

DIRECTOR'S REPORT

February 21, 2019

Strategic Plan

Our Mission:

We are "The People's University," the center of learning for a diverse and inclusive community.

Our Strategic Priorities:

1. Form communities of learning
2. Fight community deficits
3. Ready for the future: CPL 150
4. Cultivate a global perspective
5. Innovate for efficient and sustainable operations

PUBLIC SERVICES

Programs and Services

Cleveland Print Room

Fine Arts staff hosted a class from the Cleveland Print Room on January 26th on how to do research on artists for an exhibition. Ten students participated and working on Library provided laptops. The Cleveland Print Room offers youth programs to foster self-expression and community engagement.

Genealogy at CPL

The Genealogy and Family History Research Clinics was held on January 12th. The Center for Local and Global History hosted the African American Genealogical Society of Cleveland as they helped patron looking for genealogical assistance.

Harmony for Hunger

The Harvest for Hunger Committee of the Cleveland Public Library, hosted a karaoke night at The Happy Dog on Detroit Ave. The event brought in about 150 people and raised over \$1,200 for the Harvest for Hunger campaign.

Knitting at PAL

The knitting group held one meeting on January 9th. Ten people attended and a group project was introduced. The project involves collaborating with other Warm Up Cleveland groups to make baby blankets for Metro Hospital's birthing unit.

Sports Icon Interview

Library Assistant Pete Elwell organized and hosted a Sports Icon Interview series taping of Dan Coughlin and Big Ten referee Ben Bova.

Tax Season

Once again, the Government Documents Department is assisting with tax questions. Business, Economics, and Labor Librarian Susan Mullee coordinated the delivery of City of Cleveland tax packets, State of Ohio instruction booklets, and federal IRS forms and instructions. Government Documents will be distributing the forms as well as answering questions from both patrons and branch staff.

Youth Services Programing

Children's Librarian Eric Hanshaw provided two Dungeons & Dragons programs for tweens and teens called Afternoon Adventures, and had 7 participants across both programs.

CPL Puppetry Initiatives

Senior Librarian Lan Gao and Outreach and Programming Library Assistant Melanie McCarter attended Puppetry Guild of Northeastern Ohio (PGNO) monthly meeting on January 27th. They discussed the opening of our puppetry exhibit on World Day of Puppetry, March 23rd. Also, regular monthly puppet shows are planned and contracts will be prepared and executed upon final budget approval. The puppetry related programming will allow the schools and organizations bring more students and educators visiting the library and having an enriching experience.

Main Library Tours and School Visits

Special Collections Librarians Stacie Brisker, Ray Rozman, and Pam Eyerdam gave a presentation on the *John G. White Collection* for seniors of Judson Park on January 9th. The 35 attendees observed a presentation and several items from the collection.

Special Collections staff hosted the Cleveland State University Urban Studies class (Natural History of Cleveland) on January 26th. The class initially met in the CDPL, had a tour of Library facilities that included the Photograph and Map Collection, TechCentral and Special Collections. There were 25 students.

International Language Manager Milos Markovic conducted tour for 42 seniors from St. Raphael Parish in Bay Village.

Youth Services Department staff hosted tours for the schools and groups with a total attendance of about 200 students and

educators from Whitney Young, Harvey Rice, Orchard STEAM, FDR, and Lincoln Elementary School. Among them, 130 students from Harvey Rice, Orchard STEAM, and FDR attended Special Multi-Cultural Program hosted at the library on January 18th.

Main Library Book Clubs

Brew Pub Book Clubs

The Brew Pub Book Clubs moved to a new location this year. Hosting the two monthly discussions is Nobel Beast Brewing Co. on Lakeside Ave.

Center for Local and Global History Manager Olivia Hoge hosted the Broads, Books, and Beer book discussion on January 9th. Participants discussed *How We Get Free Black Feminism and the Combahee River Collective* edited by Keeanga-Yamahtta Taylor. General Research Collections Manager Don Boozer and Science and Technology Library Assistant Peter London kicked off 2019's Books on Tap discussion group with attendees talking about *My Beer Year* by Lucy Burningham.

Brown Bag Book & Movie Club

CLGH Librarian Terry Metter held a Brown Bag Book and a Movie Club program. Mr. Metter and patrons discussed *All the President's Men* by Carl Bernstein and Robert Woodward and the film based on the book was screened after the discussion.

Award-Winning Book Club

Literature Library Assistant Michael Haverman hosted his monthly "Award-Winning Book Club" on January 8th. He and three patrons discussed the *The Plauge of Doves* by Louise Erdrich.

Get Graphic! Book Club

Literature Library Assistant Nick Durda hosted along with Valentino Zullo the Get Graphic program on January 3rd on the book *Black Hole* by Charles Burns; eight patrons attended. Library Assistant Michael Haverman guest hosted the second Get Graphic with Valentino Zullo. They discussed *Killing and Dying* by Adrian Tomine with 11 patrons.

Cleveland Public Poetry

Literature Librarian Evone Jeffries hosted the open mic reading series featuring local poet E. F. Schrader. Ten patrons attended on January 19th.

Main Library Blogs

Literature Librarian Evone Jeffries published one article for the Ohio Center for the Book website.

Main Library Outreach

Library Assistant Lisa Sanchez hosted a story time at Carnegie West Branch with child psychologist Dr. Shereen Nassur. On January 12th *We're All Neighbors: An Immigration Story Time* focused on children's immigration stories and the similarities between all people.

Ms. Sanchez program *Putting Glenville on the Map* was held at the Glenville Branch on January 15th. The program used historic images from the Photograph Collection on the Digital Gallery and historic maps of the area using ESRI's online peplemaps discuss with kids about the neighborhood's past, present, and future. At the end, the children drew how they envision their neighborhood in the future.

Map Collection Librarian Tom Edwards conducted a workshop for the Computer Assisted Genealogy Group (C.A.G.G.) at Cuyahoga County Public Library's Fairview Park Branch on January 19th.

General Research Collections Manager Don Boozer presented a webinar on January 16th for NEO-RLS entitled *Moving Through the Fog: Navigating the Internet in a Post-Truth Era*. Over 20 people attended in real-time. The link to the recording was shared with Mr. Boozer who provided it to his staff.

Youth Services Senior Librarian Lan Gao attended the Danny Dollar Academy Teacher Professional Development Workshop at the Federal Reserve Bank of Cleveland at the invitation of Khaz Finley, the Money Museum's Education Outreach Coordinator. Lan provided information to Cleveland Metro School teachers on library services that would supplement the pilot curriculum being introduced during the workshop including CPL's YREAD? Book Set collections, Educator and ConnectED library cards, and Main Library Tours.

Fine Arts Librarian Andy Kaplan also prepared an extensive list identifying Jazz musicians influenced by their Muslim religion. The list was for OPS who are working with the Tri-C Jazz program.

Fine Arts librarian Bruce Biddle continues to stock the Little Free Library box located on 14th and Superior.

Public Administration Librarian Monica Musser assisted Marina Marquez at the event "Sustainable Cleveland - Year of People". Their table highlighted the library's seed exchange program and Warm Up Cleveland.

Popular Library Assistant April Lancaster delivered items to the satellite collection at Case Western Reserve University.

Main Library Displays

Business, Economics and Labor Librarian Zachary Hay prepared a display on taxes and taxation including tax-preparation guidebooks, as well as histories of taxation and various views on taxation across the spectrum. Information related to tax preparation assistance available at Cleveland Public Library was included in the display.

In Government Documents, a temporary display was created highlighting the 2018-2019 federal government shutdown. Government Documents Supervisor Sarah Dobransky created a timeline of events, researched and displayed legislative history for the appropriations bills, and explained government funding through Congress.

Social Sciences Senior Librarian Mark Moore kept the rotation of new books on display going in January and assisted Social Sciences Supervisor Ron Antonucci by pulling books for the new Game Night at Home display.

Popular Library Assistant April Lancaster set up Black History Month displays throughout the department.

In Literature, Library Assistant Michael Haverman organized a display related to *An Illiad*, currently at Cleveland Playhouse. Staff also rotated displays around currently and upcoming book clubs.

Popular shared their new titles to be displayed in the Public Administration Library. Other displays featured books on Martin Luther King Jr., the CIA, sleeping, tax preparation, windy titles and book clubs.

Collection Development

The Center for Local and Global History completed and continued several projects. Map Librarian Tom Edwards completed entering metadata in the Sanborn Fire Insurance Map from Cleveland, Cuyahoga County, Ohio. 1912-13. Mr. Edwards also began organizing the oversized rolled maps in Room 923 on to the newly

installed cantilever shelving units. Page Louise Lybrook processed over 2,000 photographs into the Portrait & Biography Collection. Library Assistant Lisa Sanchez continues to work on the Ohio Post Card Collection having completed over 200 unique identification numbers and descriptions to individual items. Manager Olivia Hoge added metadata for six war posters.

