This Popular Annual Financial Report (PAFR) is a summary of the Comprehensive Annual Financial Report (CAFR) for the year ended December 31, 2017. The financial data included in the PAFR is derived from the more detailed CAFR. Both are consistent with generally accepted accounting principles and guidelines established by the Governmental Accounting Standards Board. You can find both the CAFR and the PAFR online at cuyahogalibrary.org.

The data and listings in this report are accurate as of December 31, 2017.
Welcome

When was the last time you visited the Library?

If it’s been a while you might not know that the Library is filled with books (of course!) plus so much more! Reading remains fundamental to all that we do at Cuyahoga County Public Library, but we also know that our work is more expansive today.

In 2017, we developed a new education campaign to help broaden our story. The Find Yourself Here campaign seeks to share Cuyahoga County Public Library’s efforts to build the future of reading, lifelong learning and civic engagement, offering access to innovative digital and traditional resources, relevant programming and community partnerships.

Whatever your interests, wherever you are in life – we hope you find yourself at Cuyahoga County Public Library.
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All of us can relate to those moments in life when we’re searching for answers to questions big and small. For me, the library has always been the place where I find myself – both literally and figuratively – when I need information and inspiration.

At Cuyahoga County Public Library (CCPL), we recognize that county residents rely on us for a variety of learning opportunities, whether that’s through access to technology and a reliable broadband connection, books, digital content, educational programs or crucial civic conversations. Our value today is grounded in the learning experiences that we provide to customers of all ages. For our youngest customers, that experience may be developing a lifelong love of reading through our regular storytime programs; for grade school students, that experience may be opening their eyes to a future career in engineering through a fun summer robotics camp. For adults, our learning experiences span everything from basic literacy to conversations with best-selling authors.

We have an important role to play in fostering individual opportunity and community progress through learning. We are shifting our own thinking about the Library as a place of content consumption to the Library as a place of content creation. Entrepreneurs are building their businesses in our three Innovation Centers; aspiring musicians, journalists and film directors are gaining important digital skills in our four recording studios; and families and community groups are digitizing their histories in our Jack, Joseph and Morton Mandel Foundation Memory Lab. Our customers are finding themselves actively engaged in learning across our 27 branches.

Through the commitment of our CCPL Board of Trustees and staff, we are developing programs that create equity of opportunity and strengthen our communities. Our capital strategy focuses on designing the library spaces we need to support the new learning environment at CCPL. Since 2012 we have renovated or replaced 19 library branches, and we will continue to exceed expectations as we work on projects in Berea and Middleburg Heights. Our capital program, along with strong fiscal management, has proven essential to maintaining a balanced operating budget.

Finding new revenue from grants and individual donations has also allowed CCPL to increase innovation and programs while maintaining a commitment to our collections, evening and weekend hours, and personalized service.

As we look forward, CCPL is actively working with community partners to bring services that people need and want right to our buildings. The “Benefits Navigator” initiative with Cuyahoga County delivers the support people need to receive vital social services and connect with our job and career services in the Library. Adult learners can take classes with The Cleveland Orchestra or engage in a county-wide book club through One Community Reads. Partnerships also enable the highest quality of service for children and families to develop young minds and ensure school success.

Whatever the learning experience you seek, we know we have the tools and resources you need. We invite you to find yourself at Cuyahoga County Public Library.

From the Executive Director

[Signature]
About Us

Cuyahoga County Public Library was established in 1922 as a separate political subdivision governed by a seven-member Board of Trustees authorized by the state of Ohio to establish policies and an annual budget.

Our Board members represent the citizen’s interests while promoting the highest level of library service appropriate to the community in accordance with state law. Board members are appointed for seven-year terms by Cuyahoga County government and the Court of Common Pleas, and they serve without remuneration. Cuyahoga County Public Library serves 47 communities with 27 branches and a service point in MetroHealth Hospital. Our administrative offices are located in the city of Parma.

