

Northeast Ohio Regional Library System

# ANNUAL REPORT



2015-2016

# 2015-2016 Annual Report



## STAFF

Catherine Hakala-Ausperk  
Director of Success (retired 2/19/16)

Deborah Blair  
Interim Director of Success (2/20/16 to 5/8/16)  
Fiscal Officer

Elizabeth A. Lantz  
Executive Director (5/9/16 - )

Holly Klingler  
Research and Innovation Coordinator

Melissa Lattanzi  
Education and Events Coordinator

Rachelle Perry  
Youth Services Education and Events  
Coordinator

## BOARD

Laura Leonard, President

Cheryl Kuonen, Vice President/President-Elect  
Chair, Finance Committee

Jane Carle, Secretary

Denise Cardon, Special Library Trustee

Nancy Currie

Jim Gill

Rose Guerrieri, Academic Library Trustee

Sheba Marcus-Bey

Joseph C. Palmer, Chair, Personnel Committee

Kathy Pape

James Wilkins

Lorena Williams

Anita Woods, Chair, Bylaws/Policy Committee

Linda Yanko

Joe Zappitello, School Library Trustee

## NOTE FROM THE EXECUTIVE DIRECTOR

The year ending June 30, 2016 was one of great change for the Northeast Ohio Regional Library System, marked by transitions in leadership and staffing and the celebration of our 10 year anniversary. It is hard to believe that it has been ten years since the state's regional library systems were merged together to form four new organizations. Despite the growing pains, relentless and careful work on the part of the four Boards and their staff has gone far in helping the four regionals remain viable to the libraries of Ohio. In northeast Ohio we have been gratified by the financial support of our Gold, Silver and Bronze Members and by the continued participation of our Geographic Members. We thank our dues-paying members for helping us carry out our mandate from the State Library of Ohio to support the needs of all the libraries in our region. We have worked hard to bring meaningful benefits to our members including high-quality continuing education, effective consulting expertise, inspiring special events and low-cost webinars. It is my hope that in the next year we will be able to provide additional member benefits and new areas of staff development as we continually strive to assist you in meeting your everyday needs and challenges. With your continued input and support, the Northeast Ohio Regional Library System looks forward to the next 10 years.

Sincerely,

*Betsy Lantz*

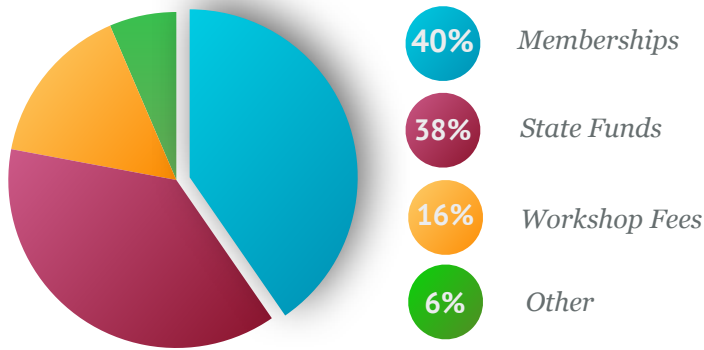


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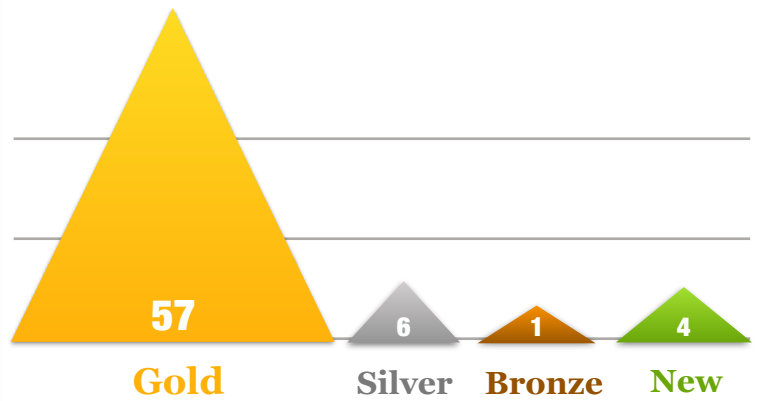
## Revenue

NEO serves 38% of Ohio's population according to the 2015 Census figures. The growth and continuation of the organization is largely dependent upon the support of our dues-paying members. In addition, we depend on funding from the State Library of Ohio, revenues generated through a variety of services, and workshop participation by Geographic Members. We work hard to bring value to your membership through numerous learning benefits including free or reduced-cost continuing education, opportunities for participation (such as the Fiscal Officer and HR Networks) and leadership experiences including Board participation.



