



2024 Shaker Library Annual Report





Table of Contents

Summary • p. 4

Strategic Plan • p. 5

Highlights • pp. 6 – 7

Statistics • pp. 8 – 9

Financials • pp. 10 – 11

Leadership • p. 12



Summary

Last year, we established our strategic plan, and this year, we jumped into action.

To further our mission to foster connections with library users, we trained our staff in restorative practices. We selected librarians to prioritize community engagement work, and they enthusiastically began establishing relationships in the community.

As we undertook large projects that will come to fruition in 2025, we continued hosting events and classes, serving customers, and maintaining our collection. It was a full and meaningful year!



– Director Amy L. Switzer

Mission

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

Our Collection



123,811

Books



1,621,332

eBooks



552,266

eAudiobooks



15,912

DVDs and
Blu-ray



8,164

Recordings (physical
AB and Music CDs)



674,567

eMedia (streaming
music and videos)

Strategic Plan



Build a More Equitable and Inclusive Institution

Expand Visibility and Awareness of Our Value



Foster Connection

Unlock Power of Partners

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.

Expand 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, community feedback, and piloting new ideas.
- Be an active participant in solving complex community problems.
- Share our story and successes.

Foster Connection



We will:

- Become known as the place for discovery. Promote the library as a place of individual transformation with unparalleled access to books, programming, and information/ resources.
- Be an exciting destination. Provide a platform for connection both inside and outside library walls.
- Celebrate community voices.
- 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.

Unlock 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.

Highlights



Martin Luther King Celebration

On January 29, Shaker librarians teamed up with staff from the City of Shaker Heights and the Shaker Schools to host Nontombi Naomi Tutu, who delivered a keynote address to 200 community members. Shaker Librarians also hosted a Human Library storytelling event on January 16, where people who have experienced discrimination or stigma became human books and told their stories.



Connie Schultz Author Visit

110 enthusiastic children and adults attended Connie Schultz's Lola and the Troll author talk on February 10 with music by Jesse Jukebox. The event was a successful collaboration between multiple library departments.



Solar Eclipse events

Customers and staff gathered on the porch of Main Library and on the lawn at the Bertram Woods Branch to view the April 8 eclipse together. Outreach librarians tabled at the Thornton Park Eclipse Watch Party. They gave away 95 children's books dealing with planets and space (funded by the Cuyahoga Reads Grant). Families said they appreciated a souvenir from a special day. The library also collected eclipse glasses for recycling.



Shaker Reads Summer Reading Challenge

A newly designed Summer Reading Program, called Shaker Reads, debuted in 2024. We had 857 people register and 300 complete the program, which was up 3% from 2023. We heard great feedback from the community on ease of the program and the completion prize, which was a yard sign that said, "Home of a Shaker Reader."



Moreland Celebration

Over 100 people attended the Moreland Elementary Celebration on Sunday, August 4. Attendees heard from leaders who acknowledged the impact of the school's closing on the neighborhood while celebrating the building's continued use as a place for community and learning. Attendees posed for photos with the new cornerstone, greeted classmates, and shared old photos.



Diversity Audit

A diversity audit of Shaker Library's collection by Ingram Library Services found that our collection exceeds the average in diverse titles in nearly every category, such as "LGBTQIA+ Interest," "Neuro and Physical Diversity," and "Mental Health," in addition to several racial, religious, and cultural categories. Shaker Library ranked in the 95th percentile for libraries like ours.



Increased teen attendance at programs

Youth Services Manager Jessica Smith said the library saw an 80% increase in teen attendance at programs this year. Part of that is due to a \$5,000 grant from the United Black Fund from Greater Cleveland, which enabled staff to serve food at afterschool gatherings. But the teens aren't just coming for the food—they're sticking around for the program because they're engaged and interested in what our staff is presenting.



Restorative Practices

This year, Shaker Library staff were trained in Restorative Practices and began implementing the approach as part of the way we deliver customer service. Restorative Practices are a relationship-based approach to managing behavior. Staff aim to be proactive before someone violates the Code of Conduct. If that happens, Restorative Practices emphasize healing and accountability rather than punishment.



