



2021 Annual Report

Hamilton County
cincinnati
public
library

From the Library Director

We are committed to serving the Cincinnati and Hamilton County community, not only through traditional means, but new ones as well. By renovating the Anderson, Deer Park, and Price Hill library branches and expanding hours at some locations, we provide space and opportunity for community members to learn without limits. And as the community's needs change, we find new ways to serve. In 2021, we distributed over 100,000 Covid test kits, funded by the Ohio Department of Health, and gave out over 529,000 meals and snacks to youth, in partnership with UMC Health Ministry.

The pandemic has been difficult for many families, and to ensure that everyone in the community is able to take advantage of all that the Library has to offer, the Board of Trustees voted to eliminate late fines for good.

We are grateful for the strong support from our community, which you show in many ways. In 2021, the Library Foundation received funds from over 1,700 donors to support essential programs such as summer learning and homework help. And your appetite for books, movies, music, and more set several records for digital checkouts, which led to CHPL receiving a 5-star ranking from *Library Journal* for a ninth year in a row. Thank you!

Thanks also to our legislators who successfully kept state-level funding for public libraries at 1.7 percent of Ohio's General Revenue Fund. Thank you to our dedicated staff, volunteers, partners, donors, and community members who support us so we can help our community members connect, create, and collaborate.



Paula Brehm-Heeger

Eva Jane Romaine Coombe Library Director



At Cincinnati & Hamilton County Public Library, we've always done things differently.

We make noise. Explore in full color. Encourage discussion, deliberation, collaboration. We believe books are meant to be unfurled and explored as the wild worlds they are. To be celebrated and shared by the ones who devour them. And we also believe that books aren't the only way—that learning happens in a million magical forms.

From the Board President

It's been a pleasure to serve as board president during a year of exciting transformation. From the grand opening of the beautiful new Deer Park branch, a major renovation and expansion at Price Hill, and an interior refresh at Anderson among other projects, I was energized all year long.

But facilities are not people – and that's magnified during a hard year like 2021. The Library therefore increased investment in staff through efforts like investing an additional \$1.75 million in salaries and wages, an organizational culture review, enhanced support for training, and an ongoing diversity, equity, and inclusion initiative. And the Library is building a strategic advantage, too, with the addition of three important positions: a Resource Navigator to engage directly with our most vulnerable customers, Monitor Mentors for after-school help, and a Diversity, Equity, Inclusion & Culture director to move the needle on important issues. These changes prove CHPL is investing in staff and paying attention to community needs.

Thanks for your continued support and dedication to the Library, and a reminder to thank the hardworking staff next time you visit!

Diane Cunningham Redden, 2021 president
Cincinnati & Hamilton County Public Library Board of Trustees

Increasing Access to Our Resources

In September, late fine collection ended forever, opening up the Library's resources to those who need them most, without fear of financial debt.



I have always loved coming to the Library with [my great grandson] and fines shouldn't get in the way. The Library is our special place to go for us.

- PAMELA NELSON MARTIN,
CHPL customer



42,184

Documents faxed for free for customers

530,035

Meals and snacks distributed

141,772

Phone and chat sessions with our Virtual Information Center

2,121

JobNow website sessions for career resources and live interview coaching

OUR BELIEFS



-- Empathy

We believe in everyone's innate value and potential.



-- Connection

We believe we go farther, together.



-- Enjoyment

We believe there is no prescribed path to knowledge—so why not make the journey fun?



-- Community

We believe libraries are the incubators of community.

Ways You Connected With Us

17,408,320

Total items borrowed

450,524

Active cardholders

2,462,215

Customer visits

(In-person, drive-thru, curbside, and holds lockers)

4,687,617

Digital checkouts

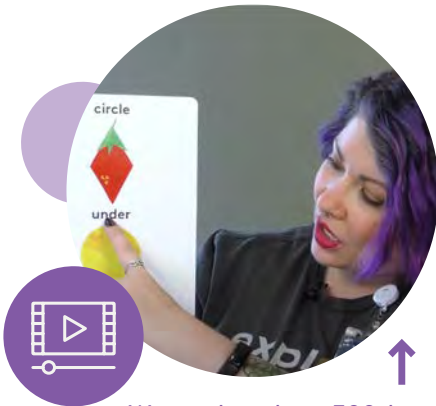
(eBook, eAudiobook, streaming music, and other digital items)

4,612,000

Research databases and other digital resources accessed

You created more than **10,000** MakerSpace reservations

(Downtown MakerSpace only)



We produced our 300th Storytime at Home video

Social Media Engagement

Engagement is the number of times that people viewed our social media content, including live virtual events and on-demand storytimes.

