

Close Out Report for 2013 Annual Operating Grants

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For District Use

Date Received:

Reviewed By:

Financials _____ Audit _____ Due _____

Approved By:

Entered DB:

Organization Name: Carnegie Library of Pittsburgh

Grant Amount: \$21,884,000.00

Name/Title of Person Reporting: Karlyn Voss, Director, External & Government Relations

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VERIFICATION OF AUTHORIZING OFFICIAL

I, whose full name is shown below, am the authorizing official of the organization filing this Close Out Report, and the contents and the information contained in it are correct to the best of my knowledge and belief. The asset and/or applicant expressly and irrevocably consents to the execution of this Document in electronic format.

Signature name: Mary Frances Cooper

Signature title: President & Director

Signature date: 1/31/2014

FUTURE GRANTS ARE NOT RELEASED UNTIL THE DISTRICT RECEIVES AND APPROVES THE PREVIOUS YEAR REPORT

**Close Out Report
Organizational Assessment Questionnaire**

Questions	Response	Comments
1. Did your board meet on a regular basis in the funding year of this report? How often (under comments)?	Yes	Carnegie Library of Pittsburgh's Board of Trustees held 5 regular board meetings in 2013, an annual public meeting, and two community engagement meetings. In addition, all committees of the board held multiple meetings throughout the year.
2. Are minutes available for review?	Yes	Meeting minutes are posted and available on CLP's web site at www.carnegielibrary.org/about/trustees
3. Does the Board have by laws?	Yes	
4. Does your Board have an adopted conflict of interest policy?	Yes	
5. Did any member of the Board or staff have a financial interest in the operation of the organization other than an authorized salary? For example did the organization lease space or buy/lease equipment from an entity in which a staff or Board member has an interest?	No	
6. Were Board members paid a stipend for their service on the board or for services provided to the organization?	No	
7. Did you handle all financial transactions through a checking account and do you reconcile monthly?	Yes	
8. Is check signing authority outlined in the by laws or other written procedures?	Yes	

**Close Out Report
Narrative Questions**

- 1. Briefly, review your organization's activities during the year in which you applied this grant describing significant accomplishments, policy initiatives and problems. Please indicate if specific activities were the result of this grant (i.e. two outreach concerts).**

a) Description of Major Accomplishments

Branches added a total of 70 hours to their weekly schedules beginning in April 2013, expanding evening and weekend hours, ensuring that families, children and working adults have access to library programs, collections and services. CLP-Downtown & Business added Saturday hours for the first time since 2002 addressing the burgeoning role of Downtown as a residential neighborhood.

Carnegie Library of Pittsburgh (CLP) and the Allegheny County Library Association (ACLA) began a county-wide process to consider the structure and funding of 21st Century Library Services within the City of Pittsburgh and Allegheny County. ACLA's Board of Directors and CLP's Board of Trustees approved a joint resolution supporting the need to create an overall vision for library services within the City of Pittsburgh and Allegheny County. The first of a series of community engagement training sessions was held in October, and a Symposium, sponsored by the University of Pittsburgh's Institute of Politics, "The Future of Our Libraries," was held on November 1st. Additional community engagement training sessions will continue throughout the winter and spring of 2014 to facilitate meetings with the public. A County-City Library Service Panel also has been appointed to help guide the 21st Century Library Service decision-making process. The Panel will be chaired by Fred Thieman, President of The Buhl Foundation, and consists of four members appointed by ACLA and four members appointed by CLP.

A new Office of Programs & Partnerships was established in June that is responsible for the creation and coordination of a continuum of quality programming for all ages across all library locations and community venues and supports the necessary partnerships and collaborations that ensure community input and engagement. After a rigorous interview process that involved candidates from across the U.S., former Squirrel Hill Branch Manager Holly McCullough was named as the new Assistant Director to lead the department. The department encompasses Youth Services, Teen Services, Library in Your Neighborhood, Community and School (LYNCS), Community Engagement, and Volunteer Services.

A national search for the Library's new Director of Digital Strategy and Technology Integration was conducted to assist CLP in better coordinating our services in an increasingly digital world. Toby Greenwalt, a national leader in digital initiatives in public libraries, will begin his work at CLP in January 2014.

Ten separate work groups were established in early 2013 to begin some of the critical work outlined in the Library's strategic plan that will help to define the shape and direction of the Library over the next several years. Each work group was given a specific charge and expected deliverables related to various strategic plan initiatives. More than 90 CLP staff members participated in the work groups comprising staff from multiple departments, position types and responsibility areas. Work group topics included: Digital Strategy, Customer Service Philosophy & Standards of Service, Programs & Partnerships, Telling Our Story, Culture of Asking, Giving & Thanking, The Work of the Librarian and Library Assistant, Collections Management, Statistics & Measurement, Volunteer Services, and Internal Communications & Recognition.

CLP-West End closed on October 19, 2013 for a four-month "mini-renovation" that will create a fully (ADA) accessible facility, including the addition of an elevator; alterations to the public restrooms, customer service desk and common areas; and designated handicapped parking spaces outside the branch. Air-conditioning and other energy efficient systems also will be added. Patrons and staff will be thrilled to have air conditioning in the branch for the first time when the warmer weather returns. Other enhancements include reconditioning of the exterior windows and replacement of the existing roof with a 100 year slate roof. Full infrastructure upgrades also were made to the electrical wiring so that the latest technologies (including high-speed, wireless access) are available to Library patrons. The branch will reopen in April 2014.