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

Cuyahoga County Public Library will support initiatives and efforts that impact the quality of life for all in Cuyahoga County. We will be the most convenient 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 communities’ needs and exceed expectations. Our staff will reflect the diversity of our communities and promote and create an accessible, friendly environment.

Our Board of Trustees

Edward H. Blakemore, President
Patricia A. Shlonsky, Vice President
William J. Leonard, Secretary
Dean DePiero, Trustee
Elizabeth M. Hijar, Trustee
Maria L. Spangler, Trustee
Robert W. Varley, Trustee

Our Executive Team

Sari Feldman, Executive Director
Tracy Strobel, Deputy Director
Bertha Arrington, Executive Division Manager
Scott Morgan, Operations Director/Fiscal Officer
George Sample, Human Resources Director
Hallie Rich, Communications & External Relations Director
Our Branches

BAY VILLAGE BRANCH
Jessica Breslin, Manager

BEACHWOOD BRANCH
Aimee Lurie, Manager

BEREA BRANCH
Pamela DeFino, Manager

BRECKSVILLE BRANCH
Melanie Rapp-Weiss, Manager

BROOK PARK BRANCH
Nicholas Cronin, Manager

BROOKLYN BRANCH
Ronald Block, Manager

CHAGRIN FALLS BRANCH
Katherine Malmquist, Manager

FAIRVIEW PARK BRANCH
Jesse Sanders, Manager

GARFIELD HEIGHTS BRANCH
Lane Edwards, Manager

GATE MANS BRANCH
Katherine Malmquist, Manager

INDEPENDENCE BRANCH
Melanie Rapp-Weiss, Manager

MAPLE HEIGHTS BRANCH
Steven Haynie, Manager

MAYFIELD BRANCH
William Rubin, Manager

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Holly Camino, Manager

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Andrew Harant, Manager

NORTH ROYALTON BRANCH
Jeanne Cilenti, Manager

OLMSTED FALLS BRANCH
Andrew Harant, Manager

ORANGE BRANCH
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PARMA BRANCH
Kathleen Sullivan, Manager

PARMA HEIGHTS BRANCH
Nicholas Cronin, Manager

PARMA-SNOW BRANCH
Stacey Boycik, Manager

RICHMOND HEIGHTS BRANCH
William Rubin, Manager

SOLON BRANCH
Catherine Schultis, Manager

SOUTH EUCLID-LYNDHURST BRANCH
Brijin Boddy, Manager

SOUTHEAST BRANCH
Vicki Adams-Cook, Manager

STRONGSVILLE BRANCH
Donna Meyers, Manager

WARRENSVILLE HEIGHTS BRANCH
Ali Boyd, Manager

Find your local Cuyahoga County Public Library branch online at cuyahogalibrary.org/branches.
Cuyahoga County Public Library’s Board of Trustees is responsible for ensuring that Cuyahoga County Public Library (CCPL) delivers on its core mission to be at the center of community life by providing an environment where reading, lifelong learning and civic engagement can thrive.

During my term as Board president, I am proud to report that CCPL maintained its national standing, earning a 5-Star rating from *Library Journal* for the ninth consecutive year and leading the nation in per capita circulation and branch visits among libraries of its size. With a focus on efficiency and service, CCPL continues to operate at the lowest millage of any public library system in the county.

Recognizing that education and workforce development are key priorities for our region, our Board has prioritized projects where CCPL can meaningfully contribute to positive community change. For example, CCPL launched Aspire Greater Cleveland in 2017, an adult education program that provides general education diploma (GED)/high school equivalency prep and testing, English for Speakers of Other Languages services, and basic literacy and workforce certification training. The growth in our adult education offerings has been coordinated in conjunction with strong family engagement and youth programs – all with the ultimate goal of thoughtfully addressing the needs of our region’s current workforce while supporting learning and skill-building for the future.

Whether I find myself at a library branch in my role as a board member, father or reader, I am always pleased to discover resources and services that foster individual opportunity and community progress. The Cuyahoga County Public Library Board of Trustees looks forward to providing new opportunities for our customers to experience learning and grow both personally and professionally.