Facebook

237,925 engagements

Twitter

50,624 engagements

Instagram

51,222 engagements

YouTube

23,000 hours of watch time with an average view time of 8 minutes

Digital Jump in 2021*

*Compared with 2019

All digital checkouts ↑ 14%

eBook checkouts ↑ 24%

eAudiobook checkouts ↑ 25%

Digital movie checkouts ↑ 90%



CincinnatiLibrary.org

191% increase in registered users

17 million+ page views to the website and catalog

(excluding reservations and online databases)

Library Programs No Matter Your Location

91,347 attendees at 2,751 virtual programs

54,160 students and community members visited by library staff

Delivering Library Materials To Those in Need

214,257 books and other Library materials

delivered to educators, long term care facilities, and retirement communities





Building Your Next Generation Library

Our Facility Master Plan outlines improvements to our 41 library locations with input and recommendations from more than 3,000 community members. In year three of our Facilities Master Plan, we continued investing in inclusive and accessible libraries.

Addressing Community Requests For:

- Quiet rooms
- Loud spaces
- Stroller parking
- Abundant natural light
- Larger meeting spaces
- Event spaces
- Fully-accessible facilities
- Varied comfortable seating



Completed County-Wide Improvements



Anderson Refresh



Price Hill Renovation and Expansion



Elmwood Place Refresh



Madeira Refresh



College Hill Refresh



Grosbeck Refresh



Deer Park New Branch

Under Construction



Walnut Hills Renovation and Expansion
Summer 2022



Downtown Main Renovation
Late 2023



Madisonville New Branch
Fall 2022

In Design/Planning



Green Township Refresh



West End Renovation



Avondale Maintenance



Corryville Maintenance and Refresh



Pleasant Ridge Maintenance



Symmes Renovation



Forest Park Relocation and Replacement

Supporting Our Community

Hosting COVID Testing and Vaccination Sites

CHPL was a crucial destination for residents seeking free Covid resources.

101,260 free, at-home COVID test kits were distributed at our drive-thru locations, funded by the Ohio Department of Health.

48 vaccine clinics distributed 528 vaccine doses for adults and youth, in partnership with The Health Collaborative's Test and Protect.

7 walk-up PCR testing locations assisted 90 community members. In fall, the Health Collaborative selected the Library's Anderson Township Branch as their community vaccination destination for the east side of Hamilton County.

Hosting Blood Drives

In response to the nation's biggest blood supply shortage in a decade, the Library hosted a second year of blood drives with Hoxworth Blood Center. In 2021, **294 blood products** were collected, saving **882 lives**.



Someone came through our drive-thru window just to share how grateful she was and to thank the Library system for providing the free at-home Covid test kits. She and her son caught it and because of the test kits, they were able to quarantine and reduce the risk of spreading to others.

- READING BRANCH
STAFF MEMBER

Driving Workforce Development

- Community members can make a one-on-one appointment for personalized help.
- Career 101 virtual classes, hosted by library staff, connect job seekers with Library resources.

WITH OUR PARTNERS

- Provided laptops and staff assistance at neighborhood job fairs with Cincinnati Works.
- Developed a small business support network with Findlay Kitchen and other partners.
- Hosted the Veterans Administration's School To Work summer program.
- Supported fast-track job training with the Cincinnati USA Regional Chamber's Apprenti initiative, Kable Academy, and Chatfield College.



Supporting Learners

- Homework Helpers are available at 14 library locations to help kids in grades K-8.
- **13,168** sessions for Homework HelpNow, including live online homework tutoring.
- **2,971** in-person sessions at the Adult Learning Center.
- **5,108** virtual classes, including popular English for Speakers of Other Languages sessions.
- **560** attendees at 40 virtual grant and nonprofit classes.

