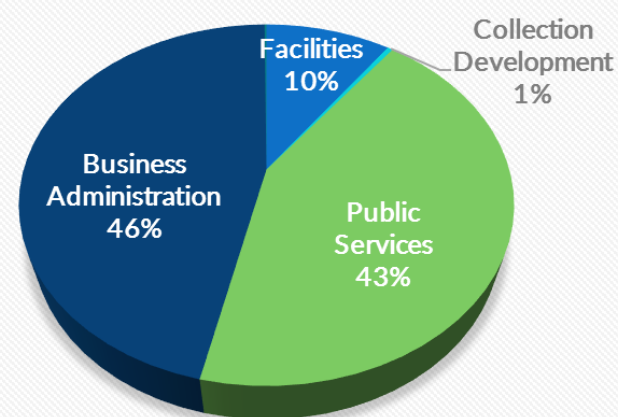


Expenses

NEO-RLS's spending for 2016-2017 was \$481,539. We spent 44% of our budget to bring programs and services to our libraries.

Our loss for the year was -\$70,720, an improvement of \$31,280 over the previous year's loss of -\$102,700.

2016-2017 Expense Breakdown



2016-2017 Highlights

Lifelong Friend of NEO-RLS award presented to **Felton Thomas, Jr.** from the Cleveland Public Library.

Pat Carterette Award presented to **Reginald Rudolph** from the Cleveland Public Library.

Rising Star Award presented to **Marisha Sullivan** from the Ashtabula County District Library.

Held first Teen Summer Reading Workshop with 37 attendees.

Held first Critical Conversations: Social Issues Explored with 97 attendees.

Recipient of two LSTA Open Grants for STEAM e-Kits for children, teens and tweens and e-Tech Programs in a Box for adult programming.

Created Continuing Education, Youth Services, IT, Emerging Technology and Big Ideas Advisory Groups.

Kent State University's SLIS Program Intern, Dwight Meyer, conducted an analysis of potential new services in PR/Marketing and Grant Writing and Review.

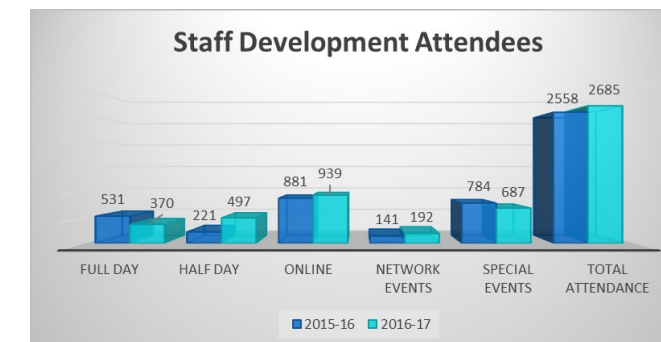
Development of new visual identity.

Redesign of Website and Membership Management System.

Staff Development

Participation in staff development increased by 5% overall in 2016-2017 over 2015-2016 with a 30% increase indicated January through June 2017.

In December 2016 we began creating more complete program descriptions linked to competencies and learning objectives, and introduced a wider variety of topics and speakers.



E-Tech

The Tech Lab has remained an important facet of NEO-RLS's goal to keep libraries and their constituents apprised of current technology trends. This past year NEO-RLS expanded the e-Tech offerings by using two LSTA Open Grants to create STEAM e-Kits for children, teens and tweens and to create e-Tech Programs in a Box for adult programming.

In 2016-2017, 938 people participated in Tech Lab events at libraries. The e-Health Tech Lab accounted for 20% of Tech Lab requests.

44

E-TECH LAB

9

STEAM E-KITS

8

E-TECH PROGRAMS IN A BOX

Consulting

NEO-RLS provided a variety of consulting services during 2016-2017 with increased interest in our Strategic Planning services.

DIRECTOR SEARCH

1

STRATEGIC PLANNING

4

CUSTOMIZED TRAININGS

10

STAFF DAY PLANNING

3

We modified and refined our Strategic Planning process and product and have expanded our Staff Day Planning. In addition, we have continued to provide customized consulting and training as requested.