Outdoor Programs
For Kids
Online Programs
& Services
2019 Annual Report

Here For You, Wherever You Are!
Welcome Back

When libraries and schools across Northeast Ohio started closing on March 13 due to the COVID-19 pandemic, Heights Libraries made the difficult decision to close its four branches. Over the weeks that followed, staff worked together remotely to figure out how to serve the Cleveland Heights-University Heights community safely.

It was a strange and frustrating time. Our mission, our entire purpose, is to help people, to provide them with free services and materials to improve their lives. How do you do that from a distance, with closed buildings? Well, never underestimate determined library staff.

Since then, we’ve offered new online services, enhanced eMedia collections, and curbside and lobby pick-up of holds. We’ve also doubled the number of wireless hotspots available from 40 to 80 so that you can have WiFi where you need it, whether to apply for unemployment benefits or download a movie.

We’ve figured out how to continue our programs for you safely, whether it is a Zoom book talk or storytime, or an outdoor, socially distanced dance party for kids.

And we are pleased to welcome you back into our buildings for limited computer use on Tuesday, September 15, and for browsing on Tuesday, September 22. See our website at heightslibrary.org for details on our new policies and guidelines for these expanded services.

Be well, and welcome back.

Nancy S. Levin, Director

Check Out the Internet.

Mobile Hotspots are available for check out! Call your branch to put one on hold.

Greater Cleveland Food Bank

DRIVE-THROUGH MOBILE PANTRY NOW AT THE LEE ROAD BRANCH

5–7 pm, Sept 28, Oct 26, Nov 23

FREE fresh produce drive-through pick up at the Lee Road Branch for families and individuals in need. Must be 18 years or older. Please bring a photo ID and make sure your car trunk is clean. First come, first served. Rain or shine.

For questions contact Special Projects Manager, Maggie Kinney, at 216-932-3600 x 1290.

Browsing and Computer Use Are Back!

Heights Libraries is pleased to announce it will be expanding services in its four buildings in September to include browsing and limited computer use. Due to COVID-19, however, computer use and browsing will look a little different due to safeguards in place to keep customers and staff as safe as possible.

• Computer use will begin Tuesday, September 15 by appointment only. No walk-ups.
• Computer reservations may only be made by phone; walk-ups and online reservations are not available at this time. You may make a reservation by calling any branch, starting September 10. You may have one computer session per day. Sessions last for 45 minutes.
• Browsing will begin the following week, Tuesday September 22.
• Customers must wear masks at all times, and keep six feet of distance from staff and other customers at all times; masks must cover both nose and mouth.

Visit our website for details about new safety procedures and guidelines.
Activity Packs for all ages

Diversity through the Arts
Sat, Oct 10, 2 p.m. on Zoom
The Diversity Center of Northeast Ohio is offering a Diversity Through the Arts event for students in grades K – 5 virtually! Students will receive instructions for a hands-on art project and a recorded reading of All Are Welcome Here by Alexandra Penfold for inspiration. Craft supplies, available for pick up at the Noble branch or delivery, and video instructions will be shared starting Sept 26. The Live Zoom event on Oct 10 will give kids the chance to show off their artistic creation and join an exciting discussion of inclusion, identity, and diversity.
Join us for socially distanced socializing that celebrates our community! Registration begins Sept 26. This program is presented in conjunction with OneCommunityReads.org.

Outdoor Programs

For all outdoor programs, following CDC safety guidelines, a mask is required for anyone over two years old, and participants must maintain six feet of distance.

PEACE Park Rocks
Everyday, Dawn to Dusk at Coventry
This fall, take a socially distant stroll through the Library’s PEACE Park to look for hidden, painted rocks. You can join the scavenger hunt by visiting the Coventry Branch to pick up your own rock to decorate and hide. Make sure to check out our social media to see if you rock was found! For families and kids of all ages. fPeaceParkRocks

Kids Cafe Grab and Go Meal
Saturday, Oct 3 - Nov 21, 1:30 pm Noble and Lee Road
Youth between the ages of 0 – 18 or their adults can pick up a free, nutritious meal courtesy of the Greater Cleveland Food Bank. Lunch bags will be handed out in the front yard of the Noble Neighborhood Branch. At Lee Road, lunch bags will be distributed from library parking lot.