CLP-Hazelwood will have a new home in 2014. The Heinz Endowments and ACTION-Housing Inc. approached CLP to become the anchor tenant in a renovated church as part of the Foundation's efforts to spur new development and interest in the Hazelwood neighborhood. A community groundbreaking celebration was held on September 21, 2013, and it is anticipated that CLP will move into the new lease-space in May 2014.

Significant programming for Teens occurred in 2013 at the four library locations (CLP – Allegheny, CLP – East Liberty, CLP – Main and CLP – South Side) hosting The Labs @ CLP. The Labs @ CLP is a digital media lab and free space for teenagers to “geek out” at the Library. The Labs offers computers, equipment such as iPads and software for filmmaking, photography, graphic design, digital crafts, music production, stop-motion animation and more. Teens learn from Labs mentors, who are experts in various forms of digital media and expression, or simply experiment with the equipment and learn on their own. Partner organizations included Hip-Hop On L.O.C.K., Pittsburgh Filmmakers' Youth Media Program, and the Mattress Factory Museum.

A Steering Committee of the Library's Board of Trustees and staff began working with Grenzebach Glier and Associates (GG+A) on a fundraising campaign feasibility study. The study will identify strategies for raising funds that will support the Library's future growth and stability, including endowment funds that are permanently restricted to support operations, as well as more flexible funds that can be accessed for priority projects. The study will include an internal readiness assessment and a donor interest study to seek candid feedback from key constituents about the Library's case for support. A final report will be presented to the board in early 2014.

eiNetwork:

The new Next Generation Catalog (NGC) was launched in March 2013 to improve the patron's online experience with the catalog. The launch included an online survey to collect patron feedback about the site to ensure that it is meeting patron search needs. Software development is ongoing based on survey feedback and testing with members of the community.

The Phase 2 build out of the Gigabit Fiber network expansion was completed with the assistance of a RAD Connections grant. This network has enabled new network-based services while improving the performance and reliability of existing services in order to meet the need for increased network capacity resulting from the evolution of technology and availability of digitized information.

b) Summary of Outreach Efforts

The Library reaches out to the community with programs and services at no charge to promote literacy and learning and increase awareness about the resources available in the Library. Our outreach programs also enable the Library to share those resources with those who cannot come to the Library. To accommodate these customers, outreach services include visits to many area early learning centers, Head Start Centers, schools, senior centers, and community events. CLP's LYNCS Department (Library in Your Neighborhood, Community and School) also continues to expand its outreach efforts to many different neighborhoods with innovative programming. Outreach highlights are included from the Bringing Libraries and Schools Together (BLAST) program, Teen Services, and a new jail outreach program.

Early Learning BLAST (Bringing Libraries and Schools Together) continues to serve the Head Start Supplemental Assistance Program (HSSAP) and Early Intervention Classrooms and has recently expanded to serve Homeless Agencies as well. A total of 22 locations were visited monthly with over 4,800 children served throughout the year. Early Learning BLAST also collaborated with the Pittsburgh Downtown Partnership with a new program entitled Kids Play held in Market Square where BLAST staff and a special weekly guest provided a thematic story time and activity to preschool classrooms and local families over the summer months.

Finally, Early Learning BLAST provided thematic story times for Pittsburgh Public Schools (PPS) Kindergarten Readiness Summer Programs at four different locations over three weeks. The story times provided more than 140 children with a preview of the academic and social aspects of Kindergarten.

BLAST School Outreach saw minimal changes in the numbers and locations of participating schools. There has been a large increase in the number of third grade programs in the past two calendar years that can be attributed to changes within the Pittsburgh Public School District. BLAST saw an increase from seventeen to twenty schools participating in the third grade program and added an additional visit per year to each of the participating schools.

During the summer of 2013, BLAST continued to partner with PPS's Summer Dreamers Academy, presenting weekly interactive read-aloud programs (48 total) for all K-5th grade students at Carmalt Elementary, Pittsburgh Classical Academy, University Prep/Milliones, and Faison Elementary. Each program focused on an aspect of the Summer Reading Club theme including dinosaurs, insects, rocks and minerals, gardening, and hoaxes. All of the programs were well received by students, with teachers positively commenting on the level of engagement and curriculum connections. 1,540 students participated.

Teen Specialists continued to serve their communities outside the library walls by attending special community events and providing services to teens in their schools and afterschool programs. CLP promoted library services during Teen Read Week, visited schools to promote Teen Summer Reading, and provided services to Pittsburgh Public School's Summer Dreamers Academy. 2013 was a year of gains and innovation. The infusion of new Teen staff in 2012 showed significant results in 2013 as they became more seasoned outreach professionals.

Teen Services staff throughout the system began to organize themselves in outreach groups in order to deliver CLP-BAM! (Books And More!) services to public, charter, and parochial schools. This model of taking a number of Teen Services staff into magnet Middle and High Schools, which serve students from all over the city, increases the likelihood that teens will connect with their neighborhood Teen Specialist. The success of this model, and the realization that a system of organization for scheduling, planning, doing, and evaluating outreach as a whole is needed, has been the impetus for the creation of an Outreach Committee in 2014. Outreach has become an important aspect of Teen Services and a way to connect underserved populations with Library resources. Teen outreach programs reached over 28,000 students in 2013, a 133% increase over 2012.

