

2020 NEO-RLS AWARD WINNERS

RISING STAR AWARD



Roxana Rathbun
Medina County District Library

SHOOTING STAR AWARD



Mary Anne Russo
Hubbard Public Library

ADVOCACY AWARD



Cynthia Hirtzel
Friend & Patron
Hubbard Public Library

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

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

Valerie Kocin

Andrea Legg

Melissa Mallinak

Melanie McGurr, Academic Library Trustee (appointed)

Trent Ross

Amy Switzer, At-Large Library Trustee

Chuck Vesei (appointed)

Teanna Weeks, School Library Trustee

CE PROGRAMMING FOR EXCELLENCE

DIVERSITY WORKS: BUILDING AN INCLUSIVE WORKPLACE



Vanessa Bullock
Federal Mediation and Conciliation Service

HOW TO HELP EMPLOYEES MANAGE STRESS DURING COVID-19



Barbara Baker
Federal Mediation and Conciliation Service

CRASH COURSE IN USING TIKTOK



David Roberts
Salem Public Library



Amy B. Shannon
Pinnacle Leadership Solutions, LLC

INTRODUCTION TO CODED LANGUAGE



Mannie Brown
The Diversity Center of Northeast Ohio

HOW LIBRARIES CAN SUPPORT COMMUNITIES IN CONFLICT



Tamara King
Richland Library

BUILDING EMPATHETIC COLLECTIONS



Meghan Harper, Ph.D.
Kent State University

WELCOMING TRANSGENDER CUSTOMERS



Bec Czarnecki & Adrian Johnson
Denver Public Library

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 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



Northeast Ohio
Regional
Library System

2020-2021 ANNUAL REPORT

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 *Tapas 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 also held virtually, allowing for increased participation from members spread far and wide and oftentimes working from home 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 34.5% 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 strength and appreciated the feedback we received through the biennial Membership Survey. The Statewide Salary Survey was deployed with an unforeseen 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 we received from many members letting us know that we were there for them throughout the pandemic. Our job is to be here for our members and we want to hear your needs, challenges and suggestions. We look forward to the coming year and will be here to support you as you move forward. *Together we are maximizing library potential!* Even during a pandemic and its aftermath!

Sincerely,

Betsy Lantz



IMPACT

Because of your membership:

- NEO-RLS provided **170** learning opportunities with a total of **8,010** registrants from across our 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**.

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 the workshops, programs, services, and consultations that NEO-RLS has provided throughout the year. Kudos to all!!!



I would also like to thank my fellow trustees and all the active members of the committees and advisory groups that have given their time and energy in guiding and supporting NEO-RLS throughout this time. Membership participation is not only vital to the success of NEO-RLS but also a hallmark of the organization. The more voices we have, the more influential the results. It has been rewarding to see member engagement grow, and as we move forward, I am equally excited at the potential and opportunities ahead of us.

Here is to the future!

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
- **Podcast 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 country, poster sessions from throughout our region and a **209% increase in attendance at 170 registrants** from throughout Ohio (134) and from eight other states (36) across the country.

CONSULTING

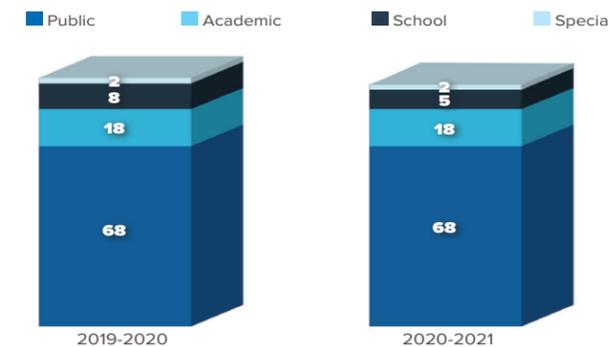
- Staff Day Planning **4**
- E-Rate Filing **3**
- Customized Presentations/Trainings **11**

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

AS A MEMBERSHIP ORGANIZATION, A TOP PRIORITY IS TO USE OUR FUNDS IN A MANNER THAT BRINGS THE MOST VALUE TO OUR MEMBERS.

MEMBERSHIP

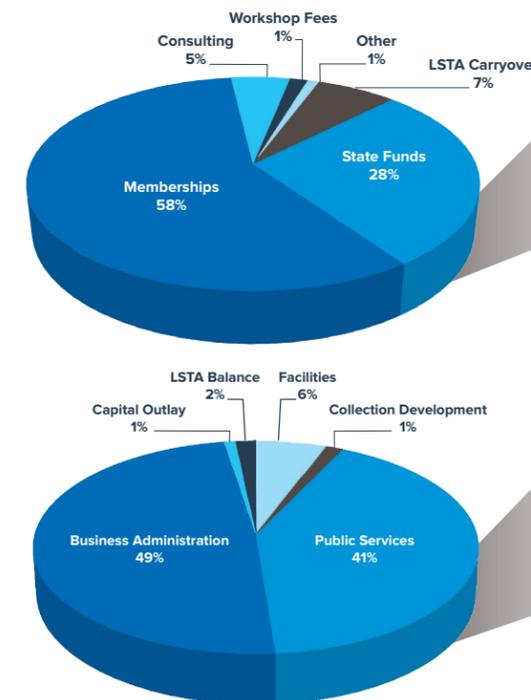


School library membership declined in 2020-2021 resulting in 93 dues-paying members, a decrease of 3.13% over 2019-2020.

NEW LIBRARY WELCOMED IN 2020-2021

Cuyahoga County Public Library

FINANCIAL REPORT



Beginning Cash Balance July 1, 2020 \$945,783

REVENUE SOURCES	
Memberships	\$251,878
State Funds	\$121,000
LSTA Carryover	\$29,754
Other	\$6,708
Workshop Fees	\$4,273
Consulting	\$21,860
TOTAL	\$435,473

OPERATING EXPENSES	
Personnel & Benefits	\$345,403
Supplies	\$845
Travel	\$502
Other Expenses	\$33,528
Contractual	\$54,490
Library Materials	\$5,871
Furniture & Equipment	\$199
TOTAL	\$440,839
LSTA Ending Balance	\$7,381

Ending Cash Balance June 30, 2019 \$940,526

- Received a donation in 2020 from Mary Frances Burns, retired Director of Morley Library, and previous NEO-RLS Board of Trustees Member.
- Received LSTA funds in the amount of \$29,754 in support of continuing education programs, technology circulating kits and hearing loop.

- Received Cares Act Mini-Grant in the amount of \$3,000 in support of cleaning supplies, online platform licensing and closed captioning for archived webinars.