



Membership Breakfast

## STAFF

**Elizabeth A. Lantz**, Executive Director

**Deborah Blair**, Fiscal Officer

**Holly Klingler**, Research and Innovation Coordinator

**Melissa Lattanzi**, Education and Events Coordinator

## BOARD OF TRUSTEES

**Kimberly Garrett**, President

**William Rutger**, Vice President/  
President-Elect; Chair, Finance  
Committee

**Laura Leonard**, Secretary

**Michelle Alleman**

**Leslie Cade**, Special Library Trustee

**Kris Carroll**

**Aimee DeChambeau**, Academic Library  
Trustee (resigned January 2020)

**Beth Hatch** (resigned September 2019)

**Valerie Kocin**

**CJ Lynce**, At-Large Library Trustee

**Melanie McGurr**, Academic Library  
Trustee (appointed)

**Tracee Murphy**

**Amy Switzer**, At-Large Library Trustee

**Chuck Vesei** (appointed)

**James Tolbert**, Geographic Library  
Trustee (resigned January 2020)

**Teanna Weeks**, School Library Trustee

**James Wilkins**



New Supervisor's Academy

## 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

## WE LISTENED

*Because of your input:*

- NEO-RLS created the year-long **Leadership Academy**.
- NEO-RLS created the **Customer Service Academy**.
- NEO-RLS created **COVID-19 specific website pages**, providing libraries with needed resources.
- NEO-RLS developed and produced the **Tapas Learning video series**, providing members with ideas for adapting programs to a virtual environment.
- NEO-RLS **added 45** weekly and bi-weekly **Network Meetings** in the last quarter.
- NEO-RLS **expanded member participation** with the addition of Ad Hoc Board Committees.
- NEO-RLS Board of Trustees **revised the Bylaws** to add a second Academic Library Trustee seat in recognition of the increased membership from academic libraries.



Northeast Ohio  
Regional  
Library System

# 2019-2020 ANNUAL REPORT

## NOTE FROM THE EXECUTIVE DIRECTOR

The year ending June 30, 2020, will be forever notable due to the events surrounding the COVID-19 pandemic in our country and the subsequent changes, visited by necessity, upon libraries, their staff and administration. At NEO-RLS the year was defined by the last three and a half months which required rapid pivoting to meet the needs of those working at home, those working on plans to reopen, those needing reliable information and resources in a collocated format, and those who needed to sound out colleagues with regard to solutions to the challenges being faced. In meeting those needs, we skewed our annual statistics beyond recognition by providing an additional 64 learning opportunities in April, May and June, with 2,841 registrants during those months alone. We also experienced an unprecedented 3,766 views of archived webinars, an increase of 904%. All told, there were 9,728 registrations during FY2019-2020 for an increase of 181% over the previous year. As if this weren't enough to keep us busy, we also created webpages of resources to assist members — *Resources Related to COVID-19*, *Online Programming Resources*, *Self-Care Resources during COVID-19*, and *Resources for Reopening Our Libraries* — all with numbers of views unmatched in our experience.



But, the year's work was not solely about the pandemic and we continued on our trajectory of strength by adding new members for a total of 96 and ending the year, once again, in the black. We encouraged increased participation from our members on Advisory Groups, Board Committees and Ad Hoc Committees and the growing mix of libraries represented at learning opportunities and on committees has enhanced the conversations and ideas.

We continued to increase benefits for our members and began work on the much-requested Salary Survey. Interest in the Survey was strong throughout the state, and while delayed by the pandemic, it will be deployed in early 2021 with results shared in early summer. We collaborated with the Ohio Regionals in a partnership with Sheakley that will provide libraries with an additional and cost-effective choice for worker's compensation benefits. Lastly, we continued our work with the Ohio Educational Library Media Association (OELMA) as their Association Management Company, including facilitating their successful 2019 Annual Conference in Dublin, Ohio.

On behalf of the Board of Trustees and the staff, I thank our Gold, Silver, and Bronze member libraries for their support, their participation and their advocacy around the importance of continuing education. We welcome the increased participation of our Geographic Members and those from outside our region. As always, we value your input and look forward to 2020-2021 as we continue to strengthen the libraries in our region. Together, we are maximizing library potential.

Sincerely,

Betsy Lantz

## IMPACT

*Because of your membership:*

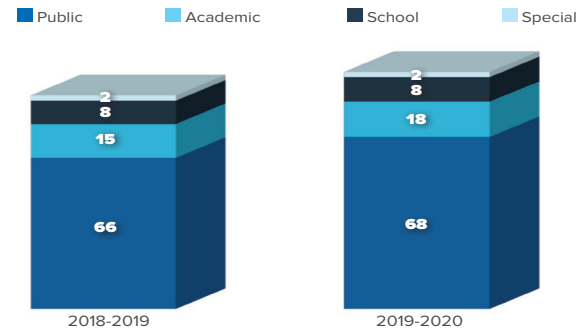
- NEO-RLS was able to provide **161** learning opportunities with a total of **9,728** registrants from across our 22-county region, from across the state and from every library type.
- NEO-RLS was able to bring **national speakers** and **high-quality content** to the region through webinars and workshops.
- NEO-RLS was able to provide **mobile device access** to more than **140** webinars in the Archived Webinars Library.
- NEO-RLS was able to assist library staff and administrators with much-needed **resources** and **networking** so they could effectively support their communities throughout the Ohio Stay-at-Home order and subsequent reopening.
- NEO-RLS was able to enhance access to the **Archived Webinars Library** through new **competency** and **keyword searching**.

