



6th Annual Directors' Retreat

## 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

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**Kimberly Garrett**

**Beth Hatch** (replaced Nancy Currie due to retirement)

**Cheryl Kuonen**, Chair, Bylaws and Policy Committee

**Chris May**

**Tracee Murphy**

**James Tolbert**, Geographic Member Trustee (replaced Bill Martino due to resignation)

**Charles Vesei**, At-Large Trustee (replaced Linda Yanko due to retirement)

**Lorena Williams**, Chair, Nominating Committee; Chair, Personnel Committee

**Joe Zappitello**, School Library Trustee



New Supervisors' Academy



Emerging Tech Symposium

## 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

## IMPACT

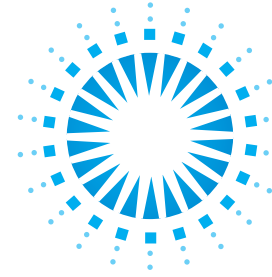
NEO-RLS' **Book Discussion Group Circuit, Videogame Circuit, STEAM e-Kits and E-Tech Programs in a Box** facilitate access to a wide variety of materials in a cost-effective manner for libraries of all sizes. Additional cost savings for libraries in the region are available through our **vendor discount program**. In 2017-2018 we expanded our list of vendors, including many vendors specifically requested by our members.

## LEARNING OPPORTUNITIES

**121** Learning Opportunities  
**25** Locations

## NORTHEAST OHIO REGIONAL LIBRARY SYSTEM

1737 Georgetown Rd., Suite B  
Hudson, OH 44236  
330-655-0531  
www.neo-rls.org



Northeast Ohio  
Regional  
Library System

# 2017-2018 ANNUAL REPORT

## NOTE FROM THE EXECUTIVE DIRECTOR

The year ending June 30, 2018, is best characterized as one of positive momentum toward achieving our mission of providing high-quality staff development and dynamic collaborative opportunities for the libraries of Northeast Ohio.

Increases in membership, particularly from public and academic libraries, encouraged the introduction of new ideas for workshops and webinars. My 25 library visits continued to provide us with relevant information and our Advisory Groups remained actively involved in drawing our attention to topics important for staff development.



We worked diligently this past year to exceed our deficit reduction goals in order to ensure the continuance of the regional, and future reductions were approved by the Board of Trustees including the elimination of the position of Youth Services Education and Events Coordinator and a cost-savings move to a smaller office space. We were delighted to receive a generous gift of \$22,111.98 from the Leigh and Mary Carter Family Foundation to be used in supporting our continuing education efforts and were awarded three LSTA Open Grants in support of *Critical Conversations*, the *RIPL Regional* for our annual Director's Retreat, and the *Emerging Technology Symposium*. Additional donors provided support for an intern from Trinity High School's Pre-Professional Program.

Formalized partnerships with SERLS and SWON paved the way in augmenting your learning experiences and those of their own members. We collaborated with OELMA on the Leadership Academy, "Make Leadership Your Superpower," worked with the New Castle Library District in Pennsylvania to cross-promote learning opportunities, partnered with NORWELD to bring back Ryan Dowd (*The Librarian's Guide to Homelessness*), and continued working with ALAO on new ways of partnering. We also partnered with Dr. Andrea Snell from the University of Akron on a research project looking at leaders and employees within libraries, kicked off a technology series in collaboration with SEO, and participated in the planning of the joint OhioNET, State Library of Ohio and Regional Library System event, *Libraries in Response*.

Internally, we continued to modify our new website to make it user-friendly and intuitive, adding Training by County, a completely revised vendor discount page and the ability to add events to your calendar. We created a six-month, print-based *CE Guide* to add to your list of options for receiving workshop and webinar information far in advance, and implemented a new series of technology related videos.

We thank our Gold, Silver and Bronze member libraries for their support, their participation, and their advocacy for the value of continuing education. We are encouraged by the increased participation of our Geographic Members and those outside our region. As we look forward to 2018-2019, we feel confident that together, we are maximizing library potential.

Sincerely,

Betsy Lantz

## NEO-RLS ANNUAL AWARDS

- Lifelong Friend of NEO-RLS award presented to **Denise Cardon** from the Northeast Ohio Medical University.
- Pat Carterette Award presented to **Andrea Egan** from Geauga County Public Library.
- Rising Star Award presented to **Christina Mihalic** from the Burton Public Library.

