

Cuyahoga County
Public Library

2012 Annual Report





Focus
on
the
future

Celebrating 90 Years at the Center of Our Community

Forgive us if we get a little sentimental. It is, after all, our 90th anniversary, which means for the better part of a century we've been right there with our friends and neighbors as they've reached their milestones.

We were there when you learned to read picture books, sounding out the words one by one. We cheered you on as you graduated to chapter books and beyond. When you were struggling with your math homework, we were the place you came for support, and we were glad to give it. Then one day when you'd grown up and had kids of your own, we were there to help you help them be all they could be.

We've been there when you needed us, every step of the way.

As we look back on 90 years of service, it's with a refreshed sense of purpose and a renewed commitment to excellence and the traditional values of public libraries. Namely, books and readers like you.

But, at the same time, we're embracing new, progressive services to better fulfill our role as the center of community life. It's an extension, if you will, of what we've always been about from the very beginning – being there for you. Meeting your needs. Helping our friends and neighbors be all they can be.

As we look ahead, it's with tremendous optimism and energy. We're beginning this next chapter in our history with a promise to you that Cuyahoga County Public Library will continue to be the place where reading, lifelong learning and civic engagement thrive.

It's been a wonderful 90 years. We look forward to serving you for many more.

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Hours of Operation

MONDAY – THURSDAY
9:00 a.m. – 9:00 p.m.

FRIDAY – SATURDAY
9:00 a.m. – 5:30 p.m.

SUNDAY
1:00 – 5:00 p.m.

About Us

Cuyahoga County Public Library is a separate political subdivision governed by a seven-member Board of Trustees authorized by the State of Ohio to establish policies and develop an annual budget.

Our Board members are charged with representing the citizens' interest while promoting the highest level of library service appropriate to the community, in accordance with state law. Library Board members are appointed for seven-year terms by Cuyahoga County government and the Court of Common Pleas and serve without remuneration. The Library Board has no taxing authority and must have Cuyahoga County government place ballot issues before the voters in our service district.

Cuyahoga County Public Library has 28 branches that serve 47 communities. Our branches are open 7 days and 4 nights per week.

Our Administrative Offices are located in the City of Parma. We are lead by an executive team that includes:

Sari Feldman, Executive Director

Tracy Strobel, Deputy Director

Judith Carey, Development Director

Daniel Hauenstein, Human Resources Director

Scott Morgan, Operations Director/Fiscal Officer

Hallie Rich, Marketing and Communications Director

Martha Sheedy, Administrative Coordinator

Our Mission

Cuyahoga County Public Library will be at the center of community life by providing an environment where reading, lifelong learning and civic engagement thrive.

Our Vision

The Library will support initiatives and efforts that impact the quality of life for all in Cuyahoga County. We will be the most convenient public library in the nation and be known for the quality of our customer service. Our branches and website will be centers of excellence and serve as gathering places. **Through innovative services and collaborations, we will satisfy our community's needs and exceed expectations.** Our staff will reflect the diversity of our communities and promote and create an accessible, friendly environment.



Robert W. Varley, President

a letter

2012 Board of Trustees



Maria L. Haller
Vice President



Edward H. Blakemore
Secretary



Susan M. Adams
Trustee



Leonard M. Calabrese
Trustee



Edna Fuentes-Casiano
Trustee



Dale D. Powers
Trustee

from our board president

The Cuyahoga County Public Library Board of Trustees has the honor of serving nearly 620,000 residents across 47 communities in Cuyahoga County. With this honor comes great responsibility, and, in my role as Board president, I am committed to ensuring that our public library system continues to build a world-class reputation and exceptional record of service.

Cuyahoga County Public Library has spent the better part of the last decade moving into a leadership position among peer libraries across the nation. Our Facilities Master Plan, which represents the Library's largest capital improvement program in our 90-year history, is designed to ensure the long-term sustainability of the system by improving efficiency, reducing operating costs and enhancing the quality of service that the Library delivers. In short, our investments today are building the foundation for a strong future.

When we engaged the community this past year in a strategic planning process, we learned that our residents value the Cuyahoga County Public Library system and that we continue to be an important part of community life. Today, our refreshed focus on reading, lifelong learning and civic engagement aims to strengthen the economic vitality of our region and improve the quality of life for families in the communities we serve. The Library's ability to continually evolve to meet the rapidly changing needs of the community is the key to remaining relevant into the future.

2012 marked a year of real change for our system with the celebration of a new Warrensville Heights Branch and completed renovations at our Beachwood, Fairview Park and Solon branches. As we celebrate the Library's 90th anniversary in 2013, the pace of change will accelerate: six new branches, two more ground-breakings and several branch renovations. These capital projects will contribute to approximately \$4 million in annual operating cost savings and will not require additional taxpayer funding.

My fellow members of the Board of Trustees and I recognize that our public library system is exceptional because of the strong support we receive from residents in the communities we serve. We sincerely appreciate that support and the enduring commitment from our Friends groups, donors, the Cuyahoga County Public Library Foundation and, of course, the excellent staff who make Cuyahoga County Public Library the very best system in the nation.

I look forward to great progress in 2013.

a message

from our executive director



Dear Friends:

Important milestones in the life of any organization help to define its story. Cuyahoga County Public Library's story turned the page in 2012 as we completed four major building projects in our Facilities Master Plan and refreshed our focus on the future with a new strategic plan. But, these major events were not the only advancements we made last year – through it all, **we continued to deliver exceptional service to our customers and topped the list of U.S. public library systems of our size in per capita circulation.**

We experienced **one of the proudest moments in our organization's history on April 21, 2012, when we cut the ribbon on a brand new Warrensville Heights Branch.** Together with 2,000 of our closest friends and community members, we celebrated more than a new building – we celebrated the power of

possibility that the new branch represents. And, it hasn't taken long for the community to respond: **We doubled circulation and increased branch visits by 125 percent since opening.**

We also received incredibly gratifying feedback from our community as part of our strategic plan process in 2012. **We achieved a 97 percent customer satisfaction rating,** which tells us we are exceeding expectations and delivering on our promise to be a world-class public library system.

Our customers reinforced the central role that reading must play as a core focus for Cuyahoga County Public Library. We couldn't agree more. We understand that the Library is the place where community members come to reconnect with a classic, explore new authors and genres and expand their view of the world.

We also understand that the evolving needs of our community require the Library to serve as a center of community learning. More than ever before, the Library is the place where residents of all ages come to build knowledge through access to technology, educational programs and training sessions. The public library is no longer simply a building that houses books – it is a place where community blossoms.

Throughout 2013 we will celebrate Cuyahoga County Public Library's 90th anniversary by remembering where we've been as an organization and looking ahead to where we need to go. I personally am energized by the future for Cuyahoga County Public Library, a future that leverages our role as the center of community life. **We are a place to connect with neighbors, to connect with technology and to connect with new ideas.**

I want to thank our residents, customers, donors and Friends for their tremendous support, and I want to share my sincere gratitude for the exceptional staff who make our system one of the very best in the world.

Sari Feldman

2012 Year in Review

Public libraries use a variety of metrics to measure their impact. One of the most important is how often our customers use our materials and services.