Socially Distant Dance Party
Sat, Oct 12, 10:30 a.m. at Noble
Calling all party people for some moving, dancing, and shaking! Preschoolers and their families are invited to a rad, socially distanced dance party. This outdoor event will help kids practice distance while connecting with but apart from their peers through safe dancing and movement. For the safety of all, children should be able to follow simple directions or be small enough to need help moving far on their own. Weather permitting. Registration begins August 29.

PEACE Park Disc Golf
Thurs, Sept 17, 2 p.m. at Coventry
In Disc Golf, participants use a flying disc (Frisbee) and try to hit a target in the fewest number of throws possible. Participants are encouraged to bring their own discs and there will be a limited number of discs available to borrow. For families and kids of all ages.

Sidewalk Chalk Art Gallery
Fri, Sept 25, 12 p.m. at Coventry
Let your creativity flow and help us turn the sidewalk into an art gallery! Each artist will be given their own sidewalk square and 4 pieces of chalk. Registration begins Fri, Sept 11. For families and kids of all ages.

Outdoor Family Storytime
Fri, Sept 25, 3 p.m. at Lee Road, corner of Corydon & Lee Road
Tue, Oct 6, 6 p.m. at Lee Road
Fri, Oct 13, 3 p.m. at Lee Road
We’re going to ease back into storytimes in the great outdoors at the Lee Road branch! Bring a blanket to sit on and join us for stories, songs, and rhymes. Each storytime has its own registration, and each storytime’s registration begins two weeks prior to its date. Weather permitting. For children of all ages.

National Library Card Sign Up Month Celebration
Sat, Sept 26, 11:30 a.m. at Noble
Celebrate the end of National Library Card Sign Up Month with a fun, outdoor, grab and go, giveaway event! Free books, library card sign ups, resources, and prizes will be available in the front yard of the Noble Neighborhood Branch. For families and kids of all ages.

June, 2020

September is National Library Card Sign Up Month!

Visit heightslibrary.org to learn how to get your child a card.

Welcome Here
Programs for Children

Help with School and Learning

Tutor.com
Heights Libraries has partnered with Tutor.com to assist students in grades K–12 as they continue learning from home. Tutor.com is a one-to-one online tutoring service connecting students to qualified tutors from any internet-enabled device seven days a week, from 2–9 p.m. Students (and parents, too!) can get help with any kind of academic question in math, science, English, social studies and writing. Tutor.com also supports students through online drop-off writing review, practice quizzes, video lesson libraries, and The Princeton Review® SAT/ACT® Essentials test prep.

Online Program

Discord Server
Are you missing your favorite hang-out spot? Do you fondly reminisce about library programs? Join our Teen Discord Server to connect with your library friends and staff online. Send messages, share videos, and post your best memes. Participate in challenges, video chats, and games. Defend the honor of your favorite Anime. Tell your friends what video games people need to be playing, and what books they need to be reading. It’s your SPOT, now online. Send us an email at teen@heightslibrary.org to get the details!

Outdoor Programs

Outdoor Button Making
Thurs, Sept 17, 3 p.m. at Lee Road
Stop by the Lee Road branch’s front terrace from 3–4 p.m. to create your own two-inch buttons. We’ll have artwork you can use, or you can design your own. While this is outdoors, following CDC safety guidelines, a mask is required, and participants must maintain six feet of distance. Weather permitting.

An Attitude of Gratitude
Tues, Nov 24, all day at Lee Road
Chalk the Lee Road branch walk and tell us what you are grateful for this year. You can draw a picture, write a poem, or just a word. Chalk will be available on the sidewalk by the Lee Road parking lot. If the weather doesn’t cooperate, you can pick up a paper in the lobby to share on social media instead.

Outdoor Tai Chi and Qigong
Wed & Sat, Sept 9–Nov 25, 10 a.m. at Coventry
Practitioner Robert Jaffe will offer socially distanced outdoor Tai Chi and Qigong at the Coventry Peace Arch, weather permitting. While this is outdoors, following CDC safety guidelines, a mask is required and participants must maintain six feet of distance.

Online Program

If you would like to attend one of our online programs being held on Zoom, please be sure to register for the program at heightslibrary.org with your email address so our program staff can contact you with login instructions. Facebook Live events do not require registration, and can be found on our Facebook page at www.facebook.com/heightslibrary.