## IMPACT

NEO-RLS empowers libraries by providing relevant continuing education for staff at all levels, keeping them up-to-date on best practices and emerging trends, and enabling them to expertly serve their communities. In 2017-2018 we offered **46 webinars, 23 full day workshops, 23 half day workshops, 9 special events** and **20 network group meetings**. NEO-RLS provided core training for circulation, technical services, management, and customer service, and specialized training in communication, safety, children's and teen services, adult services, local history and more.

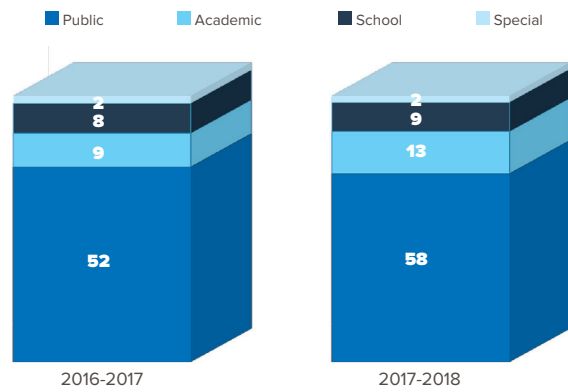


# FINANCIAL HIGHLIGHTS

AS A MEMBERSHIP ORGANIZATION, A TOP PRIORITY IS TO USE OUR FUNDS IN A MANNER THAT BRINGS THE MOST VALUE TO OUR MEMBERS.

## MEMBERSHIP GROWTH

Memberships grew by 15% over 2016-2017 resulting in 82 dues-paying members for 2017-2018.



## NEW LIBRARIES WELCOMED IN 2017-2018

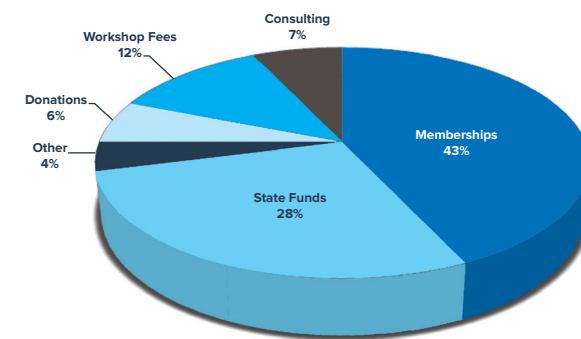
Baldwin Wallace University • Cuyahoga Community College Eastern Campus • Cuyahoga Community College Metro Campus • East Palestine Memorial Public Library • Girard Free Library • Lorain County Community College • Perry Local School District • Portage County District Library • Shaker Heights Public Library • Stark County District Library • Stow-Munroe Falls Public Library • Wellsville Carnegie Public Library

## REVENUE

The growth in memberships contributed to a 16% increase in dues revenue. Our dues revenue was \$166,959 in 2016-2017 and increased to \$194,020 in 2017-2018. Our consulting revenue increased by 20%, and donations revenue increased by 6%. These increases resulted in an overall increase in the local fund of 23%.

State funding decreased 14% in 2017-2018 to \$125,000.

2017-2018 Revenue Sources



Received three LSTA Open Grants totaling \$13,525 in support of *Critical Conversations: Tolerance is Not Enough*, *RIPL Regional (Annual Director's Retreat)* and the *Emerging Technology Symposium: Thinking Outside the [Makerspace] Box*.

Received additional LSTA Open Grants in the amount of \$23,496 in support of continuing education and new technology kits.  
Received \$22,111.98 donation from the Leigh and Mary Carter Family Foundation in support of continuing education.

Received \$800 donation from LTC (ret) Douglas C. Ely in support of Trinity High School Intern.  
Received \$850 donation from Dr. Jane Glaubinger in support of Trinity High School Intern.

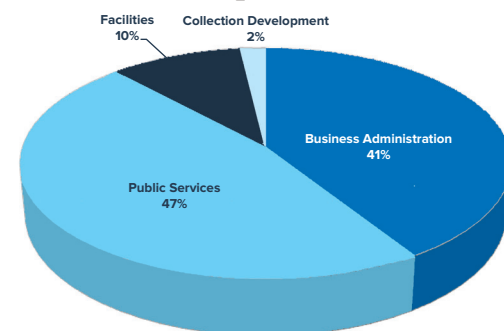
## EXPENSES

NEO-RLS's spending for 2017-2018 was \$481,539.

We spent 47% of our budget to bring programs and services to our libraries. This increased by 3% over the previous year.

Our deficit target was -\$94,890 for 2017-2018. Our actual loss was -39,236, exceeding our goal by \$55,654.

