

DIRECTOR'S REPORT

April 18, 2017

CELEBRATING A GLOBAL PERSPECTIVE

On March 25th, as a part the immigration themed Cleveland Humanities Festival, the Library hosted a lecture by Anand Ghiridaradas, author of *A Tale of Two Americas*. Ghiridaradas described the two Americas through the experience of a Bangladeshi immigrant and the American who, in the aftermath of 9/11, targeted him and other immigrants in a fury of murder and hatred. Born in Cleveland, Ohio Anand Giridharadas is a New York Times columnist, writing the biweekly Letter from America. He is the author, most recently, of *The True American: Murder and Mercy in Texas* and *India Calling: An Intimate Portrait of a Nation's Remaking* (2011) about returning to the India his parents left.

Hungarian Societies Program

The United Hungarian Societies held a program at CPL honoring their national hero, Sandor Petofi on March 15th. The Petofi statue located the Special Collections Department was a gift from the Societies in 1930 and the program was a rededication of the statue. A full program of speakers and vocal performances was streamed live to Budapest. Following the program, the 125 guests were invited to attend a reception in the Lower Level Lobby.

Women's History Month Panel Discussion

A panel discussion was held honoring the life and work of Dr. Zelma Watson George on March 25th in honor of Women's History Month. The panel discussion featured guest journalist Rhonda Crowder from the *Call & Post*, Susan Hall from the Western Reserve Historical Society and Sonali Bustamonte Wilson from Cleveland State University.

FIGHTING COMMUNITY DEFICITS

On March 11th the Rice branch hosted Legal Aid @ the Library. Eighteen attorneys from 18 attorneys from William K. Thomas-American Inns of Court (AIC), Case Western Reserve University, Federal Trade Commission, GCA Services Group, Cleveland-Marshall College of Law, Ciano & Goldwasser, Cuyahoga County Department of Law and Harlan Karp. Nineteen students from Case Western University, Cleveland State of Marshal School of Law and four

three Legal Aid attorneys assisted thirty-six families throughout the day.

FORMING COMMUNITIES OF LEARNING

16th Annual Progress with Chess Tournament

The 16th Annual Progress with Chess Tournament was held in the new Learning Commons in the Louis Stokes Wing on March 7th and 8th. Over 450 students from the Cleveland City School District participated. CPL Staff from branches, subject departments, retirees and volunteers from the Knights of Columbus assisted with the program.

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Ohio State Ph.D. student Pietro Shakarian gave a presentation to 15 guests entitled, *The Caucasus: A Bibliographic Journey* on March 18th. Mr. Shakarian discussed how the region was known for its mountain range between the Black & Caspian Seas which borders Armenia, Turkey, Russia and Iran.

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Twenty patrons attended the Genealogy and Family History Research Clinic in the Center for Local and Global History Department on March 11th. In addition, Subject Department Librarian Terry Metter conducted a *Genealogy at CPL* program at the Brooklyn Branch on March 11th. Five patrons learned about basic genealogy research skills and local resources.

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On March 11th blues performer Austin Walkin Cane performed songs from his albums. Harmonica player and CPL staff member Pete London joined Mr. Cane for two songs. Thirty six patrons enjoyed the performance.

Poetry Out Loud State Finals

Literature Department Manager Amy Dawson and OCFB Poetry Out Loud Fellow Kisha Nicole Foster attended the *Poetry Out Loud* State Finals on March 4th in Columbus. Three Northeast Ohio Regional finalists competed at the event.

Family Passes to the Cleveland Museum of Natural History (CMNH) were available for check out by CPL cardholders at 28 library locations including the Public Administration Library at City Hall. CPL plans to incorporate the Great Lakes Science Center, The Cleveland Botanical Gardens and Holden Arboretum into this program in the second half of 2017.

Exhibits and Displays

Main Library staff members created several informative, educational and interesting displays during the month of March. Exhibits included: *Endangered Antiquities* which opened March 6th in the John G. White Exhibition Hall. The exhibit, *The Caucasus: a Bibliographic Journey* opened on March 18th. Tabletop exhibits were set up for the Cleveland State University Alumni tour on March 24th and the exhibit, *Honoring the Life and Work of Zelma Watson George* opened March 25th.

Fine Arts librarian Andy Kaplan created a display of Irish music and architecture in celebration of St. Patrick's Day and another display featuring biographies on Chuck Berry who passed away in March. Senior Subject Department Librarian Jean Collins maintained a tabletop exhibit for the Cleveland Play House production of *How I Learned to Drive*, the Pulitzer Prize winning play by Paula Vogel.

Research that's Possible Only at Main Library

- Staff assisted a researcher with finding and obtaining images of gardens and plantings around early 20th Century residences.
- Staff assisted a researcher with finding and obtaining images of the environmental condition of the Cuyahoga River in the 1960s and 1970s.
- Staff assisted a researcher find information on Parsons Crowell, founder of the Quaker Oats Company.
- CLGH Librarian Terri Metter responded to a March Cleveland.com article, *Do you recognize the mural in this 1975 Plain Dealer photo?* with the correct identification of a photograph's location. The photo in question was taken in 1975 at the Hollenden House Hotel.
- Staff assisted an author with acquiring photos of prominent Cleveland politicians, judges, and sheriffs for a book on Northeast Ohio crimes.
- Staff assisted a patron who found out that his uncle scored a touchdown at the Browns Championship game of 1965 and wanted to find a photograph of him.
- Staff assisted a researcher from France find information about Dr. Hosea Libbey, a man who split his time between both Boston and Cleveland. Dr. Libbey had numerous patents and inventions, totaling over 100 by the end of the doctor's life.

- Staff assisted a patron visiting from Maryland find a map showing where her father lived during the early 1900's. The address was found in the Sanborn Fire Insurance Maps of Cleveland, OH, Volume 1, 1896 which showed both current and prior to 1906 addresses.
- The Toledo Museum of Art Library requested information about artist's wife Edie McKee who was married to fellow artist, Charley Harper.
- A chess researcher requested information about the *Log Cabin Chess Club* championship tournaments from 1951, 1954, 1957, and 1959.
- A Ph.D. candidate from Heidelberg University in Germany inquired about a rare Tibetan language book which detailed their arts and crafts.
- A Harvard University professor requested a scan of the *Letter from Edward Parry and Charles Grant to Robert Dundas* (1807) which is part of the East India Collection.
- A chess researcher from Scotland requested information about German chess master, Michael Neckermann who was a member of the Marshall Chess Club. He also played a chess match in Berlin (1946) between the U.S. and the Soviet Military Administrations.
- A chess writer from England requested information about a 1975 chess game between Fischer vs. Grant that occurred in Florida.
- A chess author from England is planning to reprint an 1850 book called *Chess and Chess Player's* by George Walker. The author requested to include a photograph of the Special Collections Reading Room in his new edition.
- A researcher from France travelled to Cleveland to research the *Euclid Beach Corporation Papers* seeking information about the Euclid Beach park riots that occurred in the 1940s.
- A local musician requested music by a late 18th century female composer Olivia Cory Dusek. CPL is one of the few libraries in the country to have any of her scores.
- A patron request for information about the Gray's Armory architecture (from the Art Vertical Files and the Oviatt Index).
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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

CLEVNET

CPL has over 12,000 followers on Twitter and the Facebook page currently has over 8,000 fans.

GRANTS & DEVELOPMENT

Submitted Grant Inquiry and full proposal to the **Cleveland Foundation** requesting support for a design competition for the new MLK Branch.

Submitted proposal to the **United Black Fund** to partner with A Cultural Exchange to offer their Read Baby Read program.

Submitted final narrative report to the **State of Ohio Department of Education** for the family engagement grant.

Facilitated donation of Library bags to Hunger Network of Greater Cleveland.

Letter of Support to Literary Cleveland to continue our partnership.

PUBLIC SERVICES

Outreach and Programming

In the month of March the Library hosted approximately 279 programs ranging from onsite senior programming in partnership with the Collinwood Recreation Center to puppet theater performances in the neighborhood branches. Also during the month the Library offered 140 pre-school story times to children. Education services such as GED and ESOL classes, after-school tutoring, and ACT preparation classes were held at 14 branch locations and Main Library.

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Ghiridaradas, author of *A Tale of Two Americas*. Ghiridaradas described the two Americas through the experience of a Bangladeshi immigrant and the American who, in the aftermath of 9/11, targeted him and other immigrants in a fury of murder and hatred. Born in Cleveland, Ohio Anand Giridharadas is a New York Times columnist, writing the biweekly Letter from America. He is the author, most recently, of *The True American: Murder and Mercy in Texas* and *India Calling: An Intimate Portrait of a Nation's Remaking* (2011) about returning to the India his parents left.

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In the month of March a new outreach model replaced CPL's transactional based mobile services to seniors and disabled adults. The new service, Services to Seniors and Disabled Adults (SSDA), includes a multi-faceted approach to building community in places that experience higher mobility issues than other demographics. The SSDA works on many levels to bring both experiential learning and materials into senior and disabled apartment buildings throughout the city. Currently, the department offers lobby stops, deposit collections, enrichment programing, and weekly Golden Buckeye signups.

In the month of March the OPS department encumbered \$68,125.75 in support of Library programming. \$50,000 of the month's total encumbrances was allotted to Braxton Educational and Technology Consulting in support of branch tutoring.

