April 2021

To the Citizens of the City of Columbus and Franklin County,
The Board of Trustees and Chief Executive Officer of Columbus Metropolitan Library

As Fiscal Officer and Chief Financial Officer of Columbus Metropolitan Library (CML), I am pleased to present CML’s 2021 Financial Summary, a summary of the 2021 Budget as approved by the Board of Trustees. This report is intended to summarize CML’s financial activities and highlight its programs, services and initiatives. This summary has been developed with the participation and cooperation of CML’s administrative and executive leadership staff. This report is unaudited and presented on a non-GAAP (Generally Accepted Accounting Principles) basis. CML’s audited Comprehensive Annual Financial Reports for prior years are located on CML’s website, columbuslibrary.org.

As the world faces historic challenges with the COVID-19 coronavirus pandemic, libraries provide essential services to the communities they serve through access to information, print and digital reading materials, meeting space, technology and numerous other resources. CML has remained committed to serving the needs of the community, adapting to the times by providing robust virtual programs, curbside services and so much more. This report provides additional details on the changes to programs and services offered during the pandemic.

CML’s vision is “a thriving community where wisdom prevails,” and the 2021 budget (January 1 – December 31) supports purposeful investments in CML’s three external strategies: Young Minds, My Library and Life Skills. These strategies are acutely relevant for what is needed now in the communities CML serves. The 2021 budget will afford CML the capacity to continue to adapt its programmatic investments in these strategies and in CML’s commitment to community recovery.

CML follows a strategy of fiscal sustainability. CML leadership acted decisively implementing a number of cost savings measures in 2020 to reduce expenditures in response to the short-term economic uncertainty caused by the pandemic. This fiscally prudent approach has placed CML in a strong financial position to weather future economic uncertainty and allows CML to continue to invest in our customers through mission-critical programs, services and facilities. CML will work diligently to generate the greatest impact and largest return from every dollar of public investment.

The CML Financial Planning and Analysis team has made every effort to provide the most relevant 2021 budget information in a clear and concise format. If you have any questions about this document, please contact Jamie Lang, Director of Financial Planning and Analysis, at (614) 849-1062 or send an email to jlang@columbuslibrary.org.

Respectfully submitted,
Lauren Hagan
Chief Financial Officer/Fiscal Officer
ORGANIZATION AND STRUCTURE

CML is a County District Library with boundaries including all of the land area within Franklin County, Ohio, except for the land area lying within the boundaries of six other public library districts in the County. CML was formed March 4, 1872, and the Public Library and Reading Room opened in 1873 at the New City Hall. CML has since expanded to 22 branches and Main Library.

CML is governed by a Board of Trustees appointed by the Judges of the Court of Common Pleas and the Franklin County Commissioners. The Board of Trustees is the policy-making body for the institution and is responsible for approving strategic direction, short/long term budgets and financial direction. CML is a political subdivision as defined by the Ohio Revised Code, and therefore financially and operationally independent from the City of Columbus and Franklin County.

CML has adopted a circular, relational organizational chart that aligns talents and teams to better support organizational strategies and promote organization-wide execution while always focusing on the customer. The chart helps staff understand that everything the organization does is guided by customer need. The organization chart is located on CML’s website, columbuslibrary.org.

VISION AND PURPOSE

CML’s vision is “a thriving community where wisdom prevails”, and the 2021 budget (January 1 – December 31) supports purposeful investments in CML’s three external strategies: Young Minds, My Library and Life Skills. Each year, CML sets concrete goals and objectives to support these strategies. In addition to supporting the needs of our customers with a diverse and popular collection of library materials and access to resources such as computers, wireless internet and community spaces, this budget will afford CML the capacity to respond to areas of urgent need: children unprepared for kindergarten (Ready for Kindergarten); third-grade reading proficiency (Reading Buddies), high school graduation rates (Homework Help, Summer Reading Challenge); college and career readiness and employment resources.

