

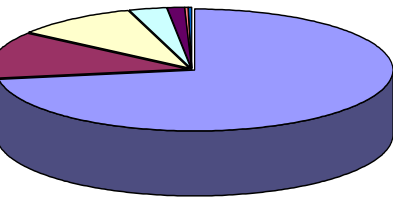


Library Use

Items Borrowed	1,346,085
Registered Library Card Holders	30,101
Library Visitors	576,386
Study Room Use	2,624
Meeting Room Bookings	986
Children's Program Attendance	18,259
Summer Reading Participants	1,949
Reference Questions Answered	116,429
Directional Questions Answered	152,251
*Computer Users (estimate)	59,239
*Computer Sessions (estimate)	125,756

* Computer use data was unavailable for January through March because of vendor technical problems. January through March data was extrapolated from monthly averages for April through December.

April - December Totals	Sessions	Users
April - December Monthly Average	94,317	44,429
Estimated January - March Total	10,480	4,937
	31,439	14,180



■ Purchased & Contracted Services	7.12%
□ Library Material and Information	7.01%
□ Interfund Advances & Transfers	2.18%
■ Supplies	2.55%
■ Cellular Tower Revenue	50.00%
■ Other	2.21%
■ Meeting Room Rental	1.15%
■ Investment Interest	0.06%
■ Contributions	0.05%
■ Tangible Personal Property Tax	0.01%

Cellular Tower Revenue	\$ 27,420	.50%
Other	\$ 11,405	.21%
Meeting Room Rental	\$ 8,505	.15%
Investment Interest	\$ 3,281	.06%
Contributions	\$ 2,715	.05%
Tangible Personal Property Tax	\$ 434	.01%

Play and Learn Station

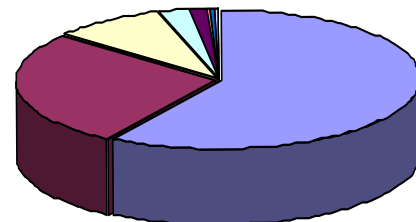
Sessions	270
Attendance	12,723

- ★ The *LJ Index of Public Library Service 2009*, identified Shaker Library as a 5-star library.
- ★ Hennen's American Public Library Ratings ranked Shaker Library as one of the top 10 libraries in the nation.

Library Collections

Books	208,525
Magazine Subscriptions	666
Music and Audiobook Total	38,194
Regular	26,999
E-recordings	11,195
Movie Total	29,035
Regular	28,625
E-movies	410

Total: \$5,537,958



GENERAL FUND EXPENDITURES

Salaries & Benefits	\$3,889,949	72.52%
Purchased & Contracted Service	\$ 665,247	12.4%
Library Material & Information	\$ 534,602	9.97%
Interfund Advances & Transfers	\$ 167,795	3.13%
Supplies	\$ 78,140	1.46%
Capital Outlay	\$ 15,327	.29%
Other	\$ 13,158	.25%

Total: \$5,364,218



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

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Our Mission

Shaker Heights Public Library provides an extraordinary range of books and other resources and activities for a lifetime of enrichment and enjoyment in an environment that exemplifies the inclusive ideals of our community.





In 2009, Shaker Library received two prestigious designations, one as a five-star library by the 2009 Library Journal Index; the other as a Top Ten Library by the Hennen American Public Library Rankings 2009 Index, which placed the library among the top 100 public libraries in the nation.

What Is Shaker Library Doing To Weather The Recession?

To address funding and youth issues, the Library collaborated with city agencies to serve the underserved. The Library received a grant from Cuyahoga County to extend Teen Center hours and to offer innovative programs

for 'tweens and teens and expanded its outreach by joining with the MyCom collaborative to serve the teens of south Shaker.

The Library is proud to be a community-based, community-responsive agency with a high approval rating as evidenced by the high passage rates on levies and bond issues. Population loss, property devaluation, and declining millage collection, are serious concerns for the Library, and staff continues to work on contingency budgets to address future unknown but anticipated cuts.

Like most libraries, Shaker Library offers ongoing FREE classes in the Main Library Computer Center to teach people how to use word processing software and more sophisticated programs such as Access, PowerPoint and Excel. Acknowledging the need for customers who need software, but cannot afford to buy it, Computer Center staff began teaching classes on Openoffice.org, a free suite of software with features and functions much like the others.