PARTNERSHIPS

Family Passes to the Cleveland Museum of Natural History (CMNH) were available for check out by CPL cardholders at 28 library locations including the Public Administration Library at City Hall. CPL plans to incorporate the Great Lakes Science Center, The Cleveland Botanical Gardens and Holden Arboretum into this program in the second half of 2017.

Due to a large influx of refugees in December 2016, additional groups from the U.S. Committee for Refugees and Immigrants will

be meeting at Main Library due to limited space at the USCRI offices. The program has formed a special group for women and children visit Main Library on Thursdays. Youth Services offer story times and activities for the children as well as early literacy training for young mothers. Average attendance is 12-15 women and children per visit.

MEETING ROOMS

The total number of requests for Main Library in the month of March was 147 with an estimated total attendance of 3,060. The Library's newly renovated Learning Commons on the 2nd floor of the Louis Stokes Wing was reserved 105 times and accommodated over 1,469 guests; this is a 29% increase in use from the month of February. Branch meeting rooms were reserved 312 times with an estimated total attendance of 675. Lakeshore auditorium and meeting rooms were reserved 35 times primarily for staff related activities.

In the month of March the library invoiced outside agencies \$8,210.64 for the use of library facilities.

Youth Services Programs

We Read and Play and Super Sleuths Story times were presented on Tuesdays and Wednesdays throughout the month of March in the Youth Services Department. In addition, Youth Services staff members developed and hosted a St. Patrick's Day Celebration on March 17th with live music, food by Mavis Winkles, crafts and activities, face painting and balloon twisting. Over 200 patrons and guests attended the festivities.

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International Languages Programming

The International Languages Department hosted 29 programs during the month of March. These programs served the local Russian community and patrons interested in immersing themselves in Chinese language and cultural lessons. Senior Subject Librarian Caroline Han conducted two off-site ESOL lessons for seniors at Goodrich-Gannett Community. In addition she hosted Tai Chi, martial arts and language lessons in partnership with the Confucius Institute. Subject Librarian Victoria Kabo focused her efforts on serving children interested in preserving their Russian language skills.

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Friday Frolics

Literature Department Librarian Timothy Phillips hosted two Literary Frolic programs in March. Ray Bradbury's *Fahrenheit 451* on March 10th, followed by a screening of 1966 film version and *Journal of My Life During the French Revolution*, followed by a screening of the 2002 film version on March 24th.

Poetry Out Loud State Finals

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Adult Education

Business, Economics & Labor Librarian Susan Mullee taught the GED students about the three branches of the federal government and how to contact their local city council and state legislators. Government Documents Supervisor Sarah Dobransky supplied Ms. Mullee with some of the information for this session.

Main Library Book Clubs

On March 9th Senior Subject Department Librarian Jean Collins and Guest Reader Valentino Zullo welcomed patrons to the discussion of Cleveland author Brian K. Vaughan's *Saga, Volume 1. Saga*. This meeting initiated the first of 9 book clubs in the Get Graphic! Ohio Comics Creators series that will run through August. In addition, Ms. Collins and Mr. Zullo joined patrons in discussing *Powers. Volume 1: Who Killed Retro Girl?* on March 23rd.

Library Assistant Lisa Sanchez led the March Brown Bag Book discussion about "Negroland: A Memoir" and on March 9th the Social Sciences Non-fiction Book Club featured *All the Single Ladies* by Rebecca Traister. The discussion was coordinated by Social Sciences Librarian Helena Travka and an interesting conversation was led by General Research Collections Manager Don Boozer.

Main Library Tours and School Visits

During the month of March, Main Library staff members conducted tours for several groups visiting Main Library including: The Cleveland Restoration Society's Director Kathleen Crowther and Dr. Laurie Rush, the Cultural Historian for the U.S. Army, 32 students from Berea-Midpark High School District and 35 students from the Middleburgh Junior Hts. High School, 2 classes of 45 students from St. Raphael School in Bay Village and 55 Alumni from Cleveland State University.

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Main Library Outreach

Fine Arts & Special Collections Manager Pam Eyerdam presented to the Scottish Rite at the Masonic Temple to 17 guests on March 9th. Ms. Eyerdam talked about the John G. White collection, history of Cleveland Public Library and library the services that are available.

Youth Services Manager Annisha Jeffries and Children's Librarian, Lan Gao presented the Little Free Library opening ceremony at Smarty Pants Learning Center on March 2nd.

Popular Department Library Assistant April Lancaster visited the satellite collection at Kelvin Smith Library to add new titles.

Government Documents Supervisor Sarah Dobransky was invited to write an article for the State Library of Ohio's publication *Ohio Libraries Quarterly*, featuring Cleveland Public Library's government documents collection and patent and trademark resources.

Literature Department Manager Amy Dawson and Literature Department staff members Nick Durda and Michael Haverman represented CPL at the Cleveland Wizardcon Convention on March 17th, 18th, and 19th. They set up a display that featured the Mike Curtis Collection of Superman Memorabilia and handed out fliers about the upcoming exhibit.

CLGH Manager Olivia Hoge volunteered at the Region 3 Ohio History Day competition on March 4th at the Western Reserve Historical Society.

International Languages staff members collected and processed a total of 2,368 Long Loan items for nine branches and CLEVNET agencies.

Literature Department Senior Subject Department Librarian Jean Collins delivered the bookmarks for the Cleveland Play House productions of *Between Riverside and Crazy*, April 1st - 23rd, and *Freaky Friday*, April 15th - May 14th.

Collection Development Highlights

The publication of the detailed description of the Musicarnival sound recordings titled "*Under the Tent*" and authored by Bill Rudman is complete and a press release about the recordings has been issued.

Photograph Collection Librarian Brian Meggitt processed and arranged 115 photographs by African-American photographer Jimmy Baynes (1922-2010) of Cleveland. The photographs depict daily life of African Americans in Cleveland, area night life, musicians and political figures. In addition, Mr. Meggitt continued work on the Charles S. Hackett Collection of images of Cleveland from the 1950s.

CLGH Library Assistant Adam Jaenke and Photograph Librarian Brian Meggitt have begun locating unprocessed City Hall photos, processing, and interfiling them into the collection. These include Board of Zoning Revisions and Whiskey Island restoration photos from the early 1990s.

CLGH Library Assistant Lisa Sanchez has added more than 300 item descriptions to the Photograph Collection's Unique Item ID project. The current categorized total for the Unique Item ID project is 14,578.

CLGH Library Assistant Dan Milich continued to process park plans. This month he added 176 folders to the collection.

In consultation with Government Documents Supervisor Sarah Dobransky, Social Sciences Librarian Helena Travka will be transferring the US Code Annotated series from Social Sciences reference to Government Documents. The series will be shelved next to the actual US Code in print, providing patrons better access to the information.

The following Digitization Projects were submitted: chess periodical *The Westminster Papers; the NOTAN 1922 Annual* (by the Cleveland School of Art); 7 *Eyman music scores*.

The John G. White bibliography of chess items by van der Linde was digitized and posted in the Digital Gallery.

CLGH staff members finalized the installation of 36 modern prints from the Photograph Collection in three separate locations: the Photograph Collection shelves (Fourth Floor), the Local History shelves (Sixth Floor) and hallways on the Tenth Floor.

Twelve hundred items from the Mike Curtis Collection of Superman Memorabilia have been photographed and described. Labels have been made for approximately 1/2 of the collection and items have been selected by various Superman Exhibit Committee members for the upcoming exhibit.

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Staff Development

Literature Department Manager Amy Dawson attended the OLC Subject and Special Collections Division meeting at OLC on March 10th in addition, Ms. Dawson along with Mike Olsewski, Siegel and Shuster Society, and Kevin Barrie of Barrie Projects presented a panel discussion about the *Superman: From Cleveland to Krypton* Exhibit at the Wizardcon Convention on March 18th.

Lending Clerk Tracy Isaac attended a seminar titled *Essentials of Youth Work* at Case Western Reserve University. On the same day, Mr. Isaac also attended a webinar put on by ALA Publishing titled *Stellar Series Non-Fiction for Youth Spring 2017*.

Lending Manager Stephen Wohl and Assistant Supervisor Reginald Rudolph continued working with Sherrill Marino and

various branch managers to create a Clerk and Lead Worker training program for CPL. The training will now be referred to as *Bookends Training*.

Business, Economics, and Labor Library Assistant Joseph Parnell has been asked to participate in the selection of a team of CPL staff members who would compete in the Literacy Cooperative CLE BEE Corporate Spelling Bee (*an adult spelling contest*) which will take place on September 7th at the Cleveland City Club.

On March 16th General Research Collections Manager Don Boozer participated in the NEO STREAM Conference 2017 held at Tri-C Corporate College East. The event, hosted by Congresswoman Marcia Fudge, focused on increasing awareness, education, and utilization of the Science, Technology, Recreation, Engineering, Arts, and Mathematics (STREAM) fields in Northeast Ohio.

Special Collections Librarian Ray Rozman attended the Cleveland Restoration Society luncheon on March 2nd.

Fine Arts librarian Andy Kaplan attended the Music Librarians conference in Orlando Florida on February 22-25th. He is part of the Public Libraries Committee where they discussed how to recruit more librarians from public libraries to consider joining the national association.