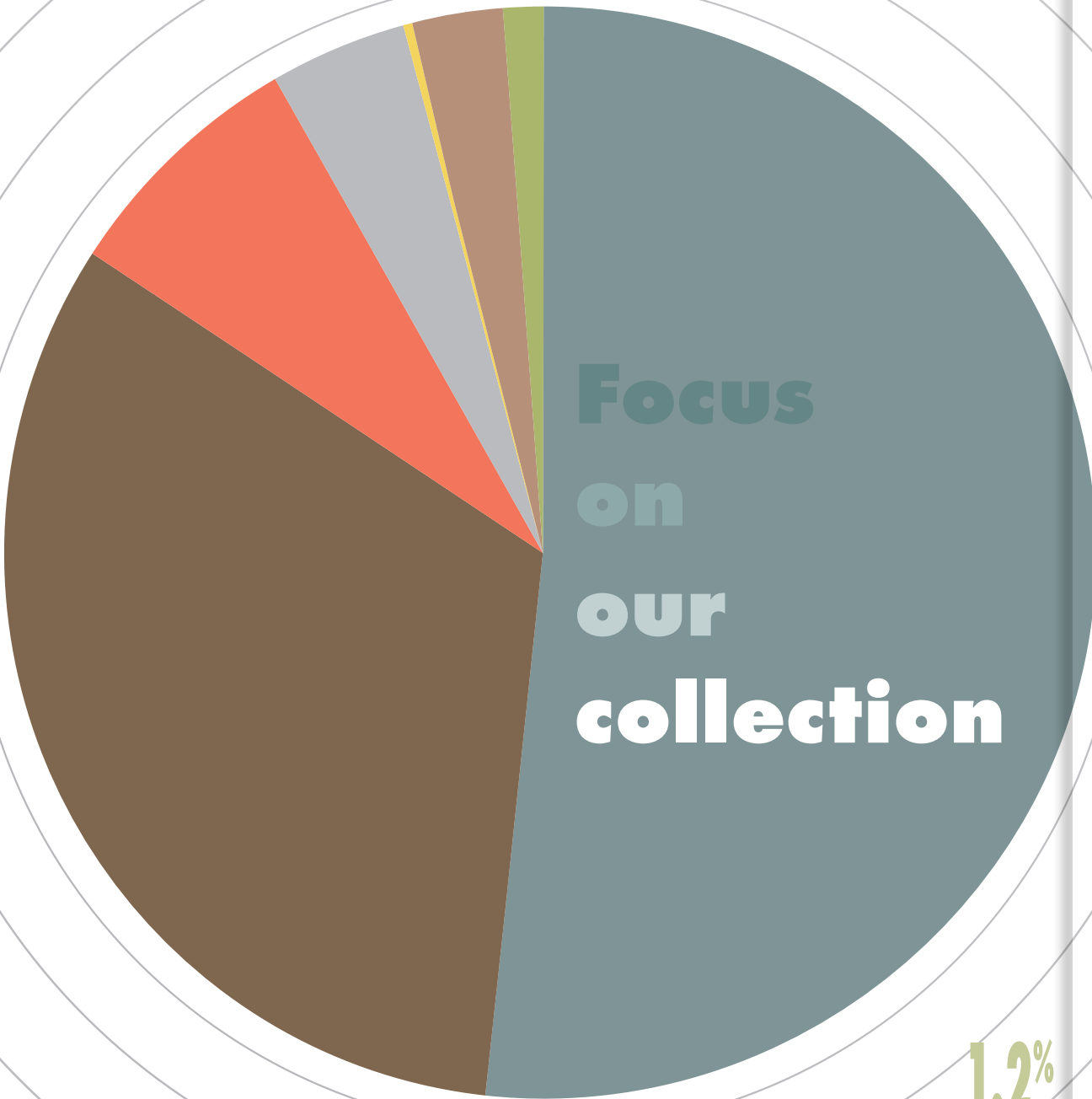
Of particular importance is "circulation" – which is library lingo for how often customers borrow our material. Why is circulation so important? Because it's a strong indicator of whether we're offering the materials our community needs and wants. When our circulation is high it indicates we're doing a pretty good job at meeting our communities' needs.

If our circulation figures in recent years have told us anything, it's that we're on the right track. Since 2003, our circulation has increased approximately 72 percent. Currently, we're the fourth busiest library system in the United States by measure of circulation – and we hold the highest per capita circulation among America's large library systems. What's behind this dramatic increase? Well, for starters, it's changes in our lending and materials selection policies that we made to ensure that you, our valued customers, have access to the materials you need and want.

At the same time, we work to make our branches friendly, welcoming environments for our customers and to deliver programs that meet community needs. The main reason we track the number of visitors to our branches and the number of people who attend our programs is because those figures are strong indicators of success.

In a nutshell, we look at these measures of success to help us better understand how well we're meeting your needs.





51.7%
Books/Magazines

32.5%
Video

7.5%
Music

4.1%
Audiobooks

0.2%
**Toys/Kits/
 Video Games**

2.8%
**Digital Media
 (eBooks, eAudiobooks
 and digital magazines)**

1.2%
**SearchOhio/
 OhioLINK**

The Right Stuff

We know (because our customers have told us time and time again) that one of the primary reasons people visit Cuyahoga County Public Library is to borrow our material. Simply put, our collection remains the core of our business, and we strive to make sure it's top notch.

That's why, in addition to the millions of books, audiobooks, DVDs and CDs we offer in our branches, we also have an expansive eBook and eAudiobook collection. It's why we participate in the SearchOhio and OhioLINK resource sharing consortiums that allow our customers to access and borrow millions of additional items from the collections of public libraries, colleges and universities across the State of Ohio.

It's all about providing you with the right stuff – the resources you need to meet your goal, to learn something new, to ace the test, to entertain the kids.

Our Strategic Plan

Some people ask us why we even need public libraries anymore. Doesn't everyone just download books to their eReaders these days?

The fact is, public libraries have never before been so critical to the health and vitality of communities as they are today. Where else is the freedom to learn, the freedom to share ideas and the freedom to be inspired more wholly embraced than the public library?. Demand for public library materials and services continues to trend upward year after year. At the same time, we're faced with the challenge of reduced funding. We're doing more with less.

At Cuyahoga County Public Library, we are tackling these challenges head on and proactively evolving in order to remain a vital asset to our community.

In January 2012, Cuyahoga County Public Library initiated a strategic planning process to gather staff and community input into the future direction of our organization. We sought a deeper understanding of the areas where the community most wants to see Cuyahoga County Public Library focus its resources.

We extended an invitation to the community to help us answer these and other important questions:

- What are we doing well?
- How can we improve?
- Are our priorities relevant to residents in Cuyahoga County?
- What else should we focus on?

We held 36 focus group sessions facilitated by external consultants at branches throughout our district. Approximately 200 individuals participated in these sessions over the course of several weeks and provided invaluable feedback on our mission, priorities and their feelings about how we're doing as an organization.

Concurrent with the focus groups, we asked community members to complete an online survey relating to current and future priorities, services and usage. The survey was available on our website as well as in hard copy format in all of our branches. We asked and the community answered – an impressive 8,730 people took the time to respond to our survey and made their voices heard.



Focus on our direction

Nine key findings emerged from this process:

#1 – The Importance of Reading

All respondents expressed strong feelings that promoting reading should remain the core focus of Cuyahoga County Public Library.

#2 – Library Branches Are Community Hubs

Respondents clearly believe that we're making a positive difference in the community.

#3 – Technology Access & Training

Respondents generally think our offerings of technology access and training are extremely valuable, but not enough. "The more, the better," was the general consensus and technology was identified as a top priority among all respondents.

#4 – Materials, Materials, Materials!

Respondents love our collection. Our materials are critical, and our customers view them as our core business.

