

Our Library: Where Our Community Connects

In 2023, the Cincinnati & Hamilton County Public Library continued to offer welcoming spaces where community members can meet, read, work, learn, create, and connect at our 41 locations. From our cozy fireplaces to our spacious meeting rooms, the public library is a gathering space for all.

The Library is a public space where our dedicated staff help community members find books and materials, build workforce development and technology skills, support small businesses and entrepreneurs, and provide life-long learning opportunities for everyone. Our staff also help young Ohioans build early literacy skills, succeed in school, and prepare for college, careers, and life. We host thousands of storytimes each year as well as deliver monthly collections of books to dozens of schools and daycares.

In 2023, the Library's Building the Next Generation Library initiative's completed projects included our brand-new Madisonville branch, renovated and refreshed Sharonville and West End branches, and maintenance at our Corryville and Pleasant Ridge branches. We are excited for the completion of more exciting projects in 2024, including the Downtown Main Library and the Forest Park, Hyde Park, and Mt. Healthy branches.

I want to thank our community members, staff, Trustees, partners, volunteers, and donors who support the Library's pursuit of welcoming spaces, where anyone can connect, relax, learn, and thrive. We greatly appreciate your support and hope you'll read further to discover all the ways we served and supported our community in 2023!



Paula Buhm fleger

Paula Brehm-Heeger Eva Jane Romaine Coombe Library Director

A Place for Minds of All Kinds

Throughout this report, read about the ways we connect with the community through our Strategic Priorities. **CHPL.org/strategic-framework**

From the Board President

It has been an incredible year to lead the Board of Trustees! The Library has a history of being fiscally responsible, and we have continued that legacy by controlling costs, maximizing operating dollars, and managing finances. In 2023, the Library was recognized for excellence in financial reporting by the Ohio Auditor of State's Award of Distinction and the Government Finance Officers Association's Certificate of Achievement.

The Library is committed to maintaining the high-quality experience our community members expect, and we are grateful for the support from Hamilton County residents who voted for the 10-year 1.5 mill levy on the November 2023 ballot. The Library heard from residents who agreed that CHPL should provide a high-quality experience to all and ensure excellent services and spaces for current and future generations. The levy funds will support operations, such as ensuring that staff compensation is competitive in the market and increasing spending on print and digital materials to address increased costs and to reduce wait times for popular items. Local funding is critical to our efforts to continue providing excellent library spaces, services and resources to all ages. We enjoyed seeing so many of you in our spaces this past year and hope to see you again in 2024!



Tradel

Nadine L. Allen, 2023 President Cincinnati & Hamilton County Public Library Board of Trustees

Ways You Connected with Us





18,462,833



3,633,121

Customer visits (in person, drive-thru, curbside, and holds lockers)





5,574,231 Digital items borrowed

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



347,922 Attendees at CHPL events



5,584,509

Books and items in CHPL's collection 1,976,032 WiFi sessions at branch libraries

59,231 Meeting and study room reservations

135,249

Documents faxed and scanned for free

14,107

Equipment uses at library MakerSpaces 3,310,795

Research database and online resource sessions

1,448,770 On-hold items filled

> Public library

> > 5



Connecting to Useful Resources

EXPANDING ACCESS TO GOVERNMENT RESOURCES

After moving back home to Cincinnati, Frank came to the Groesbeck Branch Library to look for housing. Frank was living out of his truck, so Library staff recommended connecting to Hamilton County's 513 Relief Bus, which partners with CHPL. After finding the bus's schedule on the Library's **public computer with free WiFi**, Frank located a nearby shelter and connections to additional housing support.

Frank is one of more than 1,000 people who **access vital government resources** through the Library each month. CHPL connects people to childcare, food assistance, employment support, social security benefits, passport renewals, and so much more.





"You have no idea how glad I am that you guys do this."