2017-2018 Expense Breakdown



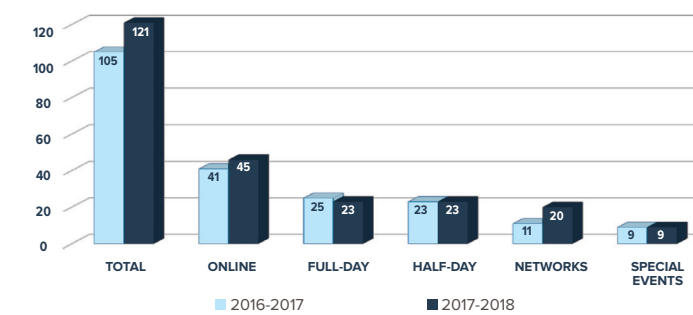
# PROFESSIONAL AND STAFF DEVELOPMENT

PARTICIPATION IN STAFF DEVELOPMENT INCREASED BY A REMARKABLE 25% IN 2017-2018.

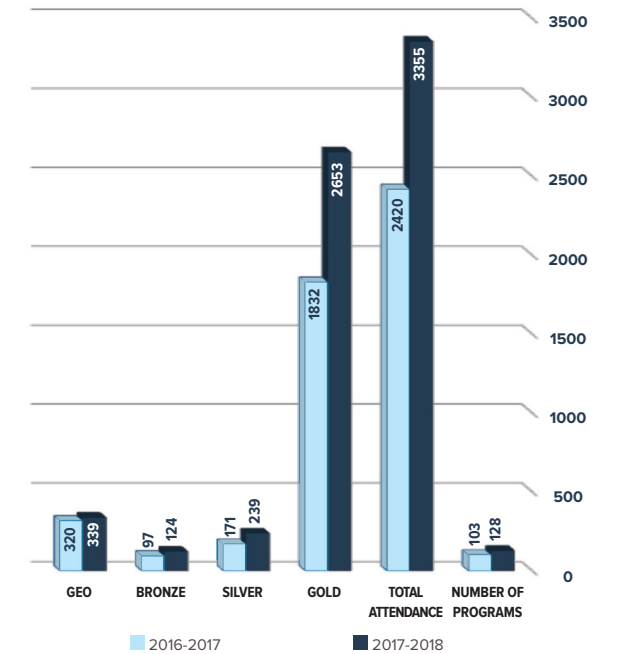
## CONTINUING EDUCATION

The results of our 2016-2017 Membership Survey were compiled and shared in September 2017. We used the information gained from the Survey to successfully guide our planning. We increased our number of webinars, varied the locations of workshops, tried different days and times for webinars and maintained our full and half day workshops based on input. In addition, our new website, changes in marketing strategy and affiliation with a variety of organizations led to increased awareness of our workshops, webinars and special events throughout the region and the state.

Learning Opportunities



Overall Attendance Comparison



NEO-RLS implemented the Academic Library Directors Network Group, New Supervisors Network Group, Branch Managers Network Group, PR/Marketing Network Group and the Building Maintenance and Construction Network Group in 2017-2018.

## E-TECH

The Tech Lab continued to be important to many of the libraries in our region and was requested by libraries outside the region and by organizations outside of Ohio. We saw a steady increase in interest in the newly developed STEAM e-kits and the e-Tech Programs in a Box. The interest resulted in the creation of a new STEAM e-tech Classroom Kit ready soon for circulation.

IN 2017-2018, 716 PEOPLE PARTICIPATED IN TECH LAB EVENTS AT LIBRARIES.

## CONSULTING

NEO-RLS continued to develop and provide consulting services to libraries within our region. Our cost-effective, high-quality and customizable strategic planning service increased in demand for the second straight year as we helped more libraries plan their futures. Many of our Gold Members applied their 4 FREE hours of consulting toward assistance with Staff Day Planning, drawing upon our broad knowledge of expert speakers. In addition, we introduced our new Visual Identity Assessment Service and began marketing our E-rate Filing service throughout the state of Ohio. We continued to provide customized training and presentations around a wide variety of topics as requested.

- 33** E-TECH LAB
- 7** STEAM E-KITS
- 13** E-TECH PROGRAMS IN A BOX
- 6** STRATEGIC PLANNING
- 12** STAFF DAY PLANNING
- 7** CUSTOMIZED PRESENTATIONS/TRAININGS
- 1** VISUAL IDENTITY ASSESSMENT
- 2** E-RATE FILING