

18,940,316



MAKING AN IMPACT
ANNUAL REPORT 2004

A Message From Our Chair, Board of Trustees

In 2004, Carnegie Library of Pittsburgh provided Allegheny County residents 18,940,316 minutes of free computer access. Just imagine for a moment how different your everyday life would be if you were denied the accessibility of online resources. Many of our customers only have access to a computer at the Library. It is easy to take something as simple as a computer for granted when the availability of technology is so prevalent in our workplace, homes, schools and libraries. For our customers, 18,940,316 minutes means the ability to explore a wealth of databases ranging from jobs and careers to genealogy, and the power to access 3.5 million items in our ever expanding catalog, including eBooks, CDs, audiotapes and more.

And that is just a small sample of the many ways Carnegie Library of Pittsburgh touches lives. As you read through the pages of our annual report, you can feel the impact the Library has on our community. You will meet a few of our customers, hear their stories and introduce you to many of the invaluable tools the Library provides. I hope the words of our customers spark your own special Library memory.

With the influx of technology comes change and, of course, Carnegie Library of Pittsburgh will continue to embrace those changes. I am pleased to introduce our new Director, Dr. Barbara K. Mistick, who I am confident will lead with a vision that will take the Library to the next level and beyond.

Thank you for the continued support you have shown throughout the year.

Sincerely,

A handwritten signature in black ink that reads "Frank J. Lucchino". The signature is written in a cursive, flowing style.

FRANK J. LUCCHINO, CHAIR,
BOARD OF TRUSTEES



A Message From Our Director

Greetings!

When Andrew Carnegie established the library movement in Pittsburgh he firmly believed libraries would be central to the vitality of our community. Through your financial support, Carnegie Library of Pittsburgh has lived up to his legacy by constantly evolving. No longer is it acceptable to think of the Library in terms of just books.

We truly are a community destination. Step into one of our locations and you will feel the energy, the vibrancy of the neighborhood. Discover children's story time, join a book club, challenge yourself with one of our diverse classes, and introduce your own family to ours.

I am proud to lead an organization that is the heart of the Pittsburgh community. Throughout the Library's 110 year history we have remained true to Carnegie's vision and continue to be "free to the people" thanks to your generosity. Your support of our annual fund is critical to the development of cutting-edge programming, state-of-the-art facilities and unique collections that serve as the benchmark for other libraries to follow.

I look forward to serving as your Director and building a stronger Library that future generations can enjoy.

Warm Regards,

A handwritten signature in black ink that reads "Barbara K. Mistick". The signature is written in a cursive style.

DR. BARBARA K. MISTICK, DIRECTOR,
CARNEGIE LIBRARY OF PITTSBURGH

“

It surprised me

that the *Library* would have a filmmaking course.

I wouldn't

dream

of missing these classes.

I've learned so much and have met new people
who share my interests in film and art. ”

Zack Wallanau, Highland Park, student

If you are convinced that coloring outside the lines is just “wrong” —you might want to skip this section: this is about breakthroughs. What does a breakthrough look like anyway? Our breakthroughs focus on better serving customers.

We’re launching exciting new programs, offering more formats such as MP3s and making our services easier to get from home, from school, or from anyplace.

As we continue to incorporate new technologies and ideas adapting to the 21st century, we’ve remained an essential information resource and a treasured destination. These innovative new offerings, talented staffs, extensive services and vast collections combine to deliver a compelling experience which keeps curious learners coming back.

37

Our state-of-the-art Mobile Outreach Van brought specialized services of the Library for the Blind and Physically Handicapped to 37 counties throughout Western Pennsylvania in 2004.

CybraryN

CybraryN, a time-management software installed on all public computers in 2004, enables customers with a valid library card to access library computers without the need for assistance.

3.1M

We’ve nearly doubled spending on library collections increasing this priority area of the budget from \$1.5 million (1999) to \$3.1 million (2004).

1,000+

“I went from a D to an A+ in Social Studies!” 1,000+ students, grade 4–12, have benefited from our Live Homework Help service in 2004. This free, online tutoring service provides students with assistance in Math, Science, Social Studies and English.