CML’s purpose is to “inspire reading, share resources and connect people”. To that end, CML has made significant commitments to replace or renovate aging, high-maintenance and inefficient buildings. In 2012, the Board of Trustees approved the 2020 Vision Plan, CML’s long-term facilities plan. The 2020 Vision Plan is discussed in more detail on page 9.
LIBRARY PROGRAMS AND SERVICES

CML’s collection contains over 2.5 million items including books, eBooks, eAudiobooks, audiobooks, music CDs, DVDs, magazines, maps and sheet music. CML is a member of the Central Library Consortium (CLC), consisting of 17 library systems throughout central Ohio. As a member of CLC, CML shares an online catalog and select online resources with 16 other systems to offer customers a collection of over 5 million items with over 949,000 unique titles.

Public computers at all library locations provide access to the Internet, Microsoft Office products and a wealth of online databases. Digital library resources remain available 24/7 at CML’s website, columbuslibrary.org. Resources include eContent listed above plus research, learning tools, virtual services, and the catalog. CML’s website provides tools to find assistance and get information such as social services, legal aid and community resources.

CML offers programs and services for customers of all ages with a focus on children and teens. The programs below illustrate CML’s commitment to Young Minds, CML’s number one strategy.

Library operations were impacted by the pandemic and programs and services were disrupted. CML maintained connections and engagement with customers and adapted by offering programs and services in new ways. Follow CML on social media (Facebook, Twitter) and check columbuslibrary.org for updates and a list of current library services and programs.

WE HELP CHILDREN SUCCEED

<table>
<thead>
<tr>
<th>Virtual Ready for Kindergarten Storytime</th>
<th>Helping parents and caregivers be their child’s first teacher</th>
</tr>
</thead>
<tbody>
<tr>
<td>Virtual &amp; In-Person Homework Help</td>
<td>Assisting K-12 students with school work</td>
</tr>
<tr>
<td>Virtual Kindergarten Success Camp</td>
<td>Helping 5 year olds and their parents gain skills and experience before entering school</td>
</tr>
<tr>
<td>Online Reading Buddies</td>
<td>Helping K-3 students with reading skills</td>
</tr>
<tr>
<td>Ready for Kindergarten Classes</td>
<td>Helping children and families get ready for kindergarten through hands-on practice</td>
</tr>
<tr>
<td>School Delivery</td>
<td>Providing students regular access to high-interest books at select elementary schools</td>
</tr>
</tbody>
</table>
General Fund Revenue and Expenditures

The table below provides a summary of the actual and forecasted revenue and expenditures of CML for the General Fund. The annual budget serves as the foundation for financial planning, performance monitoring, decision making, and control of expenditures. Additional detail on CML’s revenue and expenditures can be found on pages 6 and 7.

### 2021 General Fund Revenue & Expenditures

#### Revenue (in thousands)

<table>
<thead>
<tr>
<th>Description</th>
<th>2021 Budget</th>
<th>2020 Actual</th>
<th>2019 Actual</th>
<th>2018 Actual</th>
<th>2017 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Property Tax</td>
<td>$54,239</td>
<td>$53,672</td>
<td>$52,975</td>
<td>$52,934</td>
<td>$51,867</td>
</tr>
<tr>
<td>Public Library Fund (PLF)</td>
<td>$23,402</td>
<td>$22,826</td>
<td>$23,023</td>
<td>$21,990</td>
<td>$21,098</td>
</tr>
<tr>
<td>*PLF Debt Service Transfer</td>
<td>($6,776)</td>
<td>($7,577)</td>
<td>($5,899)</td>
<td>($5,722)</td>
<td>($5,734)</td>
</tr>
<tr>
<td>Net PLF Total</td>
<td>$16,626</td>
<td>$15,249</td>
<td>$17,124</td>
<td>$16,268</td>
<td>$15,364</td>
</tr>
<tr>
<td>Customer Fees</td>
<td>$125</td>
<td>$100</td>
<td>$238</td>
<td>$233</td>
<td>$281</td>
</tr>
<tr>
<td>Charges for Services</td>
<td>$717</td>
<td>$614</td>
<td>$1,078</td>
<td>$980</td>
<td>$926</td>
</tr>
<tr>
<td>Investment Revenue</td>
<td>$601</td>
<td>$1,327</td>
<td>$1,952</td>
<td>$1,397</td>
<td>$1,112</td>
</tr>
<tr>
<td>Miscellaneous</td>
<td>$404</td>
<td>$1,178</td>
<td>$564</td>
<td>$337</td>
<td>$1,525</td>
</tr>
<tr>
<td>Interfund Transfers In</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>TOTAL Revenue</strong></td>
<td><strong>$72,712</strong></td>
<td><strong>$72,139</strong></td>
<td><strong>$73,931</strong></td>
<td><strong>$72,149</strong></td>
<td><strong>$71,075</strong></td>
</tr>
</tbody>
</table>