Of particular note in 2013 was the pilot outreach program to the Allegheny County Jail. "Literacy Unlocked" was launched in March, 2013 in an effort to provide information services to the incarcerated and the children and caregivers affected by their incarceration. A primary goal of this outreach has been to improve career and financial literacy as a means of breaking the cycle of crime and incarceration and to forge connections between the inmate population and their families with their local libraries. Ensuring that this population is aware of the variety of programs and library services will help support lifelong learning and provide the necessary literacies for long term success. Adult programs for the men and women are conducted on the "pod" (cellblock) within the jail and consist of job search training, financial literacy training, and a recreational book club. Following a five-week curriculum, CLP staff led 50 classes and 10 book club meetings, with a total of 1,000 participants. Children and their families are given the opportunity to participate in a full array of library programs while they wait to visit family members on one Saturday per month. Special emphasis is given to programs that promote literacy (stories, finger play, rhymes, etc.) and craft activities. Over the course of ten visits, staff directly interacted with 203 children and 205 adults.

A list of all community organizations that were part of CLP's outreach and collaborations in 2013 is available upon request. The number and diversity of these organizations continue to grow.

[NOTE: Regarding Question #2 in the Narrative Section of online annual report format, all of Carnegie Library of Pittsburgh's programs and services, both within the Library's buildings and in outreach to the community are provided free of charge.]

[NOTE: In the Program Attendance and Demographics section of online annual report, Carnegie Library of Pittsburgh is reporting only visits to all Library locations within our system totaling 2.5 million visits. CLP also would like to highlight the total number of programs offered and program attendance for both in-house programs and through outreach efforts in our community. In 2013, 15,257 programs were held with 266,210 participants attending these programs. The majority of this programming is geared towards children and families. (In-House Programs: 9,688; Attendance: 125,805 / Outreach Programs: 5,569; Attendance: 140,405)]

c) Progress on Long Range Plan

Within the Library Walls:

Facility Improvements

Facility improvements were made to CLP-Lawrenceville with a complete renovation of the lower level auditorium/meeting room. This large space had not been used for public services for years for lack of proper heating, ventilation, and cooling as well as inadequate power and lighting. The completion of this renovation provides the Lawrenceville community with much needed, fully accessible programming and meeting room space.

CLP-Allegheny celebrated a newly renovated Teen space thanks to the generosity of The Cindy and Murry Gerber Foundation. The space opened to much acclaim on November 23, 2013.

The proposed merger between CLP-Carrick and CLP-Knoxville was taken off the table after three years of community meetings and planning sessions due to an inability to secure an appropriate site to build on. Both locations are still in the queue for major facility improvements.

Planning began for CLP-Beechview's mini-renovation that will occur in 2014. Preliminary design options were shared and discussed at a community meeting in December. For the first time, there will be an accessible entrance into the branch, and an elevator will be installed that will provide all visitors and staff access to all levels of the Library. Restrooms also will be renovated to be ADA compliant. Construction for this branch renovation is scheduled to commence in the third quarter of 2014.

Major lighting renovations took place at CLP-Main in the Music, Film & Audio Department, in the Library's Reference Room, and in the popular Teen Area. Obsolete lighting fixtures were removed and replaced with more energy efficient and easy-to-maintain fixtures that produce more light while utilizing less energy.

Several library functions under the purview of the new Office of Programs & Partnerships were relocated from CLP-Main to CLP-East Liberty. The office has approximately 3,000 square feet of flexible space, including staff work areas, a shared programming room, a collaboration area, and a storage and staging area.

The Conservation, Preservation and Access Department moved to their new Lab space in Main's 3rd floor "attic." The room includes special work tables, custom built storage and special equipment, offices for the manager and cataloger, as well as storage and workspace for the Pittsburgh Photographic Library (PPL).

New & Innovative Programs

The Library actively prepared to assist community members in understanding the new Affordable Care Act and Marketplace Exchange enrollments. A resource and information page was created on the Intranet for staff, and a slider ad is running on the CLP homepage to connect people to additional resources, training opportunities, and webinars – all of which are posted to the Library's Events page as they become available. CLP is collaborating with ACLA and other county-wide organizations, including the Jewish Healthcare Foundation, to provide help and disseminate information to people across the County.

The laptop lending pilot, which began in three branches in 2012, was expanded to all but two locations in 2013. Customers now have the ability to access technology and the Internet in the Library away from crowded banks of desktops.

With the receipt of new equipment purchased through an LSTA grant, CLP's Job & Career Education Center (JCEC) reorganized its space and course offerings, relocating all of the computer equipment formerly housed in the 3rd floor PC Center to the 2nd floor JCEC room. This streamlining of space and information will increase the efficiency and effectiveness of the JCEC, providing a more meaningful and friendly space within library walls and thoughtful library innovation in a changing world of information.

The Pennsylvania Humanities Council (PHC) funded the Teen Reading Lounge program that was hosted at both City and County library locations for area teens with overwhelming success. Teen Reading Lounge is an innovative model for the traditional book club that works with a community member as facilitator to enrich the club with arts and humanities activities. The locations which hosted the program included Allegheny, Beechview, Brookline, Carrick, Hazelwood, Community Library of Allegheny Valley, North Versailles, and Coraopolis. A total of 146 teens attended one or more sessions across all locations.

