



## Creating a Place to Dream, Create and Grow

### Message from the Director



Felton Thomas, Jr., director of Cleveland Public Library, addresses the challenges and accomplishments of the Library in 2009. [VIDEO]



my place<sup>2</sup> grow.

dream.

create.

In 2009, leadership at Cleveland Public Library did a lot of listening. We sent out thousands of surveys, hosted Town Hall meetings and met one-on-one with hundreds of patrons in an effort to learn how the Library could better serve the local community. I'm happy to report that what we heard was that we're doing a lot of things right. Our collections, our programming and our customer service all received high marks. This means a great deal to us. It reinforces what I believed when I first joined this organization a year ago—that Cleveland Public Library has a lot to offer locally, regionally, nationally and beyond.

As is the case with almost any organization, however, we realized there was room for improvement and areas that deserved attention. As a result, we're making a number of changes. Some of these changes were already visible in 2009, but more will be taking shape in 2010.

Cleveland Public Library is continuing to evolve and identify new ways that we can respond to community needs. Through this process, we are staying true to our core values:

- Selflessness
- Trust
- Accountability
- Integrity
- Respect
- Sense of Possibility

For nearly 140 years, Cleveland Public Library has been an integral part of the community. We have helped to shape and enrich lives in so many ways—through literacy programs, job skills training, cultural programming, multicultural celebrations and much more. We are focusing now on those programs and services that the community told us mattered most. And we're working hard to create an environment that fosters inspiration, innovation and imagination. Whether you seek to learn or simply enjoy, we invite you to experience the new Cleveland Public Library and discover why it is the place to dream, create and grow.

Felton Thomas, Jr.  
Director