400

400 middle and high school students participated in our first-ever *Really Cool Career Day* to discuss education, job responsibilities and market trends with 22 career field representatives.

Looking to the future with a desire to better serve customers, Carnegie Library of Pittsburgh has embarked upon a comprehensive, first-ever Capital Improvement Program creating facilities to meet the needs of the 21st century customer. We are honored to have served this region for over a century and now, our capital investments are a catalyst for other neighborhood development.

Library visitors will find more than fresh paint and new flooring; customers will find the library easier to use and with more conveniences. We offer a dynamic, user-friendly, welcoming environment, incorporating 'green' building principles, new conveniences and time-saving technology along the way.

Our grand design is simply the desire to bring people into the wonders of how deep and important libraries are. Amazingly, in these newly revitalized libraries, the idea of reading War and Peace doesn't feel so daunting. While the book is still 1,408 pages, the profound transformation of the libraries is inspiration anew for thousands of area citizens.

98,250

Over 98,250 people visited Carnegie Library of Pittsburgh–Brookline between February and December 2004 which is a 38% jump in visitors post-capital improvements.

187%

A full year after extensive Capital Improvements, Carnegie Library of Pittsburgh–Homewood shows dramatic increases of 187% in Children's and Teen Print Circulation.

247,020

In just a three month period after extensive First Floor Renovations, circulation at Main Library increased 29% to 247,020 items. During this same period, print circulation rose 50%.

1,100

After the \$2.9 million 'green' renovation at Carnegie Library of Pittsburgh–Brookline, the staff completed over 1,100 library card applications within the first month after opening.

57%

Overall circulation is up 57% since Carnegie Library of Pittsburgh–Hazelwood relocated to Second Avenue in April 2004; Children and Teen Print Circulation increased 122%.

“The Library’s renovation is the *stepping stone* to

REBUILDING THE COMMUNITY

and getting people back to shopping on the Boulevard. It’s the first step to

making things better.”

Amy Fisher with son Alexander, Brookline, realtor and Chamber of Commerce Chair



Award Winning

Carnegie Library of Pittsburgh was honored this year by the Pennsylvania Library Association with the annual *Best Practices Award for Programming and Services to Children Under the Age of Six, Their Families and Caregivers* for its innovative early literacy work.

95%

29,460 Pittsburgh Public Schools students participated in the BLAST (Bringing Libraries and Schools Together) program in 2004. BLAST is presented in 95% of the Pittsburgh Public School District's elementary schools.

660

The After School Kid's Club at Carnegie Library of Pittsburgh—Hazelwood has assisted over 660 children with their homework assignments since the program's inception in September 2002.

7,193

Carnegie Library of Pittsburgh Kids Summer Reading web site launched in 2004. This interactive web site allowed 7,193 children to register online for the Summer Reading program, keep an online book log, write and read reviews and play Summer Reading theme-related games.

129

129 adults and 126 children attended Carnegie Library of Pittsburgh—Brookline's five-week series, Family Place Care Time. The program expands the traditional role of public libraries into community centers for early childhood information, parent education, socialization, emergent literacy and family support.

Our longstanding commitment to young readers is about kids and the future of this region. Carnegie Library of Pittsburgh plays a vital role in preparing every child for school; it is an essential first stop for new parents.

We strive to create opportunities for our youngest customers to explore ideas, to develop skills and to continue their learning in a fun, enriching environment. The children in Pittsburgh inspired us to establish the first Children's Department in a public library. (That happened way back in 1899. We've concentrated on helping children and families succeed ever since.)

Sadly, we are aware of too many area households where children do not have direct access to books, newspapers, or magazines. Carnegie Library of Pittsburgh has ensured that the most vulnerable are reached either within the walls of the library or through other institutions and agencies such as day care centers, preschools, and elementary, middle and high schools.

The formal education system and the informal lifelong-learning resources provided by public libraries are deeply compatible. Carnegie Library of Pittsburgh offers students and children access to technology, an exceptional array of resources including print, audiovisual and electronic materials; and reading and preschool programs that serve to complement a formal academic setting.



“ We used to come to the *Library* twice a year,
NOW we come **twice a week.**

Teachers are able to use **library resources** to
develop their lesson plans **now.**”

Lois White, Hazelwood, Headstart teacher

“ I’m semi-retired and *searching* for my next career.

