Shaker Library

2020
Year in Review
Resilience Reimagined

In a year defined by rapid change, Shaker Library staff found ways to connect, to create, and to challenge themselves to keep the community connected.

Main Library and Bertram Woods Branch closed on March 13 during the COVID-19 pandemic and staff began to develop ways to deliver library services remotely.

Staff delivered library material curbside, held storytimes on YouTube, and discussed books on Zoom. They offered service by phone and email, and expanded wi-fi to the parking lots.

Phase One of the renovation of the Main Library building began in June. Staff moved books and offices while construction workers reconfigured spaces to allow for both construction and library services.

When the libraries reopened in September, with safety protocols in place, the library and staff looked very different.

Throughout the COVID-19 pandemic and the Main Library renovation, Shaker Library adapted services while following state mandates to meet the needs of our community.

To make access easier, CLEVNET added an eMedia card for customers. The library modified its library card registration process enabling customers to register curbside for their cards.

During the COVID pandemic, the library increased its social media outreach on Facebook, Instagram, and Twitter to keep the community informed and connected. Thousands of cardholders took advantage of the library’s YouTube Channel where staff offered story times, book talks, and how-to videos. Staff continues to create educational videos so customers can tune into a story time, learn how to download an eBook, or how to research the history of your Shaker Heights home.

Virtual escape rooms were a hit for children, and summer reading went virtual thanks to the library’s reading program software that allowed young readers and teens to track their reading time and earn prizes. Staff installed an outdoor StoryWalk® at The Dealership and at Hildana Park as part of the Hildana Hope Project.

Partnerships with the Shaker Heights High School’s Student Group on Race Relations, the Shaker Engagement Collaborative, NewONEShaker, PTOs, Shaker African American Moms (SAMS), the Nature Center, MyCom, and the City helped our community to connect with each other and to important free resources.

shakerlibrary.org
**2020 Highlights**

**Book Bundles & Take-It-Make-It Kits**

Youth Services staff developed "Book Bundles" for caregivers to order and pick up curbside to keep young readers engaged. They also created a series of craft projects with instructions for kids to take and make at home.

**Author Events**

In July, the library held a Conversation with Connie Schultz, author of *The Daughters of Erietown*, and Thrity Umrigar, author of *Bombay Time, The Space Between Us, If Today Be Sweet, The Weight of Heaven, The World We Found, The Story Hour, Everybody's Son* and *The Secrets Between Us*.

**Community Events Before Everything Shut Down**

The library participates in community events to connect with residents and provide access to library material. One notable event on January 20 included participation in the Dr. Martin Luther King, Jr. *Beloved Community Day* at Shaker Heights High School.

**Art Exhibits**

The library collaborated with the City of Shaker Heights Human Relations Committee and the Shaker Schools to bring the Columbus Crossing Borders Project to the Main Library on February 26 and 27. The project explored the refugee experience through the work of 34 artists and included an evening showing of the documentary film, *Breathe Free* by Ohio filmmaker Doug Swift and daytime visits by Shaker School children.

The exhibit was one of the many ways the library, city, and schools work together for the benefit of our community and was a compelling artistic expression of how crossing borders and sharing cultures can result in the creation of an incredibly rich tapestry.

**Programs Went Virtual in 2020**

Book discussions, meetings, programs, and story times were held online and Zoom and YouTube became a way to be together while apart. Children and parents were delighted to watch Ms. Nicki and Snowball the Bunny on YouTube and to hear her friendly voice call out their names. Cook the Book participants kept on cooking, sharing their recipes virtually.
2020 Highlights

National History Day
In March, the library awarded its NHD Research Prize, established in 2017 and underwritten by FactCite.com, to Shaker Middle School students Ezra Ellenbogen, Coleman Lauritsen, Jake Leeson, and Jesse Nathenson for their documentary, Détente or Bust: Cleveland’s Role in Breaking Cold War Barriers. Library staff and students celebrated their accomplishments at Woods Branch.

Staff couldn’t hold its in-person Research Day for SMS 7th and 8th grade students to prepare for the 2021 competition, so they created a video to demonstrate how to find and use print resources and databases.

2020 Curbside Service Is Here to Stay
From June through December, Circulation staff delivered 10,475 curbside orders carrying out 27,797 items to borrowers. Customers continued to enjoy the curbside service after the library re-opened. One customer said she is “thrilled that curbside service is here to stay, as her disability makes it difficult to enter the library for her material.” Another said they “appreciate how they can stay in their car with their kids and still receive their books.”

Throughout Construction and COVID-19
When the library closed to the public, staff continued to deliver phone and online services while moving material as spaces were reconfigured.

Outreach and Collaboration
Staff collaborated with the League of Women Voters on its "It's Not Too Early" voting campaign. We worked with the Cuyahoga County Board of Elections on Drive-In Voter Registration days, and we promoted census awareness at both libraries. We collaborated with Moreland on the Move Community Association to promote the census and voter registration. We joined the City Club of Cleveland and other area libraries on Five Days for Democracy, a five-day initiative focused on education and civic engagement.

