



# Engage.



# Connect.



# Inspire.

## IMPACT REPORT 2022

*a year in review*



Geauga County  
**Public Library**

**Engage. Connect. Inspire.**

# INTRODUCTION



## FROM THE DIRECTOR

Geauga County Public Library has remained an essential resource for the Geauga County community and has continued to see a rise in library usage throughout 2022, whether it be for educational needs, community engagement, or the use of our facilities, technology, and resources. Geauga County Public Library administrative staff has maintained their commitment to the library system and the community through continual efforts to improve the Geauga County Public Library's strategic plan, its facilities and technological resources, and financial plans in an effort to uphold the growth of the library.

As the front cover of this year's Impact Report states, Geauga County Public Library's objective is to **engage**, **connect**, and **inspire** the community we serve in order to stimulate a lifelong love of learning in Geauga County. We achieved these goals in 2022 by creating a welcoming and inclusive atmosphere where young children and their families can come to relax, play, and learn, and by developing relationships with our patrons, both young and old, through our interactions with them during library programs, reference interviews, and while checking out materials. In doing so, we have found that our older patrons have continually returned to the library for their next book or movie and their conversations with our staff members, while younger patrons and their families have developed a love for the library and reading, bringing them back for new books, movies, and programs.

While we have made a continual effort to support the needs of our community, we cannot help but thank our library's patrons for their support throughout 2022. Without you, we would not be here to support you as you have supported us. Thank you.

Kris Carroll,  
Director

## STRATEGIC PLAN PROGRESS

In 2022, Geauga County Public Library Administration updated the previous strategic plan to an “evergreen” strategic plan. Using this type of plan will allow for yearly strategic initiative updates while keeping the same strategic priorities and goals. The updated plan was shared with staff in August 2022.

Details of strategic initiatives implemented or completed during 2022 follow on pages 4-6.

## FACILITIES & TECHNOLOGY UPDATES

Following the completion of two new buildings, the facilities team’s focus in 2022 was updating and maintaining library buildings. During the construction and renovation projects, some maintenance and updates had been deferred.

The library’s facilities and information technology departments worked together to improve building functionality for staff and patrons.

More details of updates follow on page 6

## FINANCIAL

Supporting strategic plan initiatives and facility updates impacts the financial bottom line. Good financial planning in 2020 and 2021 helped the library prepare for updated programs, staff projects, and facility renovations. Despite reduced revenues in 2022, the library finished the year with adequate resources to carryover into 2023 and to reserve funds for future building and capital improvements.

Details of the library’s 2022 spending and ending balances follow on page 8.

# GUIDING PRINCIPLES



Gauga County  
**Public Library**

**Engage. Connect. Inspire.**

***Gauga County Public Library is and will continue to be a trusted source of information and learning for the Gauga community, providing excellent programming services and collections through a positive patron experience.***

***Gauga County Public Library hires skilled, enthusiastic, and innovative staff members who are committed to helping our patrons. We are dedicated to providing our staff with opportunities for growth, career development, and support through a team-focused and respectful work culture where employees feel valued and motivated to succeed in their roles.***

***To support and uphold Gauga County Public Library’s vision of an informed, engaged, and connected community, we strive to integrate the library into a space that reflects and encourages all aspects of community life.***

# STRATEGIC PLAN PROGRESS



## Learning & Education

- Maintain GCPL's Reputation as a Trusted Source for Information
- Contribute to Educational Achievement
- Support Lifelong Learning



## Community Engagement

- Provide Spaces for Community Gathering, Interaction, and Learning
- Tailor Service Delivery & Collections to Unique Needs of Each Community
- Engage With & Support the Greater Community



## Staff Engagement & Morale

- Foster Employee Skills & Development
- Create Sense of Community
- Promote a Positive Workplace Culture

## LEARNING & EDUCATION

*Geauga County Public Library is and will continue to be a trusted source of information and learning for the community providing excellent programming and collections through a positive patron experience.*

### ***Maintain GCPL's Reputation as a Trusted Source for Information***

- GCPL staff and community educators presented 3,240 programs to 116,246 attendees.
- 38 patrons relied on librarians to provide personalized reading recommendations from BookMatch.
- GCPL circulated over 2,700,000 total items.
- Library staff answered 150,108 reference questions.

