

BUILDING THE  
NEXT GENERATION  
LIBRARY



CIRCULATION

**21,098,880** items

VISITS

**11,125,650**

HOMEWORK HELP

**10,037** sessions

SUMMER ADVENTURE

**37,154** participants

MEALS AND SNACKS

**23,093** served

MAKERSPACE EQUIPMENT

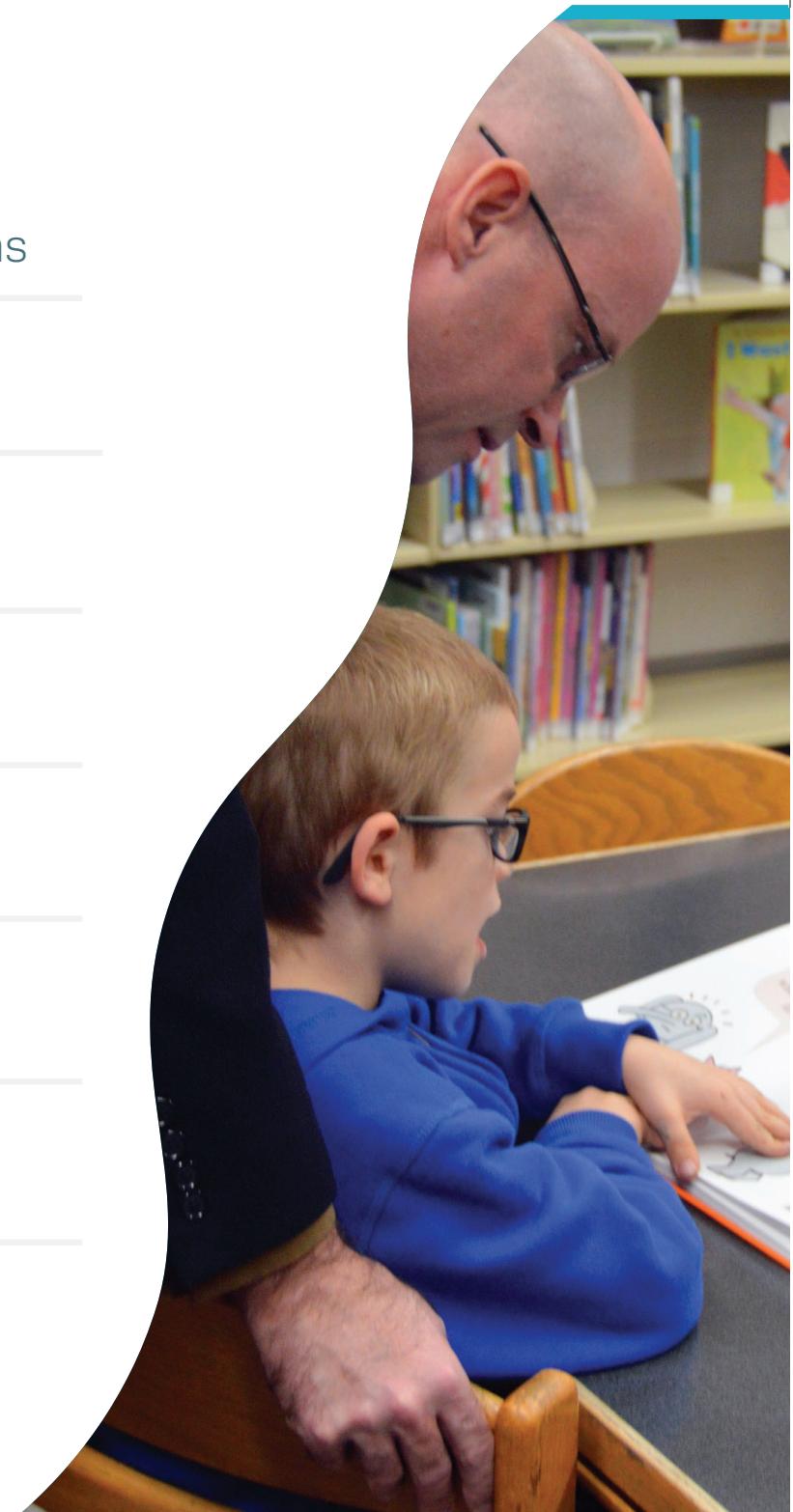
**26,000+** used

OUTREACH CUSTOMERS

**13,766** served

TEACHER COLLECTIONS

**74,206** items filled



## **LIBRARY BOARD OF TRUSTEES**

In 2019, the Public Library of Cincinnati and Hamilton County celebrated a year of exciting changes and big ideas. In addition to all the things we normally do: get preschoolers ready for kindergarten, provide homework help for students, help people find jobs, and more, we also launched a Facility Master Plan project. We're excited about all the ways we'll enhance our services and facilities as the community helps us build the next generation library. Thank you to the staff, volunteers, and customers who make all of this possible.