Edward Blakemore
Financial Overview

**LOCAL PROPERTY TAXES**
$42,263,596

**PUBLIC LIBRARY FUND**
$19,967,033

**PATRON FINES & FEES**
$1,290,784

**MISCELLANEOUS**
$632,118

**CARRYOVER**
$500,000

**GIFTS & DONATIONS**
$58,250

**SERVICES PROVIDED BY OTHER ENTITIES**
$4,297

**INTEREST ON INVESTMENTS**
$2,647

**REVENUES**
$64,718,725
EXCELLENCE IN FINANCIAL REPORTING

The Certificate of Achievement for Excellence in Financial Reporting has been awarded to Cuyahoga County Public Library by the Government Finance Officers Association for the tenth consecutive year (2008 – 2017). The Certificate of Achievement is the highest form of recognition in the area of governmental accounting and financial reporting.

SPECIAL REVENUES

These charts reflect revenues and expenditures from Cuyahoga County Public Library’s general operating budget. In 2017, the Library raised nearly $1.8 million in additional funding to support programs and services.
## Borrow

- **15,284,394 ITEMS BORROWED**
  - 12,885,202 PHYSICAL ITEMS
  - 2,399,192 DIGITAL ITEMS
- **818,030 REGISTERED CARDHOLDERS**

## Engage

- **16,269 PROGRAMS SPONSORED**
- **343,934 PROGRAM ATTENDANCE**

## Connect

- **1,033,456 HOURS OF PUBLIC COMPUTER USE**

## Visit

- **6,536,189 BRANCH VISITS**
Circulation

**READ – 60.43%**
Books, Magazines, Graphic Novels, eBooks & eMagazines

**WATCH – 26.29%**
DVDs, Blu-Ray, Digital Video Devices & Streaming Video

**LISTEN – 12.96%**
Music CDs, Audiobooks, Books on CD, eAudiobooks & Streaming Music

**PLAY – 0.32%**
Children’s Toys, Video Games & Story Kits
Author Visits

It’s no accident that Cuyahoga County Public Library has become a frequent destination for nationally recognized and award-winning authors. In recent years we have invested significant time and energy to develop strong relationships with publishers and bring top-notch authors to our branches.

Our Beyond the Book Jacket Author Series is a growing part of our effort to be county residents’ first and best resource for reconnecting with reading. Sure, we know that readers appreciate opportunities to meet their favorite authors, but we also know that author events help readers broaden their horizons by exposing them to writers they might not have otherwise considered.

It’s one thing to read a glowing book review. It’s another to actually meet the author who wrote the book and learn what inspired them to write it.

In 2017, Cuyahoga County Public Library’s Beyond the Book Jacket Author Series included more than 70 events that were attended by nearly 8,600 book lovers. Learn more at beyondbookjackets.com.
"At my local branch they know me well enough that I don’t even have to show them my Library card. They know who I am and have my books set aside.”
FRANK WRIGHT

By his own estimation, Frank Wright finishes five to ten books per month, plus comic books, magazines and any other reading material he can get his hands on. Finishing a book gives Frank a sense of accomplishment and a feeling that he has just experienced the world in a new and different way.

“Reading challenges me to consider new ideas, and a really good book sort of envelopes you and introduces you to people and things that maybe you wouldn’t encounter otherwise. Sometimes you find yourself sitting there and, before you know it, it’s 11 o’clock at night and you’re going ‘I’ve only got another hundred pages to go ….’ It’s a wonderful experience.”

When you read as much as Frank you’re always on the hunt for new authors to explore. Frank appreciates going to author events at the Library because it helps broaden his reading palette and gives him a deeper appreciation of the craft of writing.

“The Library does an amazing job of bringing authors in. Author events are a way of learning about the personalities behind the books. Sometimes I read a book and I think I understand what the author is trying to accomplish, but when I get the opportunity to engage with the author directly I learn so much more.”