### ***Contribute to Educational Achievement***

- Over 1,711 children and teens participated in the library's summer reading program. The annual summer reading program helps combat the student summer slide.
- GCPL started circulating hotspots to help patrons with connectivity issues.
- GCPL partnered with retired teacher volunteers who visited 10 schools, 27 classes, and spoke with 663 students to introduce the Rascal Reader program, promoting reading to kindergarteners.
- GCPL collaborated with ESCWR to provide work-study opportunities for students at the Administrative Center, Bainbridge, and Middlefield.
- The Youth Services department presented homeschool programs for students throughout the system in English, art, and science.
- Mobile Services delivered book sets to 36 Amish schools each month.

### ***Support Lifelong Learning***

- Staff and volunteers offered one-on-one technology help at the Administrative Center, Geauga West, and Middlefield.
- Our popular Skywatchers program continues to bring in experts to help patrons explore the cosmos, and patrons can borrow telescopes to explore on their own at home.
- Staff in the Inspiration Station at Bainbridge trained patrons on maker space equipment. As of December 2022, over 1500 patrons were trained on machines and their corresponding software.
- Italy and Slovenia were visited from the comfort of the Geauga West library with live, virtual walking tours.
- 290 patrons accessed genealogy and local history information in the Anderson Allyn Room at Chardon.
- Digital Legacy Labs were available for patrons across the system to preserve their family memories.

# STRATEGIC PLAN PROGRESS

## COMMUNITY ENGAGEMENT

*To support Geauga County Public Library's vision of an inspired, engaged and connected community, we will integrate the library into all aspects of community life.*

### ***Provide Spaces for Community Gathering, Interaction, and Learning***

- Library branches hosted PTOs, Girl and Boy Scout troops, 4-H clubs, historical societies, the Geauga County Genealogical Society, the Shutterbugs, the Western Reserve Rug Hooking Guild, Cleveland Gamers, garden clubs, church groups, homeowners' associations, homeschool families, and more community groups in their meeting rooms.
- Geauga West held Third Thursday Business Socials, resulting in a new Chesterland/West Geauga Chamber of Commerce.
- GCPL provided meeting space and technical expertise for the League of Women Voters Candidate Forum.
- Chardon hosted the annual Local Authors' Fair to connect readers and writers.

### ***Tailor Service Delivery & Collections to the Needs of Each Community***

- Library staff scheduled and coordinated AARP Tax Service at Bainbridge, Chardon and Middlefield.
- Each branch implemented 211 direct service in conjunction with United Way.
- Puzzle exchanges and community puzzles became popular at several branches.
- Mobile Services resumed regular Bookmobile routes after modifications to the service model.
- Librarians selected books for discussion groups and delivered materials to senior living facilities.
- GCPL provided Books by Mail for patrons who were unable to visit a branch.

### ***Engage With & Support the Greater Community***

- GCPL welcomed over 300 patrons of all ages to the Geauga County Fairgrounds to kick off the Summer Reading program on June 4.
- Chardon hosted the Chardon Chamber of Commerce coffee connection.
- Mobile Services' Fun Bus visited several community events.
- GCPL distributed 17,518 COVID tests to the public.
- The Foundation and Friends resumed regular book sales at the library branches, and created spaces for ongoing book sales.
- Children's librarians presented storytimes at preschools throughout Geauga County.

“Libraries store the energy that fuels the imagination. They open up windows to the world and inspire us to explore and achieve, and contribute to improving our quality of life.”

— *Sidney Sheldon*

## Public Indoor Spaces



## FACILITIES AND TECHNOLOGY

*Public meeting and study rooms were a priority for the community when we hosted conversations about the new buildings in Bainbridge and Thompson, and renovations in Geauga West and Middlefield.*

*GCPL offers study rooms for study, work, tutoring, and meetings. There were 6,826 study room uses in 2022. 34,352 people utilized library meeting rooms in 2022, for a total of 3,966 uses. That's 11 uses across six branches, every day that we were open!*

## Public Outdoor Spaces



### ***Public Indoor Spaces***

- Updated Chardon Bostwick Room with new paint, ceiling, and lighting
- Installed acoustic tile in the Thompson meeting room
- Replaced clearstory windows at Geauga West
- Replaced outdated HVAC components at the Administrative Center and Geauga West
- Installed cell boosters at Bainbridge and Chardon
- Implemented a new public website

### ***Public Outdoor Spaces***

- Installed shade sails to make outdoor spaces more comfortable
- Installed outdoor security cameras at all locations
- Installed new benches at Geauga West
- Planted trees at Bainbridge and Thompson
- Worked with the Chagrin Valley Herb Garden on a new garden at Bainbridge
- Installed Thompson storywalk

# 2022: THE NUMBERS

## Over the course of 2022, Geauga County Public Library:

- was visited 674,581 times, an increase of 14% over 2021;
- hosted 3,240 programs, an increase of 28%;
- saw program attendance increase by 22%, with 116,143 patrons attending library programs;
- saw total circulation increase 13% to 2,795,732, with the majority of circulations being physical items;
- saw patrons use library computers and Wi-Fi 161,951 times;
- had library staff, our greatest resource, answer 150,108 patron questions!