#5 – Skill Building

Many cited helping the workforce build skills through adult learning as a top priority for Cuyahoga County Public Library. Our respondents are interested in learning more about the future employment needs of our region and seek our assistance to develop new skills and knowledge.

#6 – Staff Are the Heart of the Library

We received several positive comments regarding the outstanding customer service our staff strive to deliver every day. Many respondents cited the personal relationships they've developed with our staff members and the respect they have for the work we do.

#7 – Awareness

Even among frequent users, there was some surprise about the scope of our materials and services. Many respondents simply didn't realize all that we have to offer.

#8 – Clear Focus on What the Library Does Best

Most respondents supported focusing on excellence in core library functions rather than expanding into new, less traditional functions.

#9 – The Risk of Prioritizing Based on Special Groups

Our challenge moving forward will be to find the right balance between group specific priorities and enabling branches to assist with the unique needs of the communities they serve.

Survey Results

We followed up on our focus group and online survey work in September with a telephone survey of 400 registered voters throughout the 47 communities we serve. The purpose of the survey was to validate the feedback we gathered as well as update data on community attitudes, frequency of Library use and reasons for coming to the Library.

So, what did we find out?

- For starters, an amazing **97 percent of survey respondents** rated our overall quality as either “good” or “excellent,” with the majority (65 percent) rating us “excellent.”
- **82 percent of respondents** said they believed we make good use of the money we receive.
- **99 percent of respondents** believe a good public library is needed to keep pace with today’s changing world.
- **97 percent of respondents** believe we’re making a difference in their community.

From this process we learned that community residents overwhelmingly support three primary areas of focus as either “extremely important” or “very important.”

READING

We serve as the community’s first and best resource to reconnect with reading.

Support a highly literate community.

Cultivate collections that excite and energize customers.

Enable convenient access to information and ideas.

Make our branches places of reading discovery.

LIFELONG LEARNING

We offer convenient and engaging programs for people of all ages that inspire curiosity and support individual growth.

Provide exceptional early learning experiences.

Make student success a community priority.

Design and deliver programs and services that build 21st century workforce skills.

Transform our branches into centers of community based education.

CIVIC ENGAGEMENT

We provide a welcoming environment where customers can connect, share ideas and strengthen the community.

Establish the Library as community resource hub.

Embrace and reflect the unique character of our neighborhoods.

Expand partnerships to create value for our community.

Build community through shared public space.

3 FOCUS AREAS

FOCUS ON: Reading

Books, reading, fostering a community of readers – these are and have always been the core values of public libraries. As a happy consequence we're perceived by most people as "book places." Naturally, we think this is great, because we absolutely love being associated with books.

But there's a little more to this story. You see, we believe it's an indisputable, unassailable, irreversible fact that frequent reading correlates with healthy individuals and communities. Frequent readers do better in school, are more likely to give back to their community, have more success in their careers and tend to be physically healthier than those who read infrequently or not at all.

And it just so happens that county residents agree that books and reading should be our core business.


Several years ago we developed an ongoing initiative called Reconnect with Reading to help focus our efforts to connect customers with books and increase reading levels in the county.

In short, we recommitted ourselves to the book.

It began with a renewed emphasis on reader's advisory as a part of our service to the public. From there we began to explore innovative new ways to connect our customers with great reads, like using Facebook and Twitter, and launching new services like BookBundle. We worked with publishers to bring bestselling authors such as Meg Cabot and Chris Crutcher to our branches so our customers could have the chance to meet and talk to their favorite writers. We began offering sensory storytimes for children with special needs.

We did all of this not just because we love books, but because we know reading can literally transform individuals and communities for the better.

Why? Because reading matters.



"Books are the foundation of libraries; the availability and breadth of their book collection is the most important function."

- Customer Survey Feedback

Highlight Story: STEP Program *A Step in the Right Direction*

Of the 47 communities we serve, Warrensville Heights faces perhaps the steepest challenges. More than 15 percent of the city's residents live below the poverty level, and, in the 2011-12 academic year, the Warrensville Heights City School District met just one of Ohio's 26 required academic performance indicators. Nearly 48 percent of the district's third graders do not meet minimum levels for reading proficiency.

Something has to change.

Low literacy is a vicious cycle that can continue for generations. Studies have shown that people with low literacy levels are far more likely to be at a severe disadvantage economically in the sense that they are likely to be excluded from all but minimum wage jobs.

In 2012 we partnered with The Literacy Cooperative, a non-profit that shares our commitment to literacy and lifelong learning, to help break the cycle. We launched an innovative pilot program at our Warrensville Heights Branch, called STEP, focused on getting students in Kindergarten and first grade on the right track to read at or above their grade level by the time they reach third grade.

Together, we're working with the school district and volunteers to bring at-risk students into the program where they can receive free after-school tutoring. Our goal is to help them achieve critical reading milestones so they can reach their maximum potential.



Storytime at the Warrensville Heights Branch

FOCUS ON: Lifelong Learning

We got the message. **You appreciate our offering of community-based learning and technology training opportunities.** You love our youth summer camps and digital media classes.

But it's not enough. You need more.

A common theme among our strategic plan survey respondents and focus group participants was the desire for more education opportunities. We weren't surprised. The fact is, community-based education has become a central character in the story of American public libraries' evolution, and we're no exception. Increasingly, customers are turning to us to help them learn new skills for the 21st century workplace, to access distance learning programs and to ensure their children's success in school and beyond.

The need is great and demand is high. **We're embracing our role as the center of community life, designing new, flexible spaces better able to support lifelong learning activities – spaces that can adapt to the changing needs of our communities over time.** At the same time, our new and renovated buildings will be outfitted with Play, Learn and Grow spaces designed to help children develop early literacy skills, engaging teen spaces equipped with 21st century learning tools, and additional computer stations to expand the level of technology access we can provide to the public.

We're also renewing our commitment to such "flagship" lifelong learning programs as our award-winning after-school Homework Centers program for at-risk students in grades K – 10, which, thanks to the tremendous support of the Cleveland Foundation, we're currently able to offer in 11 locations.

We know you're counting on us, and we're doing our best to ensure we can be responsive to your needs now and into the future.

*"From what I see,
the Library remains a vital
resource to people of all ages."*

- Customer Survey Feedback

Highlight Story: College Prep Academy *Success and Overcoming Obstacles*

Cuyahoga County Public Library's focus on lifelong learning extends beyond the walls of our branches. Our new College Prep Academy is designed to support learners who wish to enter into associate degree or bachelor degree programs, but require remedial education classes before making the transition.

With the support of KeyBank Foundation and our partners at Cleveland State University, the Library launched a pilot Academy at our Warrensville Heights Branch with about a dozen students. College Prep Academy aims to remove barriers to higher education, including:

- Offering students the reading, writing and math skills needed to succeed in college-level courses.
- Eliminating the financial burden facing students who need to take remedial courses that do not count toward graduation credits but cost the same.
- Preparing students to score well on college entrance exams, potentially opening up scholarship opportunities.

College Prep Academy students attend classes in-person or online. Courses cover reading comprehension, writing and math one day a week for two hours. Mentors help with coursework while a program coordinator and Cuyahoga Works Job and Career Services counselor meet with students throughout the year to track progress.

Cuyahoga County Public Library strives to help learners at all levels and stages of life.

Computer Area at the Warrensville Heights Branch

FOCUS ON: Civic Engagement

We strive for our branches to be welcoming spaces where our customers can connect with their friends and neighbors, share ideas and get involved in their communities. One of the most gratifying things we learned from our strategic plan process was that county residents view our branches as community hubs – places where their needs and interests are respected and the unique character of their community is reflected.