Informing and Empowering Citizens

- Helped community members locate resources for eviction prevention.
- Provided year-round voter registration and hosted 16 polling locations.
- Restarted and expanded passport application service after a federal pandemic-related pause.
- Launched online reader's advisory Queer Gabby for greater access to our LGBTQIA+ resources.

THANKS FOR MAKING US
ONE OF AMERICA'S TOP LIBRARIES



LIBRARY JOURNAL

**FIVE-STAR
LIBRARY**



We received the prestigious Five-Star Library award by *Library Journal* for a ninth consecutive year. CHPL is only one of only two libraries with nine consecutive years at this top level.

Awards

John Cotton Dana Library Public Relations Award

National award recognizing an effective strategy to increase the Library's visibility in the community.

Service Team of the Year

An honorable mention from the National Customer Service Association for commitment to excellence in service.

Richard Goodman Strategic Planning Award

An honorable mention for our pandemic efforts.

Excellence in Financial Reporting

The Auditor of State Award with Distinction was again awarded to the Library for excellence in recordkeeping.



1



2

1. Ohio Library Council John Phillip Outreach Award

CHPL Civic Engagement
Coordinator David Siders

2. Ohio Library Council Diana Vescelius Emerging Leader Award

Price Hill Senior Branch
Manager Sondra Presley

Financials

General Fund

2021 REVENUE

Restricted Grants

Public Library Fund, State of Ohio	46,653,398
Tax Levy	39,477,861
Customer Fines & Fees	174,928
Earnings on Investments	113,139
Contributions	210,163
Miscellaneous Revenue	942,834
	\$87,572,323

2021 DISBURSEMENTS

Salaries	28,203,742
Benefits	8,597,066
Supplies	1,260,861
Purchased Services	8,930,140
Library Materials and Information	9,385,475
Capital Improvements	607,009
Other Objects	523,020
Transfers Out	26,500,000
	\$84,007,314

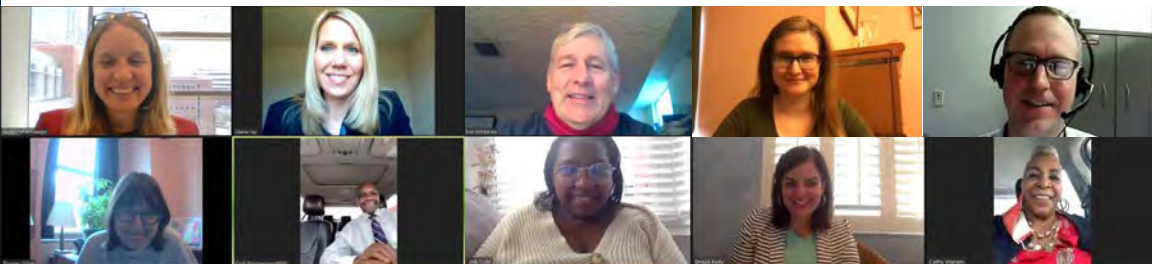
All Funds

2021 REVENUE

Restricted Grants	179,471
Public Library Fund, State of Ohio	46,653,398
Tax Levy	39,477,861
Customer Fines & Fees	174,928
Earnings on Investments	308,895
Contributions	1,273,155
Miscellaneous Revenue	942,834
	\$89,010,543

2021 DISBURSEMENTS

Salaries	28,223,716
Benefits	8,632,587
Supplies	1,795,618
Purchased Services	12,337,933
Library Materials and Information	9,472,145
Capital Improvements	13,449,809
Other Objects	523,020
	\$74,434,828



Zoom calls with legislators help strengthen support for our libraries.

