

2021 NEO-RLS AWARD WINNERS

RISING STAR AWARD



Amanda Balla
Hubbard Public Library

SHOOTING STAR AWARD



Julia Boxler
Cuyahoga County Public Library

OUR VALUES

Member Focused
Proactive
Inclusive
Collaborative

OUR VISION

NEO-RLS is the catalyst for maximizing library potential.

OUR MISSION

NEO-RLS provides high-quality, high-value, staff and organizational development opportunities and dynamic collaborative possibilities, to the diverse Northeast Ohio library community.

WE LISTENED

Because of your input:

- NEO-RLS deployed the **Statewide Salary Survey in 2021 and 2022**
- NEO-RLS created **Individual Memberships** for retirees and those that are unemployed or out of region
- NEO-RLS focused on Membership Survey recommendations to **further diversify our learning topics and slate of presenters**
- NEO-RLS added a **new Circulation Network Group** and **reinvigorated the IT Network Group**
- NEO-RLS continued to add **new vendor discounts**
- NEO-RLS continued to **enhance the website and newsletter**
- NEO-RLS provided **branding for Diversity, Equity, and Inclusion programming**
- NEO-RLS **added training around current issues in a timely manner**
- NEO-RLS **enhanced** our use of **Discord, a communication forum for Network Groups**

BOARD OF TRUSTEES

CJ Lynce, *President*
Teanna Weeks, *Vice President/ President-Elect; School Library Trustee*
Laura Leonard, *Secretary*
William Rutger, *Past President*
Michelle Alleman
Mariana Branch
Leslie Cade, *Special Library Trustee*
Kris Carroll
Andrea Legg
Melissa Mallinak
Melanie McGurr, *Academic Library Trustee (appointed)*
Trent Ross
Amy Switzer, *At-Large Library Trustee*
Eric Taggart
Joy Walk (through April 2022)

STAFF

Elizabeth A. Lantz, *Executive Director*
Deborah Blair, *Fiscal Officer*
Holly Klingler, *Continuing Education Coordinator (through August 27, 2021)*
Melissa Lattanzi, *Continuing Education Coordinator*
Ragan Snead, *Continuing Education Coordinator (November 1, 2021-)*



Northeast Ohio
Regional
Library System

2021-2022

ANNUAL REPORT

NOTE FROM THE EXECUTIVE DIRECTOR

At NEO-RLS we dedicated FY2021-2022 to working with our libraries and members on “getting back to normal.” For us this meant maintaining a strong online presence in order to ensure the health of our staff and members. It also meant providing accessible learning opportunities in light of library staffing changes and shortages.



We continued our larger virtual events and designed several successful, full-day, online workshops. To further maximize the learning experience we added learning levels to all live and archived webinars, created topical Archived Webinar Bundles, and branded our Diversity, Equity, Inclusion, and Accessibility programming. We presented 37 graduates of our Leadership Academy, 36 graduates of our New Supervisors' Academy, and 2 graduates of our Customer Service Academy with Certificates of Completion.

We quietly returned to in-person workshops in December 2021 with the culminating session of our Leadership Academy, followed by an in-person workshop in May 2022 for the New Supervisor's Academy, and an in-person HR/FO Network Group meeting in June.

The 2021 Statewide Salary Survey results were released in July 2021 and many of the 162 participating libraries used the information to make needed salary adjustments. We look forward to learning the impact of the 2022 results which were released in June.

In recognition of our growing membership diversity, the Board revised the Bylaws to add a second Trustee seat for Academic Libraries and a new Zone 1 seat for our largest libraries.

Perhaps most significantly, NEO-RLS ended the year in the black with five-year projections showing no deficit. Our job is to be here for our members and we want to hear your needs, challenges and suggestions. The fiscal health of NEO-RLS enables us to meet your needs, help with your challenges, and act on your suggestions.

Thank you to our Gold, Silver, and Bronze Members for your support, your commitment to the importance of continuing education, and your participation. Thank you to our Geographic members and those outside our region for your continuing participation. We are excited about the coming year and will be here to support you as you move forward. Together we are maximizing library potential!

Sincerely,

Betsy Lantz

IMPACT

Thanks to your membership:

- NEO-RLS provided **152** live learning opportunities with a total of **5,588** registrants
- NEO-RLS provided 24/7 access to the Archived Webinar Library for **3,896** registrants
- NEO-RLS continued bringing you **national** speakers and **high-quality** content including the month-long **Emerging Technology Symposium** and the virtual **Staff Development Week**
- NEO-RLS added **Learning Levels** to live and archived webinars
- NEO-RLS created **Archived Webinar Bundles** for your convenience (New Hire, Internal Customer Service, Handling Difficult Situations, Inclusive Customer Service, Customer Service, Staff Development Week 2021)
- NEO-RLS rebranded and enhanced our e-Health Kits as **Health Literacy Kits**

NOTE FROM THE BOARD PRESIDENT

Like most of us, the last year for NEO-RLS has been about emerging from pandemic restrictions and charting our path forward. Starting with having to pivot



back to virtual for our desired in-person membership meeting last fall, to holding the first in-person gathering in more than two years in December 2021 for the Leadership Academy, this year has been an exercise in both patience and optimism. I want to thank the entire membership, including participants on our advisory groups, committees, and my fellow board trustees, for the time and effort you put toward making NEO-RLS the superior organization it has become. And certainly, none of this would be possible without the tireless hard work of the NEO-RLS Staff, Betsy, Debbie, Melissa, and Ragan, whose dedication to the members of NEO-RLS is unparalleled! Thank you!!