Exploring the Heart of Dying Through Courageous Conversation
Tue Sep 8, Oct 13, Nov 10, 7 p.m. on Zoom
Discussion group around a variety of end-of-life issues led by Adaire Petrichor, death doula, hospital chaplain, and hospice volunteer. Registration opens two weeks before each meeting.

Murder Between the Pages
Tues, 7 p.m. on Zoom
Join us for a true crime book discussion, in partnership with...
with Mac’s Backs Book’s on Coventry. Borrow the book or buy from Mac’s Backs at 20% off. Registration begins two weeks before each session.

**Sept 8:** Cold Cases: A True Crime Collection: Unidentified Serial Killers, Unsolved Kidnappings, and Mysterious Murders by Cheyena Roth, who will join us for the discussion.

**Oct 13:** The Good Nurse: A True Story of Medicine, Madness, and Murder by Charles Graeber

**Nov 10:** Tinderbox: The Untold Story of the Up Stairs Lounge Fire and the Rise of Gay Liberation by Robert W. Fieseler

**Lee Road Knitting Night**

**Tues, Sept 8 & 22, Oct 13 & 27, Nov 10 & 24, 6:30 p.m. on Zoom**

Learn how to knit or work on a project. Experienced knitters and newcomers are welcome as well as with children with parents.

**Tech Talks**

**Wed, Sept 9 & 23, Oct 7 & 21, Nov 4 & 18, 4 p.m. on Facebook Live**

Join the Tech Trainers to learn about timely technology topics, including streaming services, buying tech, and more. Can’t watch it live? Check out the Library’s Facebook and YouTube pages for recorded Tech Talk sessions.

**1619 Project Discussion**

**Thurs, 6:30 p.m. on Zoom**

The 1619 Project is an initiative by The New York Times that re-examines the history, and lasting influence, of American slavery. Article packets are available for download at heightslibrary.org or on the lobby display at the Lee Road branch. Registration begins two weeks before each session. Part of the One Community Reads program series.

**Sept 10:** Teaching Slavery

**Oct 22:** Race and Elections

**Nov 12:** Slavery and Capitalism

**Virtual Lunchtime Yoga with Kelly**

**Fri, Sept 11 – Nov 27, 12 p.m. on Facebook Live**

Join yoga instructor Kelly Jensen for Virtual Lunchtime Yoga! Jensen will create an interactive environment and cater the session to everyone’s needs, so be ready to participate.

**Local Author Kathy Ewing**

**Tues Sept 15, 7 p.m. on Zoom**

Kathy Ewing reads from her new book Lead Me, Guide Me: The Life and Example of Father Dan Begin. Meet or renew your memories of Father Begin, who dedicated his life and generous spirit to people in and around Cleveland. Registration begins Sept 1.

**Appy Hour**

**Wed, Sept 16, 30; Oct 14 & 28; Nov. 11; 4 p.m.**

Join the Tech Trainers on Facebook Live at 4pm to learn about apps to try on your Apple and Android smartphones and tablets. Can’t watch it live? Check out the library’s Facebook and YouTube pages for recorded Appy Hour sessions.

**Noble Needles Knitting Circle**

**Thurs, Sept 3 & 17, Oct 1 & 15, Nov 5 & 19, 6:30 p.m. on Zoom**

Come and learn how to knit or work on a project. Experienced knitters and newcomers are welcome as well as children with parents.

**Through the Ivory Curtain: African Americans in Cleveland Heights, 1900-1960**

**Saturday, Sept 19 at 3 p.m. on Zoom**

Mark Souther, professor of History at Cleveland State University and member of the Cleveland Heights Landmark Commission, reveals the little-known history of African Americans who lived in Cleveland Heights long before the organized fair housing and community integration movements of the 1960s-70s. This lecture will be hosted on Zoom, and is presented in conjunction with the Cleveland Heights Historical Society, the Cleveland Heights Landmark Commission, and Heights Libraries. Registration begins Sept 5. Part of the One Community Reads program series.

**Political Book Club**

**Thurs, 7 p.m. on Zoom**

Do you like talking about politics? Do you like books? Here’s the best of both worlds. Registration begins two weeks before each session.