## Memberships

Memberships are offered at different levels in order to accommodate the rich variety of types of library, size of library, staff training needs and financial situations. We welcomed **four new libraries** as members in 2015-16: **Ashland Public Library, Lorain Public Library, Marvin Memorial Library and Rock Creek Library**. We also saw a small shift of 1.59% in membership levels, indicating that the majority of libraries are finding a level that makes financial sense for them. In 2015-16 we served seven academic libraries, two special libraries, eight school libraries and 47 public libraries as supporting members.



## Staff Development



NEO continues to create and host in-person and virtual staff development opportunities in response to current trends and the need for ongoing foundational skills. In 2015-16 we offered 25 programs in management practices, 23 programs for Children's and Teen Services, 9 programs on emerging technology and IT, 6 programs specific to Adult Services, 4 programs for Circulation, 2 programs for Technical Services and numerous other programs related to communication, marketing, career development, fundraising, Human Resources, Fiscal Officers, general library issues and training.

## Consulting



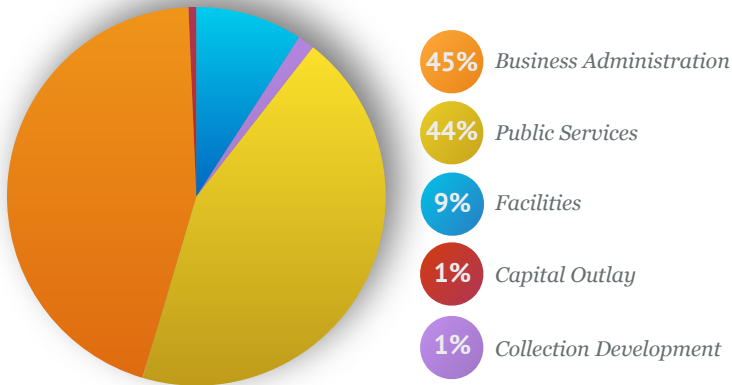
We provide library specific consulting services in a variety of areas including Director Searches, Board Development, Staff Day Planning, and Strategic Planning. In addition, we are able to provide customized consulting and training around your specific needs.

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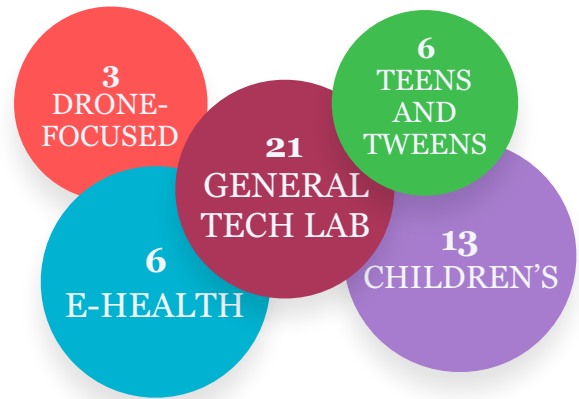


## Expenses

NEO's budget for 2015-2016 was \$514,814 with state and local funding combined. Our expenses are almost evenly distributed between business administration and public services as shown in the chart. 45% of our budget, which is public services and collection development, is spent directly to bring programs and services to our libraries. NEO is constantly monitoring our expenses to keep costs as low as possible. Over the last ten years we have cut expenses by over 57%.



## Tech Lab



The Tech Lab has been an important facet of NEO's goal to keep libraries and their constituents ahead of the curve with regard to the rapidly changing environment of emerging technology. Hands-on exposure to robots, coding toys, 3D-printing pens and a virtual reality headset enhances library staff confidence and comfort with new technologies, better equipping them to assist patrons. The ability for patrons of all ages to engage with new emerging technology trends provides libraries with research needed to make fiscally responsible decisions about investment in these technologies. In 2015-16 the Tech Lab provided a children's focused Tech Lab and an E-Health Tech Lab among others.

## Special Events



NEO seeks to further engage and support the libraries and staff of Northeast Ohio by obtaining interesting speakers for special events, offering opportunities for advocacy and encouraging broad collegial networking experiences. The annual NEO Showcase provides a forum for updating our membership on events at the State Library of Ohio, new innovations in services and programs and the recognition of outstanding members of our library community through newly established awards.

## 2015-2016 Highlights

- \* Nationally known speaker **Julie Todaro**, President-Elect of the American Library Association, presented at the April 28, 2016 Showcase
- \* 10 year anniversary celebration on June 9, 2016 featured speaker **Felton Thomas**, Director of Cleveland Public Library and President-Elect of the Public Library Association
- \* Staff Day held on October 12, 2015 with 385 attendees from three different libraries included 18 break-out sessions and eight unsessions
- \* Formation of Library League for retirees
- \* Interns from Kent State University's SLIS Program, **Brooke VanDerlin and Amber Elfrink**, created the Career Resource Center at NEO and the accompanying feature on the website
- \* Rising Star Award presented to **Crystal Feyerchak** from Twinsburg Public Library
- \* Pat Carterette Award presented to **Mary Olson** from Medina County District Library
- \* Lifetime Friend of NEO Award presented to **Mary Frances Burns**