CLP-Carrick and CLP-Knoxville began to serve as major resource centers for the growing Bhutanese population in the area. Carrick's Branch Manager spoke about library services at a community event for the Bhutanese community sponsored by City Councilwoman Natalia Rudiak and the Bhutanese Association. The Allegheny Intermediate Unit began using Carrick's meeting room to provide classes on life skills, English as a Second Language (ESL), and how to use the Library. CLP-Knoxville also provided extensive programming including a workshop to support parents' literacy efforts at home, ESL classes and computer skills training.

A grant from The Pittsburgh Foundation was awarded to CLP to increase the number of our branches designated as Family Place Libraries™ from four to ten. Family Place Libraries™ is a network of children's librarians nationwide who believe that literacy begins at birth, and that libraries can help build healthy communities by nourishing healthy families. CLP Family Place locations host two 5-week long Family PlayShop programming series each calendar year in partnership with various community resource professionals. In 2013, two locations participated in this program hosting 12 programs for 327 attendees. Ten community resource professionals from organizations that included the University of Pittsburgh Office of Child Development, Alliance for Infants & Toddlers, Easter Seals, Early Intervention and the Allegheny County Health Department (WIC) interacted with children and caregivers.

CLP-Main's Children's Department presented Sensory Storytime, a weekly program for children on the autism spectrum, their families and friends. They also continued their outreach and in-house programming for The Western Pennsylvania School for Blind Children and their preschool, including an adapted version of our annual puppet show.

The Library in Your Neighborhood, Community and School:

Partnerships

For the 8th consecutive year, the Pennsylvania One Book, Every Young Child Reading Initiative celebrated the importance of early literacy development in preschoolers ages 3 to 6. The *Bus for Us* by Suzanne Bloom was the 2013 book selection and a hit with childcare providers, children and caregivers. A total of 43 programs were hosted at CLP-Main and branches for a total of 1,125 attendees. Vigorous outreach efforts led to 248 presentations to 5,382 children, teachers and caregivers. Almost 1,000 free copies of the book were distributed throughout Pittsburgh to childcare centers, Pre-K and kindergarten classrooms and homeless shelters.

Carnegie Library of Pittsburgh's Kids Summer Reading Program celebrated its 82nd year in 2013 with the theme, "Dig Into Reading @ Your Library." From June through August 2013, 10,903 children, teens and adults registered for Summer Reading and logged 40,985 books read. 77% of the children who registered for summer reading participated in the program. The Read-to-Me program (ages 0-5) saw a 61% increase in registrations in 2013 over the previous year.

Carnegie Library of Pittsburgh Teen Specialists visited 27 public, charter, and parochial schools to celebrate Teen Read Week in October, reaching 4,752 sixth, seventh, and eighth grade students and their teachers. This was a 93% increase in the number of schools and an 83% increase in the number of students visited in 2012.

The Pirates Tales program, presented in partnership with the Pittsburgh Pirates, encouraged children between the ages of 6-12 to set reading goals during the summer months. By submitting short book reviews at the Library or online, kids were entered to win a day at the ballpark. Forty-one Allegheny County libraries (seven more than in 2012) participated in 2013, resulting in 213 children receiving two game tickets and an invitation to a special event at PNC Park on September 15. The Pittsburgh Pirates also extended discount game tickets for children who were not selected for the grand prize. An opening event to kick-off the program at CLP- Allegheny in May hosted 100 children for a storytime with the Pirate Parrot.

On Saturday, March 16, the Pittsburgh Penguins hosted their fifth Children's Book Collection presented by FirstEnergy Solutions. The team collected 1,137 books, which were used to fill in collections, as prizes for the Summer Reading Club or for the annual book sale at Extravaganza. In addition, a \$5,941 donation was made to the Library to help fund the purchase of summer reading prizes. Publicity generated from the book drive included blurbs in the local papers and on the Web; TV and radio ads courtesy of the Pittsburgh Penguins; public service announcements during the team's sold-out home games; and information in the team's program booklet.

Nearly 200 people took part in the Institute of Politics symposium on the Future of Libraries on November 1. Presenters provided insights into future demands on library service as well as options for consolidated and shared services. Discussion emphasized the valuable role libraries will continue to play and the importance of continuing the conversation. A combined CLP-ACLA team will begin a community engagement process in January 2014 that will run through June.

The Library remained a central distribution point for promotional materials for more than 50 regional nonprofits and organizations including Pittsburgh Cultural Trust, Manchester Craftsmen's Guild, Frick Art and Historical Center, Pittsburgh Symphony Orchestra, Pittsburgh Public Theater, Society for Contemporary Craft, RAD, Carnegie Museums, Venture Outdoors, Pittsburgh Arts and Lectures, Heinz History Center, and Bike Pittsburgh.

CLP - Allegheny began a pilot program with Allegheny General Hospital that allows hospital employees to receive reserved library materials via interoffice mail. There also is a small deposit collection right at the hospital to advertise the delivery portion of the program.

All CLP neighborhood locations participated in National Night Out on August 8 in partnership with the Office of the Mayor of the City of Pittsburgh. Fun activities for people of all ages were combined with important information regarding public safety.