**Sept 24:** Too Much is Never Enough by Robin DiAngelo

**Oct 29:** White Fragility by Robin DiAngelo

**Nov 26:** Post Election News and Events

**Virtual Trivia Night**

**Wed, Oct 21, 7 p.m. on Zoom**

Join Steve from the Noble branch for a Virtual Trivia Night! Team up with friends and family to prove you know the most about Disney movies, pop stars, U.S. history, and wide range of other family-friendly topics. Registration begins Oct 7.

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**Heights Libraries Annual Report 2019**

Dear Cleveland Heights–University Heights Community,

With 2020 such a challenging year so far, it’s been a bit of a relief for us to think back to our 2019 achievements, which were many and meaningful.

What really struck us as we were looking over that busy year was how we managed to greatly expand the way we support our community while continuing to offer traditional library services at our four neighborhood libraries.

A case in point is our 2019 circulation. A whopping two million items went out to the community, our highest number ever. Those two million items included not only print books, DVDs, and music CDs, but also digital resources like eBooks, audiobooks, and streamed movies and music, and tech items like WiFi hotspots and portable media players like Playaways and Wonderbooks. And for the first time, sports equipment was made available for checkout for customers to use in the Coventry PEACE Park.

Our traditional computer classes continued, with 1,854 customers attending. Our tech trainers expanded the reach of that teaching, and took those classes out of our buildings, however, with our mobile classroom equipment, enabling us to reach 411 more customers at senior centers and other nearby facilities.

Reference services were as popular as ever, with 593,736 interactions, meeting the informational needs of residents. We discovered in 2019 that many members of our community were also in need of food, and we met those needs with the help of the Greater Cleveland Food Bank and dedicated library volunteers.

Our youth services staff continued to focus on early and school-age literacy with storytimes, after-school programs, and summer reading programs. They also realized that early literacy services could reach even more of the children and caregivers who truly need them if those services could go mobile. That’s how the Early Literacy Kits for WIC (Women, Infants, and Children supplemental nutrition program) Offices project began.

You can read about more of our innovations and expanded services on the following pages, as well as see how our more traditional services held steady through 2019. As the needs of our community change and grow, we’ll be ready to grow and change, too, but we’ll never stop being your local neighborhood library.

Nancy Levin  Jim Roosa  
Director, Heights Libraries  President, Heights Libraries  
Board of Trustees

Heights Libraries Board of Trustees 2020

Jim Roosa, President  Annette M. Iwamoto  
Patti Carlyle  Diana Flueleen  
Max Gerboc  Vikas Turakhia  
Gabe Crenshaw  
CHECK US OUT | FALL 2020  9
Highlights 2019

Two Million Circulation
The Library reached a circulation milestone in 2019, topping 2 million items circulated. This number includes all collections, both physical and digital, and is a testament to the vitality of our Library.

Financial Award

Diversity Awareness Training for Staff
All staff received “Groundwater” training from the Racial Equity Institute of Greensboro, North Carolina. The managers and trustees participated in a two-day “Phase-One” training from the same organization. This kicked off a Diversity Audit that is being conducted by the Library with assistance from the locally owned Compass Consulting.

ULead Staff Leadership Program
The ULead Staff Leadership program is a way to gather ideas for future Library projects, encourage cross departmental relationships, and develop leaders in the organization. The 2019 ULead team developed Early Literacy Kits for WIC (Women, Infants, and Childrens nutrition program) recipients. The team researched and designed this new service with funds provided by the FRIENDS of Heights Libraries.

Greater Cleveland Food Bank Partnership Expanded
In May, we became a Mobile Pantry distribution site for the Greater Cleveland Food Bank (GCFB). Free fresh produce was distributed outdoors at the Coventry Branch through September and in October, the operation moved indoors at the Lee Road Branch. The Mobile Pantry served 1,394 people.

New LGBTQ+ Services
The LGBTQIA Beyond Binaries Discussion Group moved from the LGBT Center of Greater Cleveland to the University Heights Branch in May 2019. The Lee Road hosted the Library’s first Drag Queen Storytime, which proved very popular with 109 children and caretakers in attendance.

New Book Bike
The former book bike was retired and a new one purchased with funds from the FRIENDS. The new bike has a trailer that accommodates more books and has a designated staff rider. From May through September, the book bike attended 13 community events and interacted with more than 500 customers, giving away hundreds of free books.

