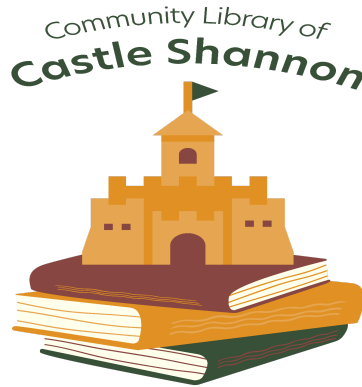


Community Library of Castle Shannon

[Board of Trustees](#)

Reporting to our Community in 2024



Vision Statement: To be a valued community asset that inspires lifelong learning and supports enriching experiences for all.

Mission Statement: To be a vibrant community hub where all people gather to connect, engage, discover, learn and play.

*******75th Anniversary*******

*Celebrating 75 years of serving Patrons and the Community Members of Castle Shannon
1949-2024*

[Castle Shannon Library History](#)

*Life's most persistent and urgent question is, what are you doing for others?
-Martin Luther King, Jr*

On behalf of the Board of Trustees, Library Director, and Staff, the following five statements are our Core Values, and collaboratively represent our deepest beliefs and highest aspirations as we unify to serve both the Community and the Community Library of Castle Shannon.

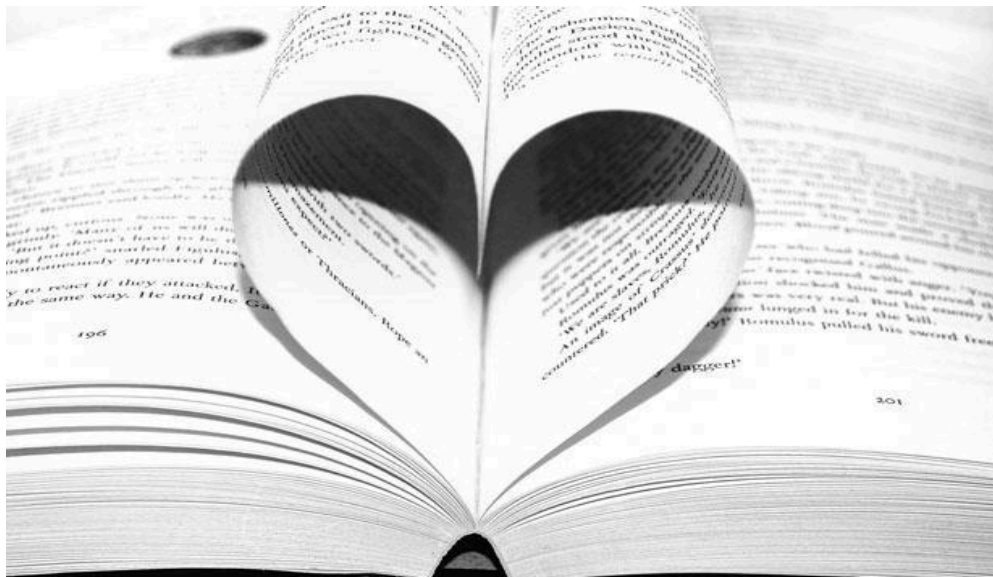
Being Good Stewards of the Castle Shannon Library and Community Resources: We are a trusted resource for our community. We take pride in our commitment to honesty and transparency.

Being Consistently Patron-centered: We have a knowledgeable and positive group of staff members who focus on library users' interests and needs.

Encouraging and Fostering Curiosity: We continually seek to encourage personal growth and facilitate the exchange of ideas, information and creativity.

Community Engagement: We intentionally seek opportunities to be actively engaged in the life of the community.

Equal and Inclusive Access: We believe that learning is a human right and we actively work to provide a comfortable, inclusive space where people see themselves represented and embraced.