We also received glowing feedback about our staff members. Based on the positive comments we received, it's clear that our customers see the staff as the heart of the Library. In fact, 96 percent of telephone survey respondents responded positively when rating their interactions with Library staff.

We don't mind telling you that this kind of feedback makes us feel pretty good.

So, here's a question for you: What do "getting involved," "connecting with friends and neighbors," "giving back" and a friendly greeting when you walk in the door of your local library branch have in common?

Well, they're all part of little thing we like to call "civic engagement," which is basically our way of saying we are a place that builds community.

As we move into the next chapter of our history, we're recommitting ourselves to cultivating community; to nurturing it and helping it grow. We're designing smarter, more flexible spaces better able to accommodate civic engagement.

Spaces where people can come together to share ideas or discuss their favorite books.

Where our children can learn and grow into healthy adults.

Where we can all be a part of something bigger.

"In the aftermath of Superstorm Sandy, the Library kept me up and running, providing a place for electricity, Internet and heat!"
- Customer Email Correspondence

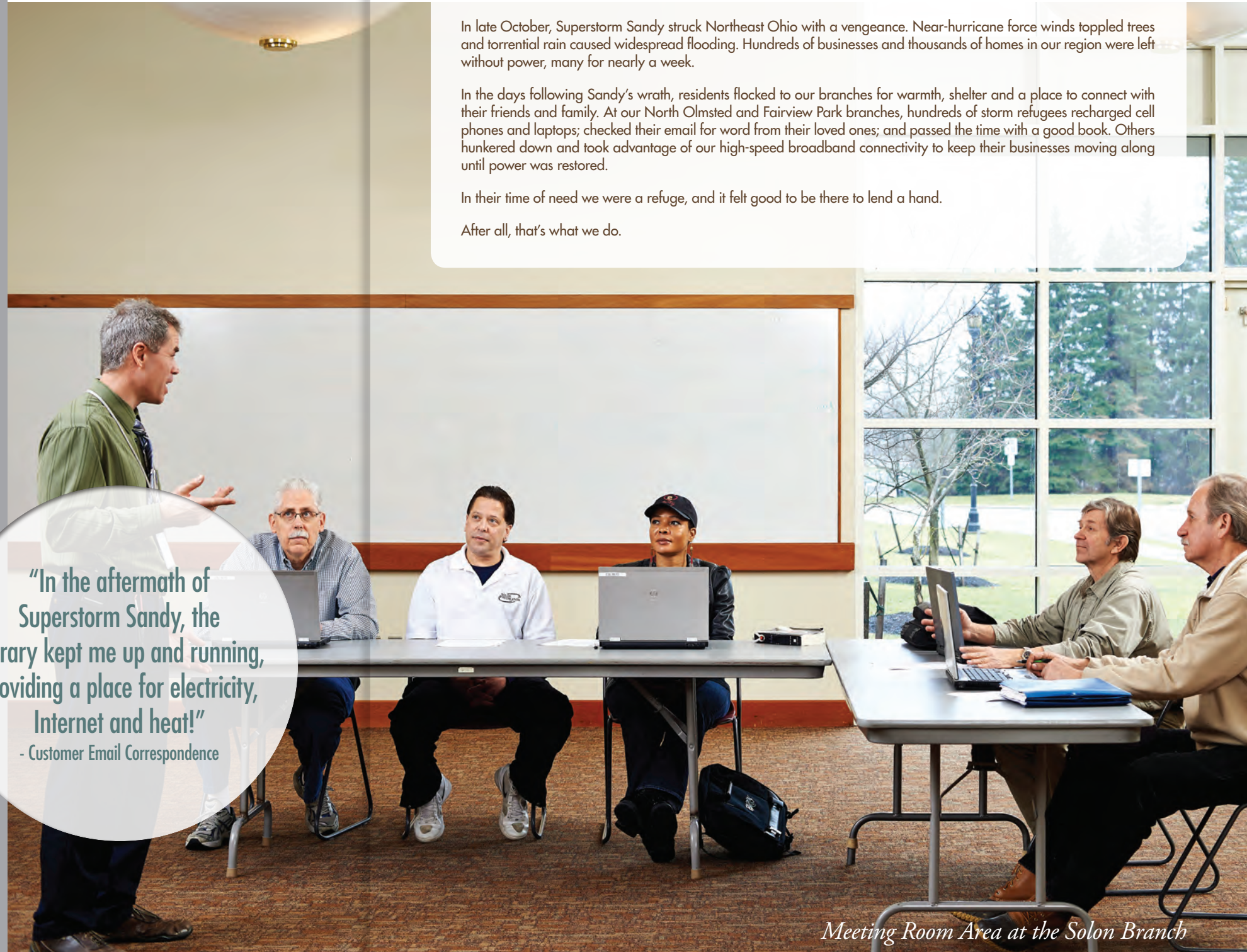
Highlight Story: Superstorm Sandy *Weathering the Storm*

In late October, Superstorm Sandy struck Northeast Ohio with a vengeance. Near-hurricane force winds toppled trees and torrential rain caused widespread flooding. Hundreds of businesses and thousands of homes in our region were left without power, many for nearly a week.

In the days following Sandy's wrath, residents flocked to our branches for warmth, shelter and a place to connect with their friends and family. At our North Olmsted and Fairview Park branches, hundreds of storm refugees recharged cell phones and laptops; checked their email for word from their loved ones; and passed the time with a good book. Others hunkered down and took advantage of our high-speed broadband connectivity to keep their businesses moving along until power was restored.

In their time of need we were a refuge, and it felt good to be there to lend a hand.

After all, that's what we do.



Meeting Room Area at the Solon Branch

Our Facilities Master Plan

Cuyahoga County Public Library is consistently rated as one of the top libraries in the nation. Despite state funding cuts, reduced tax collections and rising costs associated with operating aging buildings, our balanced budget demonstrates the Library's fiscal stewardship.

We remain committed to providing excellent services while also reducing our operating costs and dependency on state funding. We're also committed to living within our existing millage (the lowest of any library system in the County).

In June 2010, after an open public comment period, our Board of Trustees voted unanimously to adopt the Facilities Master Plan, the most significant building improvement program in our 90-year history. **The Plan consists of priority building and renovation projects throughout our service district.** It was created so we can focus our operating dollars on long-term viability and excellent customer service rather than building maintenance and energy costs.

We are not asking taxpayers for additional funding for this Plan. These projects are funded through the combination of the sale of \$75 million in notes, existing capital funds and funds raised through our Foundation's Beyond Bricks and Books Capital Campaign.

The goals of the Facilities Master Plan:

- To build new facilities that are much more energy efficient, cost-effective and accessible, saving Cuyahoga County Public Library millions each year by reducing operating and maintenance costs.
- To reduce our dependence on state funding without adding to the local property tax burden.
- To establish equity of service throughout our entire district.
- To increase capacity to meet growing demand for our collection materials and services.
- To enhance community revitalization efforts.

Focus
on
our
future

New Warrensville Heights Branch



On April 21, 2012, we opened a new, state-of-the-art, 25,000-square-foot Warrensville Heights Branch built on a portion of city-owned land that was once a brownfield site. The new branch is co-located with a new YMCA building and is part of the city's revitalization plan to create a vibrant town center.

The branch, designed by Holzheimer Bolek + Meehan Architects, features an eco-friendly design and a dynamic, curving glass facade facing Northfield Road that gives neighbors a glimpse into its attractive community spaces. It also features an interactive Play, Learn and Grow space for children, made possible through a \$100,000 grant from The Reinberger Foundation.