Fine Arts Librarians Andy Kaplan and Bruce Biddle are working with Pages to shift books on the 5th floor.

Social Sciences Senior Librarian Mark Moore sent the collection of limited edition facsimile reprints of baseball World Series Programs published by Robert Opie in the 1980s to Preservation for boxing. During a visit to offsite storage at Lakeshore, BEL Senior Librarian Sandy Witmer identified a number of titles which needed corrections / additions to make the catalog records more useful.

Subject Department Library Assistant Michael Haverman processed three POP Transfer trucks; over 300 books were added to the collection around 100 books were discarded.

Gifts

Special Collections received a copy of the recently published *Emanuel Lasker, vol. I: Struggles and Victories* (2019) by Forster, Negele, and Tischbierck. Special Collections is mentioned in the Acknowledgements section for its contributions to the book and Librarians Lissa Waite (retired) and Raymond Rozman are thanked by name. The copy is signed by the authors.

Social Sciences Supervisor Ron Antonucci and General Research Collections Manager Don Boozer worked with a gentleman from Philadelphia to procure a sizable donation of sports-related books and memorabilia spanning years as far back as the early 1900s.

Literature Library Assistant Nick Durda spoke with a patron about a sizable donation of Superman and comic book memorabilia. The patron's collection include collectable US postage stamps, comic books, and music records. With the help of Director of Main and Research John Skrtic and the Legal department, we were able to get a Deed of Gift to the patron.

Research that's Possible Only at Main Library

- Staff helped a patron find images of the founding members of the Cleveland Print Room. Staff located more than 15

Portrait Collection subject folders to be used for a display marking the Print Room's 100 year anniversary.

- A journalist requested the front page of the April 19th, 1947 edition of the Call & Post for a story about the 100th birthday of Jackie Robinson.
- Staff assisted a writer from Washington state locate and verify a quote regarding aviatrixes in the 1929 National Women's Air Derby, including flyers Blanche Noyes, Louise Thaden, Amelia Earhart and Phoebe Omlie.
- Staff assisted a patron discover the new street address of 15 Cross St. where their ancestor was born. Staff also sent an image of the Sanborn Fire Insurance Maps of Cleveland, Ohio, V. 2B, 1896-1910, which gave context to the location.
- Staff assisted a researcher from the Cleveland Museum of Natural History with finding books about the history of Berea, Ohio and a United States Geological Survey Map depicting sandstone deposits in Berea.
- Staff helped a patron with finding information about the boarding home an ancestor ran for close to a decade. It is believed that the family member was murdered by one of the boarders. Using the Criss-Cross directories, staff were able to find the names of the other boarders.
- The following music scores were requested: Chopin's etudes trois, keys and editions, Godfather film themes, Ragtime liberettos, 70's oldies, Lapsteel guitar, Boss guitar effects, instruction, adult piano instruction, Bach, Inventions, scores with phrasing marks, piano instruction websites, New Orleans guitar style instruction, songs from My Fair Lady, organ music for beginners, Libretto Little Shop of Horrors
- Patron requested information about the West Side Evangelical Church. The Practicum student found some information online, in clipping files and the historical *Plain Dealer* database.
- Local writer requested scans from the 1909 text and images from *The Development of Civilization in America* by Francis Davis Millet, including images of the murals painted in the Cleveland Trust Building on 9th (now Heinens). Millet died in 1912 on the Titanic and was a close friend of Daniel Burnham who designed the Cleveland Mall of 1903.
- Patron was assisted with obtaining music scores from the *Eyman Dance Collection*.

- Patron request for the sacred Hindu text of *Ahirbudhnya-saṃhitā of the Pāñcarātrāgama*
- Patron request for books on witchcraft and the occult from the *Folklore Collection*
- Local researcher requested *The Book of Clevelanders: a biographical dictionary of living men of the city of Cleveland* (1914) and *Cleveland Illustrated* (1889) which documents homes, churches and buildings in that era.
- A student from Smith College asked about Cleveland School archives and about Helen Chesnutt who was the daughter of Cleveland African American writer Charles Chesnutt. Helen gave CPL the Chesnutt archive in the 1970s.
- Assisted patron on how to find appraisals for art work
- Patron request for the 1952 song *Night Train* from the *Eyman Dance Music Collection*.
- Patron requested to see some specimens of the *Haggadah*, sacred text read during the Seder of Passover. Special Collections has several beautiful specimens of *Haggadah* scrolls
- Chess researcher from Switzerland requested a scan of a chess match published in The December 7, 1935 issue of the *Australasian Chess Review*.
- A patron needed standards for forklifts and required NFPA (National Fire Protection Association) Standard 505 and ITSDF (Industrial Truck Standards Development Foundation) Standard B56.1. The department owned both of them, and no other library was listed in WorldCat.
- A patron repairing duct work in his home needed several ACCA (Air Conditioning Contractors of America) publications including *Manual D* and *Manual T*, along with *Flexible Duct Performance & Installation Standards* and *Fibrous Glass Duct Construction Standards*. Cleveland Public Library is the only library in the country to own these materials.
- A Science and Technology patron this month required Heavy Construction Costs with R.S. Means Data. Cleveland Public Library is the only Ohio library to own this resource.
- Staff worked with an out-of-state author to find a number of articles on the *Historical Plain Dealer* database about the Cleveland Tractor company.
- A patron needed historical Diner's Club annual reports for select years including 1970. Staff found the March 31,

1970, annual report for the Diner's Club via Mergent Archives.

- Staff assisted on an inquiry about the succession of judges in the Cuyahoga County Juvenile Court with information from the Social Sciences' election files.
- A staff member with the Cleveland MetroParks called the looking for the Congressional Hearing of Cleveland Mayor Carl Stokes after the infamous Cuyahoga River fire of 1969. Staff was able to scan the microfiche and email it to the patron.

Staff Development

All Lending staff continued to work on completing their Passport Acceptance Agent Online Training. Successful completion of this online training will re-certify staff as official Passport Acceptance Agents.

Lending Assistant Supervisor Tracy Isaac began serving as a member of the Labor Management Committee. The LMC Committee met twice during the month of January.

Children's Librarian Eric Hanshaw attended a meeting of the United Way / Community Shares committee at the Lake Shore Facility discussing fundraising opportunities over 2019.

Youth Services Manager Annisha Jeffries and Children's Librarians Julie Gabb and Eric Hanshaw attended and participated in the American Library Association Midwinter Conference.

Director of Main Library & Research, John Skrtic attended the American Library Association Midwinter Conference. At the conference Mr. Skrtic recruited for the open position of Literature Manager and open Branch Manager positions at a job fair for Librarians from across the country.

Staff members throughout Main Library continue to take the BookEnds training courses at the Lakeshore facility. On January 24th, Lending Department Manager Stephen Wohl helped facilitate the Circulation training module.

Other

The Cleveland Orchestra requested to view music scores from the *Charles Rychlik collection* and is interested in a possible musical performance of his work at the Library in the future.

General Research Collections Manager Don Boozer greeted staff members from the NEOMED-CSU Partnership for Urban Health on their monthly visit to Main Library to provide health screenings to walk-up patrons. Mr. Boozer provided a display of books and free handouts (provided through federal agencies by Government Documents) and got them set-up in the Indoor Reading Garden. A staff member from the Greater Cleveland Food Bank will also be joining them each month to provide information on the Food Bank and Supplemental Nutrition Assistance Program (SNAP).

BEL Senior Librarian Sandy Witmer and General Research Collections Manager Don Boozer participated in a phone call a Special Libraries Association (SLA) Fellow planning the 2019 Conference in Cleveland. The SLA Fellow was requesting a speaker from the Business department to participate in a panel discussion at the conference on business resources being offered by the library. Both Ms. Witmer and Mr. Boozer will be at the conference to present and answer attendee questions.

Youth Services Manager Annisha Jeffries and Children's Librarian Julie Gabb met with Youth Opportunities representatives Toni Arnold-Spikes & Rayshawn Eberhardt to discuss having Y.O.U. offer drop-in job assistance/placement and workshops every Friday 1-5pm.

Special Collections librarian Ray Rozman discovered that one of the Medieval manuscript leaves from the Otto Ege box sets is part of a set that is being reconstructed in the online *Fragmentarium Project*. He then scanned our leaf, then sent the images off to the *Fragmentarium Project* so that our material is included in the reconstruction of this broken-up manuscript and that Cleveland Public Library is credited for its leaf.