**Physical Items  
Circulated:  
2,295,016**

**Library Visits:  
674,581**

**Electronic Items  
Circulated:  
500,716**

**Computer Uses:  
161,951**

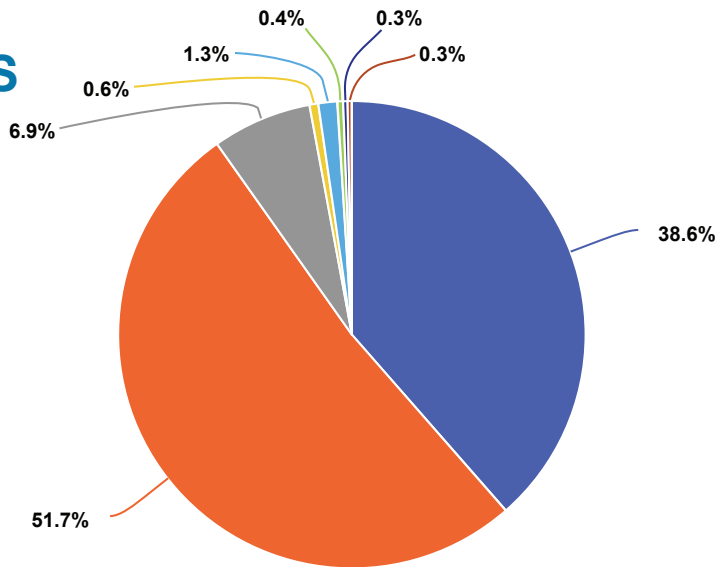
**Questions  
Answered:  
150,108**

**Program Attendance:  
116,143**

# GENERAL FUND FINANCES

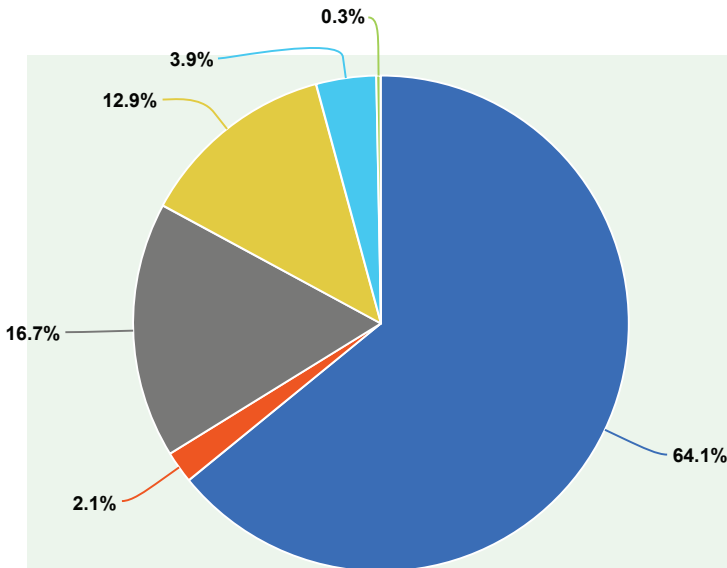
## GENERAL FUND REVENUE SOURCES

- General Property Tax
- Patron Fines & Fees
- Contributions, Gifts, & Donations
- Ohio Public Library Fund
- Earnings on Investments
- Miscellaneous Receipts
- Intergovernmental Revenue
- Contracted Services



## GENERAL FUND EXPENSES

- Supplies
- Capital Outlay
- Purchasing & Contracted Services
- Salaries & Benefits
- Library Materials & Information
- Miscellaneous Expenses



# MEETING COMMUNITY NEEDS

*Your feedback allows Geauga County Public Library to tailor services and resources for our community.*

*We provide multiple opportunities for feedback:*

- *The patron feedback form on [GaugaLibrary.net](http://GaugaLibrary.net),*
- *Sharing email addresses of our Library Branch Managers,*
- *The “Ask GCPL” chat feature on our website*
- *Public services staff across the county at seven different locations.*