The design and features of the new Warrensville Heights Branch are direct results of community feedback and focus group input, including:

- An excellent collection of books, DVDs, CDs and other materials.
- Beautiful mural artwork from the classic children's book *Let it Shine* by author Ashley Bryan, used with permission.
- A local history and quiet study room featuring a quilt created by the African American Quilt and Doll Guild.
- Dynamic teen and children's spaces.
- After-school Homework Center where students receive free homework help.
- Flexible community meeting spaces.
- An interactive eBrowser wall where visitors can browse and download eBooks, eAudiobooks and music.
- A café with seating and vending machines.
- A Business Copy Center to support small business owners and entrepreneurs.
- Quiet study room.
- More than 50 public access computers.
- A Technology Learning Center where the Library hosts free computer instruction classes.
- A small recording studio where we host free software training classes.
- A super-speed gigabit Internet connection.

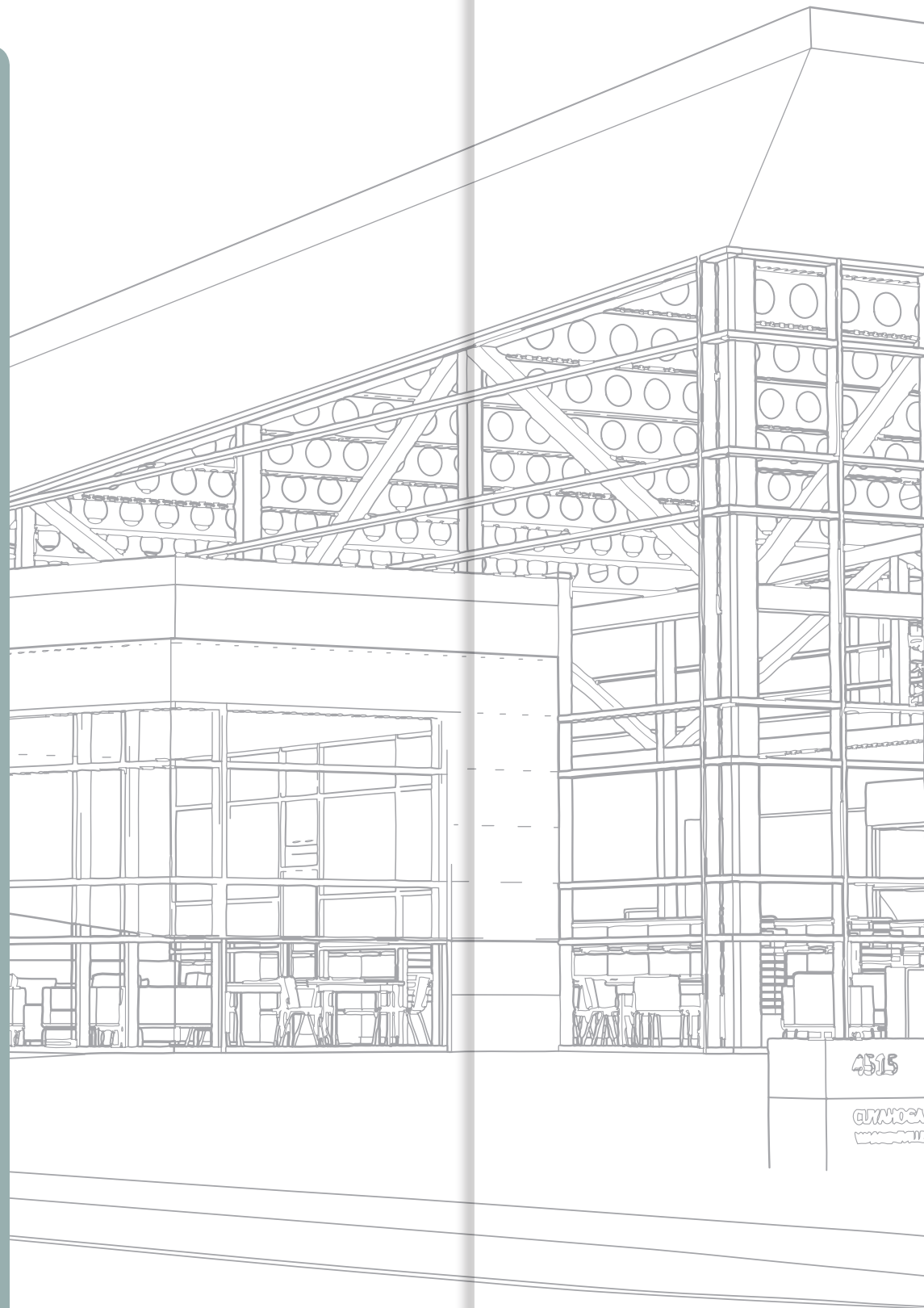
Newly Renovated Solon Branch



On May 2, 2012, we celebrated the completion of a major renovation of the Solon Branch with an evening public reception.

Improvements to the branch include:

- Expanded entryway outfitted with automatic bi-parting doors.
- Addition of a convenient new materials area near the entrance to encourage customers to browse our excellent collection.
- Improvements to the teen space to create a more inviting environment for students.
- Enclosed the underutilized outdoor garden to create a beautiful new children's storytime room.
- Consolidated reference desks to more efficiently and effectively serve our customers.



Newly Renovated Beachwood Branch



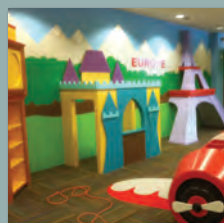
On June 10, 2012, we celebrated the completion of a major renovation to the Beachwood Branch with a public ice cream social.

Improvements to the branch include:

- An expanded entryway and the addition of a convenient drive-up window.
- Expansion of the dedicated teen space and a new laptop bar.
- A complete renovation of the children's storytime room, made possible through the generosity of Mort and Iris November.
- Additional seating.
- A more browsing-friendly, open layout.



Newly Renovated Fairview Park Branch



On August 1, 2012, we celebrated the completion of a major renovation to the Fairview Park Branch with a public ribbon-cutting event.

Improvements to the branch include:

- An interactive children's Play, Learn and Grow space designed to support early childhood learning, which features a travel theme.
- Additional seating and a gaming station in the teen space.
- Additional seating on the first floor and dedicated space for the latest books, magazine, DVDs and CDs available to borrow.
- A Career Center made possible by the Bruening Foundation to provide support and training for area job seekers and career changers.
- A Technology Learning Center where the Library hosts free computer instruction classes.
- Convenient self-serve options and improvements to the checkout area to enhance customer service.