Shaker Library was among 22 public libraries from 18 states to receive The Yiddish Book Center’s "Coming to America" Reading Groups for Public Libraries grant. Grant funds provided books and resource guides and underwrote the cost for Shaker librarian Rachel Wilhoyte to attend a workshop at the Yiddish Book Center in Amherst, MA.

The training enabled Wilhoyte to lead four robust discussions on the immigrant experience -- enriching staff and readers.
**Shaker Builds Readers** was the theme for the summer reading program that went virtual with reading incentives underwritten by Friends of the Shaker Library. In addition to school-age and teen programs, summer reading had a read-to-me component for preschoolers to encourage an early love for reading.

Summer Review packets created by a tutor for children in grades 1-8 and generously funded by MyCom were prepared for caregivers who requested them online and picked them up curbside.

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**Digital Connections**

The library expanded its wi-fi to reach the parking lots of both buildings, increased its e-media collection, purchased more hotspots for cardholders to borrow, and created resource lists for adults homeschooling youth.

On September 1, the library re-opened the Main Library Computer Center to provide in-person internet access for customers.

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**Friends of the Shaker Library**

As Main Library readied for renovation, Friends found homes for hundreds of boxes of book donations, and then found alternative ways to raise money. Friends’ board member **Julie Mizener** organized an Online Fall Raffle for a fire pit, which raised $500. **Cass Whittington** was the lucky winner. In her thank you note, she wrote, “Shaker Library is a vital resource and delight; it’s a privilege to help support it. Thank you for the amazing fire pit and accessories. We look forward to enjoying them often.”

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**Caps for Kids**

Our community once again showed its generosity by donating 180 hand-knit or crocheted caps for homeless families. The staff-driven initiative has elicited generous responses since its beginning in 2005.

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**Learning at Home**

The library purchased helpful databases, such as **Brainfuse HelpNow** that offers online tutoring and homework help for all ages with live tutors to help tired caregivers.

Another helpful purchase was **CreativeBug**, a series of video arts-and-crafts classes with projects for adults and kids. One user commented, “This was just what I needed to break the monotony of quarantine.”
Registered Library Card Holders 26,778
Visitors 92,880

Reference Questions Answered 25,389
Total Program Attendance 7,181
Summer Reading Program 140

Total Items Borrowed 542,811
Physical Items 300,691 / Digital Items 162,507

Library Collections 1,418,332
Print books 129,546
eBooks 726,217
Print & eMagazines 3,552
Physical & eMusic & Audiobooks 517,086
Physical and eVideo 41,896
Other 35

Electronic Resources Used 22,682
Computer Use Sessions 23,139
Wireless Sessions 37,270
Website Visits 229,656

Administration
Amy L. Switzer .......................... Director
Maureen N. Brodar ........................ Deputy Director
Lynne M. Miller .......................... Bertram Woods Branch Manager
Susan Ritchey .......................... Business Manager/Fiscal Officer
Shaker Library is overseen by a seven-member volunteer Board of Trustees. This dedicated group of Shaker residents who serve for a seven-year term of office believes in the importance of a community-based, community-focused library.

L-R:
Michael Bertsch, President
Thomas Cicarella, Vice President
Melissa Hirsch, Secretary

L-R:
Brian Gleisser
Doreen Katz
Troy Meinhard
Timeka Rashid

**Financials**

### 2020 General Fund Revenue

<table>
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<tr>
<th>Income Item</th>
<th>Amount</th>
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<tbody>
<tr>
<td>Real Estate Property Tax</td>
<td>4,232,886</td>
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<tr>
<td>Public Library Fund</td>
<td>1,601,264</td>
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<td>Intergovernmental</td>
<td>405,894</td>
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<tr>
<td>Refunds &amp; Reimbursements</td>
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<td>Investment Interest</td>
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<td>Cellular Tower Revenue</td>
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<tr>
<td>Patron Fines &amp; Fees</td>
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<tr>
<td>Passports</td>
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<tr>
<td>Meeting Room Revenue</td>
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<tr>
<td><strong>Total</strong></td>
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### 2020 General Fund Expenditures

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<th>Expense Item</th>
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<tbody>
<tr>
<td>Salaries &amp; Benefits</td>
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<tr>
<td>Purchased &amp; Contracted Services</td>
<td>546,599</td>
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<td>Library Material &amp; Information</td>
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<td>Supplies</td>
<td>31,889</td>
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<tr>
<td>Other</td>
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<td>Capital Outlay</td>
<td>5,638</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>3,829,074</strong></td>
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"There are so many of us who enjoy the library YouTube posts. It really gives us some 'normalcy' during these times. I have been sharing your video with some of my online mom friends and they wished their libraries would do this."