**Robert G. Hendon**, President

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**Monica Donath Kohnen**, Vice President

**Elizabeth H. LaMacchia**, Secretary

**Nadine L. Allen**, Retired Judge

**Karen P. Clemons**

**Diane Cunningham Redden**

**William J. Moran**, term expired October 2019





# We listened to the community.

In 2019, the Library worked on our Facility Master Plan. We held community listening sessions at every Library location and heard from more than 3,000 residents and library users. They created a vision to Build the Next Generation Library. This multi-year project is part of our commitment to work with the community to make your public library better than ever. The project will be primarily supported with funds from a one mil levy, which the taxpayers of Hamilton County approved in 2018. Our Facility Master Plan will serve as the roadmap for improvements at all 41 locations over the next ten years. No branches are being considered for consolidation or closing at this time. The Board of Trustees identified six principles to guide us through this process: maximize access, customer focus, diversity and inclusion, industry-leading excellence, operational sustainability, and

transparency.

Our number one priority is to make sure everyone has access to the Library, including people living with mobility issues. The community also asked for better parking options, upgraded restrooms, more meeting rooms and study rooms, quiet areas, spaces that work for different age groups, and more thoughtful and active outdoor spaces.

We are committed to contributing to the overall health and vibrancy of the community by crafting a collaborative vision to Build the Next Generation Library. We will continue to talk with our customers and community members to evolve our services and facilities to meet their needs.

Stay up-to-date on projects by visiting [CincinnatiLibrary.org/NextGenerationLibrary](http://CincinnatiLibrary.org/NextGenerationLibrary).



## WE UNVEILED PLANS FOR THE PRICE HILL BRANCH RENOVATION.

In 2019, after months of community listening sessions and meetings with architects from Fishbeck, Thompson, Carr & Huber, Inc., an engineering, environmental sciences, architecture and construction management firm with offices in Blue Ash, the Library unveiled plans for a full renovation of this historic Carnegie Library location. The Price Hill Branch Library is one of the oldest in our system. A partial ceiling collapse closed the branch in July of 2018. Library service moved to the nearby Cincinnati Recreation Center location.

We're looking forward to re-opening a renovated, fully accessible branch that can better serve our customers, with quiet adult areas, spaces for children and teens, and more meeting space, while still maintaining the legacy of the building and honoring the community.

We expect to break ground on this important project in early 2020.



## We opened a new Distribution Center and improved Library service.

In 2019, our users reaped the benefits of a move to a new Library distribution center in the West End. The facility officially opened in September. It marks a new era of tools and techniques to improve customer service.

The distribution center's location allows Library trucks easy highway access to make their deliveries. It features a new large-capacity sorter that can keep up with increased demand for Library materials. It also has a large loading dock area, with a higher clearance and more room to safely maneuver vehicles, as well as multiple loading bays and plenty of space to move vehicles around.

The distribution center will serve our customers in the best way possible. With new delivery routes and a new and improved sorter, staff and customers can expect materials to reach our facilities faster, resulting in staff and customers receiving items sooner.

# Summer Adventure was a smashing success.

In **2019**, Summer Adventure was by far the largest program our Library offered to our customers. The Library's goal is to provide opportunities for youth to maintain academic skills as well as build social emotional skills in a welcoming and safe space and with an element of fun.

Total registration for the Summer Adventure program was **37,154 registrants**, a seven percent increase over 2018.

We also had **114,966 weekly check-ins**, an increase of 82 percent over 2018.

Staff at all 16 Library locations served a total of **23,093 meals and snacks**, an increase of 27 percent over 2018. We extended this service for an extra two weeks to provide a seamless transition for the youth in our communities, ensuring they have a reliable source of nutrition right up until the start of school.

Week-long Brain Camps, Adventure Labs, and Jr. Adventure Labs were attended by a total of **2,371 children**.

