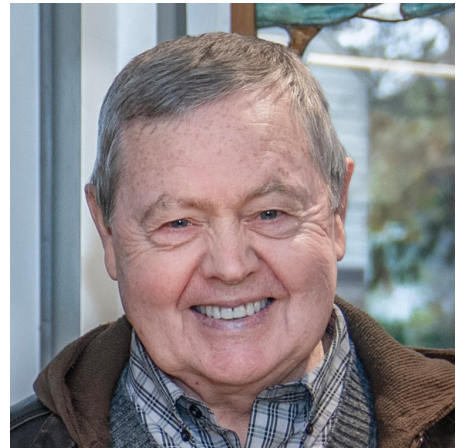




**SHAKER HEIGHTS
PUBLIC LIBRARY**

ANNUAL
REPORT
2023



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SUMMARY



Mission

Shaker Heights Public Library strengthens our diverse community and transforms lives by bringing together people, information, and ideas.



Library Overview



Service area
**Shaker Heights
School District**



Population
32,433



Employees
73

The year 2023 was a year of innovation and celebrating the new. We opened our beautiful Bertram Woods Branch after almost a year of renovation. We hosted our first big name author in our Main Library atrium, with 300 attendees in person and online. We found new ways to connect with children and teens, and our local history programming was recognized by Ohio's State Historic Preservation Office. We also completed our Strategic Plan, envisioning new possibilities for the library. We are looking forward to what's to come, as a result of the work we've accomplished this year!

— Director Amy L. Switzer

STRATEGIC PLAN



Foster Connections

We will:

- Become known as the place for discovery. Promote the library as a place of individual transformation with unparalleled access to resources.
- Be an exciting destination. Provide a platform for connection both inside and outside library walls.
- Be radically welcoming. Go out of our way to make sure people feel this is a place for them.
- Build equitable and inclusive offerings that reflect a deeper awareness and empathy for all.
- Enhance the convenience and ease of using the library.

Expand Our Visibility and Awareness of Our Value

We will:

- Listen to community needs. Understand community perception of the value of Shaker Library.
- Lead or support community conversations that tie in to Shaker Library goals.
- Be good stewards of our resources. Provide fiscal and environmental sustainability.
- Ensure project sustainability (financial and staffing) through careful selection of priorities.
- Be an active participant in solving complex community problems.
- Share our story and successes.

Unlock the Power of Partners

We will:

- Renew our understanding of community, aspirations and needs.
- Strategically cultivate new or deeper relationships with partners. Be seen as a part of community solutions.
- Redefine and invest in community engagement and partnerships.
- Pursue renewal after the pandemic. Renew connections and strategy and put people first.

Build a More Equitable and Inclusive Institution

We will:

- Foster an internal culture of growth, learning, risk taking, and innovation.
- Prioritize staffing, policies, and procedures that reflect the diversity of our community.
- Engage an empowered staff by assessing our organizational structure and operations to ensure we are meeting current and future needs.
- Value and support staff and their individual strengths.

BERTRAM WOODS RENOVATION



Shaker Heights Public Library opened its Bertram Woods Branch to the public Wednesday, October 11, 2023 after ten months of renovation. The \$3 million project was completed on schedule and under budget.

Highlights of the renovation include:

- Two new study rooms (available by appointment) where customers can work quietly or collaboratively.
- A refurbished meeting room that now features up-to-date presentation and video conferencing technology.
- A passport office that offers applicants added privacy.
- A new skylight and nature-themed wall art in the children's area.
- A new HVAC and updated electrical wiring that make the space more energy efficient.
- Refurbished restrooms and a newly paved parking lot.
- Reconfigured staff areas, including a circulation workroom and reference desk that will better meet staff needs and enhance their productivity.
- The library worked closely with architecture firm Bialosky Cleveland and construction manager Turner Construction to see this project to completion.