**Below is a sample of the feedback we received this year  
and the changes made as a result.**

COMMUNITY REQUEST	LIBRARY RESPONSE
<i>The Middlefield library’s computers have a time limit on them. I think it’s pointless because there is never anyone waiting to use one.</i>	<p>The IT department changed the time limit on the public computers to allow patrons to extend their time by another two hours (as long as no one is waiting to use a computer).</p> <p>Based on patron feedback, we also extended the time limit on the public computers in the Digital Legacy Labs from two hours to four hours. These changes allow patrons to do more in one session!</p>
<i>I’m a mom who works during normal business hours Monday - Friday. I took a few days off this week and was able to take my 15 mo. old son to a baby/toddler class. The socialization was really good for him, and clearly many of the students and parents there had been attending every week. We love our libraries and go basically weekly to pick new board books, but I haven’t seen much in the way of programs on the weekends. It would be really great if this and some of the other kid-parent programs were offered on the weekend periodically.</i>	<p>The Youth Services teams worked together to add monthly Saturday storytimes across the system. Patrons can attend whatever storytime best fits their schedules.</p> <p>In addition to storytimes, our librarians have added more weekend programs to accommodate different schedules.</p>

COMMUNITY REQUEST	LIBRARY RESPONSE
<i>Patrons regularly ask whether the library provides a limited number of free copies on the public printers.</i>	This year, our board of trustees approved one dollar of free copy credit per day for our library card holders. All you need is a (free!) library card to utilize this credit.
<i>In June, a patron asked if we considered circulating yard games at the library.</i>	Our adult services librarians researched the feasibility and we added 13 different circulating yard games to our collection. These will be available for check out in early April 2023.
<i>In 2022, patrons requested the purchase of 449 materials for our collection using the Patron Purchase Request form on GeaugaLibrary.net.</i>	Our collection development librarians purchased items that were available (approximately 75% of requests) and utilized inter-library loan through OCLC for items that are no longer available for purchase.

## Patron Quotes

*Just got your web site from NEHS. SO EXCITED! Found several ancestors in the Auburn Township cemetery listings, A REAL treasure.*

(Jim, August 2022)

*Thank you for providing interesting programs and classes! (In reference to the Thompson Branch's 'Cutting the Cable')*

(Anonymous Patron, 2022)

*I'm working on my bachelor's degree online, and I'm so glad the library's here. If I didn't have it, I wouldn't be able to do it.*

(Anonymous Patron, 2022)

*This program's amazing! (In reference to the Middlefield Branch's Homeschool Art at MI)*

(Anonymous Patron, 2022)

*Greetings, just came back from the library where the amazing reference staff helped me with printing, scanning and sending documents. Want to send a big thank you to all, because I could not have managed this task without them. They and the "machines" are a most valuable asset to the library and our community!*

(Anonymous Patron, 2022)

# LOOKING AHEAD

- 2023 is Geauga County Public Library's 60th Anniversary. Events and programs will occur throughout 2023, culminating in a system-wide event on August 12. Look for more details in Lines & Links and on the library website!
- The library is working with Chardon Schools to provide maker space equipment in the Chardon High School. Equipment will be available to Chardon teachers and students as well as library patrons in the fall of 2023.
- The library continues to work toward a renovation and/or addition to the Chardon Branch. Funds have been set aside and a conceptual plan was completed early in 2023.
- Planned updates to library branches include:
  - Public restroom face-lifts at Middlefield
  - Improved landscaping at Geauga West
  - Parking lot maintenance at Middlefield
  - Updated fencing at Thompson
- Facilities and Technology will work to increase building security.

“Libraries  
are not made;  
they grow.”

– *Augustine  
Birrell*



## **Geauga County Public Library**

**Engage. Connect. Inspire.**

### **Administrative Center Branch**

12701 Ravenwood Drive • Chardon, Ohio 44024  
**440-286-6811**

**Bainbridge Branch**  
17222 Snyder Road  
Chagrin Falls, OH 44023  
**440-543-5611**

**Chardon Branch**  
110 East Park Street  
Chardon, OH 44024  
**440-285-7601**

**Geauga West Branch**  
13455 Chillicothe Road  
Chesterland, OH 44026  
**440-729-4250**

**Middlefield Branch**  
16167 East High Street  
Middlefield, OH 44062  
**440-632-1961**

**Mobile Services**  
16167 East High Street  
Middlefield, OH 44062  
**440-632-9496**

**Thompson Branch**  
6645 Madison Rd.  
Thompson, OH 44086  
**440-298-3831**

**GeaugaLibrary.net**