Keeping Kids Learning in Summer

New Books
Distributed

22,153
Total Books



**DISCOVER
SUMMER**



7,205
Grades K-3



7,725
Preschool



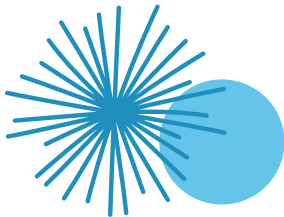
7,725
Grades 4-6



2,330
Grades 7-12

Activity Booklets
Distributed

34,160
Total Activity Booklets



Take & Makes
23,167
Total Kits

7,738
Preschool

6,137
Teen

7,235
Elementary

2,057
Family

OUR SPONSORS:

The Library Foundation, Friends of the Public Library, Marge and Charles J. Schott Foundation, The H.B., E.W. and F.R. Luther Charitable Foundation (Fifth Third Bank, Narley L. Haley, Co-Trustees), Dr. and Mrs. Carl A. Huether, Western & Southern Financial Fund, Duke Energy Foundation, Wohlgemuth Herschede Foundation, Maxwell C. Weaver Foundation

IN-KIND SUPPORT FROM:

Cincinnati Reds Hall of Fame and Museum, FC Cincinnati, Frisch's, Taft Museum of Art, United Dairy Farmers

Foundation, Friends, and ATLA

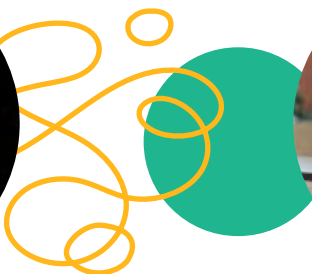
The Library relies on both public and private support to serve our community. Private support comes to CHPL through the following dedicated organizations.



- Supported 3,159 in-person homework help sessions at select library locations, with funding support from the Charles H. Dater Foundation, PNC Charitable Trusts, and The Library Foundation.
- Hosted the 2021 Mary S. Stern Lecture with Pulitzer Prize-winning author Doris Kearns Goodwin, who used examples of past presidents to explore the topic of leadership during her lecture in October.
- Purchased more than 2,300 books, thanks to a grant from the Scripps Howard Foundation, to support Spanish speaking communities and youth.



2021 Stern Lecture



Supported 14 Writer-in-Residence programs



The Friends of the Public Library

- Received more than 2,100 private donations of materials at the Friends Warehouse in addition to those made at Donate Days and at library locations.
- Awarded Nonprofit of the Year in the Books and Reading category by *Cincy Magazine*.



Anderson Township Library Association

- Helped to fund the creation of the new Quiet Reading Room at the Anderson Township Branch.
- Hosted a successful August sale at Burger Farm & Garden Center in Newtown.
- Collected items from cars and trucks through a Donate Day.

Thank you!

The Library is deeply grateful for the generosity of our community. The following gifts were received between Jan. 1 and Dec. 31, 2021 by The Library Foundation and the Library. These donations are essential to ensuring delivery of excellent library services and the availability of the widest possible range of information resources for all ages.

For more information about donating to The Library Foundation, visit [Foundation.CincinnatiLibrary.org](https://www.Foundation.CincinnatiLibrary.org).

\$50,000+

Helen H. and John A. Anderson
Anonymous
Charles H. Dater Foundation, Inc.
Isabelle F. Hugo Living Trust
Tom Jones
Susan J. Kellogg Trust
Pat and Ronald Ludeke
Marge & Charles J. Schott Foundation
Elizabeth B. and Paul G. Sittenfeld

\$25,000 - \$49,999

David N. & Ann Early Foundation
Gilman Family Fund of The Greater Cincinnati Foundation
Dr. and Mrs. Carl A. Huether
Richard H. Jones
H.B., E.W. and F. R. Luther Charitable Foundation
Murray & Agnes Seasongood Good Government Foundation

\$15,000 - \$24,999

The Andrew Jergens Foundation
The Johnson Foundation
Bruce G. Stewart

\$10,000 - \$14,999

Allan Beach Trust
Duke Energy Foundation
Ed & Joann Hubert Family Foundation
LaMacchia Family Foundation
Cindy and Greg Olson
The Stern Family Charitable Fund of The Greater Cincinnati Foundation
The H. W. Wilson Foundation Inc.

