



Dear Carnegie Library of Pittsburgh supporter:

Ordinarily at this time of year I would be mailing you a handsome annual report – celebrating our progress in rebuilding Pittsburgh’s library system, demonstrating the difference we make in our communities and outlining our plans for the future.

But the past year has been no ordinary year. Pennsylvania’s budget shortfall and the legislature’s consequent decision to reduce by half its funding to public libraries have forced the Carnegie Library of Pittsburgh to re-examine every program and service in light of a substantially diminished operating budget. Unfortunately, our annual report – which in recent years has garnered both awards and acclaim – is not immune to this newly mandated austerity. Thus the letter you are holding must serve as its surrogate.

The sudden loss of \$2.4 million dollars is no small blow to an organization that has traditionally provided service to more than 2 million customers on an annual operating budget of \$22 million.

Since our capital improvement program is funded separately (through the revenues from a bond issue backed by Allegheny Regional Asset District), our efforts to renovate and modernize our library system will not be affected by the drop in state funding. Thanks to the strong support of the Pittsburgh foundation community and Allegheny Regional Asset District, our rebuilding continues on schedule.

We appreciate, of course, that there is no small irony in augmenting bricks and mortar while curtailing service to the community. All the same, it would be irresponsible to redress an operating shortfall, which we hope will be temporary, with funding from a capital budget. Rather, we must find ways to adapt to an environment of diminished revenues.

This summer, we were forced to take steps to reduce operating expenses in light of our new financial realities. Three aims were paramount: to affect as few customers as possible; to do no permanent damage to programs; and to maintain consortium services (those we provide in partnership with other libraries to serve Allegheny County). Nevertheless, we were forced:

- To reduce our hours by an average of 20 percent
- To suspend Sunday service
- To curtail outreach services to schools, daycare centers, Head Start programs and senior citizens
- To cut spending on books, periodicals, audiovisual materials, etc. by some 10 percent

The immediate consequence of these combined actions was a 20 percent drop in visitors and a 25 percent drop in circulation in August from the same month in 2002. Some part of that decline undoubtedly resulted from the closure of our branches in Homewood and Brookline for renovations and from disruption of services at Main due to construction, but we believe the greatest portion was due to the cutback in hours and service.

In practical terms, what all this means is that we have been compelled to say “no” to many of the most vulnerable segments of our community. We have had to tell charitable organizations that rely on our meeting rooms to look for other venues. We have had to explain to children, senior citizens and the underprivileged that we cannot offer them learning enrichment and intellectual

stimulation. And we have had to cut back on the level of both the materials and human services we provide to the public at large.

Despite this present state of affairs, we have continued – indeed, redoubled – our efforts to build a future for Pittsburgh’s libraries that will make them second to none. We have worked to create a system that puts the library customer at the center: to make customer service the uppermost priority of our staff and to make library spaces more intuitive for customers to navigate, more inviting for them to linger in. Our goal is to make the library a vital destination for every citizen of Allegheny County.

Toward that end, our renovation efforts continue apace. Our Homewood branch will soon reopen and Brookline will follow before year’s end. In 2004, we will open renovated facilities in Woods Run, Squirrel Hill and our Main Library in Oakland. (These are described in more detail in the enclosed materials.)

But the changes we are making to these buildings are more than simply cosmetic. They are designed to bring our facilities into line with the needs and expectations of our customers. We are creating new ways of organizing information in our libraries – driven by our customers’ need for simplicity and convenience. When you walk into one of our newly renovated locations, you will find materials arranged in ways that help you find exactly what you’re looking for and to make your way among related areas of interest. We will take full advantage of such information technologies as plasma screen displays and interactive kiosks to make it easy to locate information and to explore different dimensions of a subject.

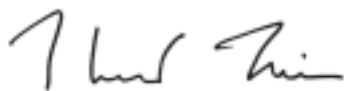
We are also working to train our staff to provide customers with a service experience that exceeds their expectations at every turn. We want our staff to see themselves, not as keepers of information, but as enablers of possibility. And we want every customer to receive the highest level of “concierge service” on every library visit.

Plainly, this ambitious vision can’t be realized if the present funding crisis is not alleviated. As Economist Richard Florida has shown, there is a close correlation between a region’s prosperity and its support of the “creative class” – the artists, scientists and inventors who fashion the engines of its economic growth. The members of the creative class are (or, at least, should be) a core constituency of our library system, and Pittsburgh’s libraries should be places where their creativity can be nurtured and challenged.

