NOTE FROM THE EXECUTIVE DIRECTOR

To say that the year ending June 30, 2021 was a period of tremendous change for us all would be a vast understatement and it would be folly to try and enumerate the many changes experienced by us as individuals and organizations. However, it is essential to call attention to the fact that libraries remained strong in their efforts to serve their various communities and NEO-RLS remained vigilant in its efforts to serve the libraries in its region.

The year was characterized by all things virtual! Not only did all of our continuing education move online but it moved online in a variety of ways from our traditional one hour live webinars, to our two and three hour online workshops, to our Taped Learning videos, to our Membership and Appreciation Meeting, to a week-long Staff Development Week and to a whole month of presentations and poster sessions for the Emerging Technology Symposium. Board meetings, Committee meetings and Network Group meetings were held virtually, allowing for increased participation from members spread far and wide on different time zones or in libraries that were short staffed. Live attendance did not suffer due to the virtual environment and our 170 offerings over the past year were attended by 8,010 registrants, an increase of 34% over the previous year.

We worked on bringing our members the information they needed in a variety of areas - updating our various COVID related resource pages, hosting the first and second statewide Directors meetings, providing timely opportunities for diversity, equity and inclusion training and adding a virtual One-on-One Management Coaching service. NEO-RLS continued its member support and appreciated the feedback we received through the biennial Membership Survey. The Statewide Salary Survey was deployed with an unbroken number of participants from across the state. We added new vendors to our Vendor Discount Program, added new emerging technology equipment to our circulating kits and helped raise the bar on the use of Zoom.

Everything that was learned this past year will be used to inform the coming year as we continue to grow and evolve in our efforts to meet member needs. Thank you to our Gold, Silver and Bronze members for your support, your consistent advocacy on behalf of the importance of continuing education and your participation. Thank you to our Geographic members and those from outside our region for your participation. But, most of all, I would like to extend my heartfelt gratitude for the kind comments and your participation. Thank you to our Geographic members and those from outside our region for your participation. But, most of all, I would like to extend my heartfelt gratitude for the kind comments and your participation. Thank you to our Geographic members and those from outside our region for your participation. But, most of all, I would like to extend my heartfelt gratitude for the kind comments and your participation.

Sincerely,
Betsy Lantz

Board of Trustees

Melissa Lattanzi, Secretary
Holly Klingler, Research and Innovation Coordinator
Deborah Blair, Research and Innovation Coordinator
Elizabeth A. Lantz, Executive Director
William Rutger, President
CJ Lynce, Vice President/President-Elect, Chair, Finance Committee
Laura Leonard, Secretary
Michelle Alleman
Leslie Cade, Special Library Trustee
Kris Carroll
Kimberly Garrett, Past President

STAFF

Kimberly Garrett
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Melissa Lattanzi, Education and Events Coordinator

CE PROGRAMMING FOR EXCELLENCE

DIVERSITY WORKS: BUILDING AN INCLUSIVE WORKPLACE

Mary Anne Russo
Hubbard Public Library

INTRODUCTION TO COORDINATING LANGUAGES

Mary Anne Russo
Hubbard Public Library

HEALTHY LIBRARIES: BUILDING HEALTHY LIBRARY CULTURES

Mary Anne Russo
Hubbard Public Library

WELCOMING TRANSGENDER CUSTOMERS

Mary Anne Russo
Hubbard Public Library

HOW LIBRARIES CAN SUPPORT COMMUNITIES IN CONFLICT

Cynthia Hirtzel
Richland County District Library

BUILDING EMPATHIC COLLECTIONS

Cynthia Hirtzel
Richland County District Library

REACHING THE UNREACHABLE

Cynthia Hirtzel
Richland County District Library

WELCOME TO THE REGION

Cynthia Hirtzel
Richland County District Library

SUNSHINE AND SHADE: TEACHING AROUND THE SUN

Cynthia Hirtzel
Richland County District Library

HOW TO HELP EMPLOYEES MANAGE STRESS DURING COVID-19

Cynthia Hirtzel
Richland County District Library

HANDS-ON WEBINAR ON USING TIKTOK TO CRASH COURSE IN SOCIAL MEDIA

Bec Czarnecki & Adrian Johnson
Richland County District Library

NOTE FROM THE EXECUTIVE DIRECTOR

Because of your membership:

- NEO-RLS provided 170 learning opportunities with a total of 8,010 registrants from across 22-county region, from across the state and from every library type.
- NEO-RLS brought national speakers and high-quality content to the region through timely and relevant virtual webinars and online workshops.
- NEO-RLS offered a virtual Staff Development Week for 591 registrants.
- NEO-RLS provided mobile device access to all of the webinars in the Archived Webinars Library and enhanced searching of this resource.
- NEO-RLS added Closed Captioning to live webinars.
- NEO-RLS added embedded transcription to archived webinars.
- NEO-RLS implemented an online e-Kits reservation system.