PAL assisted Knowledge Office locate plan *A New Model for Addressing Youth Violence a Public Health Issue*. The plans *Youth Violence Prevention Violence and a Public Health Response* by John James and *Cleveland's Collaborative on Youth Violence Prevention (The Cleveland Plan) : revision in response to National Forum on Youth Violence Prevention DSG : review July 2015 and site visit September 2015* were also provided.

TechCentral

Digital Literacy Class Series for Refugees

TechCentral is again partnering with Cleveland Catholic Charities Migration and Refugee Services near the Walz Branch to offer a series of digital literacy and computer instruction

classes for refugees. This 20-week long program started on January 7 and will be held at the Walz Branch Library.

Professional Development & Meetings

TechCentral Coordinators, Melissa Canan and Suzi Perez, and Library Assistants, Computer Emphasis, Alison Guerin and Hannah Kohr attended the *Girls Who Code* informational meeting at the Midtown Tech Hive on January 3.

The TechCentral Social Meeting team met on January 4 to discuss ways to improve the department social media presence on Twitter.

Ms. Guerin attend the Book Ends *Mental Health Awareness* training on January 8.

Library Assistant, Computer Emphasis, Courtney Gatewood attended an eSports Gaming Committee meeting on January 9.

Ms. Perez met with Amy McMaken, Knowledge Office, on January 9 to follow up regarding the Project Outcome Surveys for Digital Literacy classes.

TechCentral Manager, CJ Lynce, attended the Bookends *Sirsi* training on January 10.

Ms. Guerin attended a Harvest for Hunger Committee meeting on January 10.

Mr. Lynce along with Computer and Equipment Technicians, Joe Battaglia and Tim Phelps attended the CLEVNET PC Tech Special Interest Group meeting at Ritter Public Library on January 11.

Mr. Lynce, Ms. Canan and Ms. Perez met with the Hotspot team on January 14.

Mr. Lynce met with Ms. McMaken, Knowledge Office, on January 15 to follow up on the EDGE Assessment recommendations.

Library Assistants, Computer Emphasis, Jorge Arganza and Allison Collins attended the Bookends *Operations 101* training on January 15.

Mr. Lynce, Ms. Canan, and Ms. Perez attended the NEO-RLS Webinar *What the Heck Happened? 2018 Employment Law Update: Part I*, on January 17.

Mr. Lynce met with Director of Branches, Ms. Parks, on January 22 to discuss several topics related to TechCentral services provided in branches.

Ms. Williams-Riseng attended the NEO-RLS Webinar, *Moving Forward Through the Fog: Navigating the Internet in a Post-Truth Era*, on January 23.

Mr. Lynce attended the CLEVNET Director's Quarterly Meeting at the Medina County District Library Main Branch on January 25.

Ms. Canan and Ms. Perez met with Ms. McMaken, Knowledge Office, on January 29 to discuss a Digital Literacy Class survey to gather patron needs and feedback for upcoming classes.

Public Services Technology January 2019

Service Calls and Tickets Summary

Service Calls and Tickets Received: 40

Service Calls and Tickets Resolved: 36

Resolved Main Library Service Calls and Tickets: 29

Resolved Branches Services Calls and Tickets: 11

Service Ticket and Project Detail

- VCA Repair after break-ins.
- 4 Tickets - Printer pay station maintenance.
- 2 Tickets - Cell phone charger maintenance.
- Bi-weekly Transport of Mobile Makerspace for Branch Demos.
- Routine maintenance of Tech Central 3D printers.
- Repair of Lorain and Fleet 3D Printers.
- VR setup for OPS Esports.

Cleveland Digital Public Library

Programs, Services & Exhibits

Learning Commons/Programs

Cleveland Digital Public Library regularly hosts classes. During January, we regularly hosted CPL Fit Yoga, QiGong, and CPL Chess Club. We have held four meetings of the CPL Chess Club with a total of 15 attendees. Our weekly Yoga and Qigong offerings are regularly attended by 10 or more people, about half of whom are from downtown offices.

Exhibits

In terms of media, object registration and preparation we are supporting with significant staff commitments both the John G. White exhibit and the Library History exhibit planned for sesquicentennial. Staff in ClevDPL have been assigned to assist with the planning and installation of the "CPL: 150 Years through the Eyes of the Staff" and the "John G. White" exhibits. Assistance includes media development, content development, case planning and design, digitizing and uploading new materials from Special Collections and CPL Archives for the exhibit and to the digital gallery, and preparing materials to be sent to graphics and the printer.

We will be also supporting exhibit work done for puppets in Brett Hall and throughout the library.

We have selected and registered works for the upcoming WPA print display to happen in our Martin Luther King branch, and we are working with Special Collections on shipping and storing the items so that the cooperative project with the art museum involving youngsters as curators can move forward.

Specific devices have been integrated into our exhibit programs:

- *Magic Box*
Cleveland Digital Public Library has moved the Magic Box exhibit case on display to the first floor of Main. We refreshed the content with library history content, and are preparing to use the Magic Box in the upcoming puppet display for 2019.
- *Touch Wall*
The touch wall in the third floor space in Cleveland Digital Public Library continues to be used by casual visitors and classes. It has had content updates in December and January, and we have rearranged content to enhance accessibility and use.
- *Kiosk*
The kiosk remains on display in the John G. White Gallery presenting content related to the Sacred Spaces exhibit. We currently are in the process of planning content for sesquicentennial exhibits.

Videography and Photography

ClevDPL has taken on the responsibility of doing video work for the Sports Research Center. These videos are being loaded onto Internet Archive and YouTube. We have uploaded nearly all of the Andrew Venable, Cleveland Growing Strong, and Library Institutional Oral History interviews onto both platforms, and, working with WebWare, have used HTML embedding in ContentDM to make video content from these projects more easily available through ContentDM. We are also currently leveraging the automated closed captioning in YouTube to create searchable transcripts for our oral history recordings. Finally, we are converting our audio only recordings to video formats so that they too can be loaded onto YouTube and automatically transcribed.

During January ClevDPL did nearly dozen media projects. They include: Director and Hope (photos), Suzi Headshots re-take (photos), People's University Shirts (photos), Sports Research Interview (video), Staff Gala Slideshow (video), LSW Construction (video), DVD making for "S" , Headshots "R" (photos), Headshots "K"(photos), Poetry out loud 2019 (photos)

Public Services Statistics

Patron Visits: Between January 1st and January 28^h the Cleveland Digital Public Library had 223 visitors. There were 125 KIC Scanner sessions resulting in 6671 mages/ 12,664 mb or around 12 GB of scan volume. ClevDPL had 14 programs.

Scanning Assistance

Cleveland Digital Public Library staff assisted 24 reservations and drop in sessions of two hours (or more) in length. There was scanning of both large personal and library collections in the Digital Hub. Patrons used the Epson 11000XL flatbed, ATIZ book scanner, and I2S oversized flatbed scanner to accomplish their projects for personal and publication use.

Scan Day

On January 30th, Cleveland Digital Public Library, partnering with Willoughby-Eastlake public library, held a scan day at the Willoughby Senior Center. A staffer from CPL and two staffers from Willoughby-Eastlake assisted 8 seniors do memory work and scan over 80 images. Some of the images may be included in the Willoughby-Eastlake collection in CPL's Digital Gallery.

Digital Gallery: From January 1, 2018-January 28, 2019, Google Analytics (GA) reports 6198 sessions for 4177 users and 101,638 page views. Organic Search channels 39% of our accesses (Google

search is the most common channel to our Digital Gallery). Direct access through CDM search accounts for 34% of our accesses. Referrals through other website are about 23% of our access volume. Finally, Social media now only account for 3% of our accesses. The number one referral site with 14% of all referrals, is Wikipedia. After that at 12% is Cleveland State, and our own website, cpl.org, is at 7%. Notable additional sites for referral are Cleveland Orchestra, both at about 10%. Nearly 39% of our sessions occur on mobile devices (up from last month) with 11% of those on tablets (up from last month). **40% are now accessing ContentDM through tablets and phones.**

Outreach

- On January 30th, Cleveland Digital Public Library, partnering with Willoughby-Eastlake public library, held a scan day at the Willoughby Senior Center. A staffer from CPL and two staffers from Willoughby-Eastlake assisted 8 seniors do memory work and scan over 80 images. Some of the images may be included in the Willoughby-Eastlake collection in CPL's Digital Gallery.
- ClevDPL participated in discussions with the Cleveland Foundation, CMA, and Karamu related to potential grant funding of collections projects at Karamu.
- ClevDPL continues to work with staff at the Edward Parker museum in East Cleveland.
- ClevDPL has recommitted to assist History Makers on a collection survey of CPL collections and, working with the CPL Foundation, will contribute to a city-wide collection survey and an oral history project.
- ClevDPL continues to work with the Cleveland Orchestra to scan scrapbooks.
- Cleveland Digital Public Library continues to work with local newspapers to provide access to the back files of member news organizations. We already provide access to Tremonster, Plain Press, and East Side Daily News. We are continuing to work with our vendor to get Cleveland Scene digitized. In March, we will be embarking on a COM (computer output microfilm) project with the Daily Legal News. We are developing a project to digitize the Cleveland Leader.
- Working with the Internet Archive, Cleveland Digital Public Library continues curating web- content as part of a 35,000 dollar IMLS grant working with the Internet Archive's ArchiveIT project to document local web-content and local

digital resources. ClevDPL has created a collection in the Digital Gallery (ContentDM) for Web Archives, and has populated the collection during October - we will be ready to open it up to the public in October.

