



# SHAKER HEIGHTS PUBLIC LIBRARY

## Year in Review

2011

### Main Library

16500 Van Aken Boulevard  
Shaker Heights, Ohio 44120  
216-991-2030

### Bertram Woods Branch

20600 Fayette Road  
Shaker Heights, Ohio 44122  
216-991-2421

Luren E. Dickinson  
*Director*

David Piskac  
*Business Manager/Fiscal Officer*

Amy Switzer  
*Deputy Director*

Lynne Miller  
*Branch Manager*

### Board of Trustees

Judith C. Allen  
Chadrick A. Anderson  
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Donna M. Whyte



## Mission

Shaker Library builds community and enriches lives by bringing together people, information, and ideas.

## Vision

Shaker Library is an indispensable part of our community, known for its wide range of resources, innovative, customer-driven services, vibrant and welcoming spaces, and knowledgeable and passionate staff.

## Values

We value literacy, lifelong learning, equal access, intellectual freedom, excellent customer service, integrity, accountability, innovation, diversity, inclusiveness, outstanding employees, and our Shaker Heights community.





## Library Use

Items Borrowed .....	1,281,980
Registered Library Card Holders .....	29,719
Library Visitors .....	544,957
Study Room Use .....	3,464
Meeting Room Bookings .....	1,253
Children's Program Attendance .....	11,916
Summer Reading Participants .....	2,050
Reference Questions Answered .....	128,700
Directional Questions Answered .....	165,516
*Computer Users (estimate) .....	90,374
*Computer Sessions (estimate) .....	150,622

## Library Collections

Books and E-books Total .....	256,513
Books .....	205,826
E-books .....	50,687
Magazine Subscriptions .....	559
Music and Audiobook Total .....	47,469
Regular .....	26,647
E-recordings .....	20,822
Movie Total .....	32,557
Regular .....	31,427
E-movies .....	1,130

## Play and Learn Station

Sessions .....	252
Attendance .....	12,308



The *LJ Index of Public Library Service 2011*, identified Shaker Library as a 5-star library for the third consecutive year.

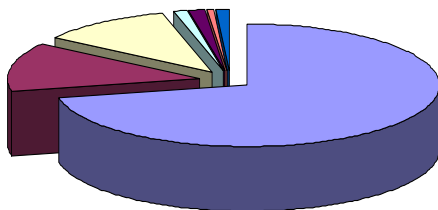
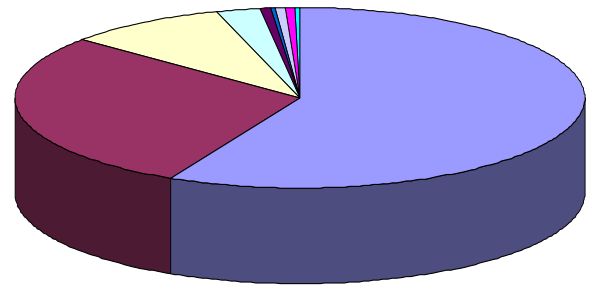


Hennen's American Public Library Ratings ranked Shaker Library as one of the top 10 libraries in the nation.

## GENERAL FUND REVENUE

Real Estate Property Tax	\$2,913,699	57.61%
Public Library Fund	\$1,446,094	28.59%
Intergovernmental Revenue	\$ 459,499	9.09%
Patron Fines & Fees	\$ 128,780	2.55%
Refunds & Reimbursements	\$ 22,027	.44%
Cellular Tower Revenue	\$ 6,9431	.14%
Meeting Room Rental	\$ 12,995	.26%
Advance In	\$ 20,000	.40%
Investment Interest	\$ 2,859	.06%
Other	\$ 36,246	.72%
Tangible Personal Property Tax	\$ 221	.06%
Contributions	\$ 8,343	.16%

**Total: \$5,057,692**



**Total: \$4,699,378**

Salaries & Benefits	\$3,362,581	71.55%
Purchased & Contracted Service	\$ 620,294	13.20%
Library Material & Information	\$ 518,452	11.03%
Interfund Advances & Transfers	\$ 59,133	1.26%
Supplies	\$ 60,506	1.29%
Other	\$ 20,572	.44%
Capital Outlay	\$ 57,840	1.23%

## GENERAL FUND EXPENDITURES