2020-2021 ANNUAL REPORT

2020 NEO-RLS AWARD WINNERS

RISING STAR AWARD
Kimberly Garrett
Hubbard Public Library

SHOOTING STAR AWARD
Kris Carroll
Hubbard Public Library

ADVOCACY AWARD
Leslie Cade
Hubbard Public Library

OUR VALUES
Collaborative
Professional
Proactive

OUR MISSION
To be the catalyst for maximizing library potential

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

WE LISTENED
Because of your input:
- NEO-RLS deployed the Statewide Salary Survey
- NEO-RLS added 3 new vendor discounts
- NEO-RLS revised the Bylaws and created a Diversity, Equity and Inclusion Strategies Standing Board Committee
- NEO-RLS changed the weekly newsletter to a more visual and user-friendly format
- NEO-RLS created a clean and modern homepage for the website
- NEO-RLS provided a way to search the most current archives in the Archived Webinars Library
- NEO-RLS added training around current issues in a timely manner
- NEO-RLS added Discord, a communication forum for Network Groups
- NEO-RLS awarded Certificates of Completion to 5 graduates of the Customer Service Academy

STAFF
Elizabeth A. Lantz, Executive Director
Deborah Blair, Fiscal Officer
Holly Klingler, Research and Innovation Coordinator
Melissa Lattanzi, Education and Events Coordinator

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NOTE FROM THE BOARD PRESIDENT

At our various libraries, we have all adapted throughout this year to meet the needs of our communities, and so too has NEO-RLS. I want to take the opportunity to thank the hardworking, dedicated, and innovative staff – Betsy, Debbie, Melissa, and Holly for making NEO-RLS a valuable resource for the libraries in our region. And yes, if you did not already know, that is a staff of only four! Together they have performed extraordinary work under extraordinary times. Each embodies the values of the NEO-RLS – collaborative, professional, and proactive. Their everyday efforts can be seen in all workshops, programs, services, and consultations that NEO-RLS has provided throughout the year. Kudos and energy in guiding and support of the committees and advisory groups that have given their time to all!!

William Rutger

PROFESSIONAL & STAFF DEVELOPMENT

LEARNING OPPORTUNITIES
■ 170 Different Programs
■ 57 Network Group Meetings
■ 4 Special Events

REGISTRATION
■ Total registration was 10,419
■ Registration for workshops, webinars and Network Group Meetings was 8,010 comprised as follows:
  • 6,465 registrants were from Gold Member libraries
  • 549 registrants were from Silver Member libraries
  • 35 registrants were from Bronze Member libraries
  • 268 registrants were from Geographic Member libraries
  • 693 registrants were from Other (outside our region)
■ 2,409 members registered for webinars in our Archived Webinars Library

Despite the fact that many staff returned to their libraries during the past year, our total overall registration grew by 7% and interest in the Archived Webinars Library remained high. Once again, Gold Members took full advantage of their free continuing education benefit while the number of registrants from outside our region grew by 32%.

E-TECH
■ Classroom e-Kits circulated to 1 library
■ e-Health Kits circulated to 2 libraries

The Virtual 2020 Emerging Technology Symposium: We Built it – Why Don’t They Come? was a resounding success with speakers from across the county, poster sessions from throughout our region and a 209% increase in attendance at 170 registrants from throughout Ohio (334) and from eight other states (38) across the country.

CONSULTING
■ Staff Day Planning 4
■ E-Rate Filing 3
■ Customized Presentations/Trainings 11

We continued to develop our consulting services with the addition of virtual One-on-One Management Coaching and the planning and facilitation of a virtual Staff Day for the Beaver County (PA) Libraries.

FINANCIAL HIGHLIGHTS

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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

REVENUE SOURCES
■ Memberships $18,000
■ State Funds $19,000
■ LSTA Carryover $9,000
■ Other $6,780

2019-2020 2020-2021
Beginning Cash Balance July 1, 2020 $945,783
Ending Cash Balance June 30, 2020 $938,533

TOTAL $445,273

OPERATING EXPENSES
■ Personnel & Benefits $345,403
■ Supplies $986
■ Travel $560
■ Other Expenses $13,526
■ Contractual $54,400
■ Library Materials $5,871
■ Furniture & Equipment $440,839

■ State Funds 38%
■ Other 1%
■ LSTA Carryover 1%
■ 58%

School library membership declined in 2020-2021 resulting in 93 dues-paying members, a decrease of 3.3% over 2019-2020.

William Rutger

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