The 1619 Project
Adult Services launched discussions on the 1619 Project, an ongoing project developed by The New York Times Magazine in 2019 with the goal of re-examining the legacy of slavery in the United States. Over 170 people attended the two discussions in 2019, and more are scheduled for 2020.

NEA Big Read
In partnership with the Center for Arts Inspired Learning, local libraries, and nonprofit organizations, Heights Libraries participated in the 2019 NEA Big Read of Citizen: An American Lyric by Claudia Rankine. Heights Libraries hosted a live stream of the kick-off event with the author on January 23. Programs continued through the month of February and culminated with a county-wide poetry slam at the Cleveland Museum of Art on March 9.

Community Read, Community View: One Tough Poet Screening
Shaker Heights native and Academy Award-nominated filmmaker Jim Wolpaw presented his documentary about Daniel Thompson, a Cleveland Heights poet. Thompson died in 2004 and the film took over ten years to complete. It focused on Thompson, who was a social activist and cultural hero to many, as well as a poet.

Summer Reading Expansion
To expand the reach of the Summer Reading Program, preschools and daycares were able to participate in a modified version of the larger program. A Winter Reading Program, began in December. Noble offered a series on Kindergarten Readiness.
Financials

2019 Revenue

- Property Taxes $8,434,077
- Public Library Fund $2,720,256
- Friends Support & Gifts $45,432
- Fines/fees $40,488
- Refunds $63,693
- Rental Income $72,520
- Passport & Copier Fees $91,576
- Investment Interest $310,897
- Misc. $37,356

2019 Expenditures

- Salaries & Benefits $6,122,040
- Transfer to Capital Improvement Fund $4,000,000
- Library Materials $1,187,022
- Purchased Services $1,677,931
- Supplies $261,685
- Miscellaneous $32,120
- Capital Outlay $205,469

The 2019 Numbers

- 12,116 Number of Hours all 4 Branches Were Open
- 2,072,833 Items Circulated
- 6,309 Library Programs with a total of 108,723 attendance
- 593,736 Reference Transactions phone and in-person
- 203,701 Electronic downloadable film, music, audio books, ebooks, magazines
- 1,368 Items Delivered to home-bound individuals
- 1,013 Summer Lunches Served
- 462 Outreach Visits Reaching a total of 13,473 people
- 47,475 Library Card Holders
- 1,538 Youth Summer Reading Participants
- 714,736 Visitors
- 490 Volunteer Hours
- 1,858 Meeting Room Uses
- 11,806 Study Room Reservations
- 462 Outreach Visits Reaching a total of 13,473 people
**Annual Report**

**Friends of the Heights Libraries 2018–2019**

**Activities and Sponsorships**
- Mega Book Sales in May and December
- First Friday Book Sales each month
- African-American Read In in February
- Cleveland International Film Festival in March
- My Favorite Poem Project in April
- Heights Art Haiku Death Match
- Reaching Heights Spelling Bee in April
- Teacher’s Book Sale in August
- Heights Community Congress Home Tour Staffing in September
- Indigenous Peoples Read In in October
- Urban Winery FRIENDS Members Thank You
- FRIENDS Members can attend Dobama Theatre dress rehearsals for free
- Scholarships for Library Science Students
- Citizenship Classes at the Noble Branch
- Welcome Hub at Noble Branch
- Driving Program for New Citizens
- Teen Digital Lab at the Lee Road Branch
- Harvey and FRIENDS Book Vouchers provided to Adult Summer Reading Program
- Library Staff Rewards & Recognition
- Library Staff National Travel/conference support for professional development
- Staff Wellness Incentive Program
- Book Donations to: Little Free Libraries, Metro Health, Lorain County Correctional Institute, Sisters of Charity, Juvenile Detention Center, the Cleveland Women’s Homeless Shelter, Lutheran Metropolitan Ministry Men’s Shelter, Seeds of Literacy, St. Philomena’s Food Program, Noble Branch Book Giveaway, Cleveland Hts. Small Business Celebration, Cleveland and OH-IUH Schools, Veteran’s Hospital, Rainey Institute, University Settlement, and many others.

**Financials for Fiscal Year 2018–19**

Total Income was $69,894. Earned income was $57,683, which included book sales of $51,566. Merchandise sales, vending commissions, interest income and FRIENDS events provided the balance. Our contributed income total of $12,211 came from membership dues and donations.