I would also like to note that with the close of this year comes a significant change for NEO-RLS, the retirement of Betsy Lantz, Executive Director. Over the last 6 years Betsy has led a massive transformation that has resulted in NEO-RLS being a more effective, lean, and sustainable regional library system. Her leadership, expertise, and insights will be missed by the staff, the board, and undoubtedly the entire region. I thank her for her dedication to maximizing the potential of Northeast Ohio Libraries and those throughout the State and wish her the best during her retirement!

Finally, I am excited to welcome the next Executive Director, Ragan Snead, who will lead NEO-RLS in its next chapter of service to libraries in the region. In my fifteen years of varied involvement with NEO-RLS, I can safely say that this organization is one of the crown-jewel resources for libraries, and I am looking forward to seeing where Ragan's vision and leadership take us!

Here is to the next chapter!

CJ Lynce

PROFESSIONAL AND STAFF DEVELOPMENT

LEARNING OPPORTUNITIES

- 117 Programs
 - 29 Network Group Meetings
 - 6 Special Events

MEMBERSHIP PARTICIPATION

TOTAL Registration was **9,484** with **5,588** registrants for workshops, webinars and Network Group Meetings comprised as follows:

- 4,689 registrants from **Gold Member** libraries
- 374 registrants from **Silver Member** libraries
- 6 registrants from **Bronze Member** libraries
- 97 registrants from **Geographic Member** libraries
- 402 registrants from **Other (Outside our region)**

Webinars in our Archived Webinar Library were viewed by **3,896** registrants.

The total number of programs in 2021-2022 was 31% fewer as we worked to alleviate pressure on libraries dealing with staff shortages and new hires. Our attendance per program, however, remained steady and **registrations for the Archived Webinars Library increased by 62%**. Our Gold, Silver, and Bronze Members took full advantage of their free continuing education benefit.

TECHNOLOGY SERVICES

- Tech Lab presentations **2** Health Technology Kits **4**
- AR/VR Kits **5** STEAM & Tech Trends Kits **3**

The 8th Annual Emerging Technology Symposium: *Explore, Adapt and Transform*, included a total of **9** virtual sessions. Participants attended from Ohio (**97**) and **8** states across the county (**65**) with a total attendance of **162**.

CONSULTING

- Strategic Planning **12** Customized Presentations/Trainings **7**
- Staff Day Planning **14** E-Rate **5**

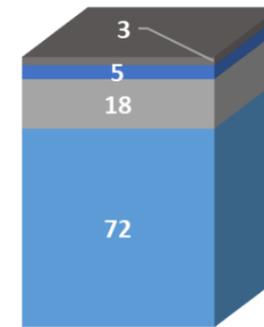
Consulting services were in high demand as libraries worked to plan their futures and develop staff in the aftermath of the pandemic.

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

Public Academic School Special



2021-2022

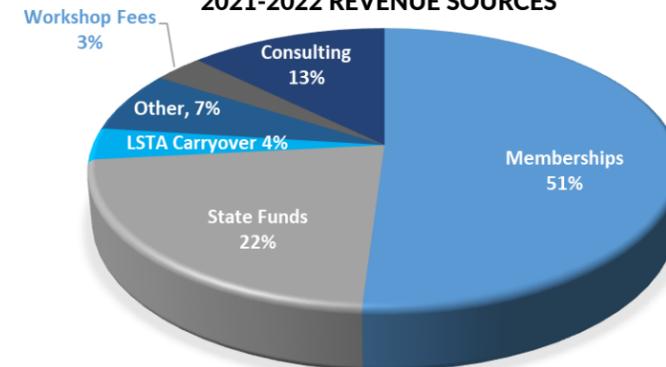
Memberships grew by 5% resulting in 98 dues paying libraries for 2021-2022.

NEW LIBRARIES WELCOMED IN 2021-2022

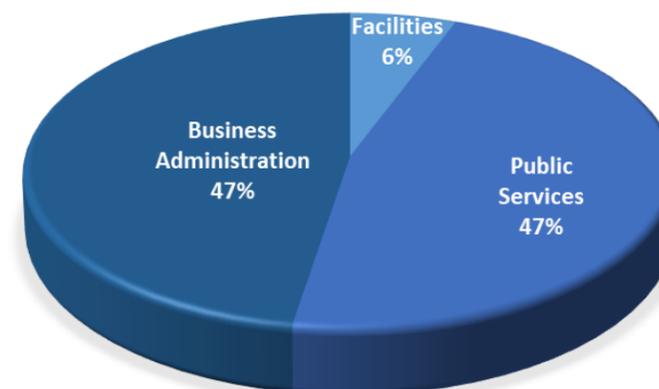
Dover Public Library, Lakewood Public Library, Louisville Public Library, North Canton Public Library, Stark County Law Library

FINANCIAL REPORT

2021-2022 REVENUE SOURCES



2021-2022 OPERATING EXPENSES



Local Beginning Balance July 1, 2021	940,526
LSTA Beginning Balance July 1, 2021	7,380
Revenue Sources	Actual
Memberships	274,729
State Funds	120,000
LSTA Carryover	19,837
Other	37,968
Workshop Fees	17,456
Consulting	66,788
Total	536,778

Operating Expenses	Actual
Personnel & Benefits	337,874
Supplies	1,563
Travel	5,095
Other Expenses	39,183
Contractual	94,217
Library Materials	-
Furniture & Equipment	-
Total	477,933
Local Fund Ending Balance June 30, 2022	998,187
LSTA Fund Ending Balance June 30, 2022	8,565
Total Cash Balances June 30, 2022	1,006,751

- Received a donation on November 19th, 2021 from Mary Frances Burns, retired Director of Morley Library, and previous NEO-RLS Board of Trustees Member.

- Received LSTA funds in the amount of \$19,837 in support of continuing education programs.