- CHPL customer at the Monfort Heights Branch who used the Library's free fax service to send documents to Hamilton County Job & Family Services









175

Job seekers at CHPL career fairs

(partners included the City of Cincinnati, OhioMeansJobs, and the Workforce Council of Southwest Ohio)



72,645

Free meals for youth distributed (in partnership with UMC Food Ministry, fully funded through a federal program)



917

People receiving free tax prep assistance



365

Community members registered to vote



15

CHPL branch libraries served as polling locations VC Hec th

E 9TH ST ENTRANCE

Encouraging Limitless Learning



BUILDING EARLY LITERACY AT STORYTIME

Four-year-old Isa and her grandmother, Irene, have been going to storytime at the Wyoming Branch Library for more than a year. At each **free, weekly storytime,** Isa makes friends, learns new words, and is taught new concepts – now, she can count to 100!

About 40% of Ohio's third graders cannot read proficiently. CHPL's storytimes are developed to close this gap by incorporating the concepts of the **Science of Reading**. Led by a Youth Librarian, storytimes provide exposure to concepts, ideas, social skills, and literacy tools critical for kids to succeed in kindergarten and beyond.



"We're extremely grateful for Isa to have this resource to grow, develop, and be prepared to start school."

 Irene Schaeffer, CHPL customer and grandparent





190,571

Children & caregivers at library storytimes



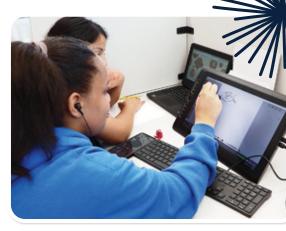
6,136 Library storytimes



468 Educators served through Teacher Collections



Find a library storytime: CHPL.org/ storytime





21,870 STEM event attendees



12,561

Adult Learning Center class attendees



3,963 Senior event attendees



Providing Reliable Information

THE LIBRARY'S 42ND BRANCH: CHPL.ORG

CHPL.org is the most convenient way to access everything the Library has to offer anytime, anywhere. In 2023 alone, **library cardholders chose from millions of digital materials** like eBooks, audiobooks, music and movies, more than 150 research databases, virtual events to attend from their living room, and more — all free with a library card.

Help is always open, just a chat window away. CHPL's **Ask a Librarian** service can help you find materials, access resources, or answer any of your questions.







"Using Universal Class and other free resources through the Library's website has helped me learn a lot of skills, from social skills to various writing skills, and even how to start my own business!"

- CHPL customer





119,056 Ask a Librarian questions answered

25,005,275 CHPL.org pageviews

3,085,364

CHPL.org users

1,955,152

Searches of CHPL's catalog

1,450

Visits to CHPL's voter information webpage

619

Local12 Newsmakers episodes

digitized (supported by the Murray & Agnes Seasongood Good Government Foundation, The Library Foundation, and the State Library of Ohio through a grant from the Institute of Museum and Library Services)

Ask a Librarian: CHPL.org/ask





Fostering a Healthy Culture

CELEBRATING THE COMMUNITY AT CUSTOMER APPRECIATION DAYS

In fall, we celebrated what makes Cincinnati & Hamilton County Public Library so special: the community! All 41 library locations hosted **Customer Appreciation Days** to connect with CHPL's customers and highlight everything the Library has to offer.

The celebration continues every day, with a commitment to serve **minds of all kinds during their 3.6 million visits to CHPL each year.**





"Today, because this has been so much fun!"

 A young Customer Appreciation Day visitor asked to name their favorite holiday



From working to make all locations physically accessible to everyone, to storytimes for kids with sensory challenges, and training staff in restorative practices, CHPL is working to create a healthy, positive environment for all.

cincinnati se public library







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Creating Welcoming Spaces

IMPROVING THE COMMUNITY'S LIVING ROOM

Hamilton County residents have told us the Library is their **community living room,** a place to connect with others, access resources, and have fun.

CHPL's **Facility Master Plan** outlines improvements to our 41 library locations with input from more than 3,000 community members. In year five of our Facility Master Plan implementation, we continued investing in inclusive and accessible spaces so the Library can truly be welcoming to all.