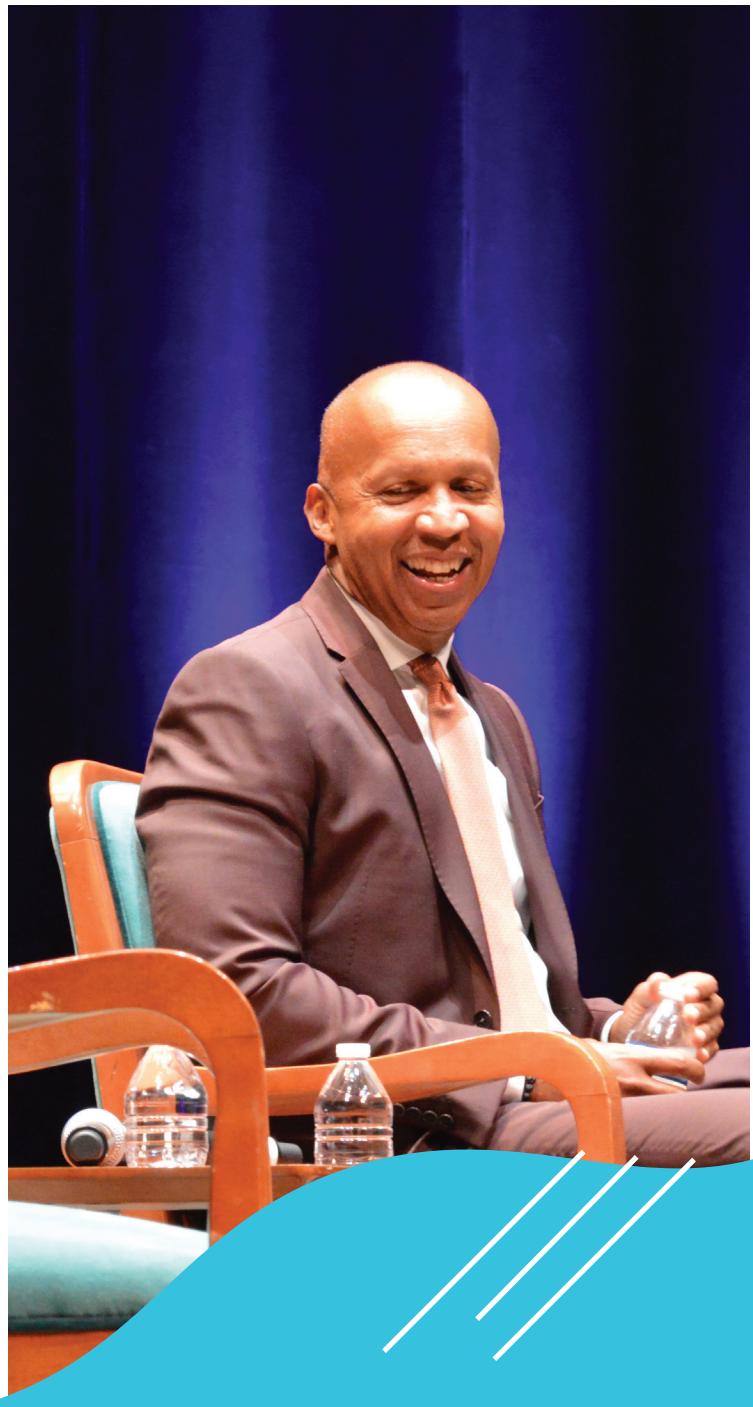
STEAM Adventures: Space Cadets programs were attended by **1,157 participants** at all 41 Library locations. This program was part of the NASA @ My Library initiative.