*Approximately 30% of PLF is used to support the Debt Service Fund annually.

#### Expenditure (in thousands)

<table>
<thead>
<tr>
<th>Description</th>
<th>2021 Budget</th>
<th>2020 Actual</th>
<th>2019 Actual</th>
<th>2018 Actual</th>
<th>2017 Actual</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries &amp; Benefits</td>
<td>$44,711</td>
<td>$38,228</td>
<td>$43,300</td>
<td>$41,556</td>
<td>$40,013</td>
</tr>
<tr>
<td>Capital Outlay</td>
<td>$2,446</td>
<td>$2,735</td>
<td>$4,283</td>
<td>$5,860</td>
<td>$3,631</td>
</tr>
<tr>
<td>Operational Services</td>
<td>$12,036</td>
<td>$8,993</td>
<td>$11,738</td>
<td>$11,806</td>
<td>$11,493</td>
</tr>
<tr>
<td>Library Materials</td>
<td>$8,253</td>
<td>$6,117</td>
<td>$8,093</td>
<td>$7,668</td>
<td>$7,403</td>
</tr>
<tr>
<td>Other</td>
<td>$2,910</td>
<td>$964</td>
<td>$1,143</td>
<td>$1,038</td>
<td>$1,010</td>
</tr>
<tr>
<td>Supplies</td>
<td>$1,409</td>
<td>$1,095</td>
<td>$1,349</td>
<td>$955</td>
<td>$810</td>
</tr>
<tr>
<td><strong>TOTAL Expenditures</strong></td>
<td><strong>$71,766</strong></td>
<td><strong>$58,132</strong></td>
<td><strong>$69,905</strong></td>
<td><strong>$68,883</strong></td>
<td><strong>$64,360</strong></td>
</tr>
<tr>
<td>Revenue less Expenditures</td>
<td>$946</td>
<td>$14,007</td>
<td>$4,026</td>
<td>$3,266</td>
<td>$6,715</td>
</tr>
<tr>
<td>Interfund Transfers Out</td>
<td>$10,035</td>
<td>$20,275</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Beginning Cash Fund Balance</td>
<td>$81,873</td>
<td>$88,141</td>
<td>$84,114</td>
<td>$80,848</td>
<td>$74,133</td>
</tr>
<tr>
<td><strong>Ending Cash Fund Balance</strong></td>
<td><strong>$72,784</strong></td>
<td><strong>$81,873</strong></td>
<td><strong>$88,141</strong></td>
<td><strong>$84,114</strong></td>
<td><strong>$80,848</strong></td>
</tr>
</tbody>
</table>

Left: Students were eager to browse shelves for books when locations opened for browsing and other limited services.
Where the Money Comes From

2021 General Fund Revenue Estimates

General Property Tax: funds provided from a 2.8 mill continuing property tax levy

Public Library Fund: revenue received from the State of Ohio’s Public Library Fund. The Public Library Fund is funded with 1.66% of the State’s General Revenue Fund tax revenue and divided among Ohio’s public libraries. The percentage of the State General Revenue Fund tax revenue was temporarily increased to 1.70% for fiscal years 2020 and 2021, the increase will expire June 30, 2021.