- ClevDPL staff have continued to enhance demonstration digitization projects with Euclid Library, the Ukrainian Museum and Archives, Shaker Heights Public Library, Cleveland Orchestra and the South Brooklyn Historical Society.

ILL

Statistics are a month behind for ILL.

CPL Borrows: For December, 2018 CPL customers initiated 65 borrowing requests of which 41 were filled. The average turnaround time for filled requests was 17 days.

CPL Loans: We had a good month in ILL in October. We received 999 requests and filled 245. Our average turnaround time for filled requests was 3 days (over our target range) and our average turnaround for unfilled requests was 48 hours (over our target range).

Preservation

Preservation staff did the following:

- Received: 55
- Returned: 34
- Book Repair: 69 items (1 simple, 21 simple digicover prep; 33 complex, 14 complex digicover prep)
- Paper Repair: 4 items, 161 sheets (120 simple sheets, 41 complex, sheets)
- Enclosures: 6
- Labels: 12

Environmental Monitoring

Working with Property Management, including and Oliver Reyes, ClevDPL continues to monitor from 22 placements around Main and LSW using PEM II environmental monitoring devices. We have upgraded our monitoring subscription.

IPM monitoring

ClevDPL has placed insect traps appropriate for establishing the detection portion of an integrated pest management (IPM) program in Main, LSW, and Lakeshore Facility. We are currently monitoring LSW, Main, and Lakeshore.

OLBPD

For January 2019, OLBPD circulated 40,207 books and magazines directly to patrons. OLBPD registered 138 new readers to the service. Approximately 667 BARD patrons among 1,538 active users downloaded 13,500 items.

OLBPD submitted its second quarter State Fiscal Year budget report to the State Library of Ohio.

OLBPD and State Library have scheduled meetings with the Ohio Braille and Talking Book Program consumer advisory committee (CAC) members for the 2019 calendar year. Meetings will take place February 21st (teleconference), May 23rd, July 25th, and October 24th at the State Library.

The National Library Service (NLS) is working with Gallup - the well-known research analytics company - to plan and develop a nationwide survey of both current and potential patrons. The primary goal of the survey is to determine patron abilities to use and their access to technology. The data collected will guide NLS as they move forward on a variety of projects to enhance and expand the braille and talking-book program. The survey will take place in two phases, with the survey of current patrons beginning first. This survey will be conducted between early March and mid-April with a target of getting responses from 10,000 current patrons.

OLBPD Librarian Michelle Makkos and Library Assistant Ken Redd provided information and talks about the service at the CPL Quarterly Managers Meeting on January 9th; CPL Youth Services Meeting on January 16th; Benjamin Rose Institute Staff Meeting on January 22nd.

The OLBPD adult book club met on January 11th to discuss "Becoming" by Michelle Obama.

BRANCHES

The New Year is an opportunity for new beginnings, a fresh start in enhancing our services and the patron experience throughout our locations. The year commenced with the Leadership Team maintaining their monthly meeting at the Memorial Nottingham Branch. The District Five Manager and Branch Manager highlighted

the exciting services and partnerships being maintained in the district, while additionally providing a tour of the branch. Also, this month, each manager obtained Action Plans from their team members to encourage growth and enhance their development to ensure that we elevate our level of service for our patrons

The additional information is highlights from each branch:

DISTRICT ONE

Eastman - This month, Branch Manager Ken Knappe attended the Westown Community Development Corporation Board Meeting. The Westown Community Development will launch Destination Westown Dining, an educational and culinary experience to introduce Cleveland residents to the cuisine, owners, and chefs of locally owned restaurants, cafes and bakeries serving authentic sourced and prepared foods in the neighborhood to promote this cultural dining destination. In a collaboration between CPL and PNC, Children's Librarian Cassandra Feliciano promoted the new music education program from the Rock and Rock Hall of Fame. The program focuses on the roll music plays in social movements, specifically rock and the Civil Rights Movement in the 1960's.

Lorain - Lorain Branch LACE Peter Roth facilitated a knitting MakerLab for our community. This program was well received by our patrons. Tech Central taught Microsoft Word Computer Classes at our branch on each Monday in January. Branch Manager, Crystal Tancak attended the West Side Collaborative Meeting and also met with several community partners to plan an upcoming Sex Trafficking forum at the branch. This topic is a major concern in our community and in need of being addressed.

Rockport - In January, the Rockport Branch began a Tuesday series with Great Lakes Science Center STEM programs for children and families! During this time, students enjoyed making PolySnow, Moon Habitats, and Salt and Ice Artwork, and performed experiments regarding density. There have been at least 30 participants per program. Additionally, our branch held a wellness discussion about Ayurveda and Chinese Medicine on which attracted 15 adult participants. Other programming opportunities facilitated were two MakerLabs: PaperCraft 3D Modeling and Making Tunes; LEGO Construction Club; Art Lab program; Rock and Roll Hall of Fame program entitled Fight the Power; and a Martin Luther King Jr. program where youth were challenged to embrace MLK's "Dream" speech and share their dreams and how they will serve in making the world a better place. In the Best Buy Teen Tech Center the youth learned to make vinyl designs and press

them into shirts. Twelve to thirty attend each day with our center approaching 200 total members!

Walz - The month of January was devoted to STEM with Mr. Imani from Ohio Extension agency constructing basketball catapults and roller coasters. Students also received a chance to win a full size candy bar by completing our Sweet Math challenge. (20 grade appropriate math problems in one minute). We commemorated Dr. Martin Luther King with our Dream Mobile. Patrons of all ages were afforded an opportunity to add a cloud with their dreams on it.

West Park - An increasing amount of youth are now visiting our branch on a regular basis. West Park staff are developing strategies to best support the traffic and effectively service our patrons needs. One of the meeting room locations will be reserved as a teen space, allowing for kid's cafe and art therapy in one room and a gaming/socializing space in the other. Manager Dalby and Assistant Manager Jaime Lauver attended a planning meeting with KCDC, the YMCA, and neighborhood stakeholders continuing an ongoing dialogue about the future of the branch. This month we also met with KCDC and Building Hope in the City to coordinate an event for the community which will address diversity and inclusion, which will also be part of the NEA Big Read 2019 event calendar. Also this month, West Park hosted internationally-renowned ensemble Les Délices. The eight musicians spoke and performed to a diverse crowd of about 20-30 people.

DISTRICT TWO

Brooklyn - Youth staff LAYE Cathy Hankins and Children Librarian Laura McShane provided outreach to CMSD Denison and HSA Denison schools. Kids Café maintains a steady flow of youth. Community partners continue to utilize our meeting rooms. This month Metrohealth, and Cuyahoga County Family Services made effective use of this service.

Carnegie West - Carnegie West Branch recently introduced Saturday morning story and craft time in order address the community needs for the number young families in Ohio City, mirroring national demographic trends. Over twenty parents and children attend our sessions. At the invitation of branch manager Angela Guinther, the Young Adult Resource Center hosted two information tables in January for 18-24 year old patrons who need assistance gaining employment and life skills. Legal Aid held a clinic January 26, 2019. Ms. Guinther and External Relations and Development project coordinator Marina Marquez

represented Cleveland Public Library at the Cleveland Seedbank's winter seed swap at St. Patrick's Hall on January 26, 2019.

Fulton - Children Librarian Beverly Austin provided numerous outreach opportunities to the following day cares/schools: Happy Works, Kids of the Future, Daisy Day, Clark Elementary, St. Rocco, Lincoln Park Academy, Metro Catholic-Boniface, and City of Life Ministries. Numerous organizations/programs utilized the meeting room: Aspire (ESOL), Sahaja Yoga Meditation Group, Everyday English, MetroHealth, and Healthy Foods Workshop.