Madisonville Branch Library

relocated and nearly doubled interior space, adding maker equipment, a large community room, and study pods. West End Branch Library saw upgraded interior space, adding study pods, and improving accessibility for the building's entrance and restrooms.

Sharonville Branch Library has a refreshed interior: an expanded children's area, dedicated teen area, and quiet reading area with cozy fireplace.

Pleasant Ridge Branch Library's

updated interior includes a quiet room and improved technology. The project also included critical upgrades to the branch's roof and other infrastructure.

Corryville Branch Library's updated interior has welcoming spaces for children, teens, and adults. The project also included critical upgrades to the branch's windows and foundation.





FACILITY MASTER PLAN BY THE NUMBERS



Drive-thrus added since 2019

16

Completed Facility Master Plan projects

41

New meeting and study spaces

813

New computers installed at library locations in 2023

3,000

Community members' feedback through 90+ listening sessions, focus groups, and surveys



"It's an exceptional job that they did with this library, and it's a crucial part of who we are as a city here in Sharonville."

- Kevin Hardman, Mayor of Sharonville, on the refreshed Sharonville Branch Library



Check out the West End's new "Branch Anthem" created by its youngest customers!

Scan to listen:







Creating Welcoming Spaces



NEXT GENERATION LIBRARIES

Under Construction



Downtown Main Library

South Building & Plaza Renovation Summer 2024



Forest Park Relocation and New Build Summer 2024



Hyde Park Improved Accessibility Spring 2024

In Design/Planning



Cheviot Accessibility Improvements



Delhi Township Renovation or Replacement



Miami Township Renovation or Replacement



Mt. Healthy Relocation with Larger Building Late 2024



Symmes Township Renovation or Replacement



Completed County-Wide Improvements





Corryville Maintenance

Madisonville New Branch



Pleasant Ridge Maintenance



Sharonville

Interior Update



2023

2022

2021

West End Renovation



Green Township Interior Update



Mariemont Exterior Update



Walnut Hills Renovation and Expansion



Anderson Township Renovation



Deer Park Relocation and Expansion



Price Hill Renovation and Expansion



College Hill Interior Update



Elmwood Place Interior Update



Groesbeck Interior Update



Madeira Interior Update



Downtown Main Energy Retrofit

2020

Recognition

SERVING MINDS OF ALL KINDS



Excellence in Financial Reporting

The Auditor of State Award with Distinction was awarded to the Library for the 19th year for carefully tracking the Library's use of taxpayer funds and providing transparency to taxpayers.



Government Finance Officers Association Certificate of Achievement



Hamilton County Genealogical Society Certificate of Appreciation



WeTHRIVE! Community Partner Champion Award



Hyde Park Neighborhood Council Community Builder Award



Financials

General Fund

| 202 | 3 RI | EVE | NUE |
|-----|------|-----|-----|
| | | | |

| Restricted Grants | |
|---------------------------------------|------------|
| Public Library Fund, State of Ohio | 51,252,368 |
| Tax Levy | 40,122,998 |
| Customer Fees | 285,487 |
| Earnings on Investments | 2,935,121 |
| Contributions | 165,000 |
| Miscellaneous Revenue | 968,390 |
| | |

| 2023 DISBURSEMENTS | | |
|--------------------------------------|--------------|--|
| Salaries | 31,946,564 | |
| Benefits | 9,604,438 | |
| Supplies | 2,448,327 | |
| Purchased Services | 10,763,165 | |
| Library Materials and Information | 10,674,452 | |
| Capital Improvements | 676,998 | |
| Other Objects | 544,257 | |
| Transfers Out | 25,000,000 | |
| | \$91,658,204 | |