Expenditures

Description	Amount Spent Through 2023	Anticipated 2024	Amount Budgeted	Projected Total
Architects and Engineers	\$265,107	\$2,959	\$270,587	\$268,066
Construction Costs	\$2,253,137	\$48,104	\$2,441,636	\$2,301,242
Furniture and Equipment	\$240,820	\$20,286	\$300,000	\$261,106
Groundskeeping and Land Improvements*	\$73,145	\$19,860	\$63,700	\$93,005
Insurance – Property	\$6,622		\$6,622	\$6,622
Legal Services*	\$9,681		\$10,000	\$9,681
Moving and Storage	\$25,989		\$35,000	\$25,989
Owner’s Representative Services*	\$162,750	\$11,000	\$162,750	\$173,750
Soft Costs, including permits and inspections	\$22,966		\$25,000	\$22,966
Technology*	\$32,051		\$168,000	\$32,051
Total Project Expenditures	\$3,092,268	\$102,208	\$3,483,295	\$3,194,477

Revenues

Description	Amount Received Through 2023	Anticipated 2024	Amount Budgeted	Projected Total
Interest Earned	\$143,469	\$4,904	\$137,532	\$148,373
Sale of Public Library Fund Bonds	\$3,000,000		\$3,000,000	\$3,000,000
Total Project Expenditures	\$3,143,469	\$4,904	\$3,137,532	\$3,148,373

The Bertram Woods Branch renovation expenditures came in \$288,818 under budget.

*Budgeted from Technology Fund and Building & Vehicle Fund. The library routinely transfers some year-end surplus into these funds to support ongoing capital needs.



HIGHLIGHTS



Laura Meckler Author Talk

Library staff hosted their first public event in the Main Library atrium on August 26 when Laura Meckler presented about her new book, *Dream Town: Shaker Heights and the Quest for Racial Equity*. Journalist and Shaker Native Paul Mason emceed the event. Nearly 300 people attended in person and online. The feedback on everything from the set up to the presenters was overwhelmingly positive. A team of 12 key staff helped configure and set up the atrium.



Bertram Woods Grand Reopening Celebration

Over 200 people attended our Bertram Woods Grand Reopening Celebration on Saturday, Nov. 4. Director Amy Switzer, Board President Tom Cicarella, and Mayor David Weiss gave remarks. Branch Manager Lynne Miller cut the ribbon and gave tours of the building. The Walkden family, who are descendants of Bertram Woods, were in attendance. The Friends of the Library distributed specially decorated sugar cookies. About 140 attendees participated in a scavenger hunt throughout the branch.



Public Education and Awareness Award

Shaker Library, along with the City of Shaker Heights and the Shaker Historical Society, received a 2023 Public Education Award for our work on the Warrensville West Cemetery Master Plan and the tours our Local History Librarian Meghan Hays conducted there. The award was granted by Ohio's State Historic Preservation Office.



Wesley Lowery Author Talk

Pulitzer Prize-winning journalist and author Wesley Lowery visited Main Library on October 16 to discuss his latest book, *American Whitelash: A Changing Nation and the Cost of Progress*. Over 60 people attended and were delighted to have Lowery sign a copy of their book. Lowery is a 2008 Shaker Heights High School graduate.



Meals and Snacks for Customers

Thanks to a \$1,000 grant from Heights Christian Church and donations from the Children's Hunger Alliance, library staff handed out 1,481 meals or snacks to customers this year. One unexpected benefit of this program has been getting to learn the names of and build relationships with our teens, said YSD Manager Jessica Smith.



Reading Skills Collection

In the summer of 2023, Governor Mike DeWine launched his ReadOhio Initiative, a statewide push to provide teachers and their students with the resources they need to build literacy skills. As a result, library staff saw a huge uptick in requests for decodable readers, or books that focus on early reading skills such as letter sounds, rhyming words, and word families. We had a small number of decodable readers before, but they were spread around the children's area. Youth Services staff worked to put them all in one place, in a new section called the Reading Skills Collection at Main Library.