RESUMES ARE SUBMITTED ONLINE NOWADAYS.

I don't have a home computer, so

I rely on the library

and I'm here nearly every day. I'm grateful to the staff.”

R.T. Crystian, Jr., Homewood, retired banking executive

ask a
librarian

I can
help you:
find
information
choose books
locate
materials

customer
services

Our organization was established in 1895 in a simpler time before email and blogs, computers and networks, DVDs and MP3s. We remain absolutely convinced that now more than ever, customers need help wading through the information that is available to them in print and online. We hire and train the best people. We continually invest in new materials to maintain a robust collection of books and audiovisual materials. We upgrade our equipment and install time-saving conveniences such as self-checkout machines whenever possible.

Today, our library services are designed with the customer in mind.

TNS

An automated telephone notification system (TNS) was installed to inform customers when materials placed on reserve are ready for pickup or when materials are overdue. Customers also have the option to receive this information via email.

100,000

Carnegie Library of Pittsburgh's Technical Services Department processed 100,000 books and 19,194 additional library materials in 2004.

3.5 M

Our Shipping Department performs the critical exchange of circulating approximately 3.5 million library materials to our customers each year. Our fleet of nine vans travels over 80,000 miles each year throughout Allegheny County.

4,176,669

The publishers of *Pittsburgh Magazine* named Carnegie Library of Pittsburgh's web site as the Number One "Most Useful Web Site" in Pittsburgh. CLP's web site received 4,176,669 visits in 2004.

IA

Finding what you need is now easier, due to the development and implementation of a comprehensive multi-media signage system, referred to as Information Architecture.

“The Extravaganza celebrates what

WE DO TOGETHER all year. Visiting the *Library* is part of our weekly routine with no end in sight to the materials available. Together we are

exploring the world.”

Judy and Philippa Zang, Shadyside



Most people know Carnegie Library of Pittsburgh as an outstanding resource and research destination; however, libraries are community anchors, too.

Carnegie Library of Pittsburgh is a regional destination attracting more customers annually than Pittsburgh's beloved sports teams. Full of life, libraries are hubs for new and traditional programming, offering classes and activities that serve people of all ages and create new opportunities for dialogue and participation.

215%

From its inception, the Summer Reading Extravaganza's attendance has increased by 215% over the past four year.

4,000

Over 4,000 people attended the public Grand Opening Celebration of the newly renovated First Floor, Main Library.

2,634

Carnegie Library of Pittsburgh and Pittsburgh Arts & Lectures held 5 Black, White & READ All Over programs this year with 2,634 adults and children in attendance.

27,000

Over 27,000 children participated in the annual Summer Reading program.

50

345 jobseekers and 35 employees attended the Job and Career Education Center's (JCEC) Annual Job Fair. Approximately, 50 hires were generated from the Job Fair.

Deliberative Poll

In a unique partnership with Carnegie Mellon University and WQED Multimedia we launched Pittsburgh's first-ever Deliberative Poll. This new method of measuring public opinion brings people together to discuss ideas and better understand important issues.

CARNEGIE LIBRARY OF PITTSBURGH LOCATIONS

MAIN LIBRARY

4400 Forbes Avenue
Pittsburgh, PA 15213
412 622 3114

ALLEGHENY REGIONAL

5 Allegheny Square
Pittsburgh, PA 15212
412 237 1890

BEECHVIEW

1910 Broadway Avenue
Pittsburgh, PA 15216
412 563 2900

BROOKLINE

708 Brookline Blvd.
Pittsburgh, PA 15226
412 561 1003

CARRICK

1811 Brownsville Road
Pittsburgh, PA 15210
412 882 3897

DOWNTOWN & BUSINESS

612 Smithfield Street
Pittsburgh, PA 15222
412 281 5945

EAST LIBERTY

130 S. Whitfield Street
Pittsburgh, PA 15206
412 363 8232

HAZELWOOD

4901 Second Avenue
Pittsburgh, PA 15207
412 421 2517

HILL DISTRICT

419 Dinwiddie Street
Pittsburgh, PA 15219
412 281 3753

HOMEWOOD

7101 Hamilton Avenue
Pittsburgh, PA 15208
412 731 3080

KNOXVILLE

400 Brownsville Road
Pittsburgh, PA 15210
412 381 6543

LAWRENCEVILLE

279 Fisk Street
Pittsburgh, PA 15201
412 682 3668

LIBRARY FOR THE BLIND AND PHYSICALLY HANDICAPPED

Leonard C. Staisey Building
4724 Baum Boulevard
Pittsburgh, PA 15213
412 687 2440 / 800 242 0586