Friends of the Library funds movie licensing rights so the Library could offer FREE family films each month and they also provided a generous budget that enabled the Library to sponsor a variety of free programs for the community.

In February, the Library held a Have A Heart Food for Fines week and forgave people's library fines if they brought in nonperishable foods, which were then donated to a local hunger center. This idea was staff driven as a way to help others. In February Teen Services offered a FREE SAT prep workshop that filled almost immediately.

In March, the Library participated in the Beethoven and Brotherhood Project with The Cavani String Quartet, who played to an appreciative audience of more than 150 people. The library was thrilled to be able to offer families an opportunity to enjoy a classical music concert for FREE.

In April, Friends of the Library held their Spring Book Sale and sold a record number of books to a record number of visitors. This was certainly an indication of the economy. In May the Library held two workshops on Medicare 101 and Long-term care in collaboration with the Ohio Senior Health Insurance Information Program to help seniors understand the changes in Medicare.

Northeast Ohio's longest running poetry series in a library, Poetry Back in the Woods, had higher attendance in 2009 than in other years. Perhaps this is due to the fact that it is a free program or that poetry is a genre that puts into words what people can only feel.

Meet-the-author programs provided an audience and sales outlet for local authors and generated a small amount of money for the Library's Endowment Fund. The Library's varied book discussions offered both a free social and cultural opportunity for residents, and the library sponsored a series of job-searching programs to help its unemployed library users.

The Library collaborates with the city and the schools to produce *Shaker Life*, a bimonthly publication that is mailed to every household in the Shaker Heights City School District. This publication provides us with a forum to speak about our challenges, to explain how the public can give to the library, as well as to help advertise Library programs and services.

"A library is not a luxury, but one of the necessities of life."

— Henry Ward Beecher

Thankful To Be Among the Top Ten— But Tightening Our Belts!

While the library is thankful for its excellent community support, the Library and Board of Trustees have come up with a "Top Ten" list of ways to reduce spending by more than \$450,000 through 2009.

1. Reducing the budget for new library materials by \$150,000
2. Tightening control of part-time and substitute hours saving \$65,000
3. Canceling the purchase of new computers and equipment at a savings of \$64,000
4. Freezing hiring and eliminating staff development at a cost savings of \$37,900
5. Eliminating positions and reducing pension expenses \$32,000
6. Furloughing staff for three days \$25,000
7. Reducing postage, utilities, supplies, and other costs \$22,500
8. Canceling purchase of new furniture \$21,500
9. Raising fines from 10 cents to 15 cents a day \$20,000
10. Reducing Sunday hours and increasing meeting room fees \$13,000

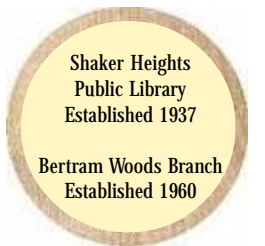
In addition to budget cuts, the Library continued to apply for grants and to seek ways to supplement revenue. The Library added new computers to the Bertram Woods Branch through grants from the Bill & Melinda Gates Foundation.



"It takes much more than wooden nickels to keep your free, public library operating for the benefit of everyone."

Libraries work! Let's work together."

— Shaker Heights Public Library



Notable Achievements

Shaker Library received a *Picturing America* Award. An exciting new initiative from the National Endowment for the Humanities, *Picturing America* is designed to bring masterpieces of American art into classrooms and libraries nationwide.



Shaker Library's Youth Services Manager, *Susan Scheps*, was awarded the 2009 Heights Parent Center's Carolyn Grossman Award that "honors individuals who demonstrate an extraordinary commitment to strengthening families and preparing young children for success in school and in life." Award recipients share the conviction that strong families, communities and parenting skills build strong children."

Local History librarian, *Meghan Hays*, assembled a panel to speak on the development of the Cleveland Memory remote hosting image database for the Society of Ohio Archivists Annual Conference in Columbus.

Ohio Library Council named *Friends of the Shaker Library* as the Friends Group of the Year for 2009. The Friends was cited for its 30 years of innovative programs and services to the Library.