Additional Facilities Master Plan Projects



Olmsted Falls Branch
Grand Opening, February 23, 2013
NEW State-Of-The-Art Branch



Garfield Heights Branch
Grand Opening, Fall 2013
NEW State-Of-The-Art Branch



Mayfield Branch
Grand Opening, April 20, 2013
NEW State-Of-The-Art Branch



Parma Branch
Grand Opening, Fall 2013
NEW State-Of-The-Art Branch



North Royalton Branch
Grand Opening, Summer 2013
NEW State-Of-The-Art Branch



Parma-Snow Branch
Grand Opening, Fall 2013
Newly Renovated & Expanded

Up Next:

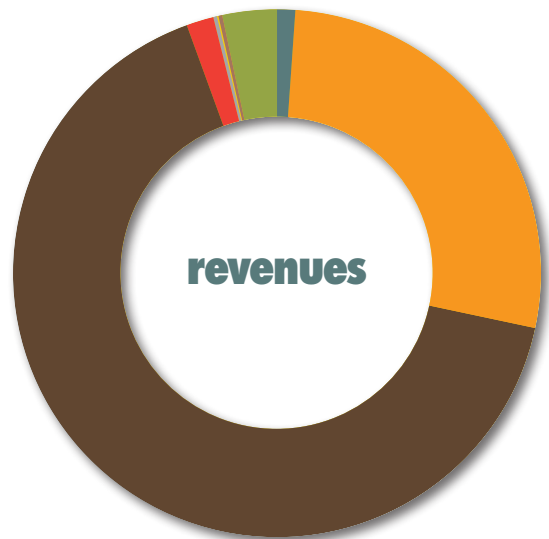
- Chagrin Falls Branch renovation
Completion, Summer 2013
- Independence Branch renovation
Completion, Spring 2014
- Maple Heights Branch renovation
Completion, Spring 2014
- Southeast Branch renovation
Completion, Spring 2014
- Brook Park Branch renovation
Completion, Winter 2014
- New Orange Branch
Grand Opening, Summer 2014
- New South Euclid-Lyndhurst Branch
Grand Opening, Fall 2014

Our 2012 Financials

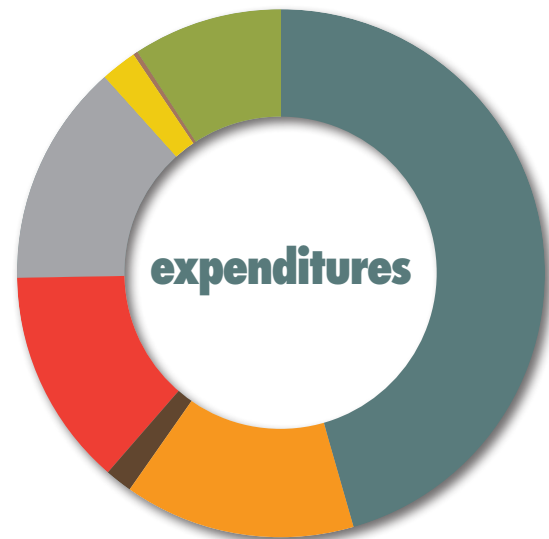
Cuyahoga County Public Library is a strong fiscal steward that provides tremendous value to the community. For the fourth consecutive year, the Government Finance Officers Association has awarded Cuyahoga County Public Library with the Certificate of Achievement for Excellence in Financial Reporting. We strive to return your tremendous support with excellent library service, and we're extremely proud of the fact that for every \$1.00 in revenue that we receive, we deliver \$5.57 in value.

We've also been proactive in our response to the funding challenges of recent years. In the face of steadily decreasing state and local funding, we have explored new sources of revenue and created a long-term financial plan that will reduce our operating costs and sustain our future viability.

As part of that long-term plan we've undertaken the Facilities Master Plan, the most significant capital improvement program in our 90-year history. When complete, the Facilities Master Plan will reduce the Library's annual operating costs, allowing us to deliver even greater value for county residents. We're doing all we can because county residents need and deserve an excellent, well-funded library system that supports their needs.



Category	Amount
Carryover	\$ 823,887
Public Library Fund	18,418,059
Local Property Taxes	44,684,286
Patron Fines and Fees	1,303,198
Interest on Investments	18,993
Services Provided Other Entities	7,916
Contributions, Gifts & Donations	16,317
Miscellaneous	2,199,281
2012 Total Revenues	\$ 67,471,937



Category	Amount
Salaries	\$ 29,831,482
Employee Fringe Benefits	9,276,421
Supplies	1,118,002
Purchased and Contracted Services	8,676,823
Library Materials	8,871,273
Capital Outlay	1,379,687
Miscellaneous/Other	86,455
Advances & Transfers to Other Funds	5,871,296
2012 Total Expenditures	\$ 65,111,439

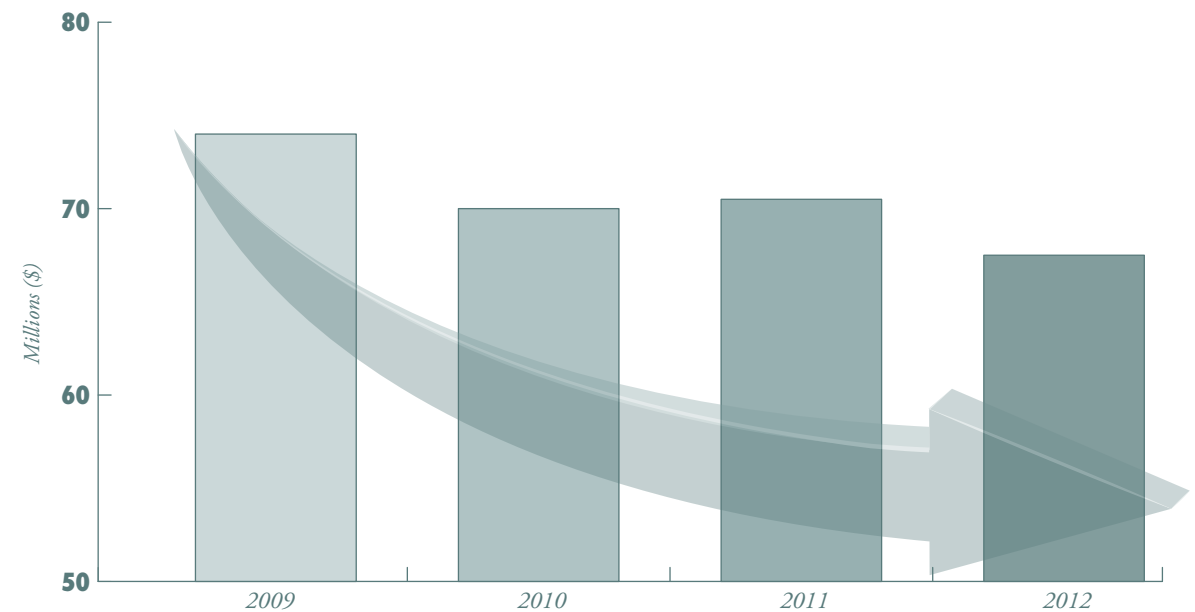
Highlight Story: Passports Strengthening Our Financial Stability

In response to funding reductions at the state and local levels, Cuyahoga County Public Library began exploring opportunities to generate new revenue. In April 2010, we made passport processing and photo services available seven days a week at seven branch locations, from opening until one hour before closing. The new service was an immediate success, generating enough new revenue to help us restore Sunday hours throughout our entire system.

In recent years, the demand for U.S. passports has increased due to expanded travel regulations. With our convenient locations and hours of operation, our branches are a natural fit to offer passport services. After all, where else can you get your passport any day of the week (without an appointment!) and also borrow a travel guide, book your flight, print your boarding pass and get assistance from research professionals on everything from travel destinations to how to order a birth certificate from Vital Statistics?

We now offer passport processing and photo services in all Cuyahoga County Public Library branches seven days a week. As official Passport Acceptance Facilities for the U.S. Department of State, we earn the standard execution fee of \$25 per passport transaction, plus \$10 per set for passport photos. Since April 2010, we have processed approximately 33,000 passport applications, taken nearly 21,000 passport photos and earned more than \$1 million in passport execution and photos fees.