Jefferson - The Jefferson Branch began the New Year many activities youth out on Winter Break. Also, the Kids' Café made deliveries twice during the recess, which allowed the branch to continue to meet the needs of young people in the neighborhood. Club Create, presented by Lake Erie Ink, continued to provide a range of activities and has committed to continuing their program at the Jefferson Branch through the end of the school year. The Tremont Think & Drink book club discussed the anthology *Educated* by Tara Westover. To expand its reach in the neighborhood and to provide better literacy opportunities to families that are unable to participate in programs during the week, Raising Readers, a family-oriented story time was launched on January 12, 2019.

South - The South Branch marked the beginning of the month with an increase in the number of patrons visiting the branch. The South Branch Children's Staff have been conducting class tours and visits, and facilitating new story times. The South Branch recording studio and studio related programming, ran by YAYE Joel Lefkowitz has been an incredible hit with patrons; teen and adult patrons have been able to book the studio for recording sessions and to showcase their music abilities. On Tuesday January 15, 2019, musical group Les Delices performed at the South Branch. Also, the additional meeting room space has been utilized by many organizations such as Tremont West Development, Land Studio, and the Near West Design Review Committee.

South Brooklyn - South Brooklyn Branch continues to be utilized by organizations such as: MetroHealth providing health screenings; Fruitful in a Desert Place Ministry maintaing weekly coaching for youth; Old Brooklyn CDC hosted a Homebuyer's workshop; AARP Tax, and Los Amigos Spanish Class. Assistant Manager Tammy Houghton provided 2 knitting MakerLabs for our patrons. LAYE Raymond Cruz visited Benjamin Franklin, Loving Cups Academy, William Cullen Bryant and William Rainey Harper for story time and craft; provided various crafts (Gnome

Bookmarks & Tissue Paper Painting), assisted TechCentral with MakerLab Button Making, and hosted Gamer's Guild (video game club). South Brooklyn Branch welcomed new Children's Librarian Ronald Palka to our team.

DISTRICT THREE

Garden Valley - Mr. Leonard Burks and Mr. Donald Smith worked in conjunction to conduct the first Chess Club Program at the Garden Valley Branch. Several adults and young adults enjoyed learning how to play and gaining wisdom and insight for improving their skills. Ms. Alycia Woodman and Ms. Melissa Brooks also conducted the Warm Up and Watch Program. The program encouraged younger and the older patrons to interact with one another as they watched the movie *Frozen* and held a sing-a-long.

Mr. Smith continues to facilitate the Positive Paths outreach program with the Positive Education Program. Positive Paths is geared toward helping young adults achieve their career goals. Also, on behalf of the branch, Dyad Public Services Manager, Mrs. Maria Estrella, attended the monthly Ward 5 community meeting.

Hough - The Hough Branch maintained a Computer Basics class held weekly on Monday's for the public. Art Therapy has been a wonderful outlet for the youth of our community. The LACE Joanna Rivera conducted two exciting programs with the kids; Winnie the Pooh Day and Minute to Win it. Lexy Kmiecik facilitated a Bookends class: Circulation. The Hough Branch is glad to announce all of the staff have completed all of the required Bookends training's! Mrs. Kmiecik also attended the East 66th Street Corridor meeting about the Midtown Cleveland Neighborhood to support the community's growth. Congratulations is in order for Joanna Rivera as she has received a promotion to Children's Librarian of Memorial Nottingham Branch.

Martin Luther King, Jr. - The year began with the 34th Annual Commemorative Program honoring Dr. Martin Luther King, Jr. The program featured keynote speaker Dr. Yvonne Pointer; with a performance by All City Arts drumline and the Distinguished Gentleman of the Spoken Word. College Now/Impact 216 resumed with ACT/SAT prep for area high schoolers. Line dance instruction continued with Eric Eubanks to promote health literacy. Health Professional Affinity Community (HPAC) visited the library for its week long community outreach initiative. Outreach to the community continued; Angela Pope Margerum and

Eric Eubanks conducted story times at PNC Connect for preschoolers and kindergartener's from St. Adalbert elementary school. Shanell Jones visited Fenway Manor senior building for the monthly book club. The book, "If Beale Street Could Talk by James Baldwin" was discussed.

Sterling - Charles Bailey led a Poetry Slam to honor the legacy of Martin Luther King Jr. Children read original poetry and prose and shared their thoughts about Dr. Martin Luther King Jr. Monica Rudzinski met with Central Neighborhood preschool administrators and teachers to launch a new outreach/early learning initiative - Sterling Book Bags; 15 teachers from William Patrick Day and William Bingham Early Learning Center will receive a personalized "Sterling Book Bag" with 10 books from the branch collection. Center for Arts Inspired Learning renewed and extended arts residencies for 15 weeks. Sterling will have programs and performances presented by professional artists 3 days per week from January 15 - May 18.

Woodland - An Adult Year-End Raffle was held to assist in the promotion of increased circulation at the Woodland Branch; over 120 patrons participated. Ms. Whitney Johnson conducted a Vision Board Party program where children created vision boards to better visualize their goals for 2019. Mrs. Estrella attended the Cleveland Central Promise Community Meeting and the Central Family-to-Family Collaborative meeting.

DISTRICT FOUR

East 131st Street - The partnership with the Greater Cleveland Food Banks Kid's Café resumed in January with the addition of Nutrition Food Classes given by GCFB staff nutritionists. Programs offered at our branch included: Art Therapy classes, and Excel computer classes in conjunction with Tech Central.

Fleet - Manager, Pasha Moncrief Robinson attended the P 16 community partners meeting, the P 16 summer planning committee and she met with a community coordinator at Marymount Hospital to begin a Health Programming Series at Fleet Branch for the Slavic Village community. Patricia Gray, Wellness Coordinator at University Settlement presented a Health Awareness course to seniors in the Slavic Village Community. Mrs. Robinson also met with Miss King from Community Housing Partners Network to bring adult programming to Fleet. Cleveland Food Bank Benefit Coordinator Ms. Carla Williams assisted patrons with the SNAP program. Ms. Marci from the Cleveland Rape Crisis Center provided information for patrons about their services. Tracie

Forfia attended the Managing Children's Services Committee monthly virtual meeting. Ms. Forfia attended the Fullerton and Mound STEM community partners meeting. Anna Fullmer attended the P-16 Preschool partners meeting.

Harvard-Lee - To kick off the new year and show patron appreciation, the Harvard-Lee team, facilitated a Smoothie Tasting Tuesday where patrons were introduced to a variety of smoothie options; taking away recipes to continue the fun at home! The goal was to focus on increasing the amount of daily intake of fruits and vegetables - in a new way. Ms. Olivia Morales, Children's Librarian hosted 3D Loom Knitting Class with teens who were in the branch for winter break. Also, Ms. Morales partnered with one of the local community members to host a Book-A-Palooza to kick off a book club that she will begin at our branch. The target age group is 9-12 tween girls. Also, the Harvard Lee branch hosted a Vision Board class - where everyone used magazines to create a board of goals for the year ahead. A phenomenal time was had by all participants.

Mount Pleasant - The Mount Pleasant Branch youth staff continues to provide community outreach to area schools. Ms. Candace Fox attended a seminar hosted by the Bureau of Education and Research entitled What's New in Young Adult Literature; learning about new technologies for teens. Mrs. Scurka attended the monthly MyCom, and Murtis Taylor Community meetings, as well as the P-16 District 4 Slavic Village community meeting and the Fourth District Police Community Meeting.

Rice - Rice Branch welcomed new LACE, Whitney Bryant, to the CPL system. Mark Tidrick (LA Youth Emphasis) attended the Blast Off to Family Literacy night at Sunbeam Elementary to promote library services. Kristen Schmidt (Assistant Manager) and Mark Tidrick conducted community outreach to area schools. The Intergenerational School visited the branch with two 5th grade classes for readers' advisory and checking out books. Rice formed a new partnership with classes from East End Neighborhood House who have begun visiting to use computers. Kristen Schmidt attended the first workshop of the new Leadership Certification cohort and attended a meeting with Cleveland Foundation regarding the Knight Community Information Lab. District Four Manager Amiya Hutson worked with Amanda King to bring her Shooting Without Bullets program to teen girls in our Buckeye neighborhood. Ms. Hutson continues to participate in the CSU Leadership Academy and attended ALA's Midwinter Conference in Seattle, Washington.

Union - The Union Branch Team enjoyed a pizza party from the WOW Committee in honor of winning the 2018 Team Work Award. New team member Michael Armstrong began as the LA Computer Emphasis on January 7, 2019. Youth Staff continues to provide outreach Services to all community schools and daycares. Club Create has resumed and has extended their partnership with the branch through February. Ms. Williams attended the monthly True2U mentoring session held at Luis Munoz Marin Elementary School, assisting students with applying to high schools.