CLP-Brookline staff organized twice-weekly outreach visits to the newly-opened Casa San Jose (CSJ) Latino Resource Center on Brookline Boulevard to assist the growing Latino population in the neighborhood with using library resources and arranging scheduled visits to the library for additional consultation. In December, a presentation on library resources for native Spanish-language speakers brought 21 new users to the Library. 100% of attendees registered for library cards that evening, and all have subsequently visited the Library at least once – many much more frequently.

As part of Carnegie Library of Pittsburgh's Community Engagement strategy, board members and staff hosted a meeting with the general public on Thursday, March 21 at CLP - East Liberty. Nearly 70 people attended the meeting, which included a "State of the Library" presentation highlighting 2012 accomplishments, strategic plan goals, budget projections, and upcoming facilities projects. The Board of Trustees recognized Karen Derzic, President of the Friends of CLP - Woods Run and Secretary of the CLP-Friends Council, as the Library's 2012 Community Advocate. The annual award recognizes outstanding and deserving community members who demonstrate a commitment to further the mission and vision of the Library.

Grant Supported Community Outreach

The 13th Annual Summer Reading Extravaganza, the kickoff celebration for the Summer Reading Program, sponsored by EQT, drew more than 4,000 children, teens and adults who enjoyed the outdoor celebration at CLP-Main with food, music and literacy-centered activities and performances—all free to the public. Many local organizations consider this event one of their primary family activity events of the year. The location, the crowds, and the family focus provide great appeal to many groups who seek us out and participate. The event had 88 partner-participants.

With assistance from the Birmingham Foundation, Carnegie Library of Pittsburgh (CLP) collaborated with the Brashear Association to transition the storefront at 1206 Arlington Avenue in Allentown, currently hosting the pop-up library, to a collaborative community space. The site will become a shared community space for services and programs hosted by both organizations and other groups and service providers working to improve the Allentown Community. The transition from CLP pop-up to the new Allentown Collaborative Center will take place from March to May 2014, and will then be a venue for consistent, scheduled services and programs, such as afterschool programming provided by Brashear Association's Education Department and CLP's Library in Your Neighborhood, Community, and School (LYNCS) services.

CLP-Knoxville and CLP-Carrick branches received grant funding to support early literacy community outreach services. The project links reading, literacy and learning with social and emotional learning, and teaches parents how to support their child's early learning experiences. The resulting outreach efforts enabled visits to 521 locations serving over 4,000 children and provided seven workshops for parents and educators.

For a third consecutive year, grant funds allowed CLP libraries to provide Super Science and Imagination Builders programs to a total of 4,202 attendees. Children's librarians used Super Science kits for a total of 138 programs for 2,373 children and 433 adults. Professional organizations including Carnegie Science Center, Mad Science of Pittsburgh, The Pittsburgh Center for Creative Reuse, Carnegie Museum of Natural History and the National Aviary presented 28 programs to 447 children and 222 adults. A total of 73 Imagination Builders programs were presented to 561 children and 166 adults. The Super Science Committee worked hard to create new Super Science kits for 2013 including kits on Weather, Earth Science, Science Careers and Robots.

The Library in a Changing World of Information:

eiNetwork:

Network Expansion – In addition to the completion of the Phase 2 build out of the Gigabit Fiber network expansion, disaster recovery capabilities for extended power outages at network hub sites also were completed. New equipment to improve capabilities and management of library wireless services was identified and evaluated.

Upgrade Integrated Library System (ILS) – A library-led Implementation Team was formed in 2013 to support the upgrade of the Integrated Library System (ILS) from “Millennium” to “Sierra.” The ILS is a shared technology used by all library staff countywide that runs the patron database and circulation, reporting, cataloging, and acquisitions & serials modules. The software vendor prescribed a system upgrade that is necessary for all future enhancements and new features. Additionally, new servers were acquired and a test system was established. Actual migration to the new platform is scheduled for March 2014.

eiNetwork Advisory Council – A new advisory council was established to streamline communications with Allegheny County libraries. The eiNetwork Advisory Council represents both the geographical regions of the County and various size libraries. In 2013, the council assisted in establishing program goals, identifying new technologies, usage and impact, and advising about operational issues or problems.

CLP:

The Job & Career Education Center (JCEC) received a competitive \$30,000 Creation Program grant through the Library Services and Technology Act (LSTA) to connect the public with technology and programs that support entrepreneurs and also provide basic to advanced technology skills for job seekers. The grant supported the purchase of new technology and staffing resources to help create and offer technology trainings and program assessments. JCEC purchased a Media Center for small group, collaborative trainings; a 3D printer to encourage creative learning; two Apple iMac computers and a MacBook Pro laptop to introduce the public to Apple computing; and several software packages, including Adobe Design Standard, to offer classes on creative technology, such as Adobe Photoshop.

CLP Children’s Services initiated a pilot to incorporate technology in children’s programming. Using specific criteria for App selection, iPads were used in a variety of programs including storytimes, school-aged programs and programs designated for homeschoolers. A total of 367 programs were offered reaching 9,351 children and caregivers. Additionally, a few locations that have technology purchased by Friends Groups and other funding sources presented 103 programs to a total of 1,246 children and adults. Popular, kid-friendly iPad apps like ToonTastic, PuppetPals, and Sock Puppets were chosen to build digital and traditional literacies, expand technology proficiencies and engage children in imaginative storytelling.