Total Annual Revenue (Revenue Trend)



Our Branch Locations

BAY VILLAGE BRANCH

Mark McKinstry, *Manager*
502 Cahoon Road
Bay Village, OH 44140
440.871.6392

BEACHWOOD BRANCH

William Kelly, *Manager*
25501 Shaker Boulevard
Beachwood, OH 44122
216.831.6868

BEREA BRANCH

Pamela DeFino, *Manager*
7 Berea Commons
Berea, OH 44017
440.234.5475

BRECKSVILLE BRANCH

Catherine Schultis, *Manager*
9089 Brecksville Road
Brecksville, OH 44141
440.526.1102

BROOK PARK BRANCH

Kevin Payne, *Manager*
6155 Engle Road
Brook Park, OH 44142
216.267.5250

BROOKLYN BRANCH

Lucinda Berezney, *Manager*
4480 Ridge Road
Brooklyn, OH 44144
216.398.4600

CHAGRIN FALLS BRANCH

Katherine Malmquist, *Manager*
100 East Orange Street
Chagrin Falls, OH 44022
440.247.3556

FAIRVIEW PARK BRANCH

Elaine Wilkinson, *Manager*
21255 Lorain Road
Fairview Park, OH 44126
440.333.4700

GARFIELD HEIGHTS BRANCH

Melanie Rapp-Weiss, *Manager*
5400 Transportation Boulevard
Garfield Heights, OH 44125
216.475.8178

GATES MILLS BRANCH

Katherine Malmquist, *Manager*
1491 Chagrin River Road
Gates Mills, OH 44040
440.423.4808

INDEPENDENCE BRANCH

Valerie Kocin, *Manager*
6361 Selig Drive
Independence, OH 44131
216.447.0160

MAPLE HEIGHTS BRANCH

Kacie Armstrong, *Manager*
5225 Library Lane
Maple Heights, OH 44137
216.475.5000

MAYFIELD BRANCH

William Rubin, *Manager*
6080 Wilson Mills Road
Mayfield Village, OH 44143
440.473.0350

MIDDLEBURG HEIGHTS BRANCH

Vicki Adams-Cook, *Manager*
15600 East Bagley Road
Middleburg Heights, OH 44130
440.234.3600

NORTH OLMSTED BRANCH

Pamela Jankowski, *Manager*
27403 Lorain Road
North Olmsted, OH 44070
440.777.6211

NORTH ROYALTON BRANCH

Jeanne Cileni, *Manager*
14600 State Road
North Royalton, OH 44133
440.237.3800

OLMSTED FALLS BRANCH

Pamela Jankowski, *Manager*
7850 Main Street
Olmsted Falls, OH 44138
440.235.1150

ORANGE BRANCH

Julie Liedtke, *Manager*
31300 Chagrin Boulevard
Pepper Pike, OH 44124
216.831.4282

PARMA HEIGHTS BRANCH

Kevin Payne, *Manager*
6206 Pearl Road
Parma Heights, OH 44130
440.884.2313

PARMA-RIDGE BRANCH

Kathleen Sullivan, *Manager*
5850 Ridge Road
Parma, OH 44129
440.888.4300

PARMA-SNOW BRANCH

Stacey Boycik, *Manager*
1700 Snow Road
Parma, OH 44134
216.661.4240

PARMA-SOUTH BRANCH

Kathleen Sullivan, *Manager*
7335 Ridge Road
Parma, OH 44129
440.885.5362

RICHMOND HEIGHTS BRANCH

William Rubin, *Manager*
5235 Wilson Mills Road
Richmond Heights, OH 44143
440.449.2666

SOLON BRANCH

Lane Edwards, *Manager*
34125 Portz Parkway
Solon, OH 44139
440.248.8777

SOUTH EUCLID-LYNDBURST BRANCH

Steven Haynie, *Manager*
4645 Mayfield Road
South Euclid, OH 44121
216.382.4880

SOUTHEAST BRANCH

Jeanne Sapir, *Manager*
70 Columbus Road
Bedford, OH 44146
440.439.4997

STRONGSVILLE BRANCH

Donna Meyers, *Manager*
18700 Westwood Drive
Strongsville, OH 44136
440.238.5530

WARRENSVILLE HEIGHTS BRANCH

Jesse Sanders, *Manager*
4415 Northfield Road
Warrensville Heights, OH 44128
216.464.5280

Our 2012 Friends of the Library Presidents

All across America, libraries benefit from the volunteer efforts of individuals who are members of the Friends of the Library. These dedicated volunteers act as liaisons between the community and their local branch libraries. They also assist in educating other residents about library programs and services. Friends raise funds for library programs and services through used book sales, special events and donations. Cuyahoga County Public Library is fortunate to have 25 individual Friends groups that advocate for the Library and its branches in the 47 communities we serve.

Scott Rhee
Bay Village Branch

Kathy Rothenfeld
Beachwood Branch

Carol Casciani
Berea Branch

Virginia Buerki
Brecksville Branch

Cynthia Halabica
Brook Park Branch

MaryLou Meister
Brooklyn Branch

Beth Davidian
Chagrin Falls Branch

Colleen Dunn
Fairview Park Branch

Mary Jabolyntycky
Garfield Heights Branch

Brian Zollar
Gates Mills Branch

Charlene Papparizos
Independence Branch

Ruthann Ishihara
Maple Heights Branch

Ed Hargate
Mayfield Branch

Lee Laurenty
Middleburg Heights Branch

Sharon Raquet
North Olmsted Branch

Kelly Close
North Royalton Branch

Denise Busch
Olmsted Falls Branch

Richard Leskovec
Orange Branch

Kate Lukacs
Parma Heights Branch

Harriet Synk
Parma Branches

Cindy Bomeli
Solon Branch

Maria Hoffman
South Euclid-Lyndhurst Branch

Elaine Kalapos, Vice President
Southeast Branch

Kim Wasielewski
Strongsville Branch

Tanya Brown
Warrensville Heights Branch

Our 2012 Foundation Board

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Gregory W. Gyllstrom
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Lorie Hollington Smith
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* Board List as of December 31, 2012

2012 Gifts to the Foundation

\$5000 and above

Cleveland State University
ComDoc
Dominion Foundation
Eaton Corporation
JDD Inc.
RFC Contracting Inc.
Roetzel & Andress
Transtar Industries Inc.
Ulmer & Berne LLP

\$2500 - \$4999

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Mike Cappy
The Cleveland Indians
GPD Group,
Cleveland Office
Holzheimer Bolek &
Meehan Architects
Ozanne Construction
Company
Project and Construction
Services Inc.
Michelle and Mike Stewart

\$1000 - \$2499

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Double Enterprises
The Fedeli Group
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The Ferry Family
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Findaway World LLC
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Jim and Susan Hildebrandt
KeyBank Public Sector
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Laborers International
Union of North America
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McDonald Hopkins LLC
Charlene Moskal-Burges
John Moss
OverDrive, Inc.
Panzica Construction
Richard R. Radachi
Rebecca Ranallo
and Robert Rua
Shirley J. Rebro
Regency Construction
Services
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Patty Shlonsky
and Steve Hinkle
Mrs. Lorie Hollington Smith
and Mr. Scott Smith
John and Pamela Spencer
Stifel, Nicolaus &
Company, Incorporated
United HealthCare
Services, Inc.
URS Corporation
Bob and Lorene Varley

Cuyahoga County Public Library Foundation

Public dollars are not limitless.

That's where the Cuyahoga County Public Library Foundation comes in. The Foundation exists to support and strengthen the services of Cuyahoga County Public Library and is committed to ensuring the Library's vitality and excellence for current and future generations.