“I was at an author event at the Library with Jojo Moyes, and she did a wonderful talk. She was very engaging and delightful, and it made me want to read her books. After that event her books moved from down around 100 on my list to probably my top five.”

Of the 15.2 million items our cardholders borrowed in 2017, more than 60 percent were reading materials.
“There’s a tremendous wealth of travel resources at the Library, which is so helpful because planning a trip can be a journey in and of itself.”
Now that Gail and her husband, Klaus, are retired, they are realizing their dreams of traveling abroad. They recently renewed their passports at the Library. Gail said it was the best passport photo she ever had.

“I looked good, the color was great. I was like, wow, that’s really pretty cool.”

Gail appreciates the convenience of passport services at the Library.

“You can certainly go to the post office, but it seems like they have limited hours for passports. When you come to the Library you can get your passport any time and then use their resources to start planning your trip.”

“With so many branches, the Library has tremendously helpful travel resources, and you can just go online, order them and they’ll call you or email you when they come in. My husband and I like to do our own travel planning, so we find books with maps and transportation tips really useful. We also like to borrow movies and fiction books set in the place we are planning to visit. It helps create a mental picture.”

The Library’s language learning resources also have enhanced Gail’s travel experiences and helped her make unforgettable memories.

“I was struggling to learn German, and then I found a German for Dummies audiobook and all of a sudden it just clicked. If you have a little bit of conversation language for the country you’re going to visit, it just opens up people’s warmth and their willingness to help you.”

In 2017, we processed more than 20,000 passport applications and took more than 19,600 passport photos, generating more than $700,000 in revenue.
“The Library was a great atmosphere to learn about entrepreneurship. It was so accessible and there are so many helpful resources right there.”
JACQUELINE ACHADU

Jackie developed her award-winning business idea in one of CCPL’s entrepreneurship programs. She was selected from among more than 100 aspiring entrepreneurs as the first-ever recipient of the Key Advanced Entrepreneur Award presented by KeyBank, the Economic and Community Development Institute and Cuyahoga County Public Library. In addition to the award, Jackie received $5,000 in start-up capital from the KeyBank Foundation to grow her gourmet cake push pop business, Hunny Bunny’s Confections, which she named in honor of her mother.

“It’s my way of keeping her spirit alive. She called everyone ‘honey bunny.’”

Hunny Bunny’s Confections blossomed out of Key Advanced Entrepreneurs, a free four-week entrepreneurship program held at the Library. The program is designed to help budding entrepreneurs like Jackie expand their small enterprises into viable and profitable businesses. Business development experts work with program participants to advance their development in four critical areas: business concept, organization, customer relations and operations.

“I thought I knew a lot about starting a business when I entered Key Advanced Entrepreneurs, but the program introduced me to so many new concepts, like working backwards to project costs and effective marketing strategies. It was a phenomenal experience.”

The award and start-up loan will help Jackie expand her operation to a new kitchen space.

“I’ve outgrown my home kitchen. My next step is to find a larger space.”

Our Encore Entrepreneurs training programs and Innovation Centers help county residents launch and grow small businesses.
“There are really good people at the Library. Anything that you need, they’ll help you.”
JAVIER VALENTIN & ILINETTE RIVERA

Javier and Ilinette are raising triplets – Alexander, Anais and Ariana – so to say their lives are hectic would be an understatement.

“Ilinette is a supermom, for sure. Sometimes I’m superdad, but not all the time because my work takes me out of town. Like right now I’m working in New York, so she’s taking care of the kids. When I’m away for work the Library is a huge help for her,” said Javier.

“On a typical day I go to work and Ilinette gets the kids ready and takes them to school. After school, she picks them up and takes them to the Library to do homework.”

Their kids participate in CCPL’s Homework Center program. “Yes, the program is about two hours each afternoon,” explained Ilinette. “They have two different groups, and they work on their homework with tutors. The tutors are teachers, but they’re retired or students who are going to be teachers. They work on science, math, language arts – everything. It’s a huge help for us.”

Homework Centers and other out-of-school time Library programs have helped make Javier and Ilinette’s lives easier.