STATISTICS




5,948
Study Room Use




233,611
Customer Visits
(Averages to 19,468 monthly)



26,099
Registered Cardholders




2,505
New Cards Created



35,724
Reference Transactions



1,074
Public Programs




16,045
Program Attendance
(15 average per program)



1,481
Meals and Snacks Provided





2,566
Public Meeting
Room Use



40,454
Computer Sessions



636,896
Total Circulation


182,927
Digital Items Borrowed
(up about 10,000 from previous year)


1,257
Laptops Borrowed
(1,257 Sessions and 1,402 Hours)


651
Wi-Fi Hotspots
Borrowed


161,831
Wi-Fi Sessions

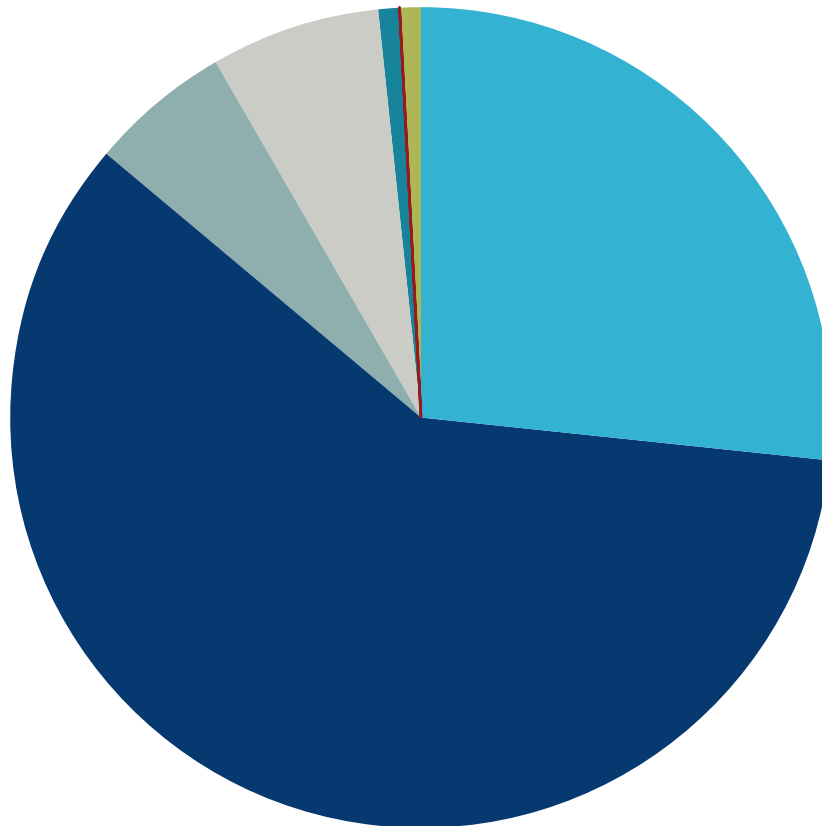

418,125
Hours of Wi-Fi Use

FINANCIALS



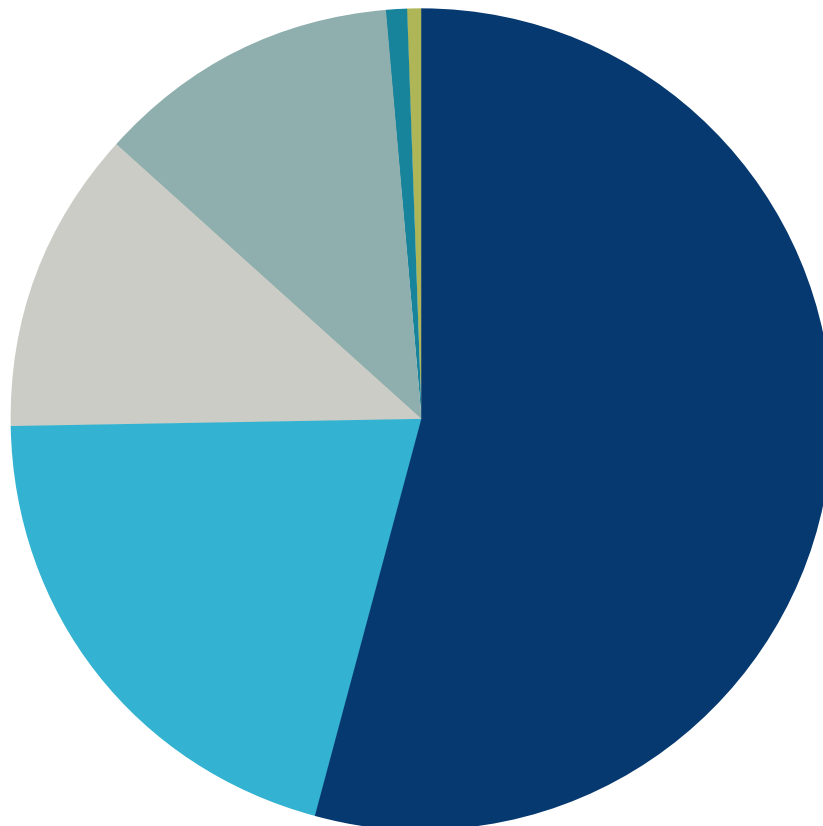
Revenue – General Fund

Property Taxes	\$4,388,407
Public Library Fund	\$1,983,775
Investment Earnings	\$491,925
Intergovernmental Incl. Homestead	\$397,820
Customer Fees and Fines	\$60,862
Miscellaneous	\$50,622
Gifts and Donations	\$5,911
Total	\$7,379,322



Expenditures – General Fund

	Salaries and Benefits	\$3,153,332
	Transfers Out	\$1,194,729
	Contracted Services	\$769,294
	Library Materials	\$687,978
	Supplies	\$47,986
	Miscellaneous	\$29,872
Total		\$5,883,192



Cash Balances – All Funds

Description	Beginning Cash Balance	Revenues	Transfers/ Advances In	Expenditures	Transfers/ Advances Out	Ending Cash Balance
101 General Fund	\$8,092,271	\$7,379,322	\$3,287	\$4,688,464	\$1,194,729	\$9,591,688
204 Walter N. Lawson Trust	\$10,896	\$669	\$200	\$840		\$10,925
205 Elaine Boots Fisher Trust	\$1,172	\$61		\$40		\$1,194
206 Sheldon Skip Baumel Trust	\$900	\$48		\$0		\$948
207 Barbara Luton Art Fund	\$24,351	\$1,292		\$43		\$25,600