Other Revenue Includes:
Charges for Services: contracts from other libraries in the Central Library Consortium for transportation services, Main Library parking garage fees, and copier and printing fees.
Customer Fees: lost library material fees. Overdue fines were eliminated January 2017.
Investment Revenue: is a result of interest earnings on investment of CML’s fund balance.
Miscellaneous: comprised of E-Rate reimbursements, grants and contributions to support library programs, refunds and proceeds from the sale of real and personal property. The federally funded E-Rate program provides discounts for qualifying telecommunications, internet access and internal connections to eligible schools and libraries.

Above: With locations open for Limited Services, customers can access a computer, reserve a table, use print services and check out library materials.
The 2021 expenditure budget supports CML’s long-term financial and operational strategy. Several budget measures were implemented in 2020 to reduce the current year’s expenditures. This early action was responsive to the short-term economic uncertainty caused by the pandemic and has placed CML in strong financial position to weather any continued economic uncertainty. In light of ongoing economic uncertainty, opportunities to achieve additional savings were fully evaluated during the 2021 budget development.

The 2020 Vision Plan and Capital Project Fund are discussed in more detail on the following pages.

Salaries & Benefits – CML is focused on talent management as organizational needs change. Current positions support newly expanded and opened locations. Staff are realigned as needed to fill vacancies during construction projects.

Capital Outlay – This budget focuses on furniture, fixtures and equipment over $10,000. Items budgeted in this category include branch updates such as new carpeting, paint, light fixtures, parking lot repairs and other facility improvements.

Operational Services – This budget includes a variety of expenses such as professional services, custodial cleaning, hardware and software support, licensing, building maintenance and repairs, training, utilities and rents/leases. Projects planned for 2021 include adapting to changing pandemic conditions and library programming such as enhanced educational support for K-12 learning environment.

Library Materials – This budget was developed with a focus on CML’s three external strategies by investing in materials to support Young Minds and Life Skills programming and services and refreshing collections for the new 2020 Vision Plan Phase II branches. The planned spend includes providing collections based on customer interest and demand and providing online informational databases to support Young Minds, My Library and Life Skills strategies.

Supplies / Other – This budget includes office supplies, cleaning and maintenance supplies, furniture and equipment under $10,000, program supplies and computers. This budget also includes CML’s contribution supporting the joint venture with Worthington Libraries for the Northwest Library on Hard Road. Contingency funds for unexpected expenses are also budgeted in this category.

Above: Staff helping students build reading skills through virtual Reading Buddies and virtual Storytime.
The Debt Service Fund provides for the retirement of the current year principal and interest on CML’s long-term debt obligations and payment of any trustee fees associated with administration of the debt.

CML’s Debt

CML had $96.8 million in debt outstanding as of January 1, 2021, the majority of which is related to the 2019 and 2020 Public Library Fund (PLF) Notes. The PLF Notes are special obligations and secured by a pledge of CML’s allocation from the Public Library Fund and have a final maturity of 2043. CML’s outstanding debt is currently rated Aa2 by Moody’s Investors Service. CML’s rating is tied to the State of Ohio’s credit rating since the PLF notes are secured by PLF, which is a distribution of State revenue.

The 2012 and 2019 Notes were issued to fund a portion of CML’s long-term facilities plan (2020 Vision Plan*). Refunding Notes represent debt issued to refinance previous debt at a lower interest rate. CML saves money by reducing payments over the term of the debt.

In 2012, CML issued $92.3 million of Public Library Fund (PLF) Notes to fund a portion of the 2020 Vision Plan Phase I projects. CML issued $33.3 million of Public Library Notes in 2019 to fund a portion of the 2020 Vision Plan Phase II projects.