The View From Alexandria: March Report from Jim Bettinger, CPL's Fellowship Librarian at the US Patent & Trademark Office

- Preparation for the 39th Annual Training Seminar (Seminar 39) is in full gear at the Patent and Trademark Resource Center (PTRC) Office.
- Mr. Bettinger created *Seminar 39 Jeopardy* for the 39th Annual Training Seminar for the Patent and Trademark Resource Center first-timers session.
- Mr. Bettinger created a 30-minute PowerPoint session for Seminar 39 titled *Managing Changes at a PTRC*.
- Mr. Bettinger attended a Federal Depository Library webinar, *If You Make It, Protect It! Understanding the Importance of Intellectual Property for Your Community*, presented

Branches

District 1

Eastman

National Potato Day was March 14th and Eastman Branch observed this day by having a potato chip tasting. Kids ages 8-12 tried several different unique flavors: seaweed, carrot, beets, New Orleans voodoo, and maple bacon. Bagpiper Colin Donahue played a selection of Irish favorites to celebrate Irish culture on St. Patrick's Day. Patrons enjoyed snacks and refreshments and a celebratory time was had by all. Also on St Patrick's Day kids participated in a scavenger hunt, looking for clues hidden throughout the children's area. Those who completed the clues won a mini green top hat and green mustaches.

Lorain

In March, Lorain Branch staff tested local interest in anime by hosting an Anime Club meeting and an Anime Movie Marathon. At least 12 teens and pre-teens enjoyed the Express Yourself Teen Art Workshops offered by the Art Therapy Studio. When the seven-week series concludes in May, the student artwork will be displayed in a public exhibit at the Branch after a gala opening reception.

Rockport

March began Rockport and the Great Lakes Science Centers STEAM+C partnership. The STEAM+C program started off with one week of Legos in Motion, moved to Engineering Challenges and rounded the month out with a week of Aeronautics. Patrons of all ages, including our seniors, enjoyed the hands on, brain enlightening activities. There were over 300 participants. ROC's Chess club met twice.

Walz

Walz is thrilled to have gained a clerk, Cristyle Frye joined our staff mid-month. The branch celebrated St. Paddy's day by making green sun catchers. It was so successful with the seniors outreach, it was repeated with the children here at the branch. Our busy routine was interrupted with an electrical outage and with several breaks in school for holidays/ teacher meetings and snow!

West Park

West Park Branch hosted a Grand Opening Celebration of the newly purchased Virtual Reality equipment on March 9th. Over thirty patrons of all ages were transported around the world while

using the Oculus Rift, HTC Vive and View-Master VR. Youth enjoyed celebrating all things Dr. Seuss on Read Across America Day, as well as another celebration of Ireland, two meetings of Fashion Club and weekly storytimes at the branch and at local schools. Through a partnership with College Now Greater Cleveland, adults benefited from Student Loan Rescue throughout March. Through another partnership with AARP and VITA/EITC tax programs, CCA tax assistance was provided on the last two Wednesdays of the month. Adults also benefited from an informational session with a representative from the Public Utilities Commission of Ohio.

District 2

Brooklyn

The Old Brooklyn CDC and Kiwanis donated 100 dictionaries to be distributed to local CMSD schools. On March 21, Children's Librarian Laura McShane delivered the dictionaries to two third grade classes and two fourth grade classes at Denison.

Carnegie West

Carnegie West had its first series of coding classes hosted by TechCentral: classes were incredibly popular, each four-part series was completed, and many participants were first time visitors to Carnegie West. Branch Manager Angela Guinther organized CPL's annual participation in Ohio Library Council's legislative day, which she also attended on March 29th in Columbus with a dozen administrators, trustees, and staff members visited with Cleveland state representatives and senators to inform them of CPL's offerings for their constituents, advocate for public library funding, and to thank them for their support. Ms. Guinther also completed CPL's leadership certification course. The Ohio City Girl Scouts, who hold their meetings every other week at the library, had their annual cookie sale in the lobby on March 11th.

Fulton

The new session of Yoga on Saturday started with repeat participants attending. The Sewing 101 participants are making sleep pants, pillow cases and bags. The Mean Green Science Machine made green lava lamps in honor of St. Patrick's Day. G.E.D. and English as a Second Language class (E.S.O.L.) are well attended with over twenty participants each class.

Jefferson

The Jefferson Branch welcomed Bernadette Lemak as their new Library Assistant Computer Emphasis. Ms. Lemak transferred from the Sterling Branch where she previously held the same position. The Branch hosted the last AARP Tax Assistance of the season. Representatives from the EPA conducted community interviews regarding the clean-up of Clark Field met at the Jefferson Branch. Children constructed Lego's and other 3-D objects as part of Maker Monday. The Tremont Think and Drink book club discussed "The Book of Joy" at the Spotted Owl. Staff attended training for the Summer Lunch program and Mr. Declet and Mr. Capuozzo attended a NEO-RLS workshop entitled "Communicating Assertively."

South

The South Branch celebrated Women's History Month with displays and programs. A Smart Art Program highlighted picture book author and illustrator/artist Denise Fleming. Discovery Day highlighted fossil collector and Paleontologist Mary Anning, and was enhanced with hands-on activities using a fossil kit from the Cleveland Museum of Natural History's Educator Resource Center. Additional funding from the Shark Tank Grant: I Wanna Rock! allowed South Branch to add drums to the repertoire of instruments available for music programming. Children's Librarian Sandy Nosse attended the Northeast Ohio Science, Technology, Recreation, Engineering, Arts and Math Educator's Day, which featured keynote speakers, activities and workshops led by experts in the field.

South Brooklyn

South Brooklyn continued its usual services: Kids' Café (free snack program in partnership with Food Bank) that provided 20 brown bagged lunches Monday through Friday, 75 bags of free produce for patrons from Food Bank, and College Now Greater Cleveland instructed about 20 teens for the Spring Session of impACT the 216! (an ACT prep course offering enhanced math and reading proficiency).

District 3

Garden Valley

Children's author and educator, Dr. Rubin Cockrell gave a presentation to fifteen children and one adult from the Harvest Daycare at the Garden Valley Branch. The children were delighted to meet an author in person and to receive copies of his books.

A Dave's gift card was also given as a prize. Nichole Shabazz from OPS brought this program to the branch.

Hough

Library Assistant, Joanna Rivera conducted a butterfly craft activity and Storytime. Seeds in a Jar: To celebrate the start of Spring, participants planted a variety of seeds. This activity was planned and implemented by Library Assistant, Joanna Rivera.

Martin Luther King, Jr.

Impact 216 kicked off their spring session with a parent's information event that gave out free backpacks along with information. The branch has hosted several Summer Reading Clun planning committee meetings and is excited for what this year's SRC is going to bring. Staff has been busy finding new groups to engage with for the weekly SRC programs and the SRC kickoff event. Displays were created for St. Patrick's Day as well as Women's History Month. Branch staff also attended a staff meeting.'

Sterling

Sterling was an exhibitor at Parent University: The Importance of Parents in Special Education at East Technical High School. Cleveland Central Promise Neighborhood in partnership with Cuyahoga Community College (Tri-C), Cleveland Transformation Alliance and CMSD, hosted a Community Pancake Breakfast as a part of the CMSD Parent University series. As a community partner, we help CCPN impact the families they serve "one touch at a time".

Woodland

LA-CE, Jon Lee participated in the "Chess for Progress" event at Main. Students from different schools participated in games of chess, learning sportsmanship, friendly competition, and gained skills problem-solving and anticipation.

District 4

East 131

In celebration of Dr. Seuss's birthday, Branch Clerk, Cathy Jennings kicked off the celebration by reading Mr. Brown Can Moo! Can You?. The children also took turns reading aloud various Dr. Seuss books. Afterwards, they did various Dr. Seuss crafts and other activities. LA Computer Emphasis Stephanie Brooks held knitting classes for the youth ages 6 and up who really enjoy the lessons. Youth staff visited Hope Academy-

Chapelside to introduce new Children's Librarian Kelli Minter to the teachers and students.

Fleet

Fleet Branch and Cleveland Clinic presented Stroke 101: Signs and Symptoms. TechCentral presented two MakerLabs to adults and children. The youth services staff celebrated Read Across America Day with a birthday party for Dr. Seuss. Children and teens created a Cat in the Hat mask, got their pictures taken in a Thing 1 and Thing 2 photo booth, listened to a rhythmic reading of Green Eggs and Ham by the Cleveland Police Department, and enjoyed cake and ice cream. Engineering was the focus of this month's STEAM programming.

Harvard-Lee

Ms. Geaghan and Ms. Schmidt hosted the grant-funded Teen Tech Week program by Best Buy with CJ/TechCentral, with 28 attendees. Ms. Schmidt and Ms. Geaghan hosted Great Lakes Theater's children's play, Classics on Tour: The Jabberwocky, with 41 people in attendance! Mr. Moore performed an outreach story time for preschool classes at Louis Stokes Day Care. Ms. Schmidt and Ms. Geaghan performed several Wee Read & Play story times with families at the branch. Ms. Geaghan attended a community meeting on infant mortality at the Harvard Community Services Center. Ms. Geaghan met with the career counselor from JFK High School. Ms. Jackson assisted at the Main Library to distribute CandyGrams for the Corporate Challenge fundraiser. Mr. Hay created a dynamic Women's History Month display.