**Volunteers**
- Volunteer Hours: 6,442
- Volunteers: 147

**Membership**
- 427 active FRIENDS members
- Individual: 226
- Family: 55
- Couple: 43
- Patron: 30
- Ind. Lifetime: 73

**Fund for the Future of Heights Libraries 2019**

Total expenses and grants totaled $65,071 in FY 2018-19. Donations to the library and library related entities of $50,147 were allocated as follows:

- Director’s Discretionary Fund: $2,400
- Library Staff Support, Development & Recognition: $3,500
- General Library programming $15,500
- Library Levy Committee: $2,000
- English Classes at Noble Branch: $3,000
- Citizenship Classes Noble Branch: $4,460
- Driving Program for New Citizens: $1,125
- Teen Digital Lab Interns: $200
- Reaching Heights Spelling Bee: $500
- Scholarship Awards for Library Science Students: $1,500
- Heights Arts Haiku Death Match: $500
- Replacement Book Bike: $1,000
- Teen Art/Heights Arts Sidewalk Panel: $2,000
- Culinary Literacy Cart: $662
- New Outreach Van: $10,000

FFHL’s mission statement continues to be “Creating an endowment to support Heights Libraries buildings, property and services for future generations. Gifts are invested for secure and conservative growth within the Cleveland Foundation.”

**2019 Board of Directors**

**OFFICERS:**
- Hugh Weinberg, President
- Courtney Eaton, Treasurer
- Jackie Nachman, Corresponding Secretary

**MEMBERS:**
- Sydney Benson
- Ray Gonzalez
- Chase Klingenstein
- Renee Lewin
- Karey Werner, Ex officio

**Fund for the Future of Heights Libraries Assets**

The Fund for the Future of Heights Libraries’ (FFHL) total 2019 assets equaled $63,240.95, which is an $11,543 increase (18 percent) over 2018.

FFHL’s primary revenue sources are profits from its annual Honor Roll Dinner, individual donations from the Board and community members, and the interest on the Cleveland Foundation fund. Chen Li Wan donated $5000 through a Cleveland Foundation donor advised fund.

Hugh Weinberg continued to serve as president of the Board of Directors in 2019. Courtney Eaton rolled off the board after six years as treasurer. FFHL is very appreciative of Eaton’s dedication to the Library and the foundation. We also said goodbye to Susan Jannsen, Adaora Schmeidl, and Esther Moss who each have also served for six years.

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Check Us Out
is published four times a year for the customers of the Cleveland Heights-University Heights Public Library.

The Board of Trustees
- Patti Carlyle
- Gabe Crenshaw
- Dana Fluellen
- Max Gerboc
- Annette Iwamoto
- James Roosa
- Vikas Turakhia

Director
Nancy Levin

Closings
Thurs & Fri, Nov 26 & 27, Thanksgiving

Civic Engagement
Heights Libraries Board Meetings
Mon, 6:30 p.m.
Sept 21, Oct 19, Nov 16
Via Facebook Live

Lobby Service
Lee Road
2345 Lee Rd.
(216) 932–3600
Tues & Thurs, 1:30–9 p.m.
Wed, Fri & Sat, 12–5 p.m.
Seniors-Only Hours
from 10 a.m.–12 p.m.
Wed, Fri & Sat

Noble Neighborhood
2800 Noble Rd.
(216) 291–5665
Tues & Thurs, 1:30–9 p.m.
Wed, Fri & Sat, 12–5 p.m.
Seniors-Only Hours
from 10 a.m.–12 p.m.
Wed, Fri & Sat

Coventry Village
1925 Coventry Rd.
(216) 321–3400 Voice
(216) 321–0739 TTY
Tues & Thurs, 1:30–9 p.m.
Wed, Fri & Sat, 12–5 p.m.
Seniors-Only Hours
from 10 a.m.–12 p.m.
Wed, Fri & Sat

University Heights
13866 Cedar Rd.
(216) 321–4700
Tues & Thurs, 1:30–9 p.m.
Wed, Fri & Sat, 12–5 p.m.
Seniors-Only Hours
from 10 a.m.–12 p.m.
Wed, Fri & Sat

All branches are closed Sunday & Monday.