For the second year, the Library for the Blind & Physically Handicapped (LBPH) provided audio service to all eligible registered patrons in the Commonwealth of Pennsylvania as part of the consolidation effort directed by Commonwealth Libraries of Pennsylvania. CLP-LBPH finished the year to rave reviews from Eastern PA readers as well as those from Western PA about the knowledge and efficiency of our staff. A survey of all registered readers about their reading needs and service satisfaction will occur in 2014, which will inform future decisions about additional changes to this service.

CLP provided Zinio, a digital magazine service, to all ACLA libraries. Nearly 80,000 titles were accessed throughout the year. In December, CLP negotiated contracts with Freegal to expand downloadable music to all Allegheny County library cardholders, and with Midwest Tapes for the

product Hoopla, which will give all County library users access to downloadable and streaming video and audio content. These products will be available in late February or early March 2014.

The number of e-titles available through Overdrive (eBooks, eAudio and eVideo) was increased by 16,561 items for a total of 46,991 total titles, predominantly in the category of eBooks.

The Playaway View, a new video format for children, was launched. A total of 495 Views were purchased and collections were placed in 18 locations. As of early December, circulation for the Views topped 1,400. Views can be requested and sent to any location in the County.

CLP's Children's Department acquired 3 AWE "After School" computer workstations, preloaded with games and educational activities for school age children.

The final section of the automated materials handling system (AMH) was installed in early June. This addition has enabled eight more libraries to join the "first sort," leaving only a few, smaller-volume locations not on the system, which are handled manually. The number of items delivered in 2013 through CLP's Shipping Department totaled 4,304,764.

Library Funding and Contributions:

CLP raised \$2.6 million (cash basis) toward its overall goal of \$2,585,000 (101%) for all fundraising purposes. This represents a 25% increase over 2012. (Unaudited)

CLP adapted its communication pieces to have a more "donor-centric" approach to solicitation, education, acknowledgment and stewardship of Library supporters. The focus of all materials and fundraising messages emphasized the importance of donors and how their gifts advance the mission of the Library and make our community a better place.

2013 marked the first full year of the Library's Corporate Giving program, which seeks to enhance existing corporate relationships and gain new corporate partners in order to increase corporate giving to the Library. A Corporate Advisory Group was formed to help connect Library staff to corporate leaders and to assist with solicitations. The group comprises Board members and individuals from the community who are willing to identify and engage potential corporate prospects.

CLP hosted several special stewardship events to recognize Library donors and allow them to see their philanthropy at work. These events included lectures by Sue Grafton and Paula McLain in partnership with Pittsburgh Arts and Lectures and four separate Discover Your Library events which focused on E-Collections; Preservation, Conservation & the Pittsburgh Photographic Library; Jazz in the Hill; and Treasures of the Stacks. These events provide supporters with a deeper history of and a behind-the-scenes look at the Library.

In late 2012, the Library received a \$1.5 million grant commitment from The Cindy and Murry Gerber Foundation to support new Teen spaces, staffing and programs at two neighborhood library locations. The new Teen space at CLP-Allegheny opened in 2013. The five-year grant also will fund a longitudinal study to document the program's impact on teens.

The Mary Jane Berger Foundation gave \$10,000 for the creation of gardens in 13 locations, including CLP-Main. The grant provided for the purchase of materials about gardening and use of herbs, planting of demonstration gardens and programming about gardening and herb use. The Library partnered with Grow Pittsburgh and Garden Dreams Nursery to train staff and purchase organic and heirloom varieties of vegetables and herbs.

Library locations in the southern City neighborhoods benefited from the generosity of the Carol McCann Scott endowment fund. Six branches and the Allentown Pop-Up were able to use funds to

offer programs and purchase supplies for the benefit of the children in their communities.

With funding from the Pennsylvania Department of Community and Economic Development, 42 Skills for Success: Career Building Workshops were presented to job hunters and career changers in the Pittsburgh region. Seven CLP locations hosted a total of 216 attendees. Workshops covered the complete career building process while providing supplies and skills for navigating the technological challenges of local, national and international job markets. Computer supplies and access to specialized software are necessary for creating resumes and cover letters, completing online applications, preparing for interviews and for professional networking. Programs developed by staff under the auspices of this grant will serve as a model for how CLP provides job and career programming in the future.

CLP hosted its first-ever Staff Thank-a-Thon in November. Representing various departments across the Library, 26 CLP staff members reached out to 140 donors who gave generously to the Library on The Pittsburgh Foundation's Day of Giving.

Measuring and Sharing the Library's Impact:

Circulation of all materials totaled 3,961,820, including the Library for the Blind & Physically Handicapped and e-resources.

Circulation of e-materials (audio, video, and eBook) from OverDrive for the whole County totaled 515,678, an increase of 62% over 2012.

CLP and ACLA collaborated on two ad campaigns that included radio ads, web ads, website components and print materials for "What Can You Do with a Library Card" campaign and a campaign to highlight the Library's collection of electronic resources.

CLP Technical Services purchased CollectionHQ, a collection management software product for all ACLA libraries that enables library staff to evaluate collections based on usage statistics. Six training sessions and a webinar were conducted for library staff, with over 100 people attending.