“We can spend more quality time at home when they do their homework at the Library,” said Javier.

“Yeah, I’m excited after we get home from Homework Center,” added Ilinette. “We can just relax and everybody’s good.”

Our Homework Centers advance academic achievement. Nearly 97 percent of participating students who attended Homework Centers during the 2016 – 2017 school year saw improved grades.
“When writers share ideas it’s like lighting candles. You can light your candle with mine, and then use your candle to light someone else’s. And on it goes.”
CYNTHIA HARRIS-ALLEN

Cynthia has written 37 children’s books and one adult novel called *The Cricket Cries, the Year Changes*, for which she received a 2017 North Street Book Prize honorable mention. Currently, she’s at work on her second novel about a woman who travels to Haiti and meets a witch doctor. She does most of her writing at the Library’s William N. Skirball Writers’ Center, located in the South Euclid-Lyndhurst Branch, where she also participates in writing workshops and self-publishing round tables.

“The Writers’ Center is beneficial because, you know, it’s not my mother or sister reading my work. It’s complete strangers who are giving their unbiased appraisals. Most of the writers I have met who come here have noted how much their writing has improved because they’re getting good input.”

Cynthia also appreciates being a part of the community of writers who visit the center to do their work.

“It’s lonely being a writer at home with your computer and that blinking thing waiting for you to type the first word. When you come here and do the workshops and network with other writers it really helps. You get good, honest feedback. A lot of the people who are giving the feedback are published authors themselves.”

Most of the research for Cynthia’s first novel was done at the Library.

“The Library has a huge genealogy database that I used to trace my roots back to Monroe, Georgia. There’s a plantation and slave cabins still in existence there as a historical monument. So, of course, I went there, and it gave me the inspiration to write. But it all started with research at the Library.”

More than 2,700 aspiring writers participated in free workshops at our William N. Skirball Writers’ Center in the South Euclid-Lyndhurst Branch and at branches throughout the county in 2017.
“I write music. I write lyrics, sing, rap, reggae. I haven’t done country yet, but maybe I’ll try that too. I do everything with music.”
NEHRU CLAY


You can find Nehru’s music on SoundCloud, ReverbNation and YouTube. On any given day you might find Nehru himself in the “fish bowl,” his nickname for the recording studio in the South Euclid-Lyndhurst Branch. The “fish bowl” is one of four recording studios in the Cuyahoga County Public Library system.

“I’m definitely a regular. To have access to this studio for free ... it’s unreal. If your mind is going, you can always keep creating. All you gotta do is go through orientation, let them know that you halfway know what you’re doing, and you’re good to go.”

When creating a track, Nehru typically starts by finding free instrumentals online. Then he adds his own “finger work” using a digital keyboard and re-engineers the original track using software before adding vocals.

“Compared to what I was using to record – you know, limited stuff – I come here and access the good sounding stuff. I use GarageBand. You’ve also got other things on here like Photoshop. It’s a lot of different stuff, but I’m strictly on GarageBand making music. You come up here, reserve your time, come in and lay down a hit.”

When he’s done recording, he’ll drop his track onto SoundCloud, DatPiff or some other music sharing platform right there from the studio.

“Give it up for dem one me call Jah. I say, bless the Lord. See this is what I do. I bring this straight to you. Whoa oh. Yes, I say. Original one. Original one.”

Nearly 200 aspiring musicians learned how to use digital tools to create and edit music in our recording studios in 2017.
“The Library’s career services helped give me more clarity and confidence in my job search.”
JULIE FATUR

Julie first learned about the Library’s free job and career services from her nephew. At the time she was just beginning the process of seeking her first full-time job in more than 15 years.

“I was a stay-at-home mom for a long time. I had done some part-time bookkeeping, but nothing full-time. After my daughter graduated I wanted to get back to work, but I knew I needed some help. It had been so long since I applied for a job.”

It can be difficult to get back on the career track after being a full-time parent. Julie knew she had marketable skills and experience, but not how to translate them into a compelling résumé.

