

Toledo Lucas County Public Library

# Public Impacts & Social Return

Social Return on Investment • Organizational Value Proposition Model



## Introduction

The Toledo Lucas County Public Library engaged the services of the Center for Regional Development to conduct a Social Return on Investment (SROI). This SROI analysis evaluates the Toledo Lucas County Public Library's impact across its strategic priorities, demonstrating how the Library serves as a vital anchor institution in the community that generates substantial social and economic value. This rigorous data-driven process is often described as transformational because it moves to measure socio-economic value of services provided and the impact of these services.

SROI's forward-thinking approach to evaluation is gaining recognition for both its measurement and telling the organization's full story. It empowers organizations such as libraries to fully assess their contribution to the communities they serve.

This report was made possible by:

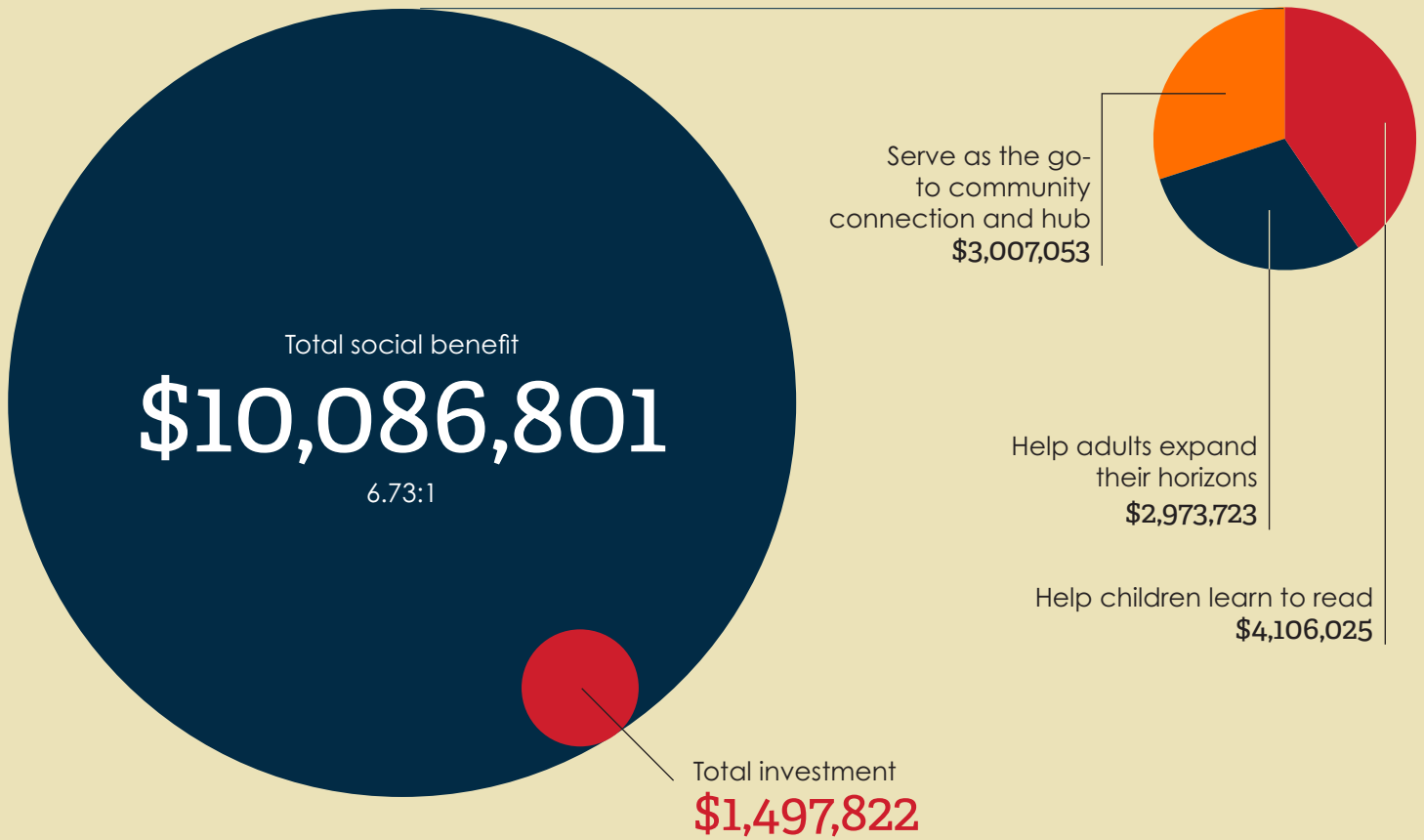
BGSU's Center for Regional Development  
Toledo Lucas County Public Library



# Public Impacts & Social Return

**\$6.73** in social benefit is created in return for every \$1 that is invested into the Toledo Lucas County Public Library system.