A new Social Media Plan/Policy was adopted to guide library communications for core social media pages, as well as location and department-specific pages. CLP primarily uses Facebook (~6,000 "Likes") and Twitter (~5,600 "Followers"), but also has explored use of YouTube, Tumblr, Instagram, Pinterest and Flickr. These platforms are managed and updated by a cross-functional Social Media Team (SMT). The team's goal is to capitalize on the unique opportunity that Social Media presents to have an ongoing, open dialogue with community members, and to utilize this access to promote services that help fulfill our mission; encourage advocacy on behalf of the Library; understand and address needs, interests, and concerns; increase our reach; and build awareness throughout the region.

www.carnegielibrary.org was visited 3,576,766 times in 2013, an increase of 4.7% over 2012. These visits were generated by 2,177,644 visitors and resulted in 7,026,144 page views.

CLP redesigned the e-newsletter, "This Month at CLP," which is sent to all subscribers in the database that have opted in to receive general updates on news, events, and programs. The content is reviewed on a monthly basis to include items and information from across the system and across all departments. Seventeen departments/branches now have individual newsletters with specific subscriber lists.

The "Library Insider" e-newsletter was shared with donors and Donor Plus card holders on a monthly basis. Subscribers consistently read and click through the newsletter, attributing to an open rate at or above 20%. Subscribers to this list also receive email invitations to specialty "Discover Your Library"

events throughout the year. These communications have resulted in consistently high event registration. Due to their exclusivity and subject matter, these emails typically achieve high open rates of nearly 30%.

CLP - Woods Run was awarded the Northside Leadership Council's annual "Good Neighbor" award recognizing organizations that provide services to the community. The Northside Leadership Conference is a coalition of Northside community-based organizations committed to addressing mutual concerns through a united approach in order to promote and enhance the vitality, quality of life and image of Pittsburgh's Northside. The Library was nominated for the award by both the Brightwood Civic Group and the Brighton Heights Citizens Federation.

LYNCS and CLP pop-up Allentown were named as the Pittsburgh Community Reinvestment Group's (PCRG) 2013 Community Development Award Recipients. The PCRG award recognizes "outstanding achievement in the revitalization of urban neighborhoods in Greater Pittsburgh." The Allentown pop-up was nominated as a project that enabled the Library to "build relationships with community groups, social service providers, and, most importantly, residents, to recognize the Library as an essential resource."

The Teen Reading Lounge program won the prestigious Helen and Martin Schwartz Prize, the nation's highest humanities award given by the Federation of State Humanities Councils at the National Humanities Conference. The Schwartz Prize is awarded to up to three state humanities councils each year for innovative programs that have had a significant impact on citizens, organizations, or communities in their state.

CLP-Mt. Washington's Branch Manager was honored by City Council for her "dedication and passion to literacy in the City of Pittsburgh, REAM Recreation Center and surrounding communities." The Director of the REAM Recreation Center presented a beautiful award for her support of Mt. Washington youth.

CLP-Main, Teen received a Proclamation from the Mayor's Office in recognition of The Hectic Glow: Alternative Homecoming, a collaborative effort with the Carnegie Museums and the Mayor's Youth Council. The event provided a fun, safe, one-of-a-kind homecoming dance experience for area teens who attend nontraditional schools (cyber school, homeschool) or schools that don't host homecoming events; students who might not feel comfortable attending their school's dance; or who identify LGBTQ, although the event welcomed all teens.

Staff and Organizational Culture:

CLP has been preparing staff to address significant changes in the work of the public library, particularly with regard to technology and how people access information and content. Along with the recommendations of the ten Work Groups, CLP is engaging all staff to move towards a more collaborative environment; to work with a more systemwide focus; to better understand the big picture; and to take more responsibility for shared priorities.

CLP launched a Strategic Learning Initiative to equip all library staff with the knowledge, resources and tips for self-directed and team learning. Staff engaged in a workshop designed to identify opportunities for learning to help build a framework that positions CLP as a learning organization. Each individual staff member will take responsibility for acquiring and sharing new skills to improve work performance and foster personal development.

An emergency plan for the Main Library was completed, and work has begun on individual emergency plans for each branch, the Library Support Center and LBPH. As part of the plan, "Active Shooter" training was provided to staff using Office of Homeland Security videos and table top exercises.

CLP took another important step in fostering a safe environment for our customers and communities, especially for children. Effective June 1, 2013, employment clearances are obtained on all new employees. All new hires are required to have a satisfactory result on a PA Child Abuse History Clearance and a PA State Criminal Record Check. New hires for positions that have regular contact with children (primarily Library Managers, Librarians, and Library Assistants) also are required to have a satisfactory result on an FBI Criminal History Record.

d) 2013 Capital Maintenance Expenditures

Main Library: Lighting project in Reference Room and Stacks, Music, Film & Audio, and Teen Department - contract administration, engineering, fixtures & installation - \$273,263

Main Library: Painting of walls, ceilings and windows; windows scraped and caulked; ceilings repaired as necessary. Some work done stand-alone; other work done in conjunction with lighting project - \$141,526

Main Library: Main Distribution Panel Replacement Study for electric service into the building- \$120,295

Main Library: Heat Trace of box gutters - front elevation and related electrical work; rain conductor replacement & related repair work - \$99,809

Main Library: AV Equipment upgrade and related electrical work for Director's Office, Lecture Hall and JCEC - \$42,388

Main Library: Engineering work on air handling unit replacement and variable air volume unit upgrades - \$39,484