If we want to keep our region prosperous, therefore, we must make certain that the institutions that sustain our creative class are healthy and strong. Of these, the Carnegie Library of Pittsburgh is surely among the most critical.

Libraries are more than a civilizing force in our community. They are also the fuel that drives our region’s economy. We cannot grow without them.

Sincerely,

A handwritten signature in black ink, appearing to read "Herb Elish". The signature is fluid and cursive, with the first letter of each name being capitalized and prominent.

Herb Elish



Carnegie Library of Pittsburgh
2002 Annual Report

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HOMEFIELD



Today's busy customers want library services to be convenient and comfortable. We are engaging library users, residents, and community groups in the discussions to improve library services. Together we're creating a 21st century library system.

This 93-year old library now completely restored to its original grandeur also includes updated meeting rooms, a new elevator and new accessible restrooms, as well as a fully equipped 300-person auditorium for public use.

Opening - November 2003
Architects - Pfaffmann & Associates

BROOKLYNE



Located in the heart of the business district, this location is being transformed from an ordinary storefront into an exciting and modern space – a destination and main street anchor. The infusion of daylight through the use of a light wall and skylights enhance the building's aesthetics and overall efficiency. This is a LEED certified project.

Opening - January 2004
Architects - Loysen + Kreuthmeier

HTO LAKHT

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Melding modern design and technology with 1895 architecture, key features of the first floor renovation include a comprehensive signage and electronic information display system and centralized customer services stations. A new retail area will offer a coffee bar, used books and signature merchandise such as CLP's Remember Pittsburgh Collection.



As part of a comprehensive reorganization of the entire Main Library, the first floor will be transformed into an area where customers will find and enjoy high-demand items such as best sellers, fiction, biographies, and newspapers.

Opening - June 2004
Architects - EDGE studio

MAIN LIBRARY

Carnegie Library of Pittsburgh 2002 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 and the neighborhood locations that make up the Carnegie Library of Pittsburgh system.

Carnegie Library of Pittsburgh and the Carnegie Library of Pittsburgh Foundation extend sincere thanks to the individuals and organizations listed below 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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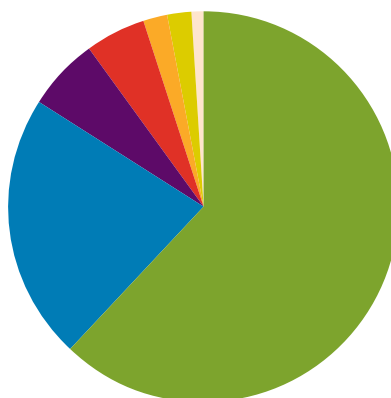
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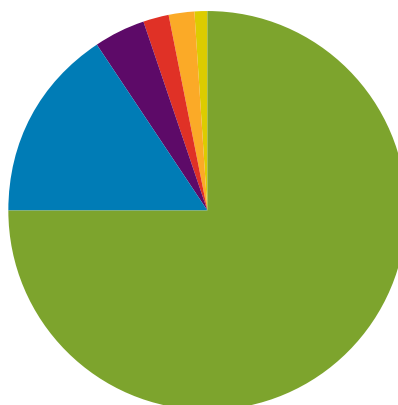
Revenues

62 %	Allegheny Regional Asset District
22 %	Commonwealth of Pennsylvania
6 %	Gifts and Grants
5 %	Rentals, Fees, Other
2 %	Federal Government
2 %	Investment Return
1 %	City of Pittsburgh



Expenses

72 %	Main Library and Branches
15 %	EiNetwork
4 %	Library for the Blind and Physically Handicapped
2 %	Other Programs and Activities
2 %	County Bookmobile
1 %	Depreciation



2002 Library Statistics at a Glance

3,256,853	Total Circulation
207,896 / 55,407	Library Card Registration (<i>cardholders / new cardholders</i>)
2,039,993	Questions Answered
2,367,716	Total Catalogued Items
9,889 / 178,738	Library Programs (<i>programs / attendance</i>)
3,486 / 57,096	Community Groups' Use of the Library (<i>groups / attendance</i>)

143,009	Average Number of Unique Website Users per Month
3,844,315	Number of Visits to the Website

Statistics include the Allegheny County Library Association Bookmobile and Carnegie Library of Pittsburgh's Library for the Blind and Physically Handicapped. For more detailed financial and statistical information, visit our website at www.carnegielibrary.org