Mt. Pleasant

Mt. Pleasant Branch now has completed 90% bookings of our Summer Performers for the Summer Reading Club. Mr. Congress and Mrs. Scurka have completed the Diversity & Inclusion Training. Mrs. Scurka volunteered at the Chess for Progress program at the Main Library. Ms. Proctor attended the STREAM Training program for the Youth Services staff. The Board of Elections registered patrons to vote for the next coming Primaries. The Youth Services staff completed all school and daycare visits; they were also invited to the End of School Family Day at A. J. Rickoff Middle School to register children for the Summer Reading Club.

Rice

Our programs of Yoga, Qigong, Poetic Power, Origami, Knitting, Children's knitting, and Meditation have continued with a consistent weekly turnout in March. Impact 216 ended its winter

session and began a new for the spring with a registration over 20 students.

Union

Union Branch kicked off the month with an exciting Read Across America read-a-loud, celebrating Dr. Seuss' birthday on March 2; 30 students participated. On March 4, The Cleveland Planning Commission held a community open house to share new information on the Thrive 105 street project; 15 people were in attendance. On March 9, Remmie Crawford hosted a Ward 6 Community Meeting on behalf of Councilwoman Mamie Mitchell.

District 5

Addison

The Ohio Means Jobs Kiosk is receiving a positive response from the community. OMJ representative, *Gail Hugely*, commented that she is averaging four new clients each day that she is on duty at Addison. The final two of three banners were delivered this month as part of the "Reclaimed fabric banner community-led redesign: Art Project." UpCycle Parts Shop was commissioned to create these new banners that will replace the generic banners currently hanging in Addison's Children's Room. L.A.C.E, Niyre Merriweather made a lateral transfer to Fulton Branch.

Collinwood

The "Diabetes Education" class ended this month. We partnered with the Cleveland Job Corps and Roger's Day Care to present "Read Across America." In addition we partnered with OPS and Kent State University to present two sessions for youth on "Kids and Race," along with a special author visit for a program on "Family Literacy Engagement," with Dr. Rubin Cockrell author of *Leah and Rob*.

Glenville

GED classes resumed this month. We now have three tutors from American Reads. The Ward 9 Council Meeting resumed this month. Manager, Sharon Jefferson attended the "Manager's and Safety" meeting this month and the District 5 meeting as well.

Langston Hughes

This month the branch hosted its own version of "March Madness" featuring five of Cleveland's own local authors: Rhonda Crowder; C.J. Hudson; Christian Hayward; Tito Bradley and Stella Hall, who gave a presentation of their works each Thursday during the month of March. Children had the opportunity to read

stories and create crafts with the program "Super Sleuth Readers" every Wednesday at 11 a.m.

Memorial Nottingham

The branch hosted a "Dr. Seuss Birthday Celebration" with a movie and activities for the children. A St. Patrick's Day craft activity was enjoyed on the 17th. St. John Nottingham third and fourth grade classes visited the library. Storytimes were held with area preschools. Kids Cafe continues to draw a consistent group of children after school.

TechCentral

Invitation to Spain to speak on the topics of Maker Spaces and 3D Printing

TechCentral Manager, CJ Lynce, was invited by the United States Consulate General in Barcelona, Spain, as well as the United States Embassy in Madrid, Spain, to travel to Spain from March 19-25 for the opportunity to share his experiences on maker spaces and 3D printing with several Spanish populations.

Mr. Lynce offered several presentations on "*Creating Opportunities through making and maker spaces in Public Libraries*" in Barcelona, Madrid, and Cuenca, Spain. Additionally, Mr. Lynce also offered hands-on workshops for high-school and university students on an *Introduction to 3D Printing*.

Mr. Lynce participated in the following events during his trip to Spain.

- Keynote speaker and attendance at the *7a Jornada de Biblioteca Pública i Cohesió Social (7th Seminar on Public Libraries and Social Cohesion)* at the Biblioteca Jaume Fuster, Barcelona, Spain, March 20.
- *Introduction to 3D Printing* workshops for 50 total students at the America Space Madrid, Biblioteca Ignasi Iglésias-Can Fabra, Barcelona, Spain, March 21.
- Presentation on maker spaces for public and university librarians at the Facultad de Ciencias Químicas, Universidad Complutense de Madrid, Spain, March 22.
- *Introduction to 3D Printing* workshops for university students and professors at Facultad de Bellas Artes, Universidad Complutense de Madrid, Spain, March 22.

- Presentation on TechCentral and participation at a round-table debate on maker spaces in libraries at MediaLab-Prado, Madrid, Spain, March 23.
- Presentation on maker spaces for public and university librarians at the Universidad Internacional Menéndez Pelayo - Cuenca, Spain, March 24.
- Participation on a round-table discussion on incorporating maker spaces in public libraries at the Biblioteca Pública Fermín Caballero, Cuenca, Spain, March 24.
- *Introduction to 3D Printing* workshops for 25 total students at the Biblioteca Pública Fermín Caballero, Cuenca, Spain, March 24.
- Tour of *Makespace Madrid*, and observation of the *Breakers* program offered for at-risk youth in Madrid, Spain, March 25.

NEOSTREAM Conference at Cuyahoga Community College, Corporate College East

TechCentral participated in the Community Day of the NEOSTREAM (Northeast Ohio Science Technology Recreation, Engineering, Arts, and Mathematics) Conference on March 18. The conference, hosted by 11th District Congresswoman Marcia Fudge, was intended to help expose students and community members to the wide variety of STREAM related careers and resources available in Northeast Ohio.

TechCentral staff brought the Mobile MakerSpace to the event, including a Laser Engraver and 3D printer. Participants could learn how to use the equipment, and create their own name plates or key chains.

Cleveland Comic Con

TechCentral staff partnered with the Literature Department staff to participate in the 2017 Wizard World Cleveland Comic Con on March 17-19 at the Huntington Convention Center of Cleveland. TechCentral staff demonstrated 3D printing technologies over the course of the weekend, and invited visitors of the booth to learn about other fabrication services available at the TechCentral MakerSpace.

Community Engagement: Visits and Outreach

TechCentral Manager, CJ Lynce, assisted with the Teen Tech Week *Web Making* program hosted by Best Buy at the Harvard-Lee Branch on March 8. Fifteen students were in attendance for the event.

Mr. Lynce attended a planning meeting for the NEOSTREAM Conference on March 9.

Mr. Lynce assisted with the West Park Branch's *Virtual Reality Launch Party* on March 9. TechCentral's own Virtual Reality hardware was brought to the event to supplement the branch's own equipment.

Library Assistant, Computer Emphasis, Suzi Perez participated in the St. Patrick's Day Parade on March 17 as part of CPL's Book Cart Drill Team.

TechCentral hosted the Collinwood Senior groups on March 20 at an event that taught them about Laser Engraving and allowed each participant to create their own laser engraved wood trinket box.

Professional Development and Meetings

TechCentral Manager, CJ Lynce, participated on a phone call with the TASCHA evaluation group on March 7 as part of the Mozilla Web Literacy Pilot program.

TechCentral Coordinator, Forrest Lykins, participated in the Process Improvement Committee presentation to the Executive Director on March 9.

Mr. Lynce met with Xerox account representative, Jason Goudie, on March 10 to discuss running usage reports to utilize for the upcoming contract renewal with Xerox.

Mr. Lykins attended a CPL FIT committee meeting on March 14.

Mr. Lykins attended a Process Improvement Committee meeting on March 23.

Mr. Lynce attended a meeting with Director of Public Services, John Skrtic, and Director of IT, Larry Finnegan on March 29 to discuss a request to provide free printing for patrons.

Mr. Lynce attended a meeting with Mr. Skrtic, along with Organizational Performance and Development Program Manager,

Sherrill Marino, and Cleveland Digital Public Library Manager, Chatham Ewing on March 30 to discuss SMARTBoard and MondoPad use and training.

Mr. Lynce met with Assistant Director of Public Services, Outreach and Programming, Aaron Mason, and Library Assistants, Computer Emphasis, Paolo Balboa and Julie Gabb on March 31 to discuss the possibility of food-related maker programming at Main Library.

Cleveland Digital Public Library

Programs, Services & Exhibits

Learning Commons

Cleveland Digital Public Library regularly hosts classes. During March, we regularly hosted CPL Fit Yoga, Meditation Mondays, Chess for Kids, and CPL Chess Club. Assisting Youth Services, ClevDPL hosted children of an international refugee group. The unit is in the process of developing new curricular offerings that are derived from the digital gallery, developed with departments and branches at CPL, and coordinated with external partners. Programs will include classes on digitization and video, classes on the use of Google and Google apps, and classes on using digital coaching tools. Our Digital Hub area has been equipped with laptops that have may reserved for use by the public (and have been used), and we will continue to offer 3D scanning as a service using a new HP Sprout Scanner.

Exhibits

The "Wonder of Shakespeare" remains on display in Brett Hall, and "Making and Faking Shakespeare" was taken down on February 27th by Special Collections Staff. "Question Bridge," a multimedia exhibit exploring the experience of African-American men in America was taken down on February 28th. We still have a Fourth Folio borrowed from the University of Akron on display in Brett Hall. 'Shakespeare in Translation' was taken down March 17 in anticipation of the Superman install scheduled for March 20th. We have concluded our showings of Shakespeare the Animated Tales (Tuesdays and Thursdays at 12:30 and 5) and Wednesday tours. Shakespeare exhibits in Brett Hall will be taken down during the final week of March.

