

Akron-Summit County Public Library

Fresh from Your Library

2006
Annual Report

Thousands of miles away from Akron,

in the heart of Seattle, sits a world-famous market known as Pike Place Market.

For the past 100 years, people have flocked to the nine acre shopping wonderland for fresh seasonal seafood and produce, hand crafted goods, exotic spices from remote parts of the world, fine dining, and aromatic coffees and teas.

Why do so many people – locals and visitors – opt for the crowded, bustling market over shopping malls and grocery stores? The reason is the people: The merchants offering wares at Pike Place provide knowledgeable service with

a smile, attention to detail, and, most importantly, a listening ear for what the customers want.

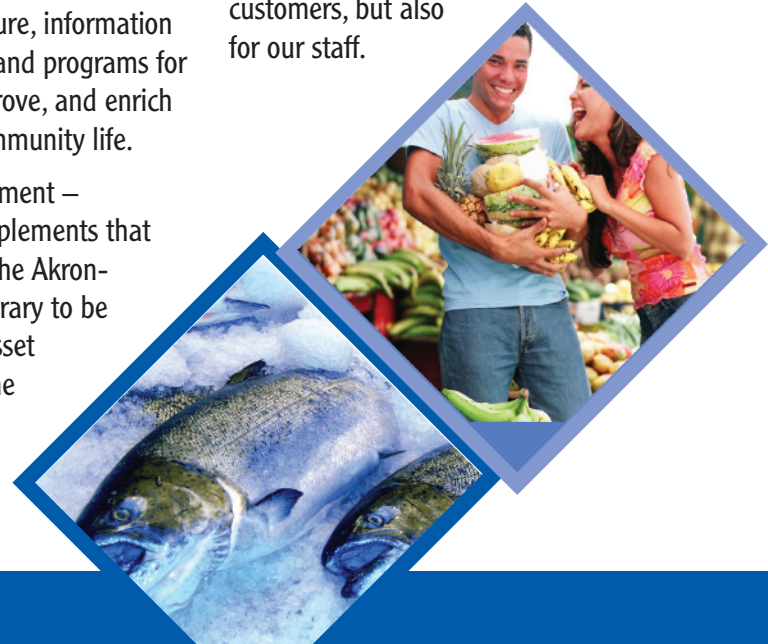
The Akron-Summit County Public Library is a bustling, though much quieter, marketplace of diverse ideas, information and services tailored to the needs of its customers.

Our mission is to provide resources for life-long learning and leisure, information services, meeting spaces, and programs for all ages that support, improve, and enrich individual, family, and community life.

Our first-ever vision statement – developed in 2006 – complements that mission. Our vision is for the Akron-Summit County Public Library to be an essential community asset that is viewed as one of the

finest public libraries in the country due to excellent customer service, collaborative community involvement, and high level of customer and employee satisfaction.

In December of 2006, the Akron-Summit County Public Library Board of Trustees agreed upon a set of core values that we believe best communicate our commitment to excellence in service not only for our customers, but also for our staff.



Reflect on your experiences in the library, and we hope you conclude that you have seen these values expressed in the service we have delivered. They are:

Core Values

Excellence

- Striving for excellence in all we do

Service

- Providing service that is dynamic, responsive, and respectful of our customers, colleagues, and co-workers

Learning

- Fostering life-long learning and individual enrichment

Integrity

- Operating with the highest level of honesty and respect for staff, community, and library resources

Innovative Thinking

- Encouraging innovative thinking as a means for addressing needs and challenges in order to improve the library

Inclusion

- Working together and listening to customers and staff

Diversity

- Embracing and respecting diversity in our community, collection, services, and staff

Community

- Actively engaging with our community to work towards a shared destiny

“The library is more than buildings and collections, it is the connections we make and the services we provide. My hope is that the community looks at the library with new eyes and sees a great resource becoming even greater.”

-Valerie Sherman, Manager,
Science Division, Main



Mission

The Akron-Summit County Public Library provides resources for learning and leisure, information services, meeting spaces, and programs for all ages that support, improve, and enrich individual, family, and community life.

Vision

The Akron-Summit County Public Library is recognized locally as an essential community asset and nationally as one of the finest public libraries in the United States due to its excellent customer service, collaborative community involvement, and high level of customer and employee satisfaction.

All of our facilities are staffed with friendly and knowledgeable professionals who listen to our customers' needs and do their very best to meet each one.

We have paid special attention to making sure our core value of providing excellent service is reflected in everything we have and everything we do.