## A breakdown of the Social Return on Investment



## Key outcomes

Help children learn to read

- Early literacy
- Kindergarten readiness
- Reduced need for remedial edu.

Help adults expand their horizons

- Workforce development
- Digital access
- Entrepreneurial support

Serve as the go-to community connection and hub

- Access to local services
- Reduced social isolation
- Improved community health

# A look at Library programs and their benefits

## Help children learn to read

Storytimes • Ready to Read (focus on *Countdown to Kindergarten*) • Reading challenges (Summer Read and 101 Picture Book Challenge)

### Storytimes

Children develop language skills; early love of reading; family engagement in literacy

### Ready to Read

Smooth transition into kindergarten for children and families

### Reading challenges

Reduction in learning loss; lifelong reading habits; stronger family involvement in literacy



I have been participating in the Summer Reading Challenge for over 20 years. It has been a wonderful influence and motivator on my love of reading since I was a child.

## Help adults expand their horizons

Authors! • Small business and nonprofit assistance • Technology access and assistance

### Authors!

Enriched cultural/educational experiences; community pride and social connection; inclusivity of diverse voices

### Small business/nonprofit assistance

Strong local businesses and nonprofits; building of skills to address organizational changes

### Tech access and assistance

Barrier-free access to technology; building of essential digital skills; workforce readiness; education; participation in civic/community life



I'm so happy that I can pick and choose which authors I want to hear from. It's a great opportunity to meet authors and enjoy the Q-and-A. Toledo is so lucky for [the Authors!] program!

## Serve as the go-to community connection and hub

Meeting room usage • Onsite community health and human services • Outreach services (Mobile Services, home delivery, childcare materials)

### Meeting room usage

Access to high-quality space; community connection; sharing of information; reduce financial barriers; feelings of value

### Onsite community HHS

Barrier-free access to health, workforce, and social services within trusted and accessible community spaces

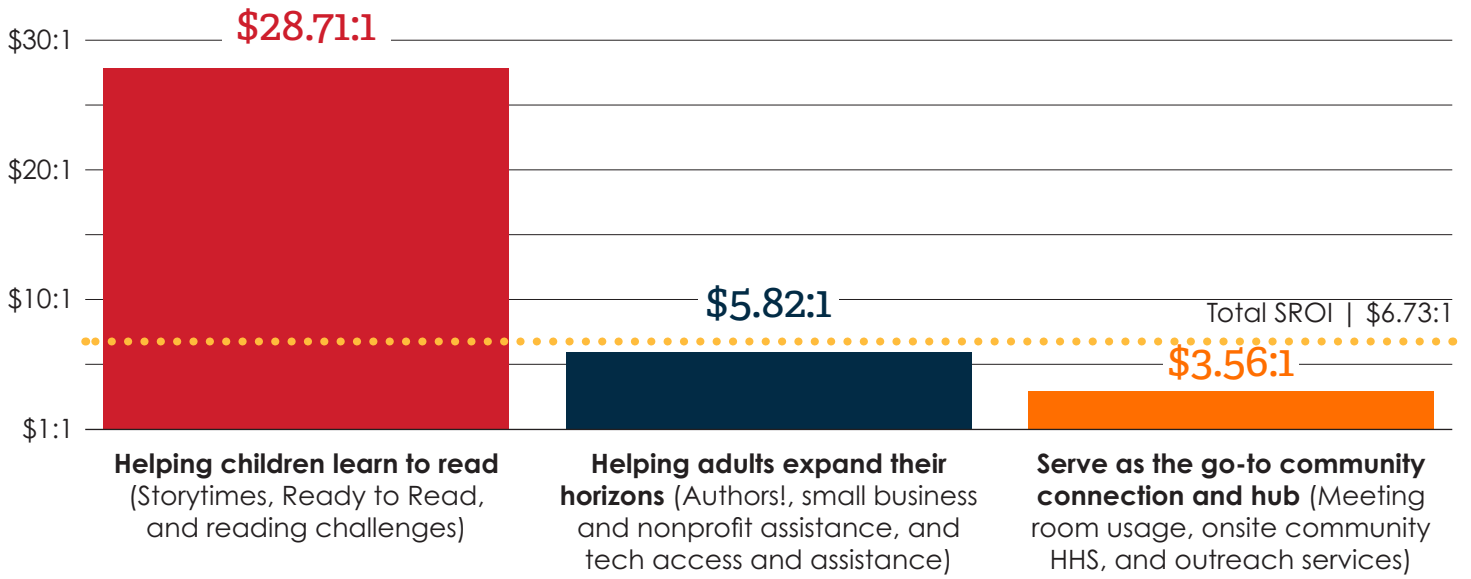
### Outreach services

Accessible and barrier-free access to library services; reduced social isolation; improved quality of life



[Meeting rooms are] easy to book and use. The staff are friendly and eager to help. We don't have the ability to meet with our community anywhere else, so we love our library!

# The social return on investments by program by ratio



## How the programs break down by dollars