\$95,729,365



All Funds

| 2 | 023 | RE\ | /ENU | E |
|---|-----|-----|------|---|
| | | | | |

| Restricted Grants | |
|---------------------------------------|--------------|
| Public Library Fund, State of Ohio | 51,252,368 |
| Tax Levy | 40,122,998 |
| Customer Fees | 285,487 |
| Earnings on Investments | 3,327,316 |
| Contributions | 1,028,579 |
| Miscellaneous Revenue | 968,390 |
| | \$96,985,140 |

| 2023 DISBURSEMENTS | | |
|--------------------------------------|--------------|--|
| Salaries | 31,946,564 | |
| Benefits | 9,629,977 | |
| Supplies | 3,321,324 | |
| Purchased Services | 12,460,229 | |
| Library Materials and Information | 10,738,215 | |
| Capital Improvements | 28,872,333 | |
| Other Objects | 544,257 | |
| | \$97,512,901 | |

The Power of Summer Learning





26,811 Discover Summer participants



6,128 Meals and snacks distributed (in partnership

with UMC Food Ministry, fully funded through a federal program)



54,830

Attendees at CHPL summer programs



26,109

New books distributed (at library and partner locations)

508 Visits to camps and daycares

Our Sponsors: Friends of the Public Library, The Library Foundation, The Andrew Jergens Foundation, Scripps Howard Fund, Ed and Joann Hubert Foundation, Wohlgemuth Herschede Foundation

In-Kind Support from: Cincinnati Reds, FC Cincinnati, Frisch's, Kings Island

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.



Enabled more than 5,000 in-person homework

help sessions at select library locations with funding from the Charles H. Dater Foundation and The Library Foundation.

Purchased more than 100 iPads for seniors in retirement communities to access the Library's digital materials and resources.

Funded the 2023 Mary S. Stern Lecture with Isabel Wilkerson.

Brought Pulitzer Prize-winning novelist Tommy Orange to Cincinnati through an NEA Big Read grant awarded to The Library Foundation.

Provided funds for MakerSpace equipment at the Madisonville branch.



The Friends of the Public Library

Supported Library programs through

sales of donated books, DVDs, music, and other materials at the Friends Warehouse shop in Hartwell.

Processed books donated at Library locations for sales at the Friends Warehouse.



Anderson Township Library Association

Hosted two successful annual

book sales. Funds raised support adult and children's programs for the Anderson and Mt. Washington branches.









The Library is deeply grateful for the generosity of our community. The following gifts were received between Jan. 1 and Dec. 31, 2023 by the Library and The Library Foundation of Cincinnati & Hamilton County. These donations are essential to ensuring delivery of excellent library services and the availability of the widest possible range of resources for all ages.

For more information about donating to The Library Foundation, visit **SupportCHPL.org.**

\$50,000+

The Charles H. Dater Foundation, Inc.

The Estate of Catherine C. and Thomas E. Huenefeld

The Estate of June Whitney

\$25,000 - \$49,999

Julie Beatty Patricia Hill Collins The David N. & Ann Early Foundation The Estate of Shirley E. Long The Hyman & Bessie Passman Family Charitable Foundation The Estate of Marilyn Stoeckle

\$15,000 - \$24,999

Anonymous The Gilman Family Fund of the Greater Cincinnati Foundation The Johnson Foundation

The Scripps Howard Foundation

The Peter and Sandra Stern Charitable Fund of the Greater Cincinnati Foundation

\$10,000 - \$14,999

Anonymous Nancy and James G. Dempsey The Edelweiss Foundation The Ed & Joann Hubert Family Foundation The Andrew Jergens Foundation The LaMacchia Family Foundation

\$5,000 - \$9,999

Anonymous (2) Sarah A. and Tommy Evans Sylvia S. Johnson Ohio Library Council Anera Shell Janet and Paul Sullivan The Turner Foundation

\$1,000 - \$4,999

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Lakeshore Women's Club

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Samantha Lindhome

Alexia Loyanich

Daniel R. Luther

Sajini Mathew

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Laura Mitchell

Monfort Heights White Oak Community Association

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\$100 - \$499

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Check out our 2023 year in review and Facility Master Plan highlights videos!





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Cincinnati and Hamilton County Public Library