MARTIN LUTHER KING JR. READING CENTER (HILL DISTRICT)

Herron Avenue at
Milwaukee Street
Pittsburgh, PA 15219
412 622 6270

MOUNT WASHINGTON

315 Grandview Avenue
Pittsburgh, PA 15211
412 381 3380

SHERADEN

720 Sherwood Avenue
Pittsburgh, PA 15204
412 331 1135

SOUTH SIDE

2205 East Carson St.
Pittsburgh, PA 15203
412 431 0505

SQUIRREL HILL

5801 Forbes Avenue
Pittsburgh, PA 15217
412 422 9650

WEST END

47 Wabash Avenue
Pittsburgh, PA 15220
412 921 1717

WOODS RUN

1201 Woods Run Avenue
Pittsburgh, PA 15212
412 761 3730

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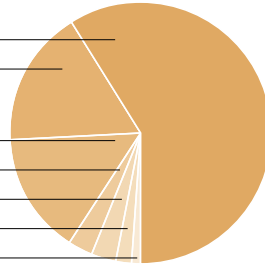
DIRECTOR

Dr. Barbara K. Mistick

2004 LIBRARY STATISTICS AT A GLANCE

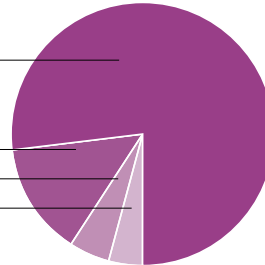
REVENUES

- 59% Allegheny Regional Asset District
- 17% Commonwealth of Pennsylvania
- 15% Gifts and Grants
- 3% Rentals, Fees, Other
- 3% City of Pittsburgh
- 2% Investment Return
- 1% Federal Government



EXPENSES

- 77% Main Library and Branches
- 14% Other Programs and Activities
- 5% Library for the Blind and Physically Handicapped
- 4% Depreciation



VITAL STATISTICS

5,451,697	Total Collection
4,176,669	Number of visits to the Web Site
2,974,020	Total Circulation
209,167/52,643	Library Card Registration (total cardholders / new & renewed cardholders)
1,630,850	Total Visits to CLP Locations
1,339,990	Questions Answered
20,000	Hours of Volunteer Service
7,423/86,755	Library Programs (programs / attendance)
2,946/37,691	Community Groups' Use of the Library (groups / attendance)
385	PC Center Computer Classes
\$21,784,500	2004 Operating Budget
\$9,052,655	Amount of endowment as of December 31, 2004

This information represents all 20 city-based libraries managed by Carnegie Library of Pittsburgh, including its Library for the Blind and Physically Handicapped.

During 2004, several of the most heavily used locations including Brookline, Hazelwood, Main Library Squirrel Hill, and the Library Center were temporarily closed or otherwise affected by the Capital Improvement Program.

For more detailed financial and statistical information, visit our website at www.carnegielibrary.org.

**2004 ANNUAL FUND
DONATIONS**

The Carnegie Library of Pittsburgh Annual Fund supports the services and programs offered by the Main Library, Library for the Blind and Physically Handicapped, Downtown and Business and the 17 neighborhood locations that make up the Carnegie Library of Pittsburgh system.

Carnegie Library of Pittsburgh extends sincere thanks to the following individuals and organizations for their generous Annual Fund Support. We would also like to thank those donors who wish to remain anonymous.

For more information about the Carnegie Library of Pittsburgh Annual Fund or to make a donation, please call 412 622 6276.

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* To benefit the Library for the Blind and Physically Handicapped

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We would also like to thank those donors who wish to remain anonymous.

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