CML refinanced a portion of the Series 2012 PLF Notes in 2016 and 2017 and refinanced the remainder in 2020. By refinancing, CML achieved nearly $13 million in net present value savings on the three series of refunding notes. PLF monies are receipted annually in the Debt Service Fund to cover debt repayment. The detailed debt service schedules are included in CML’s Comprehensive Annual Financial Report.

Summary of CML’s Public Library Fund Notes
(as of 1/1/2021)

<table>
<thead>
<tr>
<th>Purpose</th>
<th>Dated Date (issuance date)</th>
<th>Final Maturity</th>
<th>Outstanding Par Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Fund Facilities Notes, Series 2012-1</td>
<td>11/15/2012</td>
<td>12/1/2020</td>
<td>$  -</td>
</tr>
<tr>
<td>Library Fund Facilities Notes, Series 2012-2 (Taxable)</td>
<td>11/15/2012</td>
<td>12/1/2020</td>
<td>$  -</td>
</tr>
<tr>
<td>Library Fund Facilities Refunding Notes, Series 2016</td>
<td>6/30/2016</td>
<td>12/1/2025</td>
<td>$ 9,065,000</td>
</tr>
<tr>
<td>Library Fund Facilities Refunding Notes, Series 2017</td>
<td>11/8/2017</td>
<td>12/1/2027</td>
<td>$ 8,375,000</td>
</tr>
<tr>
<td>Library Fund Facilities Notes, Series 2019</td>
<td>10/31/2019</td>
<td>12/1/2043</td>
<td>$ 28,845,000</td>
</tr>
<tr>
<td>Library Fund Facilities Refunding Notes, Series 2020</td>
<td>9/3/2020</td>
<td>12/1/2027</td>
<td>$ 50,555,000</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>$ 96,840,000</strong></td>
</tr>
</tbody>
</table>

*The 2020 Vision Plan is discussed in more detail on page 9.*
CML’s long-term facilities plan, the 2020 Vision Plan, is aligned with CML’s strategic plan and a key focus of the strategic plan is My Library: Creating the Next Generation Library. The 2020 Vision Plan brings 21st century (next generation) libraries to our communities creating a library that works for the customer and the community. The 2020 Vision Plan is a multi-phased comprehensive blueprint that reinvents and revitalizes the entire 600,000 square feet maintained by CML. Projects are identified based on a number of criteria including, but not limited to, building age, building size, population served, growing needs of the community, and usage statistics. New or renovated facilities address space constraints, improved technology and the changing dynamics of the library service model.

Phase I of the 2020 Vision Plan included the replacement or renovation of seven urban branches, two suburban branches and Main Library. The final Phase I project, Dublin Branch, opened in June 2019. The Board of Trustees approved borrowing funds, in anticipation of future Public Library Fund receipts, to fund a portion of the Phase I projects; Columbus Metropolitan Library Foundation, a separate 501(c)(3), contributed $21.5 million to fund the plan. The total cost of the Phase I projects was approximately $132 million.

In June 2018, the Board of Trustees approved the continuation of the 2020 Vision Plan and authorized four additional building projects. Phase II of the 2020 Vision Plan includes renovating or replacing two urban branches and two suburban branches. Phase II will be funded through a combination of debt, operational savings and fundraising. Phase II is expected to cost approximately $77 million. Similar to Phase I, the Board of Trustees approved long-term debt and in 2019 CML issued $33M Public Library Notes to fund a portion of the Phase II projects.

CML capital projects are traditionally approved by the Board of Trustees as individual project budgets. The budgets for the 2020 Vision Plan are established and approved by the Board as components for each Phase. Establishing budgets by component provides more cross-project flexibility and allows for better management of variances across projects.

The project components are defined as:
- Program Budget: costs associated with pre-construction design services and construction management fees.
- Land Budget: costs associated with purchasing property, if applicable, site preparation fees and related legal fees.
- Construction Budget: costs associated with design and construction of a facility, including legal, permit and utility connection fees.
- Furniture, Fixtures and Equipment Budget: costs associated with contents of a building, including security system, technology and public art.