208 Bertram Woods Branch Fund	\$13,649	\$3,772		\$7,670		\$9,752
209 Marilyn Kammer Memorial Fund	\$960	\$560		\$596		\$925
210 Frances Belman Fund	\$1,192	\$202		\$148		\$1,246
211 Friends Of Shaker Library	\$5,813	\$292		\$2,542		\$3,563
212 Mycomm – Ost Grant	\$14,295	\$7,483		\$7,483		\$14,295
219 Ruth Levenson Fund	\$10,813	\$574		\$0		\$11,387
221 Vending	\$3,287	\$0		\$0	\$3,287	\$0
401 Building and Vehicle Fund	\$994,385	\$44,482	\$250,000	\$273,258		\$1,015,608
403 Technology Fund	\$794,004	\$38,192	\$75,000	\$169,850		\$737,346
404 Facilities Fund (Main)	\$129,017	\$799		\$129,816		\$0
405 Facility Financing Fund (Main)	\$148	\$57	\$664,000	\$664,000		\$206
406 Bertram Woods Branch Renovation Fund	\$2,781,546	\$100,876		\$2,548,703		\$333,719
407 Bertram Woods Branch Note Retirement	\$10,494	\$270	\$205,529	\$205,529		\$10,764
Total All Funds	\$12,889,193	\$7,578,953	\$1,198,016	\$8,698,982	\$1,198,016	\$11,769,164



LEADERSHIP



Board of Trustees

Shaker Library is overseen by a seven-member volunteer Board of Trustees. The Board sets goals for the library and charts a course for staff to achieve them. They weigh in on budget, oversee fundraising efforts, and adopt plans for the library's growth and improvement.



Thomas Cicarella, President
Term: 2018 - 2025



Doreen Katz, Vice President
Term: 2017 - 2024



Laura Barnard
Term: 2022 - 2027



Tenille Kaus
Term: 2022 - 2029



Timeka Rashid
Term: 2019 - 2026



Bruce Rogen
Term: 2021 - 2028



Rajani Tendulkar
Term: 2023 - 2030

Library Administration



Amy Switzer
Director



Maureen Brodar
Deputy Director



Susan Ritchey
Fiscal Officer



Lynne Miller
Branch Manager