\$5,000 - \$9,999

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Greater Cincinnati Chinese Cultural Exchange Association
The Kroger Company
Helen M. Meyer
Joseph A. and Susan E. Pichler Fund of The Greater Cincinnati Foundation
Maxwell C. Weaver Foundation

\$1,000 - \$4,999

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James Cheng

Margaret and Joseph Conway
Cord Foundation Trust
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Julie and Rafael Garcia
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Sandra and Edward Kohn
Frank P. Kromer
Nitin Lele
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Holly Varley and Scott M. Richards
Ellen Rieveschl
Nancy and John Roudabush
Casey A. Ruschman

Barbara Schmetzer
Sally Mck. and J. Tracy Schreiber
Scripps Howard Foundation
Barbara R. Seiver
Mr. and Mrs. Gerald Skidmore
Roberta S. Statman
Paul and Laura Staubach Family Fund of The Greater Cincinnati Foundation
Janet and Paul Sullivan
Mary Beth and Tom Sundermann
Mr. and Mrs. Richard Wilson
Wohlgemuth Herschede Foundation
Patricia L. and Dennis B. Worthen, Ph.D.

\$500 - \$999

Cecil Albright
AmazonSmile
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Ausma Balinkin
Hannah E. Barker
Battoclette Family Foundation of The Greater Cincinnati Foundation
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Sagoree and Ashish Chatterjee
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Lisa Staggenborg and Fred Yaeger
Noah J. Stern
David Tedesco
Donna and Paul Thie
Kathleen Thornton and Robert Keith
Cool Guy Fund of The Greater Cincinnati Foundation
Anne N. and Samuel S. Wilson

\$100 - \$499

3Bs Book Club
Mary Ellen Addison
Cheryl C. Albrecht and James W. Clasper
Barbara M. and Marc A. Alexander
Paula B. and Jeffrey A. Alford
M Kathleen Allen
Marcia Alscher

Jeanette Altenau
John Andrews
Dolores and Victor D. Angel
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James Anthony
Kerrin and Stefan Antonsson
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Renee and Andrew Arken
Keith Armour
Lisa Arnett
Marcia and Koji Asari
Patricia T. Ash
Ellen V. Austin-Li
Kathy Bach and Rick Boyd
Carmen Bahri-Keeton
Ellen H. Baker
Carolyn S. Barham
Donna Barkley
Johanna W. and Ardell Barkley
Terry Barnum
Terence Barron
Deland D. Basora
The Book Club
Howie Baum
Lynne Baur
Mary Jo and Frederick J. Bazeley
Melvin and Kathleen Bedree
Patricia K. Beggs
Jasmine Belser
Benton Metal & Stone Care Inc.
Patricia Beresford
Katherine J. Berger
Marlene and Walter D. Black
Mary Blagdon
Maria C. Blake, Ph.D.
Julie A. Blamer
Blueberry Bear Tales
Mary J. Bolt
Beth Filla and Brett Bonfield
Nancy A. Bonn
Donna M. Booker
Aaron J. Borden
Ann B. and Gregory G. Boren

Anita and David Bostrom
Nancy and Jim Bowman
Tobie Braverman and James E. Reuter
Mary Anne Brennan
Diane Breyer
Elizabeth F. Brichler
Judith J. and Jeffrey C. Briggs
Agnes M. Brockman
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Michael E. Broyles
Mary W. Bruening
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Dustin Calhoun
John Callon
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Dexter Campinha-Bacote
Car-Fresh Corporation
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Elissa M. Christmas
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Karen A. Clumpner
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Shari Dagenback
Danette Dailey
Susan Daley
Maria Damen
Karen Davis
Lynn C. and Randy Davis
Diane and Kaitlin De Vries
Nancy and James Dempsey
Katharine Denier
Ruthie Deutscher and Chris Sweeney
Pamela Donlon
Dilly Dooley
Charles Dorenkott
Kathleen A. Downey
Christine Doyle
Lori Drasnin
Hilary Dreidame
John Duker
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Melanie Elkin
Michelle L. Elliott
Liz Engelhardt
Robin Estes
Lindsey Faber
Angela S. Farmer
Kathleen L. and Brian F. Fenelon
Diana and Henry Fenichel
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Debbie P. and Michael Fisher
Lela and Daniel Foley
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Gloria Landry
Bill Lane
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Nancy S. Meyer
Katherine Meyer
Rhoda and Richard A. Meyer
Karen Miller
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Wendy Moeller
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Pamela Rosengard and Horst Blessing
Stephen Rosenthal
Kevin Ross
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Ann M. Saluke
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Alesha Sanders
Manna Y. Sankar and Prema Venkateswaran
Rina Saperstein and Jeff Davis
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