DISTRICT FIVE

Addison - Addison team members began the year focusing on their customer service SMART goals. By popular request, Branch Clerk, Anise Jefferson began a weekly knitting group for the youth of our community. Other programming ideas of interest to youth are coding, and robotics. Manager, Ms. Tonya Briggs developed a proposed request for the Director in hopes of starting a LEGO Robotics League at the Addison Branch.

Collinwood - Collinwood Branch welcomed their patrons back with a community reopening celebration of the branch. The celebration maintained visits from Councilmen, Michael Polensek-Ward 8, Anthony Hairston-Ward 10, Cuyahoga Council Woman, Cheryl Stevens with special guests from "Collinwood Reads". Also in attendance was Director of Library Branches, Mrs. Harriette Parks, Chief Marketing & Communications Officer, Tana Peckham and 5th District Manager, William Bradford. Additionally, Ms. Caroline Peak was interviewed by Channel 5 in conjunction with the reopening.

Glenville - The Branch hosted the program "Putting Glenville on the Map", showing past footage of the community digitally, while viewing these monuments on the map of the Glenville community. The kids then had the opportunity to draw on a map of the Glenville community as they perceived what they saw from the past.

Langston Hughes - With the start of the New Year, the branch added to its weekly programming for youth with a weekly Chess program done in collaboration with Gerome Anderson. Staff continued to reach out to the community with Branch Clerk Valerie Johnson continued involvement with Tru2U and working with United Way.

Memorial Nottingham - Memorial Nottingham Branch hosted this year's first Leadership Team Meeting. Branch Manager, Magnolia Peters and District 5 Manager, William Bradford shared activity

updates for all District 5 Branches, followed by a tour of the Memorial Nottingham Library. Refreshments were provided courtesy of District 5. Memorial Nottingham Branch welcomes our new Children's Librarian, Joanna Rivera. Her effective start date is February 4, 2019.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

In the month of January the Library hosted approximately 228 programs ranging from puppet plays to neighborhood health clinics. The Library offered 69 preschool story times to children throughout the city in addition to food service at all 28 locations. Education services such as GED and ESOL classes, and SAT and ACT preparation classes were held at 14 branch locations and Main Library; K-8 tutoring will resume at 13 locations in the month of February.

In the month of January \$118,821.26 was encumbered in support of library programming and services; 67% of the total amount was applied to events associated with the Library's 150th anniversary initiatives.

EARLY CHILDHOOD

On the Road to Reading continues to serve twenty four classrooms with weekly story time and book deliveries. On average the OTRR program circulated 50 book kits to the story time classrooms and an additional 40 book kits to non-story time early childhood classrooms, totaling 90 OTRR Book Kits, with approximate circulation 2,070.

OTRR's Bag Only Delivery (BOD) service that was piloted in the fall/winter of 2018 and will continue for the winter/spring 2019 session. The BOD program increased the OTRR's overall output of books by 1,000 items a month. There are currently 40 classrooms signed up for the January to May service.

YOUTH

Beginning January 22, Art Therapy Studio and Cleveland Public Library continue to provide after-school workshop collaborations, providing youth with free art therapy sessions in four branch locations: Sterling, West Park, East 131 and Hough. Two days a week, students engage with a licensed Art

Therapist, alongside a youth library staff member during each session. Art Therapy is scheduled to take place until May 2019, for the first half of the school year.

The Cleveland Museum of Natural History (CMNH) Family Pass Program is an expansion of a two year pilot program. Passes for a one-time general admission visit to the museum for a family of up to 6 people are available for check out at all Cleveland Public Library locations. Each library location will receive 5 passes per month. 50 additional passes per month will be held in OPS. Passes are valid up to 30 days from the check-out date. During the month of January, 200 passes were distributed to CPL locations and 170 passes were checked out. Usage statistics for January will be provided by the museum in early February.

Club Create, an after-school creative writing program, facilitated by Lake Erie Ink, reconvened in January 2019 at two locations: Union Branch and Jefferson Branch. Lake Erie Ink staff visit each location two days a week, engaging youth in creative writing, puppetry and arts and crafts. Club Create is scheduled to continue at the Union Branch through February 2019. Services will continue at Jefferson Branch until May 2019.

College Now, an ACT/SAT prep program resumed classes on Tuesday, January 15 at Main Library. Approximately 15 students registered for the winter session. Winter classes are scheduled to conclude Thursday, March 14, 2019. An interactive Tech Central tour for winter students is forthcoming.

Melanie McCarter, Project Coordinator, OPS and author, Raquel Ortiz collaborated in adapting Raquel's bilingual children's book, *Sofi and the Magic, Musical Mural*, into a puppet play. The piece premiered on Saturday, January 5 at the Julia De Burgos Cultural Arts Center as part of their *Vispera de Reyes /Three King's Day Celebration*. The play featured various Cleveland Public Library staff members, including Safety & Protective Services officer, Carlos Maldonado, who developed music for the piece. Additionally, Yari Beavers, operated and voiced several characters. 125 patrons were in attendance. A sound recording for the play will be made available for loan to Youth Services staff as well as other libraries.

ADULT

On the evening of January 15, 30 people attended an event about arts access in the criminal justice field, with the *Prison Nation* exhibit as the backdrop. Jessie Glover, Director of the

Ohio Prison Arts Connection, moderated a panel discussion that featured exhibit artist Jessie Krimes, as well as local artists Tyrone Harrison and Gwendolyn Garth, and others who work to bring arts into the prison system, Bengt George and Dr. Christopher Dum of Kent State University and Eric Gardenhire of the Grafton Correctional Facility. Their stories showed the importance of arts access and education, both outside and inside prison walls.

On January 21, the Library hosted its 34th Annual Martin Luther King Commemorative Program honoring Dr. King's work and legacy with song, spoken word, and an inspirational keynote address by Dr. Yvonne Pointer. Guest performers included the Cleveland Metropolitan School District All City Arts Drum Line, The Distinguished Gentlemen of the Spoken Word, pianist Joshua Stone, and vocalists *Harmony*. Drum Major Awards were presented to Dr. Yvonne Pointer and Michael R. White and a Lifetime Service Drum Major Award was presented to Rev. Dr. Otis Moss, Jr. The Alpha Phi Alpha Fraternity, Delta Alpha Lambda Chapter, continued their longstanding support and partnership in presenting this event.

On January 23 the Carnegie West Branch hosted Legal Aid @ the Library. Eleven attorneys from Case Law School, Tucker Ellis LLP, and Rockwell Automation, 11 non-attorney volunteers, and 4 Legal Aid staff assisted 20 families at the January clinic. In the month of January, CPL in partnership with MetroHealth Hospitals and NEOMED launched Take Charge of Your Health a community health initiative that provides health screenings and consultations to neighborhood residents of all ages. The clinics were offered at 7 library locations serving over 75 patrons.

As part of Warm Up Cleveland, a large number of donations were received in the final two weeks of December, boosting the final year-end total for 2018 to 3,265 items donated to Warm Up Cleveland in 2018. This is a record total for Warm Up Cleveland, with 753 more items donated in 2018 than in 2017.

As of Jan. 18, 2019, 354 items have been donated to Warm Up Cleveland in 2019. Warm Up Cleveland items were delivered to Moms First and Patrick Henry School during the month of January.

STAFF

Cleveland Metropolitan School District schools, Campus International (k-8 and High school) and William Rainey Harper

are now International Baccalaureate schools. The International Baccalaureate® (IB) offers four high-quality international education programs to more than one million students in more than 146 countries. CMSD held an informational session about the IB programs at Campus International High School on Wednesday, January 16th, 2019, in which Erica Marks, Leslie Barrett and Melanie McCarter attend on behalf of Cleveland Public Library. The Cleveland Public Library hopes to partner with one or more of these schools in the future.

Erica Marks, Youth Outreach and Programming Coordinator, attended the 2019 American Library Association Midwinter Conference in Seattle, Washington. Ms. Marks attended various events, including but not limited to, the Coretta Scott King Book Award Executive Board and General Meeting, 2020 Caldecott Book Award Committee Meeting, as well as a number of spring/fall title preview meetings.

FACILITY USE

During the month of January the total number of requests for Louis Stokes Wing, Learning Commons was 129 with an estimated total attendance of 1838.

Lake Shore Facility meeting rooms were requested 18 times. Branch reservations totaled 583 with an estimated total attendance of 973. Forty-one requests were submitted by CPL staff for programming supplies and AV equipment.

EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

CPL External Relations Updates:

- **Michelle Gillcrisp, Governor Mike DeWine Administration:** In an effort to begin to cultivate relationships with the new administration in the governor's office, Trustee John Hairston introduced Governor Mike DeWine's regional director Michelle Gillcrisp to CPL. One of the focal points of the meeting underscored how CPL can provide assistance with informing constituents within the CPL footprint on programs from the governor's office.
- **Save the Date, CPL Elected Officials Breakfast:** With 48% of the total funding for Ohio's public libraries coming from state via the Public Library Fund, it is imperative to

continue to deepen understanding on the value public libraries bring to their communities and the state of Ohio. To that end, CPL will host local and state legislators and key stakeholders on March 29th at the South Branch to share important information on CPL and public libraries' impact on local communities throughout Ohio.

- Mailed 324 invitations to CPL 150 Host Committee Kick Off Breakfast
- Attended Cleveland City Council meetings: Health & Services Committee, Development, Planning and Sustainability Committee, Safety Committee
- Participated in roundtable for Mayor's Office of Sustainability Year of People kickoff event
- Participated in roundtable for the Cleveland Seed Bank's Annual Seed Swap
- Reminder emails to State of the Library sent to community partners and executive team
- Generated elected officials invitation list for the Elected Officials Information Breakfast
- Facilitated meeting between CMA's curatorial arts program for teens, and CPL's Property Management regarding construction planning for first ex

CPL Development Updates:

- Submitted endowment reports to The Cleveland Foundation for 2018 for the Lockwood Thompson, Judd and Lee Fund endowments.
- Submitted request for \$75,000 to Starting Point for 2019 after-school tutoring and Kindergarten Clubs.
- Submitted update the The Cleveland Foundation for the mobile hotspot lending program.
- Submitted quarterly progress report update to Bruening Foundation for the early literacy training initiative grant.
- Submitted progress report to Best Buy for work to date at the Teen Tech Center at Rockport Branch.

CPL Foundation Updates:

- Received grant for \$25,000 from the Chuck and Char Family Foundation for support of CPL arts and education programming (pass through to the Library)

- Received sponsorships for CPL150 from:
 - o The Cleveland Museum of Art
 - o Jones Day
 - o College Now Greater Cleveland
 - o Youth Opportunities Unlimited
 - o Medical Mutual
 - o Fifth Third
 - o Cleveland Clinic
 - o TriC

COLLECTION & TECHNICAL SERVICES

Director of Collection Services Jean Duncan McFarren, Assistant Director of Collection and Technical Services and Acquisitions and High Demand Manager Sandy Jelar Elwell, Collections Manager Pam Matthews, and Collection Management Librarian Laura Mommers traveled to the Midwest Tape facility located in Holland, Ohio to tour their operations and learn about how they handle and process materials as well as additional services they can provide.

Ms. McFarren along with the Technical Services Managers and Supervisor and Knowledge Manager Nancy Mocsiran participated in a collectionHQ web demonstration presented by Senior Business Development Manager Brendan Pearce. Ms. McFarren met for the first time with the newly formed Data Dashboard working group consisting of the Technical Services Managers and Supervisor and Managers from other areas of the Library.

Ms. McFarren met with Technical Services staff to provide an update on the CPL 150th planning. Operations Project Coordinator Jasmine Sims also attended this meeting and provided staff with an overview of the Hippo CMMS software being implemented by Property Management to track Building Services Requisitions and the new online Security Irregularity Report (SIR). Ms. Jelar Elwell met with staff from both the Acquisitions and High Demand Departments to discuss changes to

the ordering workflow that was being implemented for both Departments in 2019.

Ms. McFarren attended the 2019 ALA Midwinter Meeting in Philadelphia. Ms. McFarren and Ms. Jelar Elwell attended a hotspot meeting.

Acquisitions: The Acquisitions Department ordered 3,514 titles and 6,784 items (including periodical subscriptions and serial standing orders); received 14,39 items, 715 periodicals, and 312 serials; added 557 periodical items, 119 serial items, 102 paperbacks, and 363 comics; and processed 1,811 invoices.

Acquisitions staff began placing orders on January 15 after the entering of the 2019 fiscal year budget amounts were completed in Sirsi. Acquisitions Coordinator Alicia Naab reinstated the Electronic Data Interchange (EDI) reports to import invoices from and export orders to vendors after the 2019 budget amounts were entered in Sirsi.

Catalog: Librarians cataloged 4,865 titles and added 4,907 items for Cleveland Public Library and added 2,793 titles for CLEVNET member libraries.

Technical Services Librarian Michael Gabe eliminated a backlog of CLEVNET overlay requests almost single-handedly by adding 2,034 titles. Technical Services Librarian Amei Hu began answering email inquiries through CPL.Cat and performing other related duties. Senior Catalog Librarian Dawn Grattino is training Ms. Hu.

Collection Management: Collection Management selected 1,306 titles and 9,075 copies, and spent \$190,412 in January, starting about mid-month because of the new fiscal year.

Collection Management Librarian Laura Mommers trained Assistant Manager of Garden Valley Branch Donald Smith on using the web sites for the vendors Ingram and Midwest Tape for selecting new materials.

High Demand: The High Demand Department ordered 1,095 titles and 8,288 items; received and added 7,381 items; and processed 257 invoices.

High Demand Librarian Dale Dickerson resumed the handling and processing circulating maps belonging to the Center for Local and Global History.

Materials Processing: Technical Services Associates cataloged 532 new titles for the Cleveland Public Library and added 1,345 new records for the CLEVNET libraries. Technical Services Associates and Senior Clerks added 4,597 items. The Materials Processing Technicians processed 19,237 items for the month.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 64 items to the Main Library for requests and 114 items to fill holds. Main Library received 269 telescopes, the Branches received 405 telescopes, CLEVNET received 39 telescopes, CASE received 4 telescopes, CSU received 2 telescopes and Tri-C received 2 telescopes. A total of 721 telescopes were shipped out. The Receiving/Distribution Technicians sent out 387 items of foreign material and in total 10,901 new items were sent to the Acquisitions and High Demand Departments.

Technical Services Senior Technician Darryl Pless resigned from the Cleveland Public Library on January 4th after 18 years of service.

MARKETING & COMMUNICATIONS

January was focused on preparing for the Library's 150th anniversary and highlighting upcoming African American History month programs.

In development for the 150th anniversary were items including: a 60-second introductory video, CPL150 section of cpl.org, ad concepts, a digital tool kit of staff resources, scheduling of editorial board meetings with The Plain Dealer and Crain's Cleveland Business.

Media coverage for January included:

Net tonality was neutral for the month of January. Top contributors were cleveland.com and *Crain's Cleveland Business*. Most mentions came towards the end of January including, but not exclusively:

January 4, 2019. DeMarco, Laura. "19 Things to do in 2019." *The Plain Dealer Friday! Magazine.*"

January 21, 2019. Thomas, Felton. Kurtz, Jonathan. "Martin Luther King, Jr. Celebrations: MLK Library Design & "Play it Forward"." Interview by Mike McIntyre. *Sound of Ideas, ideastream.*

January 21, 2019. Event "B-roll", WKYC. Martin Luther King, Jr. Commemorative Ceremony.

January 29, 2019. Schmitt, Alyssa. "Beit She`an library inspires change at Cleveland Public Library." *Cleveland Jewish News*.

Search Engine Marketing (SEM): Search accounted for 27,672 impressions with a click-thru rate (CTR) of 16.3% up slightly v. Dec 2018. 76% of click-thru's were from combinations of keywords including *public + library + Cleveland*.

In-house graphics fulfilled requisitions for design, printing, and distribution, in addition to designing and updating graphics for *cpl.org*, digital signage, social media, and CPL's e-newsletter, *Off the Shelf*, and the Spring edition of *UpNext*.

FACEBOOK

	2018	2017	YoY	Notes
Net Page Likes	57	176	-68%	
Avg Post Reach	761	1,365	-76%	Due to lapping paid support in 2018
Avg Total Reach	1,152	3,758	-69%	
Avg Engagement	25	58	-132%	

TWITTER

	2018	2017	YoY
Top Tweet (impressions)	8,131	10,000	-19%
Top Mention (engagements)	2,700	1,119	125%
Top Media Tweet	2,938	8,650	-66%
Summary			
Tweets	26	68	-62%
New Followers	129	124	n/a

PROPERTY MANAGEMENT

Painters

- Collinwood- touched up paint.
- Garden Valley- touched up paint.
- Addison- painted around lighting fixtures.

- LSW- Painted office in H.R and room 317. Also, touched up paint in Auditorium.