Magic Box

Cleveland Digital Public Library has placed the Magic Box exhibit case on display in Brett Hall. We will be removing both physical and digital materials relating to Shakespeare during

the final week of March. We are currently developing content for the Magic Box related to the upcoming Superman exhibit.

Videography and Photography

ClevDPL has begun collaborating with Sports Research Center by creating interview videos. After working to update rights clearances on forms, these videos are being loaded onto Internet Archive, and Sports Research Center staff will be providing time-indexed tables of contents to enhance the ContentDM records pointing to the interviews.

During the first three weeks of March ClevDPL produced photos for a Hungarian event (photos), Progress with chess (photos), Progress with chess (video), Government docs (photos), Two old sports research interviews (video editing), Music at main (photos), Music at main (video), Crossing border's day 1(video), Crossing border's day 2 (video), Youth Services St. Patrick's day photos, St. Patrick's day (video), Sports research interview (video), Reading room (photos), 8 audio interviews of old sports videos (editing), Youth Services Staff Portraits (photos).

Scanning Assistance

Cleveland Digital Public Library staff assisted over 10 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.

Public Services Statistics

Patron Visits: Between March 1st and March 22th the Cleveland Digital Public Library had 332 visitors.

There were 78 KIC Scanner sessions resulting in 2638 images/6353.5MB or somewhat more than 6 GB of scan volume.

Digital Gallery: From March 1, 2017-March 22, 2017 (9 days shorter than the full month) Google Analytics (GA) reports 3935 sessions for 2922 users and 18,774 page views. Per **GA**, our user base skews toward males, our users are 54% Male and 46% female. Per **GA**, our age breakdown skews towards youth. The age numbers are: 18-24 is 27.50%, 25-34 is 33.50%, 35-44 is 15.50%, 45-54 is 12.50%, 55-64 is 5.50%, and over 65 is 5.50%. Per **GA**, the bulk of our users have English set as their language preference; however, we have numbers of Spanish, French, Italian, German, and Chinese speaking users. Additionally, **GA** user statistics related to location indicate that we have users from the US, United Kingdom, Canada, Italy, Saudi Arabia, Spain, France,

Australia, the Netherlands, and Germany. Finally, **GA** shows that we have a diverse group of pages that deliver users to CPL's ContentDM. Organic Search channels 41.14% of our accesses (Google search is the most common channel to our Digital Gallery at 37.03%). Direct access through CDM search accounts for 29.23% of our accesses. Referrals through other website are about 20% of our access volume (referrals from Wikipedia are up a few percent, but referrals from our library website are down almost 15% - it's possible that the redesign has eliminated a point of access by removing a main page link to the digital gallery). Finally, Social media now accounts for 10.11% of our accesses (of that 10%, Facebook accounts for nearly 2/3 and Twitter the remaining 1/3). Nearly a quarter of our sessions occur on mobile devices, and we are looking forward to OCLC's use of responsive design for ContentDM. 10% of our uses occur on tablets.

Outreach

Twitter has been introduced as a tool for promoting the Digital Gallery, with some success. ClevDPL did 21 tweets, and has 22 new followers for a total of 311. Likely because we are reporting more than a week early this month, both profile visits, 730, and total impressions/views, 20,800 are down this month. Our top Tweet was Happy #InternationalWomensDay Belle Sherwin was a feminist leader, born in Cleveland, and vice-president of the Natl. League of Women Voters
pic.twitter.com/aPJv9i0p3y

Collection Development

Library Staff Does Digitization

Cleveland Digital Public Library staff has scanned 104 items (3,206 files), post processed 94 items (3,813 files), and uploaded 395 items (704 files) into the Digital Gallery. CPL departments uploaded 51 items themselves, and we are glad to see this trend.

Preservation

Preservation staff did the following:

Paper treatments: 61 items (81 sheets for complex repair)

Book treatments: 48 (22 simple, 26 complex)

Enclosures: 12

Labels printed: 26

Books received: 70

Books returned: 41. Preservation staff has continued disassembly and repair on the American edition of Boydell's Shakespeare Gallery.

Environmental Monitoring

Working with buildings including Property Management Supervisor Tim Murdock and Oliver Reyes, Dr. Ewing continues to monitor from 22 placements around Main and LSW using PEM II environmental monitoring devices. We have added an additional five placements at the Lakeshore Facility and have begun monitoring all five of them. We are also monitoring the collections processing room at Lakeshore. We are regularly collecting and uploading data into E-Climate Notebook for sharing and analysis. We have now licensed an additional 10 slots in E-Climate Notebook so that we can effectively gather and share information from exhibit areas monitored by our portable monitors (Artens, Hobos, and PEMIIs)

Facility Report

ClevDPL has begun drafting an American Museum Association facility report for Cleveland Public Library. We are currently working with several units in the library to get the report completed. We have a sketch of our facilities conditions that we have labeled a 'facilities brief' to use as a stop-gap until we have been able to monitor and record conditions for the requisite year.

Shakespeare Exhibits

ClevDPL has been using Arten devices to monitor light, temperature and humidity levels in Brett Hall, and the John G. White Gallery where rare materials have been installed. These readings are being recorded and maintained for future reference. Brett Hall is also being monitored with a PEM II device. The Shakespeare exhibit was de-installed in January in order to make space in Brett Hall for an event. The exhibit was reinstalled in March. All Shakespeare exhibits in Brett Halls will be de-installed during the week of March 27-31.

Superman Exhibits

ClevDPL has been involved in repairing, prepping, and preparing items for display for the May 6 Superman opening. ClevDPL is coordinating with the Intermuseum Conservation Association to overseeing boxing of selected items from the collections. The department has been taking part in the planning discussions regarding the exhibit being curated by the library.

Metadata Revision

ClevDPL staff members are part of the way through the process of implementing our plan for revising and updating records from the Digital Gallery to make our metadata ready for inclusion in DPLA. We continue to revise metadata in preparation for DPLA.

Planning Activities

Inter-Library Loan Integration

ClevDPL staff have been working with the library's process improvement group to facilitate the integrating of the Inter-Library Loan unit into ClevDPL. ClevDPL is working with Special Collections to resolve space-allocation concerns. We have developed a plan that will make use of a newly designated area in stacks storage for collections processing. Furniture for an ILL workstation has been placed in the Special Collections workroom. Currently, the plan is to complete the integration in early 2017, and a meeting presenting the work of the process improvement team with regard to ILL to the team at ClevDPL has been rescheduled for April.

DPLA Ohio

Cleveland Digital Public Library continues to strongly participate in the development of the Ohio DPLA. We continue to upgrade our metadata for submission to the DPLA. In preparation for DPLA, we completed an analysis and prioritization of records to upgrade and make ready to contribute to DPLA. We are well on our way in the revision and update process involved in making our metadata ready for DPLA.

OLBPD

For March 2017, OLBPD circulated 49,467 books and magazines directly to patrons. Additionally, OLBPD circulated 12,873 patron newsletters in March. OLBPD registered 132 new readers to the service. Approximately 661 BARD patrons among 1,652 active users downloaded 13,900 items.

On Wednesday, March 15th, the State Library of Ohio (SLO) and OLBPD partnered with the Ohio State School for the Blind (OSSB) to host an art display at the State Library. Approximately fifteen OSSB students submitted artwork centered on their favorite book. Notable books and art pieces included 'Harry Potter,' and 'Alice's Adventures in Wonderland.' SLO and OLBPD hosted a small program recognizing students for their artwork on display. Each student received a certificate of recognition for their participation. The art work will be on display throughout March and April.

The Ohio Braille and Talking Book Program Consumer Advisory Committee (CAC) meeting was held at the State Library of Ohio on March 15th. Consumers were provided updates about the service, including information regarding BARD Express, Duplication-On-Demand service, and Family Fun and Learning Day 2017.

The second draft of the 2017 Revised Standards and Guidelines is available for review and comments via the following link:

<http://ascla.ala.org/blog/2017/03/feedback-request-draft-2-of-the-standards-for-libraries-serving-people-who-are-blind-or-physically-handicapped/>

OLBPD Manager Will Reed is a member of the working team of the ALA-ASCLA Revision to the Standards and Guidelines of Service for the Library of Congress Network of Libraries for the Blind and Physically Handicapped.

OLBPD Librarian Michelle Makkos and OLBPD Library Assistant Ken Redd provided information and talks about the service at the Westlake High School Wellness Day on March 23rd; and the Lakewood Low Vision Group on March 31st.

LEARNING AND EDUCATION

City as a Classroom

Along with Director Thomas, Marina Marquez, and Tracey Martin, met with CMSD's Design Lab Early College High School's Campus Coordinator, Sean Wheeler, to discuss how merging the Maker Movement and the Common Core Curriculum has created a new educational paradigm for public education. This model implemented through project-based learning that is a dynamic approach to teaching in which students explore real-world problems and challenges. With this type of active and engaged learning, students are inspired to obtain a deeper knowledge of the subjects they are studying.

Collaboration with Cuyahoga Community College (Tri-C)

Effective Monday, April 3, Tri-C's Dr. Elijah Scott, the new program manager for the Educational Opportunity Center, a TRiO based program, will be scheduled four times a month at the both the Fleet and Addison branches, opposite the days that OMJ is scheduled in those branches.