### 2020VP Projects – Phase I

Projects & Year Opened
- Driving Park Branch: 2014
- Whitehall Branch: 2015
- Parsons Branch: 2016
- Main Library: 2016
- Northern Lights Branch: 2016
- Shepard Branch: 2016
- Northside Branch: 2017
- Hilliard Branch: 2018
- Martin Luther King Branch: 2018
- Dublin Branch: 2019

### 2020VP Projects – Phase II

- Karl Road Branch*: the new building is expected to open in 2021
- Hilltop Branch*: the renovated building is expected to open in 2021
- Gahanna Branch*: the new building is expected to open in early 2022
- Reynoldsburg Branch*: the new building is expected to open in 2022 or 2023
  *Estimated, subject to change.

Above: New Karl Road Branch rendering. The new branch will have an enhanced children’s area, expanded Homework Help Center, dedicated teen space, and more meeting rooms.
Projects Completed During 2020

In 2020, $2.7 million was invested in facility and technology projects. Due to the economic uncertainty and capacity restraints brought upon by the COVID-19 pandemic, many projects were delayed until 2021. The following projects were completed:

- Completed a variety of maintenance projects at Main Library such as planned elevator maintenance, entrance door improvements, restroom upgrades, improved heating and cooling in study rooms and parking garage maintenance. The total cost of these projects was $1.2M.
- Replaced end of life parking lot and sidewalks and redesigned and replaced the building entrance and lighting to improve customer safety. The project improved traffic and pedestrian flow. The total project cost was $508K.
- Installed needlepoint bipolar ionization devices at all branches. The air purifying devices improve air quality and help mitigate the spread of airborne pathogens. The total cost was $320K. CML received CARES Act funding to offset a majority of the cost.
- Repaired exterior building envelopes to prolong the life and increase the efficiency of five branches. The total project cost was $210K.
- Parking lot repairs and maintenance at five branches. The project cost was $41K.
- Installed Smart Mobility Hub (Hub) at the Linden Branch. The Hub is an interactive digital kiosk that provides access to real time travel information, trip planning, payment service, Wi-Fi, emergency calling, social services, maps and direct access to mobility providers in a standalone unit. Through a partnership with the City of Columbus and Smart Columbus, the cost of this project was minimal.

Projects Planned for 2021

The funds appropriated for general fund and operational projects includes a contingency for unplanned projects. The following projects are scheduled for 2021:

- Design and build out a larger full service branch in Canal Winchester. The cost of the project is estimated to be $750K.
- Renovation of the East Plaza of Main Library to improve customer programming and event space. The cost of the project is estimated to be $500K.
- Repair and replace landscaping, exterior lighting, parking lot, and building envelope at the Linden Branch. Implement new security focused layout for the front desk, Children’s, Teen, and Homework Help areas. Replace customer service desk, shelving, carpet, paint, lighting, and ceiling tile. The cost of the project is estimated to be $380K.
- Replace aging public computers at multiple branches. The cost of the project is estimated to be $350K.
- Reduce physical keys by adding badge readers to select doors to improve building security. The cost of this project is estimated to be $180K.
- Refresh the Whitehall Branch with new carpet and paint, repair drywall and door frames, and modify furniture and lighting layout in public areas. The cost of the project is estimated to be $80K.
- Redesign and update Southeast Branch landscaping, site drainage, exterior lighting, and building envelope. The cost of the project is estimated to be $70K.
- Perform building assessments and implement changes to reduce physical touch points in restrooms, doors, and kitchenettes. The cost of the project is estimated to be $40K.

Left: New customer entrance at the South High Branch
Right: Smart Mobility Hub at the Linden Branch
CML is focused on customers and the future of the community and our purpose is to inspire reading, share resources and connect people. Initiatives and accomplishments are aligned with and support the Strategic Plan. The Strategic Plan focuses on three external strategies: Young Minds, My Library and Life Skills; and three internal strategies: Our People, Our Partners and Our Work. More detailed information on CML’s Strategic Plan is available at columbuslibrary.org.