Our customers asked for more books and other items, more help, more meeting rooms and more computers. We grew our collection to nearly 1.8 million available items, and almost 5.4 million borrowed items in 2006. Our helpful staff answered nearly 2 million customer inquiries on a variety of subjects. We expanded programming such as our Main Event Speakers Series to include sought-after

voices on current events and popular culture like best selling author Gregory Maguire and award-winning multi-media journalist Kevin Sites. Nearly a quarter of a million individuals and organizations reserved our meeting rooms for events and gatherings, and we now have 475 public computers available system-wide.

These accomplishments are the result of our library board, administration, staff and our customers listening to each other and working together. After all, what would a market as vast and diverse as Seattle's Pike Place be without people who listen? Probably not much more than yet another smelly fish market well past its prime.

Likewise, without innovative thinkers, people with integrity who actively engage

the community and our customers, the library would be little more than a building full of shelving and musty books.

We at the Akron-Summit County Public Library know that in an era where people have access to all kinds of information and entertainment literally with the click of a button, we are at our best when we embrace our community and staff, and when our customers gladly return for all of their life-long learning, enrichment and leisure needs.

“We are making a concerted effort to listen to both the public and staff, and our patrons will notice the difference in improvements to the services we provide them.”

-Theresa Garner, Librarian, Firestone Park



A letter to the community

from David Jennings,
Library Director



2006 Board of Trustees (As of December 31, 2006)

Frank C. Comunale, President
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2006 was a record-setting year in many ways for the Akron-Summit County Public Library. More people visited library facilities, more residents had library cards, more items were borrowed, more young people attended library programs, and more people used library meeting rooms than at any time in the library's history.

Such historic levels of usage are particularly notable when compared to 1998, the last year prior to the first opening of new branch libraries in the library's building program. As we near completion of the building initiative funded by the bond issue passed by voters in 1997, the statistics on the next page demonstrate how much library service and community use have grown with the new library facilities.

Those statistics demonstrate that the library's new, bigger, and better buildings have resulted in much more activity at all of our locations. As our strategic plan

recognizes, however, we now have the challenge of providing services, programs, and collections as compelling and valuable to the public as our beautiful library buildings.

As enumerated in this annual report, that plan emphasizes the development of our most important resource, our staff, as the key to becoming an excellent organization. Increased training for staff and management at all levels is crucial to our future, as is a commitment to including staff in decision-making throughout the organization. We look forward to our future as a public institution striving for excellence each day.

Finally, part of the attraction for the customers of the Pike Place Market is the excitement and fun of throwing fish around. We haven't figured out what to throw around at the library. If you have any ideas, toss them our way.

2006 Statistics

2006

1998

LIBRARY CUSTOMERS

Registered Card Holders	309,111	192,755
Visitors	3,075,824	1,874,444

USE OF LIBRARY MATERIALS

Items Available (Holdings)	1,860,380	1,287,188
Items Borrowed (Circulation)	5,383,889	3,755,269

INFORMATION REQUESTS

Reference Questions Answered	834,600	795,704
Other Information/Directional Requests	1,128,660	504,660
Total Customer Inquiry	1,963,260	1,300,364

LIBRARY PROGRAMS/BUILDING USE

Children's/Teens Program Attendance	130,517	82,980
Total Meeting Room Usage	234,186	72,865

ELECTRONIC USAGE IN LIBRARY

Computers Available to Public	475	140
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FINANCIAL/STAFFING

Operating Expenditures	25,008,826	20,587,237
Full-Time Equivalent Staff	326.5	315.5

2006 Finances

Revenues:

Taxes	\$25,885,188
Fines and fees	610,024
Contributions, gifts, and donations	14,610
Interest earnings	348,491
Other revenues	147,018
Total revenues	\$27,005,331

Expenditures:

Salaries and benefits	\$15,050,438
Supplies	587,348
Purchased and contracted services	4,809,714
Library materials and information	3,440,102
Capital outlay	930,010
Other expenditures	191,214
Total expenditures	\$25,008,826

“I trust that something in each encounter with us leaves a positive impression that will help our customers truly value their library as a terrific community asset.”

**-Mary Popio, Public Service Assistant,
Odom Boulevard Branch Library**

A decorative graphic on the left side of the page features three overlapping diamond shapes. The top diamond is orange, the middle one is dark blue, and the bottom one is light blue. The dark blue diamond is the central focus and contains the text '2006 Annual Report'.

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