Carpenters

- Westpark- Framed extension to custodial closet.
- Transported display cases from M.L.K to Glenville.
- Installed all chemical dispensers at all branches and LSW.
- Boarded up all windows due to break-ins at Mt.Pleasant, E.131 and Union.
- Cleaned out Graphics new office room 317 as well as tapped and laid out office cubicles.
- Transported shipping crates from Garage to M.L.K and from Lakeshore to M.L.K.

Maintenance Mechanics

- Lakeshore - replaced existing exit signs in Technical Services and Acquisitions with emergency/exit combination fixtures.
 - Checked and corrected glycol levels in air handlers/coils.
 - Assembled shipment of new vacuum cleaners for custodial crew.
- Langston Hughes - replaced broken outside air intake dampers and modulating motor for new HVAC equipment (geothermal heat pump /pre-heat system).
- South - worked with mechanical contractors to resolve HVAC and public restroom plumbing issues.
- Addison - worked with contractors on resolving new HVAC equipment issues/frozen piping.
- Carnegie West - worked with contractors on new equipment/HVAC issues.
- Jefferson - ran CAT6 cabling for additional public pc.
- LSW - repaired/corrected glycol level on Liebert dry coolers (server area HVAC).
- Collinwood - worked with contractors on resolving issues with new HVAC equipment.
- LSW/Main - continued organizing and clearing out shop area, mechanical and electrical rooms.
- Woodland - repaired heating system circulation pump, corrected water level/recharged expansion tank.

- Carnegie West - repaired/unclogged drinking fountain drain, replaced pipe sections.
- Branches - continued boiler/heating system P.M.'s
 - Work orders/emergency calls.

SAFETY & PROTECTIVE SERVICES

Safety Services

- SPS received a request from Calfee, Halter, and Griswold Law Firm to facilitate more Active Shooter Training in 2019.
- The online reporting system debuted January 14th. Regular meetings are held to resolve issues as they arise.
- SPS has reached out to all Cleveland Police District Commanders to facilitate meetings with their respective CPL branch and district managers.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activity	Ave per day	Total Alarms	Branch Emergency	Branch Visits	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Jan 2019	2830	113	36	46	483	41	84	56
Dec 2018	3166	132	45	95	524	90	78	51
Nov 2018	3669	153	42	51	583	41	76	51
Oct 2018	4128	159	25	46	722	77	77	74
Sept 2018	3463	146	30	53	535	68	37	63
Aug 2018	3788	159	61	65	637	95	87	71
July 2018	4594	177	51	62	696	81	35	106
June 2018	3785	159	68	54	710	69	22	42
May 2018	5913	227	44	60	701	73	29	33
April 2018	4172	160	55	56	679	93	80	53
March 2018	4271	171	55	66	692	147	78	79
Feb 2018	4109	152	79	75	655	34	78	63
Jan 2018	3386	154	41	67	537	71	56	98

Special Attention, Special Events, and Significant Incidents

- SPS filled the following overtime requests: Upstage Players, MLK Day, Pay Station repairs (with Tech Central),

Fleet branch (early officer), South branch fire watch, Fourth district overnight branch patrols (burglary response), CMSD Board Meeting, meeting three car branch patrol minimum, Prison Nation Exhibit tear down.

- Three CPL branches were burglarized in early January in the Fourth District. SPS officers staffed three branch patrol vehicles which patrolled CPL properties overnight. SPS branch patrol officers caught the male inside Mount Pleasant branch at 2am 1/10/2019.

Protective and Fire Systems

- Burglar system phone lines serviced by AT&T at Harvard Lee and Woodland.
- New burglar keypad and fire system installed at Carnegie West.
- Security passcodes were loaded into security keypads at branches for new CPL staff.

Contract Security

- Royce after hour's security checked on South branch through the night for frozen pipes during the cold spell.
- Royce supervisors sent Collinwood to coach the guard per branch manager request.

Administration

- Interviews for the SPS part time positions were held at Lake Shore. Next round of interviews will be February 2nd.
- Retired SPS officer Dycks passed away February 1st.

INFORMATION TECHNOLOGY & CLEVNET

The CLEVNET Directors held their first quarterly meeting of 2019 on Friday, January 25, 2019, at Medina County District Library's Medina Library.

Timothy Diamond, CPL's Chief Knowledge Officer and liaison to CLEVNET, called the meeting to order and provided a report on the Executive Panel Organizational Meeting held by conference call on January 17, 2019. This was the first time the Panel has held a formal meeting to elect new officers. The meeting is now required under the new operating procedures, adopted last year. Lorena Williams, Director of Hubbard Public Library, is the Chair for 2019; and Molly Carver, Director of Sandusky Library, is the first Panel member to hold the newly created position of Secretary.

Director Williams took command of the meeting at this point and welcomed Ann Hutchison, the new director of Barberton Public Library; Joy Walk, the acting director of Ritter Public Library in Vermilion; Caitlin Ryan, CLEVNET's new Library Systems and Applications Specialist; and special guests Don Yarman and Karl Jendretzky from OPLIN. Director Williams also announced that Carlos Latimer is the acting director of East Cleveland Public Library.

Mr. Diamond provided an update on CLEVNET's strategic plan with a focus on governance and technology. CLEVNET is now operating under the terms of the amended CLEVNET agreement, with revised bylaws/procedures, a revised pricing model, and a new calendar year. Mr. Diamond reported that after the CLEVNET staffing model was adopted following the strategic planning process, 12 positions have been posted and 12 have been filled. One of the priorities for 2019 is to review and revise CLEVNET's staff organizational chart and recommend changes to job descriptions, salary grades, and reporting relationships. Mr. Diamond is optimistic that the new head of Human Resources at CPL will help CLEVNET successfully complete this project.

The Executive Panel continues to think strategically and focus on three priorities: new members, the new data center in Columbus, and the core CLEVNET services, defined as the ILS (SirsiDynix); the network (including VoIP); technical support; and emedia/databases. Ancillary CLEVNET services are also valuable, but are not mission critical. These secondary services currently include public computer and print management from Cassie; mass notification of staff by InformaCast; and group purchasing with TechSoup. As for new members, Mentor Public Library is scheduled to join in April 2019. Once Mentor Public Library comes into CLEVNET, all eight public library systems in Lake County will be CLEVNET member libraries.

A review of CLEVNET's priorities and goals for the year is now the focus of each quarterly meeting. Any suggested changes or additions to this list must be brought to the Executive Panel for vetting. A strategic framework for the Panel to use when evaluating proposed projects and initiatives is described in the new operating procedures. Mr. Diamond explained to the new directors and guests that the list is used to report back to the membership, in a systematic and consistent fashion, on the status of the many projects underway.

Using the list, Hilary Prisbylla, Director of CLEVNET, updated the directors on the work of her Library Systems Team. She covered 14 different projects: five that were carried over from 2018; and nine new projects approved by the Executive Panel. Ms. Prisbylla also brought up the fact that an unexpected number of member libraries wish to go fine free in 2019. Up to this point, Cleveland Heights-University Heights Public Library has been the only member library to join this national trend. Ms. Prisbylla suggested that this topic become an agenda item at the next quarterly meeting for information sharing purposes. Director Williams agreed that it would be beneficial for members to share best practices and supporting data.

Larry Finnegan, Director of IT, also used the list to update the directors on special projects and initiatives assigned to his team. He covered 16 different projects: nine that were carried over from 2018; and seven new projects approved by the Executive Panel, including one most recently added which is to create cybersecurity policy language for adaptation by the boards of individual member libraries.

At the request of the Executive Panel, Ms. Prisbylla brought up the topic of patrons currently not having access to e-books when their cards are blocked. There are a number of factors that can cause a card to be blocked. Bad behavior is not always the cause. The directors in attendance agreed unanimously that the restriction should be lifted.

At this point, the meeting took an educational turn and the directors enjoyed a presentation on IT security from Doug Huber, Associate Professor of Computer Information Science at Lorain County Community College, who had many good stories to share that supported his message.

Director Williams announced that Laura Leonard of Twinsburg Public Library who is just beginning her term on the Executive Panel will be the new liaison to the Circulation SIG (special interest group).

After the regular quarterly meeting adjourned, the Delivery Ad Hoc Committee convened and most of the directors stayed to discuss the challenges they are experiencing with the state delivery system.

Katie Ringenbach, Director of Burton Public Library and head of the ad hoc committee, welcomed State Librarian Beverly Cain and Jamie Pardee, Chief Fiscal Officer for the State Library, as

well as three executives from Priority Dispatch, the company that has the State Library's delivery contract. The discussion was productive and helpful for all three groups that came together.

The next quarterly meeting of the CLEVNET Directors is scheduled for Friday, April 26, 2019, at Madison Public Library, to coincide with their centennial celebration.