Description of TRiO from Tri-C's Website:

The goal of federal TRiO programs is to assist low-income and first generation youth and adults to enroll in and complete a post-secondary program. The TRiO Programs at Cuyahoga Community College help prepare students for:

- successful completion of secondary education
- admission into a post-secondary institution
- retention and completion of post-secondary education
- preparation for successful post-baccalaureate programs

The TRiO Programs identify students who show potential for success and provides encouragement, support, and assistance. <http://www.tri-c.edu/trio-programs/>

As they identify additional staff to participate, Tri-C's Director of Access and Community Engagement, Andrew Cox, Ph.D., has expressed an interest in scheduling other TRiO staff in other branches in the CPL system.

Visit to Canton, OH

The Office of Education and Learning is exploring options to expand early childhood literacy programming through both branch programming as well as via mobile services. Denise and Marina went on an exploratory visit to Canton, OH to learn about both Stark County Library's and the Early Childhood Resource Center's literacy programming. During our visit, we had an opportunity to hear about their successes, challenges, and adaptations to create and sustain their successful programming.

Family Connections and Invest in Children

Denise and Marina met with Marcos Cortes, the Program Director of Cuyahoga County's Invest in Children, Joanne Federman, and her team regarding taking steps to emulate the early childhood literacy programming witnessed in Stark County Library.

The People's University Development Process Update

The People's University Patron Survey

- Graphics and Marketing requisition for fliers requested
- Special request made to Public Services for sub assistance with the patron survey campaign (April 17th-29th)
- Coordinated outreach dates with Branch Managers
- Requested giveaways from OPS for patron survey campaign
- iPads reserved from TechCentral to assist with patron survey campaign

Needs Assessment Meetings with Branch/Main Managers

Date	Branch/Department	Manager(s)	Priorities
3/3/17	Carnegie West	Angela Guinther	Safety, building improvements (replace carpet in children's area & restoration of auditorium), improve landscaping to city owned park, park programming to help deter crime, more family friendly
3/16/17	Fleet	Pasha Moncrief-Robinson	Community resource center
3/20/17	Luigi Russo	South Brooklyn	LA Youth Emphasis staff, teen space, central community hub
3/21/17	Collinwood	Caroline Peak	Premier CPL branch, provide excellent customer service, develop high quality experiences for patrons
3/23/17	East 131	Marcie Williams	Renovate basement, intergenerational programming, teen space, tutoring program
3/23/17	Rice	Ginaya Willoughby	Early childhood learning center, family engagement programming
3/24/17	Sterling	Monica Rudzinski	Building expansion, adult programming
3/27/17	Lorain	Shayna Muckerheide	Safety, wraparound services for immigrants, place of learning
3/28/17	South	Jaime Deplet	Returning to renovated building
3/28/17	Walz	Kathleen Lefkowitz	Building improvements, ADA compliant
3/29/17	Harvard-Lee	Harriette Parks & Kristen Schmidt	OMJ/Career Center, basic computer classes
3/30/17	Brooklyn	Ron Antonucci & Laura McShane	To become a jobs incubator for the community

Ohio Means Jobs

- Submitted a requisition to Marketing for yard signs to be placed at both Addison and Fleet to inform the neighborhood that the OMJ Employment Specialist is on site.
- Property Management installed privacy screens at both Addison and Fleet for the OMJ Employment Specialist.
- Due to low patron participation, reduced the hours of CPL Sub support to 10:00 a.m. - 2:00 p.m.

CPL|OMJ Collaboration March 2017 Statistics

Patrons: 27

Number of patrons signed-in: 27

Number of patrons who completed OMJ counseling: 27

Number of patrons unable to wait for OMJ counseling: 0

Supplies: Branch computers

Additional comments and observations:

The overall response was generally positive. On average patron wait time is no more than 5 minutes. Substitute assists walk-in patrons without a resume to help expedite the process. One patron returned to inform the Employment Specialist that he received a job offer. One patron learned that OMJ was at the Fleet Branch from her aunt who participated in the program two days prior to working with the Employment Specialist. The Employment Specialist introduced a patron to WinWay to help her create a resume. The patron was satisfied and appreciative of how easy it was to create a resume and couldn't wait to share the information with friends. Patrons are often overwhelmed with the thought of having to create a resume. Another patron returned to inform the Employment Specialist that she had an interview. The Employment Specialist connected another patron with apprenticeships in the area. One patron was enthusiastic about a job opening and was pleased to be able to automatically apply to the position and other position using the OMJ website. Several patrons were able to apply for unemployment benefits. One patron was very happy to be able to accomplish so much at the session which included filing for unemployment benefits, resume building, and furthering her education by applying for college programs that offer medical billing certifications. One patron was able to apply for a job at Walmart and receive interview training from the Employment Specialist. Patrons appreciated the help and came away feeling more knowledgeable

about the job search. Overall, patrons appreciated the one on one time dedicated to helping them find jobs.

Professional Development

- Denise Crudup completed the Winter 2017 Participant in the Cleveland Leadership Center's Civic Leadership Institute
- Attended a two Racial Equity & Inclusion workshop presented by Racial Equity Institute and hosted by Cleveland Neighborhood Progress
- Along with Outreach and Programming Services staff, the staff of the Office of Education and Learning completed the Workplace DiSC Assessment and Understanding Work Style Differences with DiSC Part 1: Self-awareness communications workshop.
- Watched the Connecting Schools and Public Libraries webinar

Miscellaneous

- Participated in a conference call with Mr. John Gest from Philanthropy Ohio regarding potentially screening the documentary, *Most Likely to Succeed* in the LSW Auditorium with a panel discussion following the screening. *Most Likely to Succeed* is a documentary that examines the history of education in the United States and the growing shortcomings of conventional education methods in today's innovative world.
- Denise Crudup attended the Higher Education Compact's 5th annual Dashboard Release event at the Cleveland State University.
- Continued the conversation with Chatham Ewing regarding potential collaborations with the Digital Public Library.
- Met with Zulayka Ruiz, Esperanza's Director of Program regarding how The Office of Education and Learning at CPL can continue to support the work that they do in the community.
- Attended the United Way Annual Luncheon

TECHNICAL SERVICES

Acting Director of Technical Services and Acquisitions Manager Sandy Jelar Elwell and the Technical Services Managers met with Ellen Burts-Cooper from the Improve Consulting and Training Group to discuss the status of the process mapping project for the Technical Services Departments. Ms. Burts-Cooper also presented an update to Deputy Director Cindy Lombardo, Director

of Human Resources Madeline Corchado, and Ms. Jelar Elwell at a separate meeting.

Ms. Jelar Elwell attended a 2-day training workshop on Racial Equity Awareness, a Process Improvement Committee meeting of the CPL Library Card Application Process team, and a Structuring and Planning meeting for all members of the Process Improvement Committee. Ms. Jelar Elwell and High Demand Manager Carole Brachna participated in Baker & Taylor Title Source 360 webinars.

Technical Services Associate Vivian Grayson retired from her position in the Materials Processing Department after 30 years of service at the Cleveland Public Library.

Acquisitions: The Acquisitions Department ordered a total of 6,971 titles and 10,275 items (including periodical subscriptions and serial standing orders); received 15,793 items, 1,629 periodicals, and 220 serials; added 591 periodical items, 73 serial items, 389 paperbacks, and 1,738 comics; and processed a total of 2,460 invoices.

Acquisitions Coordinator Alicia Naab worked with Library Systems and Applications Analyst Jim Benson to try to determine what may be causing delays in the running of Electronic Data Interchange (EDI) reports in Sirsi. Ms. Naab and Knowledge Management Specialist Nancy Mocsiran provided staff with instructions on where to locate the uncataloged barcode sheets for inventorying magazines on the new staff intranet.

Ms. Naab coordinated with Marin Lindsay at Midwest Tapes to add non-holdable codes for Juvenile and Young Adult music CDs to CPL's account and to correct the non-holdable codes for Adult music CDs. Technical Services Librarian Lisa Kowalczyk contacted the vendor Blackstone Audio to have CPL's account adjusted so that Acquisitions staff could continue to order the library editions of audiobooks through their website.

Ms. Naab coordinated the ordering of materials selected for purchase from an auction website by the Center for Local and Global History and Special Collections. She also arranged for Grants & Development Coordinator Tracy Martin to attain several thousand items for giveaways from the vendor Ingram. The giveaway items will be collaboratively received and organized through the Lake Shore Shipping Department and Victor Zamora in the Lake Shore Stockroom.

Catalog: Catalog Department began assisting Materials Processing with CLEVNET overlay lists. Catalog Manager Andrea Johnson developed the procedures and Senior Librarian Regina Houseman instructed Librarians Perry Huang and Barbara Satow on the process. Staff completed merging about 550 duplicate records created by the migration of Geauga County Public Library's records to the Sirsi/Dynix catalog. Librarians cataloged 3,175 titles, including 482 books in 19 different languages, and added 4,243 items for Cleveland Public Library.

Senior Librarian Dawn Grattino returned to work from medical leave on March 27. Ms. Houseman acted as advisor to both CPL.Cat and CPL.Newcat teams during Ms. Grattino's absence, as well as taking turns with the rest of each team to handle requests from CPL and CLEVNET staff, respectively. Librarian Yeshen Dugarova-Montgomery attended Diversity and Inclusion training.