“The only thing you absolutely have to know is the location of the library.” – Albert Einstein

3677 Myrtle Avenue Pittsburgh, Pennsylvania 15234 412.563.4552

**Hours of Operation: Monday 10:30-7:30 | Tuesday 10:30-7:30 | Wednesday 10:30-4:30 | Thursday 10:30-7:30
Friday 10:30-4:30 | Saturday 10:00-5:00 | Sunday Closed**

The Castle Shannon Library continues to offer welcoming and updated spaces, recently renovated and refreshed, where minds of all kinds can meet, read, learn, work, create and connect. This public space, located in the heart of Castle Shannon, is well-known and referred to as the “Hub of the Community”. The dedicated staff helps patrons find books and materials, promote early literacy skills, support teen well-being, facilitate career preparation and authentic social connections. The Library hosts dozens of story times and book discussions each year through offering an impressive, relevant, and up-to-date collection of books. Serving all patrons with respect and dedicated attention is the ultimate goal as we consistently strive to offer a safe, accessible and welcoming space where all can gather, learn and thrive.

We also work in close collaboration with the Castle Shannon Borough

<https://borough.castle-shannon.pa.us/departments/>

Love your Library!

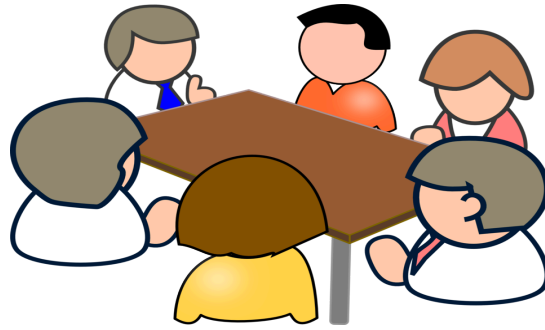


A Board of Trustees is a group of people who are elected or appointed to oversee the well-being of an organization. They are responsible for the organization's assets and strategic direction. Their primary duty is to act in the organization's best interests and protect the interests of its stakeholders—for us, that is the Castle Shannon Community Members.

A Note from the Community Library of Castle Shannon Board of Trustees:

It has been an incredible year to serve on the Board of Trustees. The Library has a reputation for being fiscally responsible, and in close collaboration with the Library Director, Heather Myrah, we have continued to maximize operating dollars without compromising quality. The Castle Shannon Community residents' tax dollars are the largest contributor and foundation of the Library's financial support. The Board of Trustees and the Library Staff genuinely listen and observe the needs of patrons to provide excellent services and spaces for current and future generations. In 2024, renovations were made to modernize both indoor and outdoor areas of the Library to address both safety and functionality. Through the vision of the Library Director and Staff, the Library has evolved and successfully merged the beauty of the past with the needs of the present. It is impressive to see how the staff has frugally and thoughtfully created designated niches in the Library for teen recreation, robust makerspace experiences, and quiet spaces for reading along with installing two large screen TVs in the downstairs community area for library programs and presentations. In the background, the Children's and Youth Librarian is consistently researching and adopting a diverse children's book collection to meet the reading and language needs of a changing community demographic while Staff members collaborate for ideas to offer unique crafting and cooking experiences for adults. This year also brought a positive work relationship with the Friends of the Library, as we gained a better understanding of their vital fundraising role to support library operations. Professionally, we also combined our time with the Friends, and embarked on educational experiences to remain relevant in the work we do as board members. We take our roles and responsibilities very seriously and always strive to be transparent. We work on behalf of the community and our sincere mission is to serve the greater good. If you are interested to learn more about who we are and the roles in which we serve, along with details gleaned over the years from our public meetings—browse our recently updated and easy to navigate Castle Shannon Library website: [Library Board of Trustees, Meeting Minutes and Agendas](#)

One more important note to share...over the past year, the Castle Shannon Library Director, Heather Myrah, has been leading a successful library initiative to personally meet with many of the local small business owners. While gathering many details of local business information she has concurrently been using the Library as a venue to promote business resources and events with the community. Stop by the Library if you would like to learn more about small businesses in Castle Shannon, or as a business owner, add your information to her growing database.



Community Library of Castle Shannon Board of Trustees

Results from the 2023 Castle Shannon Library Satisfaction Survey

“What is the shortest word in the English language that contains the letters: abcdef? Answer: feedback.

Don't forget that feedback is one of the essential elements of good communication.” – Anonymous

Your Feedback Matters!