As Cuyahoga County Public Library celebrates 90 years of service to the community, **we've recommitted ourselves to excellence.** We're recommittting to our core values; to fostering a community of readers. We're equipping our branches with dynamic, interactive learning environments designed to help youth of all ages achieve academic success. We're expanding our career services with state-of-the-art technology to help working-age adults learn marketable skills for the 21st-century workplace.

For every \$1.00 of revenue we receive, we provide \$5.57 in services. How's that for value?

With your support we can do even more. County residents need and deserve an excellent, well-funded library, and the Cuyahoga County Public Library Foundation works to give them just that today and for generations to come. Cuyahoga County Public Library is an institution that makes a difference in the lives of thousands of county residents. **Help keep it strong.**

2012 Gifts to the Foundation (continued)

\$500-\$999

All Heights Electric
Sewer Inc.
Bernstein Global Wealth
Management
Peter and Mikaela Bolek
Bouchercon 2012
Judith Carey
Carney-McNicholas Inc.
CBLH Design Inc.
The Cleveland Orchestra
(music study groups)
Karen Daugherty
Suzanne and Barry Doggett
Suzanne and
Brian Forsgren
Friends of the
Mayfield Branch
Vickie Hartzell
Dr. and Mrs.
Daniel Hauenstein
Jeff Heinen
Kerry L. Kipfstuhl
Bill and Teri Koeth
Kohrman, Jackson
& Krantz
Library Design
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PharMed Corp
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and Mrs. Marjorie Roth
John and Sally Schriener
Simplex Grinnell LP
Squire Sanders
& Dempsey LLP
Rita Thomas
Tracy Strobel
Thorson Baker
& Associates, Inc.

\$250 - \$499

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Technologies
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Melissa Barr
Wendy Bartlett
Jennifer Bell

Enda Bracken
Kevin Callahan
Leonard M. Calabrese
Mr. and Mrs.
Thomas A. Checki
Coit Services of Ohio, Inc.
Cold Harbor
Building Company
Donna and Eli Coury
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Library Union
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Robert B. Gephart
Carol Giltz
Myah Moore Irick
and Jaime Irick
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& Wilkins, LLC
Claude and Kay Kennard
Sarah Kepple
Donna and Alex Koler
Kevin Lawlor
Luce Smith & Scott Inc.
Heather Ludin
Ellen Meehan
Scott Morgan
Kevin and Anita Mullen
Daniel Newman
Ohio Desk
Richard L. Ortmeyer
Pipefitters Local Union
No. 120
Roger Riachi
Timothy J. Rossiter
Royal Landscape -
Irrigation, Inc
Katie and Michael Shames
Silent Security Signal
Sollie Rosen Memorial
Foundation
Brian F. Toohey
Watkins Lighting & Signs
Western Reserve Bank
James P. Wilkins

\$100 - \$249

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M. Todd Bergdoll
John F. Blemaster
Blumer Family
James Boyle
Deborah Bridwell
Debbie S. Brooks
William S. Brooks
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Faye Foster
Barry L. Franklin
Paul Gallin
Randall Goodman
Richard G. Hardy
Miesha W. Headen
Suzanne R. Hicks
David J. Hooker
Shirley J. Hostetler
Marguerite B. Humphrey
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Norah Isaac
J.A.C. Business
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Jay Industrial Sales Co. LLC
Kathleen Kaase
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Allison Krebs
Patricia M. Kulp
Harold S. LaPine
William B. LaPlace
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Moirra Mackay
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Kay Martin
Patrick McCafferty
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Trent and Irene Meyerhoefer
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Regina Mushabac
Northern Ohio Technical
Services Librarians
Arline Nosse
Kathleen Olexa
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Mark Panzica
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Breck Platner
Gerald Polizzi
Dale and Lisa Powers
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& Partners Architects
Mary H. Rountree
Katharine P. Rubl
Donald J. Rynbrandt
Vince Sack
Suzanne Saganich
Jeanne Sapir
Cynthia V. Schulz
Barry D. Sherwin
David Skrabec
Sam Steinhouse
Regina Stopper
Heather Strong
Judith D. Stuelpe
Kathleen Sullivan
Frederick B. Taylor
Van Dyke Architects LLC
Caroline Vicchiarelli
Mr. and Mrs.
Dickson L. Whitney Jr.
Margaret Wong

COMPANIES THAT MATCHED GIFTS IN 2012 INCLUDE:

Eaton Corporation
IBM Corporation
KeyBank Foundation
NACCO Industries
Progressive Insurance

2012 Gifts and Grants to the Library

\$100,000 +

The Cleveland Foundation

\$50,000 – \$100,000

David and Barbara Jacobs Foundation

The KeyBank Foundation

PNC Foundation

Starting Point/MyCOM

\$10,000 – \$49,999

Better World Books Foundation

Connect Ohio

Friends of the Chagrin Falls Branch Library

Mount Sinai Health Care Foundation

Estate of Lynn A. Schreiber

Time Warner Cable Foundation

\$5,000 – \$9,999

Friends of the Brooklyn Branch Library

Friends of the Strongsville Branch Library

\$1,000 – \$4,999

Cleveland Browns Foundation

Friends of the Berea Branch Library

Friends of the Brecksville Branch Library

Harry K. Fox and Emma R. Fox Charitable Foundation

Estate of Eugene Horvath

O'Neill Brothers Foundation

Estate of Irene L. Petro

\$500 – \$999

Executive Caterers and the Friends of the Mayfield Branch Library

Friends of the Middleburg Heights Library

Friends of the Parma Heights Branch Library

The Charles H. Giles & Fannie M. Giles Memorial Foundation

United Art and Education

\$100 – \$499

Brecksville Women's Club Allison Carfrey

Mrs. Gene De Simone

Charles L. Deibl

Mr. Nabin Dey

The Ecumenical Disciples Choir

Emerald Necklace Garden Club

Aubrey Nye Hamilton

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International Union – UAW

Kathleen Kaase

Learning to Grow 2

Eddie and Diane Marx

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Middleburg Heights AARP

Chapter #3665

Moms Club of North Royalton

Carey Viton

Robert P. Voytas

Western Reserve Quilters

Anonymous Guild

Rudolph & Harriett Zanzano

2012 Gifts to the Capital Campaign

Laureate

Sondra and Steve Hardis

Author

Stanley and Hope Adelstein

Chagrin Falls Branch Special Trust Fund

Estate of Phyllis Walker

Fairview Park Branch Special Trust Fund

Forest City Enterprises, Inc.

Mort and Iris November

Parker Hannifin Foundation

The Reinberger Foundation

Skirball Foundation

Wordsmith

Eaton Corporation

Estate of Lynn Schreiber

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The Kent H. Smith Charitable Trust

Jane and Henry Meyer

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Gregory and Deborah Gyllstrom

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James and Yvette Ittu

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Allan Krulak

Troy and Janet Meinhard

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Bill and Mary Russo

Ken and Meg Schilling

John and Sally Schriner

Caroline and David Selman

Patty Sblonsky and Steve Hinkle

Alvin Siegal

John and Pamela Spencer

Tracy Strobel

An Exciting New Chapter: Celebrating 90 Years of Excellence

It's our 90th anniversary, and we're celebrating decades of exceptional service to the community.

With our renewed commitment to reading, lifelong learning and civic engagement, we strive to be the center of community life. We're writing a bright new chapter in our history.

Together we can accomplish most anything.

Thank you for your continued support.

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Cuyahoga County
Public Library
cuyahogalibrary.org

Administrative Offices
2111 Snow Road / Parma, Ohio 44134 / p 216.398.1800