Throughout the system: Upgrades to FF&E - \$142,043

East Liberty: Fit-out of 2nd floor shell space for new Office of Programs & Partnerships – \$279,656

East Liberty: Security cameras - \$12,323

Hazelwood: Tenant improvements for new location - \$132,679

Hill District: Maintenance shed - \$12,827

Homewood: Phase 1 of historic window re-conditioning - \$74,647

Lawrenceville: Completion of roofing upgrade from 2012 - \$15,263

Lawrenceville: Lower level renovation - \$204,626

Library Support Center: Exterior painting; replace sidewalk; and install guardrail - \$26,862

Mt. Washington: Window repair - \$8,520

Sheraden: Renovate front vestibule - \$14,089

Squirrel Hill: Phase 2 & 3 of HVAC floor register replacement - \$113,499

Squirrel Hill: AC compressor replacement - \$5,700

Woods Run: Roof replacement - \$22,225

Woods Run: Maintenance shed and sidewalk from building to shed - \$13,231

Total: \$1,794,955

2. Please provide the total number of free tickets or scholarships provided by your organization.

Number of free tickets: 0

Value of free tickets: \$0.00

Number of scholarships: 0

Value of free tickets: \$0.00

3. If District funds remain at the end of the funding year for this report, please provide information on when the funds will be used and the reason for the delay.

N/A

4. Describe how you acknowledged District support during the year (logo use, curtain announcements, website, RADical Days participation, etc.).

It is regular practice of Carnegie Library of Pittsburgh to acknowledge the Allegheny Regional Asset District for its generous support of our library programs and services. The RAD Works Here logo is included in all of our system-wide marketing pieces as space permits (approximately 80%), including, but not limited to, library card applications, the Library's official annual report, summer reading materials, new customer brochures, departmental brochures, programs, flyers and posters. In addition, the RAD logo is displayed on the homepage of the Library's website with a link that goes directly to the Allegheny Regional Asset District website. Library customers will find RAD brochures and information within the display units located at the entrance of each neighborhood library location. The Library also is proud to be an annual participant in the District's RADical Days celebration.

5. Provide a list of the contracts/purchases made from MBE/WBE/DBE firms.

2013 Payments to MBE/WBE Firms

Allegheny Construction Group, Inc. (W) \$409,046 capital

Bondata (W) \$235 operating

Edge Studio (W) \$25,027 operating

Gray Waste Management(M/W) \$6,487 capital

LM Colker Co, Inc. (W) \$6,545 operating

Loysen and Kreuthmeier Architects(W) \$122,572 capital; \$13,781 operating

Mr. John (W) \$782 operating

RKB Electric(M) \$1,200 operating

Splash Media, LLC (W) \$184,296 operating

Workscape, Inc. (W) \$199,831 operating

Onsite Minority Employees Paid through Shannon Construction (M) \$33,568 operating

Total Paid to MBE/WBE: \$538,105 capital; \$465,264 operating

Total Eligible Expenses: \$982,191 capital; \$4,040,910 operating

% MBE/WBE 2013: 55% capital; 12% operating

**Close Out Report
Program Attendance and Demographics Format**

Program Year Reported: 2013

Performance/Program	Location: County/Area	Attendance
Visits	CLP-Allegheny	149,897
Visits	CLP-Beechview	68,174
Visits	CLP-Brookline	134,095
Visits	CLP-Carrick	64,019
Visits	CLP-Downtown & Business	317,195
Visits	CLP-East Liberty	189,734
Visits	CLP-Hazelwood	74,961
Visits	CLP-Hill District	63,282
Visits	CLP-Homewood	109,200
Visits	CLP-Knoxville	86,970
Visits	CLP-Lawrenceville	47,675
Visits	CLP-Main	559,594
Visits	CLP-Mt. Washington	50,621
Visits	CLP-Sheraden	60,224
Visits	CLP-South Side	62,693
Visits	CLP-Squirrel Hill	366,702
Visits	CLP-West End	32,405
Visits	CLP-Woods Run	68,904

Grand Total: 2,506,345

If attendance data is not kept, please estimate the number of people impacted by your activity below.

**Close Out Report
Revenue/Expense Format**

Audit/Financials sent to District? No

If no, when will they be available? 5/12/2014

Year 1

	REVENUE	
A.	Earned Revenue	\$880,370.00
B.	Interest/Dividends	\$256,037.00
C.	Contributed Private	\$1,311,571.00
D.	Contributed Government (non ARAD)	\$8,143,965.00
E.	ARAD	\$19,139,000.00
F.	Total Revenue (A+B+C+D+E)	\$29,730,943.00
	EXPENSE	
G.	Programming	\$25,712,019.00
H.	Fund Raising	\$3,073,621.00
I.	General and Administration	\$768,405.00
J.	Total Expenses (G+H+I)	\$29,554,045.00
K.	Operating Balance (F-J)	\$176,898.00

Year 2

	REVENUE	
A.	Earned Revenue	
B.	Investment Income	
C.	Contributed Private	
D.	Contributed Government (non ARAD)	
E.	ARAD	
F.	Total Revenue (A+B+C+D+E)	
	EXPENSE	
G.	Programming	
H.	Fund Raising	
I.	General and Administration	
J.	Total Expenses (G+H+I)	
K.	Operating Balance (F-J)	