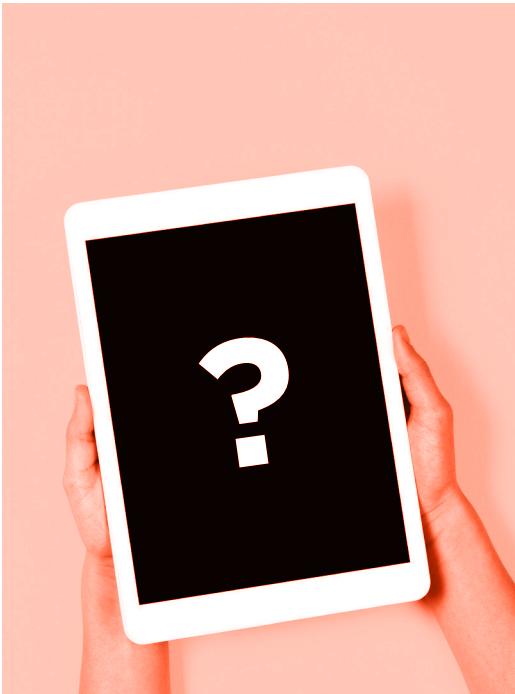


## Mary S. Stern Lecture series inaugural speaker

In October, the Public Library of Cincinnati and Hamilton County invited the public to celebrate the first Mary S. Stern lecture, made possible through an endowment to The Library Foundation of Cincinnati and Hamilton County. The inaugural speaker for the lecture series was Bryan Stevenson, founder and executive director of the Equal Justice Initiative in Montgomery, Ala., and author of *Just Mercy: A Story of Justice and Redemption*.

The late Mary S. Stern endowed an annual lecture series for the Public Library of Cincinnati and Hamilton County through The Library Foundation to support bringing internationally renowned thought leaders to our community. The Stern Lecture selection committee (Sandy and Peter Stern, Betsy and Paul Sittenfeld, and Vicky and Rick Reynolds) was formed in 2018 to select and invite lecturers who can honor Stern's legacy by advancing the Library's mission to connect our community with a world of ideas and information. The committee is committed to making the topic and speaker accessible to the community physically and financially.





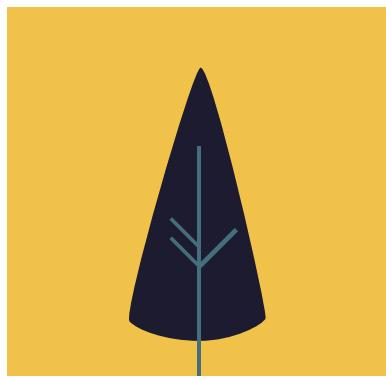
Annual digital checkouts have jumped nearly 500 percent in four years.

## The Library took steps to respond to limits on eBook access

In 2019, Macmillan Publishers implemented significant changes to how they permit libraries to license and loan their eBooks. For the first eight weeks from publication date, Macmillan now only allows libraries to license and loan one copy of any title. After the eight-week window, Macmillan only permits libraries to license additional copies as “metered access,” which means the title will automatically expire after 2 years and disappear from the library’s collection.

eBooks and eAudibooks account for 26 percent of the library’s materials budget. Annual digital checkouts have jumped nearly 500 percent in four years. In August the Library’s Board of Trustees adopted a resolution outlining our concerns, which was sent to Macmillan CEO John Sargent. We worked with organizations such as the Urban Libraries Council to advocate as a group for Macmillan to reconsider its decision. We sent messages to our customers via email, and leveraged social media to call on community members to share their concerns about the issue.

The Library is very concerned about these changes because of the negative impact they have on our customers. We will continue to join with other libraries in opposing them.



## 2019 REVENUE

Public Library Fund, State of Ohio	\$41,504,542
Property Taxes	\$38,336,676
Patron Fines and Fees	\$879,453
Earnings on Investments	\$750,628
Contributions	\$117,028
Miscellaneous Revenue**	\$944,569

*\*\*Restricted grants, Passport fees, supply sales, property rentals/sales, refunds, digital services.*

## WHAT ARE THE LIBRARY'S EXPENDITURES?

## 2019 DISBURSEMENTS

Salaries	\$29,319,207
Benefits	\$8,576,567
Supplies	\$2,051,561
Purchased Services	\$9,982,662
Library Materials and Information	\$9,577,897
Capital Improvements	\$961,068
Other Objects	\$643,834
Transfers Out	\$21,000,000



## COMING IN 2020

In addition to the Facility Master Plan initiatives planned for 2020, the Library will transition to BiblioCommons in mid-2020. BiblioCommons is suite of interconnected products that provides a best-in-class online user experience. It will replace our current catalog, website, and event calendar. BiblioCommons will vastly improve our customers' experience immediately and our ability to provide it.

In addition, the Library will rebrand in 2020. It's been nearly 25 years since the Library brand has had an updated look and feel. A new brand will support the vision for our facilities that is being put forward in the Facility Master plan. The Library will roll out a new logo and marketing materials. Additionally, the tone and messaging that the Library uses to communicate to the community will alter as needed to align with the new brand identity, as will our approach to customer service.