Statistics



7,988
Study Room Uses



3,374
Public Meeting Room Uses



25,688
Registered Cardholders



2,656
New Cards Created



274,792
Customer Visits



1,364
Public Programs



20,480
Program Attendance



79,043
Reference Transactions



1,481
Snacks Provided



166,952
Computer Sessions



671,436
Total Circulation



211,145
Digital Items Borrowed



1,257
Laptops Borrowed



543
Wi-Fi Hotspots Borrowed



166,952
Wi-Fi Sessions



443,837
Hours of Wi-Fi Use

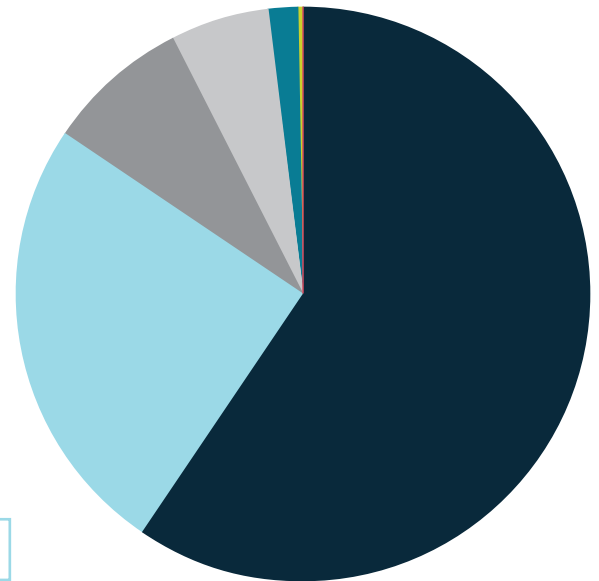
Financials



Revenue – General Fund

● Property Taxes	\$4,409,219
● Public Library Fund	\$1,871,071
● Investment Earnings	\$585,580
● Intergovernmental Incl. Homestead	\$421,697
● Customer Fees and Fines	\$109,274
● Miscellaneous	\$8,881
● Gifts and Donations	\$8,250

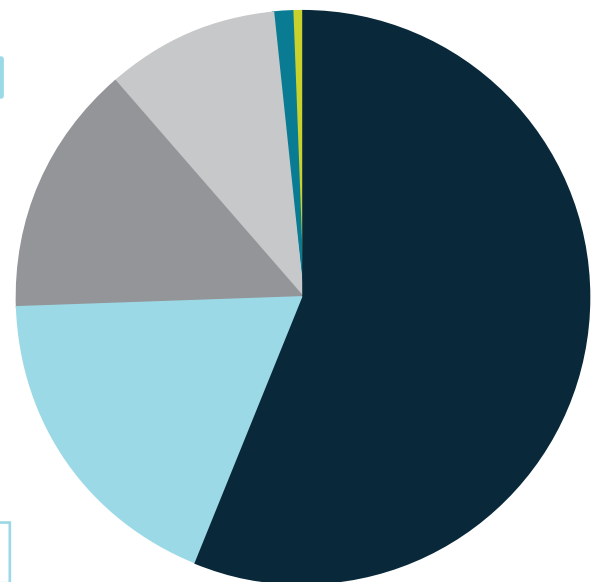
Total	\$7,413,972
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Expenditures – General Fund

● Salaries and Benefits	\$3,640,758
● Transfers Out	\$1,192,450
● Contracted Services	\$907,752
● Library Materials	\$638,732
● Supplies	\$69,181
● Miscellaneous	\$29,488

Total	\$6,478,361
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Cash Balances – All Funds



Description	Beginning Cash Balance	Revenues	Transfers/Advances In	Expenditures	Transfers/Advances Out	Ending Cash Balance
101 General Fund	\$9,591,688	\$7,413,972		\$5,285,912	\$1,192,450	\$10,527,298
204 Walter N. Lawson Trust	\$10,925	\$670		\$1,314		\$10,281
205 Elaine Boots Fisher Trust	\$1,194	\$54		\$286		\$962
206 Sheldon Skip Baumel Trust	\$948	\$51		\$0		\$999
207 Barbara Luton Art Fund	\$25,600	\$1,399		\$0		\$26,999
208 Bertram Woods Branch Fund	\$9,752	\$784		\$1,000		\$9,536
209 Marilyn Kammer Memorial Fund	\$925	\$142		\$646		\$421
210 Frances Belman Fund	\$1,246	\$157		\$2		\$1,401
211 Friends Of Shaker Library	\$3,563	\$2,480		\$1,258		\$4,785
212 Mycomm – Ost Grant	\$14,295	\$0		\$0		\$14,295
214 LSTA	\$0	\$0		\$0		\$0
219 Ruth Levenson Fund	\$11,387	\$5,819		\$0		\$17,206
221 Vending	\$0	\$0		\$0		\$0
222 ARPA Community Engagement	\$0	\$0		\$0		\$0
401 Building and Vehicle Fund	\$1,015,608	\$122,280	\$250,000	\$52,427		\$1,440,315
403 Technology Fund	\$737,346	\$50,659	\$75,000	\$107,251		\$755,754
404 Facilities Fund (Main)	\$0	\$0		\$0		\$0
405 Facility Financing Fund (Main)	\$206	\$224	\$662,800	\$662,800		\$430
406 Bertram Woods Branch Renovation Fund	\$333,719	\$6,877		\$340,596		\$0
407 Bertram Woods Branch Note Retirement	\$10,764	\$0	\$204,650	\$204,650		\$10,764
Total All Funds	\$11,769,166	\$7,605,568	\$1,192,450	\$6,553,288	\$1,192,450	\$12,821,446



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 oversee the financial operations of the library, adopt plans for the library's growth and improvement, and act as advocates for the library.



Thomas Cicarella
President



Laura Barnard
Vice President



Rajani Tendulkar
Secretary



Emily Cole-Kelly



Bruce Rogen



Milton Alan Turner



Dylan Yépez

Library Administration



Amy Switzer
Director



Maureen Brodar
Deputy Director



Susan Ritchey
Fiscal Officer



Lynne Miller
Branch Manager