In March of 2023, as part of our duty, the Library Board of Trustees created a short Library Satisfaction Survey to engage with the public and get feedback related to the quality and value of library services. Here are a few of the survey results:

Question: In your opinion, how much does the Castle Shannon Library benefit the community?

Answer: 81% of responses answered “A great deal”

Question: How often do you visit the Castle Shannon Library?

Answer: 56% of responses answered “A few times a month”

Question: How would you rate the Castle Shannon Library based on other neighborhood libraries you've visited?

Answer: 72% responses answered “Above average”

Question: When you have visited or contacted the Castle Shannon Library, how attentive was the Library Staff to meet your needs?

Answer: 90% of responses answered “Very Attentive”

Question: When you have visited or contacted the Castle Shannon Library, how would you rate the knowledge of library staff to answer your questions or be a resource to help meet your needs?

Answer: 75% responded “Exceeded expectations”

Question: What is the most valuable quality of the Castle Shannon Library?

Most Popular Response: The friendly and helpful staff.



"Libraries store the energy that fuels the imagination. They open up windows to the world and inspire us to explore and achieve, and contribute to improving our quality of life." Sidney Sheldon
(1917-2007 American writer and producer)

**Special Highlights of the Castle Shannon Library
(a short list of favorites compiled by the Board of Trustees)**

Annual Tiny Little Art Show that takes place during National Library Week

Theme-filled fun throughout the Summer with Children and Adult Programming

Connecting with young people by offering after school programming

The Library is located directly across the street from Myrtle Avenue Elementary Grade School

A large community room to host popular yearly events such as Friends of the Library book sales and flea market
AND a popular craft and vendor event organized by the Library Director

Located in a walking neighborhood - a destination location that offers lots of free activities

A Library Director who shows special attention to programming for seniors!

A clean and safe space to stay warm and cool

A makerspace with lots of supplies

Two large screen TV's for library programming and teen gaming

ALL are welcome!

Local newspaper and popular magazines always on-hand

Ample parking

A Little Free Pantry to privately access donated food and necessities

Friendly staff who become friends of the patrons

A resource for all kinds of information—if the Library doesn't have it, the Staff will help you find it

Printing is still ten cents a page!

Special Highlights of the Castle Shannon Library
(a continued short list of favorites compiled by the Board of Trustees)

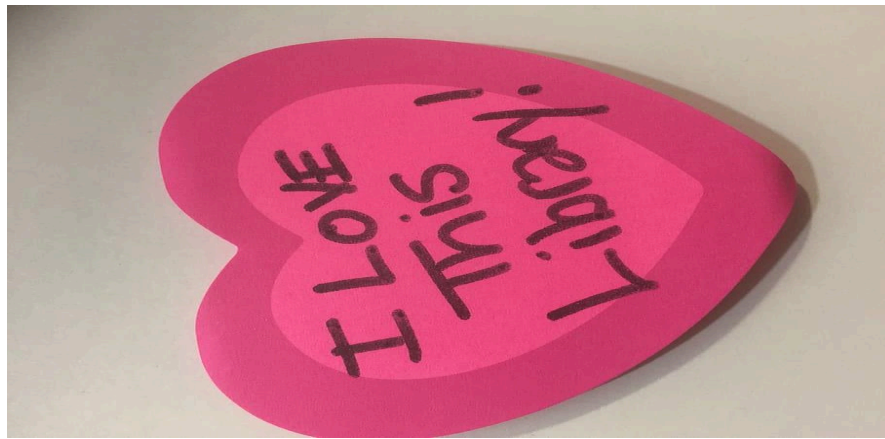
Contests and prizes for participation in a variety of reading programs

Monetary donations are always put to good use to make the library better

The Library Director and many of the staff members live in Castle Shannon - they know the community well!

Crafternoon and Crafterdark, Cook the Book - Monthly adult programs that offer well-organized and welcoming learning experiences

<https://castleshannonlibrary.org/>



Thank you for your interest and time to read our Community Report!

Community Library of Castle Shannon Board of Trustees