Collection Management: Collection Management selected 1,822 titles, 15,052 copies, and spent \$251,935 in March. 87 telescopes of materials were relocated.

Department staff continued to cover for the absence of a Children's and Young Adult selector in both materials selection and in the processing of Branch discretionary selections, and also to cover the selection of eBooks, Large Print, and Spanish titles, previously done by the Director of Technical Services.

Pam Matthews completed the CPL Leadership Certification training. She also had a phone meeting with a representative from OverDrive, the Library's main eBook and audiobooks vendor. Laura Mommers attended a webinar on "What's New in Children's Literature" to help her in her selection of juvenile titles. Eric Hanshaw helped the CPL United Way/Community Shares Committee plan and promote its Bowling Fundraiser.

High Demand: The High Demand staff ordered 1,242 titles and 12,294 items, received and added 674 titles and 10,806 items, and processed 534 invoices worth \$146,406.25.

During slower portions of the month, the Technical Services Associates worked on catching up the OCLC set/cancel holdings lists.

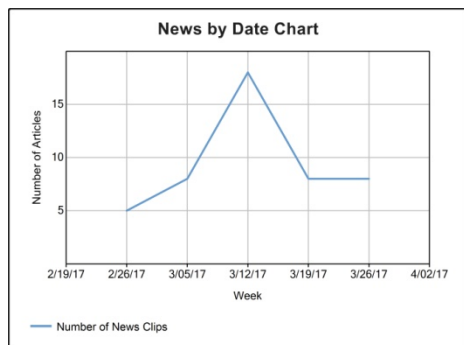
Materials Processing: The Associates cataloged 1,581 new titles for the Cleveland Public Library and added 1,372 records for the

CLEVNET libraries. The Associates and Sr. Clerks added 6,167 items. The Technicians worked on 23,589 items.

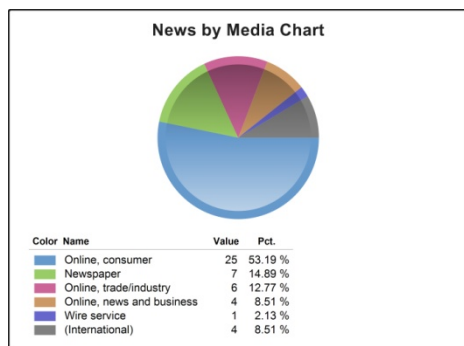
Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 118 items to the Main Library for requests and 136 items to fill holds. Main Library received 278 telescopes, the Branches received 895 telescopes, CLEVNET received 91 telescopes, CASE received 4 telescopes, CSU received 5 telescopes, and Tri-C received 2 telescopes. A total of 1,278 telescopes were shipped out. The Technicians sent out 971 items of Foreign material and in total 17,308 new items were sent to the Acquisitions and High Demand Departments.

Supervisor James Clardy and Alicia Naab resolved an issue with the DHL delivery service attempting to deliver materials after working hours. Mr. Clardy met individually with the Pages to discuss their annual performance evaluations. Page Robert Walker attended Diversity and Inclusion training.

MARKETING & COMMUNICATIONS



Media coverage for the month of March included 50 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$119,803.18. In March, the online media outlets that featured CPL events and programs had a circulation audience of 126,063,076. No singular story about CPL dominated the news in March, but most had to do with CPL programs. Online Consumer accounted for most of the media articles.



Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 822 times on average per day, with an average of 98 clicks to the website per day resulting in a 12% click-through rate for the month. *+libraries cleveland oh* was the most clicked-through phrase. No special ads were run on cleveland.com.

Facebook

	2017	2016	YoY	MoM
Net Page Likes	57	59	-3%	8%
Avg Post Reach	2,051	995	106%	6%
Avg Total Reach	4,332	2,029	114%	16%
Average engagement	67	19	253%	12%
Reactions	44	13	238%	-2%
Comments	5	1	400%	-17%
Shares	18	5	260%	100%

Twitter

	2017	2016	YoY	MoM
Top Tweet (Impressions)	10,400	3,168	228%	252%
Top Mention (Engagements)	1,162	270	330%	95%
Top Media Tweet (Impressions)	10,200	2,695	278%	375%
Summary				
Tweets	152	69	120%	63%
Tweet Impressions	160,400	67,900	136%	111%
Profile Visits	5,419	2,637	105%	87%
Mentions	358	178	101%	193%
New Followers	119	NA	NA	NA

Graphics

Graphics staff filled the regular requisitions for design, printing, and distribution, in addition to designing graphics for ads; the library website; digital signage; social media; staff newsletters; *Off the Shelf* e-newsletter; *UpNext* monthly program guide and MyBranch branch activity fliers; and weekly posting to website home page.

PROPERTY MANAGEMENT

Painters

- Fleet- patched and painted lunchroom and under windows in kid's area.
- Rice- painted meeting room, lunch room and staff bathroom.
- Main- painted Youth Services hallway and purple poles also Shelf Division back hallway.

Carpenters

- South Brooklyn- removed parking lot door closure and installed.
- Main- fixed door to Brett Hall, reattached railing back to wall on lower level, and repaired door from lobby to staff area in Foreign Lit.
- LSW- repaired panic bar to front door, installed two door stops to Legacy room, made set of keys for Tim and replaced soap dispenser in Gov Docs.
- Westpark- removed and replaced three broken kickstands.
- M.L.K- took down M.L.K banner and repaired lock to staff restroom door.
- Garden Valley- adjusted and lubed all locks throughout branch.
- Harvard-Lee- repaired lock on SPS officer's locker.
- Rockport- repaired bottom shelves behind circulation desk, finished removing shelving and installed three new shelving units built by carpenters.
- Jefferson- repaired locks to meeting room and staff room.
- Addison- removed two units of shelving and discarded them.
- Fulton- removed cylinder from detex and had re-keyed to manager's key, removed old T.V and bracket and installed new T.V and bracket.
- Lakeshore- cleaned out basement, installed two new soap dispensers in Technical Services, hung banners and installed arm rest to chair in auditorium.
- Mt. Pleasant- removed old T.V and bracket and installed new T.V and bracket, installed wood panel attached to front of manager's desk to prevent patrons from looking under desk.
- Fleet- installed baby changing station in men's public restroom.
- Walz- repaired closure arm on back of door in basement.
- Lorain- repaired basement door so it closes properly.
- Hough- installed handicap grab bar in staff restroom.
- Sterling- installed all new ceiling tile in back hall, also had safe re-calibrated.
- Glenville- removed artwork and stored in Woodland basement.

Mechanic

- Took vehicles 3, 10 and 28 to dealer for recalls.
- Vehicle 25- dealer repaired four wheel drive and gear box.
- Vehicle 12- replaced gas hose.

- Vehicle 17- replaced tail light.
- Replaced battery in riding snow plow.
- Did monthly services to vehicles 3,5,11,13,19 and 29.
- Finished servicing branch mowers.
- Vehicle 9- dealer installed new radio

MAINTENANCE MECHANICS

- Lakeshore - Replaced existing outdoor lights with LED fixtures under stockroom canopy.
- Rockport - Continued installing replacement diffusers on main return air trunk.
- Mt. Pleasant - Rooftop HVAC vandalized/copper coil, piping stolen. Salvaged and straightened out bent panels to secure opening on roof, capped and valved-off gas line. Increased boiler reset-ratio and provided staff with electric space heaters.
- Collinwood - Replaced existing and broken exit/ emergency lights with LED fixtures.
- Walz - Removed plywood from outside air intake, reconnected economizer damper actuator and calibrated pneumatic HVAC controls.
- Glenville - Serviced boilers, installed replacement staging control.
- Langston Hughes - Replaced light fixture above rear entrance.
- Lakeshore - Replaced defective floor outlets in meeting rooms A & B.
- Fleet - Replaced damaged HVAC/electrical parts from series of power outages (motor starter, contactor, hand-off-auto switch) on air handlers, also replaced leaking bearing assembly on boiler circulation pump.
- Lorain - Unclogged/re-piped staff room sink.
- Main - Repaired room #38/Friends door buzzer.
- LSW - P.M. Lieberts in Automation (replaced belts and filters, checked/cleared alarms)
- LSW - Worked w/ Siemens in resolving recurring lighting schedule issue on the 6th floor.
- Garden Valley - Repaired/replaced faucets in the meeting room and staff room.