- Partnered with Battelle and OCLC to test the impact of COVID-19 coronavirus on library materials to assess the virus’s longevity to determine best practice for the safe handling of library materials.
- Launched a COVID-19 Coronavirus Response page on CML’s website to link customers to community resources and COVID-19 updates.
- Partnered with The Center of Science and Industry (COSI) to promote science and literacy with virtual events as part of a new program called COSI Connects Reading and Science.
- Provided healthy grab and go meals, lunches and snacks to children ages 1-18:
  - Partnered with Children’s Hunger Alliance (CHA) for the sixth year to provide Grab & Go snacks and meals
  - Partnered with Columbus Recreation and Parks Department and CHA to offer Summer Lunch for the 19th year and Summer Snack for the seventh year
- Hosted two free virtual Social Services Fairs bringing together a variety of agencies to connect customers with help on food access, legal aid, rent stabilization funds, childcare, job help and more.
- Distributed low-cost computers and affordable broadband internet to eligible low-income individuals through a partnership with PCs for People and financial support from a variety of community partners.
- Launched My Upload, a historic preservation tool enabling customers to upload photos to CML’s digital collection.
- Hosted the second annual professional development day for more than 300 Columbus City Schools’ early childhood educators. The program moved from an in-person program to highly engaging virtual presentations on educator resources, pre-K book lists and demonstrations, and storytime techniques that promote early literacy.
- Launched “Reserve and Expert”, which allows customers to book an online, one-on-one virtual appointment with a CML librarian to get help with genealogy, local history, business information, job search help or downloading digital content.
- Local History and Genealogy team hosted a series of virtual programs such as Beginning Genealogy; Using Ancestry.com, Forgotten Landmarks of Columbus; Spooky Sites of Columbus and The Holidays in Columbus.
- Partnered with eight other central Ohio library systems for a citywide reading initiative, Let’s Talk About Race: One Book – One Community. The program invited the community to read the same book, STAMPED: Racism, Antiracism and You.
- Created a new monthly social justice conversation series, Speak Up/Speak Out, which features community leaders discussing different books, articles, movies or music. The series will facilitate critical community conversations around race, racism and social justice.
- CML is focused on helping children succeed. In 2020 CML began offering many programs virtually to ensure the health and safety of customers and staff. To reach students during the pandemic CML:
  - Offered School Help for students, teachers and parents with online K-12 Homework Help and online K-3 Reading Practice to support virtual learning.
  - Launched HelpNow to provide 24-hour access to study tools and test preparation for students.
  - Moved to online-only Summer Reading Challenge (SRC). SRC is CML’s signature program to keep young readers from losing critical literacy skills during the summer months.
  - Began recording and streaming Storytime programs. Storytime is a fun and interactive way to teach children letter recognition, beginning letter sounds, rhyming and vocabulary.
  - Prepared preschoolers for kindergarten with Virtual Kindergarten Success Camp and Virtual Ready for Kindergarten Classes.
  - Held an online-only Winter Reading Challenge for individual students and classrooms.
Challenges and Opportunities for 2021 and Beyond

- Restoring library programs and services beyond the pandemic
- Adapting service demands to meet changing customer and community needs
- Increased programs and services to address broadband inequities in the community
- Long-term uncertainty in state funding (Public Library Fund)
- Partnering with library leaders to impact the evolving roles of libraries within communities
- Pursuing partnerships, advocacy and community relationships to supplement the budget and enhance services
- Leveraging transformative technology in anticipation of future expectations
- Investing in staff to meet evolving community demands
- Adapting our collection in response to shifting demand for increased digital content
- Identifying cost-effective and innovative ways to improve operations
- Continuing to enhance safety and security

CML remains committed to offering programs and services safely and follows guidelines provided by health officials. Customers can browse the shelves to pick up items, get pre-selected books bundles or use contact-free Curbside Pickup and get Grab & Go Books offered at curbside.