# 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

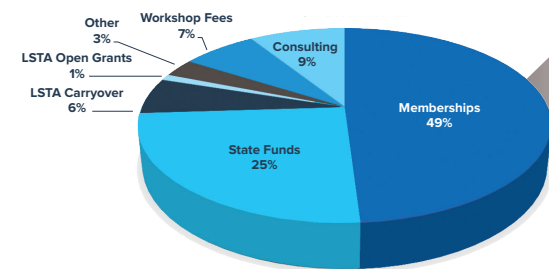
Memberships grew by **5.5%** over 2018-2019 resulting in **96** dues-paying members for 2019-2020.



## NEW LIBRARIES WELCOMED IN 2019-2020

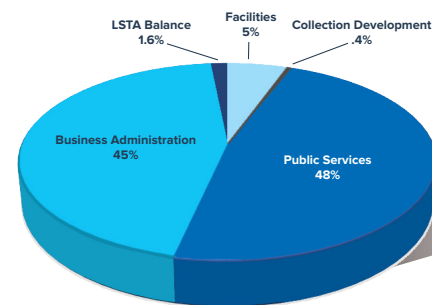
Barberton Public Library • Huron Public Library • Ashland University • Oberlin College • Ursuline College - Ralph M. Besse Library

## FINANCIAL REPORT



Beginning Cash Balance July 1, 2019 **\$935,875**

REVENUE SOURCES	
Memberships	\$238,559
State Funds	\$123,000
LSTA Carryover	\$29,913
LSTA Open Grants	\$6,818
Other	\$16,011
Workshop Fees	\$32,000
Consulting	\$42,339
<b>TOTAL</b>	<b>\$488,639</b>



OPERATING EXPENSES	
Personnel & Benefits	\$336,613
Supplies	\$4,010
Travel	\$2,650
Other Expenses	\$38,615
Contractual	\$68,766
Library Materials	\$20,588
Furniture & Equipment	\$0
<b>TOTAL</b>	<b>\$471,243</b>
LSTA Fund Balance	\$7,489

Ending Cash Balance June 30, 2019 **\$945,783**

Received two LSTA Open Grants totaling **\$6,818** in support of *Critical Conversations: Building Empathy to Build Community* (Postponed to 2021) and the *2020 Emerging Technology Symposium: We Built It – Why Don't they Come?* (Rescheduled to September 2020)

Received a \$227 LSTA Grant for Summer Reading Program held in January 2020  
Received additional LSTA Grants in the amount of **\$29,913** in support of continuing education programs and new technology circulating kits

# PROFESSIONAL AND STAFF DEVELOPMENT



## LEARNING OPPORTUNITIES

- 161 Different Programs
- 67 Online
- 9 Full-Day
- 14 Half-Day
- 66 Network Group Meetings
- 5 Special Events

In addition, 140 of our 200 webinars in the Archived Webinars Library were converted to an MP4 format for use with mobile devices so that library staff were able to access these learning opportunities from home.



## REGISTRATION

- Total registration was **9,728**
- 3,766 members registered for webinars in our Archived Webinars Library
- Registration for workshops, live webinars and network group meetings was **5,962** comprised as follows:
  - 4,276 registrants were from **Gold Member** libraries
  - 596 registrants were from **Silver Member** libraries
  - 109 registrants were from **Bronze Member** libraries
  - 455 registrants were from **Geographic Member** libraries
  - 526 registrants were from **Other (outside our region)**

Our overall registrations grew by an incredible **181%** fueled by the need for library staff to actively engage in work at home during the pandemic. We increased our number of programs from 113 the previous year to 161, including a 40% increase in the number of webinars offered (67) and a 247% increase in the number of Network Meetings (66). In addition, our Gold Members continued to make excellent use of their free continuing education benefit, surpassing last year's use by 57%. Silver Members increased their use by 128%, Bronze Members by 49% and Geographic Members by 12%. Most remarkable perhaps was the fact that 526 registrants attended events from outside of our region and 3,766 registrants took advantage of our Archived Webinars Library.



## E-TECH

- STEAM e-Kits circulated to **6** libraries
- Classroom e-Kits circulated to **1** library
- e-Tech Programs in a Box Kits circulated to **13** libraries
- VR Console Kits circulated to **1** library
- Tech Lab served **218** people over **11** visits

The onset of the pandemic and subsequent cessation of circulating items was evident with regard to the low number of loans for e-Tech Kits. Despite the fact that the kits were not circulated from March through June 2020, they still remain popular and are in the process of being refreshed with updated and new technology.



## CONSULTING

- Facilitated **7** Strategic Plans
- Assisted in Planning **3** Staff Days
- 13** Customized Presentations/Trainings
- 3** E-Rate Filings

We continued to develop our consulting services with the addition of County-wide and Multi-library Staff Day Planning services and encouraged our members to take advantage of their 4 FREE hours of consulting.