- Carnegie West - Replaced bad breakers in main electrical panel.
- South Brooklyn - Continued low water cut-off and gas valve installation for boilers.
- Fleet - Replaced control transformer, fuse holder and blower motor (broken shaft) for public computer area AHU. Troubleshoot boiler circulation pump lead/lag control circuit.
- Hough - Replaced staff room sink faucet.
- Rockport - Installed replacement hallway light fixture, repaired leak on women's restroom toilet, repaired public restroom buzzers.
- Lakeshore - Replaced step/walkway lights in auditorium.
- LSW - Continued running power on 2nd floor for OPS freezer.
- Rockport - Completed wire mold installation for exposed cabling/wires by librarian's desk.
- LSW - Replaced bulbs and ballasts in Tech Central.
- Collinwood - Installed new emergency/exit light in boiler room.
- LSW - Replaced bad outside air damper actuators in AHU#4.
- Westpark - Branch too hot, checked re-heat valve actuator and proportional thermostat for circulation desk/rewired.
- Rice - Worked with carpenters to secure loose glass panels/Glass Doctor called in for repairs.
- Main - Repaired hand dryer in men's public restroom on the 4th floor.
- Main - Removed track, power supplies and misc. equipment from the old Translogic system in rm. #38 closet.
- LSW/Main- Daylight savings time/corrected time and changed clock batteries in both building's, also changed batteries on floor moisture detectors in LSW electrical rooms.
- Branches - Daylight savings time/corrected time on mechanical clocks for HVAC equipment and outdoor lighting.
- Walz - Replaced leaking bearing assembly on boiler circulation pump #1/ replaced leaking flange gasket on circulation pump #2.
- Langston Hughes - Replaced existing emergency and exit lights with LED fixtures.

- Addison - Replaced heating valve actuator on hallway air handler.
- Rice - Replaced gas valve and igniter assembly on domestic hot water heater.
- Harvard Lee - Replaced existing emergency/exit lights with LED fixtures.
- Lakeshore - Replaced vacuum breaker, spud and flush valve assembly on women's restroom toilet.
- Fleet - Replaced broken belt/ lined up pulleys on meeting room AHU, replaced air filters on all units.
- Lakeshore - Installed condenser fan cycling switch on AHU#10 chiller.
- Glenville - Replaced bad ballasts on light fixtures above public computer area.
- Lakeshore - Replaced leaking pressure control on main air compressor/oil change.
- Rockport - Ran CAT6 cable for new access point in meeting room per Automation dept.
- Fleet - Started installation of replacement drinking fountain, checked/opened isolation dampers above branch manager's desk.
- Harvard Lee - Ran CAT6 cable for new phone on assistant librarian's desk, relocated/repairs several power outlets around main floor per district manager.
- Mt. Pleasant - Replaced leaking hot water tank, re-piped/reconfigured expansion tank location and support.
- Woodland Garage - Re-wired switches, cleaned exhaust fan, replaced bad ballast, receptacle and front light fixture for Superman exhibit phone booth.
- Mt. Pleasant - Replaced existing electrical floor box/ filled gaps and elevated with concrete.
- LSW - 2nd floor/OPS- removed toilet, snaked line (found shop rags, pens and pencils in drain) installed replacement toilet.
- E.131 - Calibrated pneumatic controls, checked RTU, economizer dampers/motor.
- Glenville - Branch cold, boiler circulation pump tripped/ secured loose coupling, checked lead/lag pump switching.

- Union - Removed plywood from outside air intake/discharge of AC unit, found one of two compressors bad, calibrated heating controls.
- MLK - Calibrated pneumatic HVAC controls on air handler and space thermostats.
- LSW - Recharged LL mechanical room expansion tank for domestic water pumps.

SAFETY & PROTECTIVE SERVICES

SAFETY SERVICES

- SPS and Annisha Jeffries will work together to start an SPS officer reads to kids event in the next couple of weeks.
- A volunteer from Vocational Services Unlimited will work with SPS officers for 2 weeks in 20 hour increments.

PROTECTIVE SERVICES

Activity

Month	Total Dispatch Activities	Ave per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
March 2017	4084	151	102	85	728	174	68	48
Feb 2017	3574	155	65	109	586	164	80	40
Jan 2017	2920	127	44	112	470	115	80	93
Dec 2016	3087	123	34	108	372	160	68	29
Nov 2016	3404	155	52	113	568	116	74	40
Oct 2016	4127	165	73	118	707	148	81	49
Sept 2016	4074	163	76	136	604	119	69	63
Aug 2016	4866	175	98	170	784	132	70	117
July 2016	4141	155	87	77	697	105	75	46
June 2016	4307	163	82	50	652	120	70	76
May 2016	4694	196	59	143	713	124	90	68
April 2016	4822	161	125	143	845	162	117	68
March 2016	5424	200	129	76	893	156	104	82

Special Attention, Special Events, and Significant Incidents

- 3/8, the Rice branch SPS Officer saw a large group of juveniles circling 2 females in a verbal altercation.

Officer stepped in-between the females and escorted the victim inside. CPD was advised as well as SPS. Juveniles became aggressive, throwing rocks and branches at the entrance of the branch. The Royce Officer cleared the juveniles.

- 3/9, the Carnegie West SPS officer and branch patrol officers approached a male patron for using inappropriate language, being loud, and disturbing patrons and staff. Officers determined the patron was intoxicated. When asked to leave, the patron made threats to the Royce Officer. The patron was verbally issued a 30 day expulsion.
- 3/9, Sterling branch staff told SPS about an incident that took place inside the branch between 3 male juveniles. They were asked to take the discussion outside and one of the males punched another in the face. SPS advised the branch to lockdown until SPS or CPD arrived because gang retaliation threats were used.
- 3/15, SPS was dispatched to the Main building's Youth Services Department in regards to an assault that took place involving three juveniles. The victim stated that while walking through the Youth Services Department two juveniles started to throw books and physically assault him with punches and scratching his face. There was minimal information as to a description of the two suspects who fled before SPS responded.
- 3/20, the South Brooklyn SPS officer was approached by a woman who claimed her boyfriend who recently tried to abduct her was in the branch. SPS advised Cleveland police of the accusations; CPD took further action to complete an investigation.
- 3/21, the South branch page reported she was feeling uncomfortable with the behavior of a patron. She reported the patron was staring at her and seemed to be following her. Another female patron also made a similar complaint about the same patron. The patron involved was the male who assaulted another patron in October of 2016. Security spoke to the male and he returned to the branch without further incident.
- 3/23, the 1:15am - 9:45am SPS officer was on duty downtown when he noticed a vehicle in the Fulton branch parking lot via cameras. A male got out of the car and attempted to gain access to the maintenance door on the rear of Fulton branch. CPD was dispatched but the male was gone before CPD arrived.
- 3/23, the Carnegie West Royce security guard witnessed a male patron assaulting a female while using the computer in

the adult room. The female requested CPD be contacted and charges pressed against the male. SPS and CPD responded to the scene and CPD transported the female to Tower city.

- 3/30, at South branch an older white male came into the branch and pointed at a staff member and said, "I will f*** you up you cocks***er." He then came back up to the desk and said he was going to "fu** you up" to the staff member and that he would see him outside. The patron then followed staff to their vehicles and took pictures of them. SPS did a follow up investigation and CPD was contacted. A report was generated with CPD. *SPS later made contact with the male inside of LSW and issued a 30 expulsion.
- 3/31, at Addison the branch laptop was missing from behind the circulation desk. SPS was contacted to review the video footage. The tape showed two individuals a male and female involved in the theft. The female was distracting staff member with questions, while the male snuck behind the desk and took the laptop. SPS will attempt to make contact and press charges on the individuals.

Protective and Fire Systems

- Panic buttons are installed on LSW 2. They are remotes so they can be used by staff in any room on the floor.
- All first quarter branch fire drills were completed.

Contract Security

- SPS management will start have monthly meetings with Royce Security.
- Garden Valley no longer has two Royce guards; the part time guard is providing support at Sterling branch.

Administration

- SPS supervisor interviews held March 31st.
- Lt. Babbitts evaluation completed.

INFORMATION TECHNOLOGY & CLEVNET

The CLEVNET Directors Panel met on March 22, 2017, at Burton Public Library in Geauga County to plan the next quarterly CLEVNET meeting, check progress on the strategic plan, and discuss various issues brought forward by the membership. Much of the discussion centered on the work of the ad hoc committee

charged with revising CLEVNET's bylaws, headed by Julianne Bedel, Director of Barberton Public Library. While very much appreciative of the strong support and commitment from CPL's current leadership and trustees, the Panel members remain concerned that the current bylaws offer little protection to the membership should CPL's future leadership not share that same commitment to CLEVNET. The Panel members would like to give the bylaws "more teeth" while preserving what is beneficial about the current relationship. James Tolbert, Panel Chair and Director of the Milan-Berlin Library District in Erie County, will discuss the revision of the bylaws when he meets with CPL Director Felton Thomas on April 11, 2017, at Milan Public Library.

CLEVNET Projects

- CLEVNET Director Hilary Prisbylla and her staff continue to work tirelessly on the million and one details that must be addressed before Rocky River Public Library (RRPL) migrates to CLEVNET in May.
- Configured and installed new network equipment at RRPL to prepare for migration to CLEVNET.
- Cut over RRPL's network connection to CLEVNET on March 21 before 8:00am; 20 minutes down time.
- Upgraded network equipment at various CLEVNET locations in preparation for VoIP conversion to CLEVNET.
- Upgraded routers, switches and APs across CLEVNET in an ongoing infrastructure upgrade.
- Planning continues to move CLEVNET data center to the SOCC (State of Ohio Computer Center).
- Created a new child domain and domain controller for RRPL.
- Retired and replaced ntcplus1 and ntcplus2 due to age, end of life for the operating system, and reliability.

Staff News

- IT Director Larry Finnegan was a judge for the Midwest Regional Collegiate Cyber Defense Competition.

The next quarterly of the CLEVNET Directors will be held on Friday, April 28, 2017, at 9:30 AM at Hudson Library & Historical Society in Summit County.