“My résumé was pretty outdated. I went to the Library, and over a couple of weeks I met with a career counselor who helped me bring my resume up to today’s standards and gave me some great job seeking advice. I also met with a representative from Ohio Means Jobs who helped me create an account and find job opportunities.”

Within a few weeks Julie landed a great job that she loves, but she’s not done adding to her repertoire.

“We use OneDrive a lot in my new job, and I know the Library offers free classes. I think it’s terrific that the Library does that, and I’m planning to enroll and learn some new tricks.”

Sixty-eight percent of job seekers who have used our job and career services report securing employment within three months.
Innovation Through Collaboration

Over the past year, CCPL has worked to expand our adult education services to better serve job seekers in our region.

To accelerate our ability to advance workforce development initiatives, CCPL sought growth through collaboration and acquisition. In 2016, we increased our adult basic literacy services by bringing Project LEARN, a separate 501(c)(3), into the Library organization. In 2017, CCPL launched Aspire Greater Cleveland, a state-funded adult education program that provides GED/high school equivalency prep and testing, ESOL services and workforce certification training.

In August 2017, we partnered with Cuyahoga County Executive Armond Budish to improve accessibility to social services and adult education for local residents. Dubbed the “Benefits Navigator” service, CCPL staff have been trained to help individuals enroll in county benefits programs such as SNAP (food stamps) or housing subsidies. A lack of access to computers and a reliable Internet connection combined with low levels of digital literacy makes this benefits-eligible population especially vulnerable. Now residents can visit their local Library branch (open seven days per week) rather than travel to the county’s social services building and receive information support from trained Library staff.

Beyond improved access to critical social services, this new partnership enables CCPL to connect residents to our Aspire Greater Cleveland program. Of particular importance in the county relationship is our ability to enroll residents in the Library’s GED/high school equivalency exam prep programs. The county has made CCPL its primary referral for residents seeking a diploma program, which is a major county-wide initiative. For those who are not yet ready to take the GED/high school equivalency exam, CCPL provides basic literacy and technology training programs.

The county/Library collaboration helps to bring a key population into library branches. CCPL also delivers this program in the county jail, helping inmates work toward their GED or develop essential literacy skills to improve their job prospects once they are released.
On Friday, September 8, 2017, the Cuyahoga County Public Library Foundation hosted Indulge: A Night for Readers & Eaters at Spice Acres, located in the beautiful Cuyahoga Valley National Park. Guests enjoyed live music, a walking farm tour and an incredible alfresco meal prepared by Chef Ben Bebenroth, owner of Spice Kitchen & Bar.

The event raised more than $60,000 to support Cuyahoga County Public Library’s food programs for kids in need. Last year alone, the Library provided more than 11,000 summer lunches and after-school snacks to hungry children who rely on free or reduced-fee lunch programs.

About the Cuyahoga County Public Library Foundation

Cuyahoga County Public Library relies on gifts and grants from individuals, foundations and corporations to fund the innovative programming and services that benefit our community. As support for the Library has grown over the years, we have worked to find new ways to recognize our valued donors. One change you may notice is that we are not including a donor list in this year’s annual report.

Why did we make the change? Well, we wanted to focus our staff’s time and energy on creating unique experiences for our supporters to help them see the impact of their giving. We also wanted to try other channels where we can recognize the tremendous support that our donors provide. If you have a perspective on this change, please let us know. Contact Hallie Rich at hrich@cuyahogalibrary.org.

In addition to gifts and grants to the Library, CCPL benefits from the strong support of the Cuyahoga County Public Library Foundation. The Foundation exists to raise funds in support of the Library’s mission.

2017 FOUNDATION BOARD

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Thank You

Cuyahoga County Public Library extends its gratitude to the members of its Friends of the Library groups and all of the many individuals who so generously volunteered their time and talent to help us make our communities even better places to live, learn, work and play in 2017.

For more information about our volunteer opportunities, please visit us online at cuyahogalibrary.org/volunteer.