

## **DIRECTOR'S REPORT**

April 19, 2018

### **CELEBRATING A GLOBAL PERSPECTIVE**

On March 31, the National Congress of Black Women, Greater Cleveland Chapter and Lori Stokes, daughter of Louis Stokes, unveiled a new painting of Stephanie Tubbs Jones and Louis Stokes. The portrait, by artist Khaz Ra'el, will hang at CPL and is featured on the new library card, which was unveiled by Board President Maritza Rodriguez at the same commemorative event. Lori reflected on her father and signed copies of his autobiography, *The Gentleman from Ohio*.

### **FIGHTING COMMUNITY DEFICITS**

On Saturday, March 10th the Rice branch hosted Legal Aid @ the Library. Seventeen attorney's from the Goldstein Gragel LLC; Applied Industrial Tech; Ogletree Deakins; AmTrust N.A.; Case Law and the Federal Trade Commission volunteered their time in support of this program. Eight law student clerks from Case Western Reserve University and Cleveland Marshall College of Law, and the Cleveland FoodBank also participated. Thirty-four families registered for legal assistance.

### **FORMING COMMUNITIES OF LEARNING**

#### **Youth**

ROCK X CPL, a program in honor of the 2018 Rock and Roll Hall of Fame Induction Ceremonies, was held in the Louis Stokes Wing, Learning Commons on March 24. The community event connected Cleveland families with the Rock and Roll Hall of Fame and the upcoming 2018 Rock Hall Inductions. Attendees of all ages enjoyed hourly live music performances, spotlight presentations about 2018 Rock Hall inductees, and Fight the Power sessions highlighting the role popular music has played in fighting injustice. Representatives from the Rock and Roll Hall of Fame Library and Archives shared Cleveland rock artifacts and memorabilia to make visitors aware of their collections and the ways in which individuals and organizations can donate materials to the library and/or archives. Hands-on activities allowed adults and kids to create their own album covers, design protest signs and make rock-inspired crafts. And, good plain fun was had by all, from posing in the CPL photo booth to showing off their dance moves and instrumental skills with video games on the big

screen. ROCK x CPL kicked off a new partnership between CPL and the Rock and Roll Hall of Fame and Museum to bring music-related education, entertainment and instruction to Cleveland through our libraries.

Also on March 24th The Puppetry Guild of Northeastern Ohio, in association with the Cleveland Public Library, and Puppeteers of America, held a celebration of World Day of Puppetry in the downtown campus' Main Library. The event featured puppet related demonstrations and activities for all ages, as well as an exhibit of puppets from around the world, and performances by world class puppeteers and puppet companies including; Melikin Puppets (Chicago IL), National Marionette Theater (Erie, PA),

Cleveland's own Great Lakes National Puppet Theater, and Nancy Sander's Puppets with Pizzazz. Nancy was the puppet builder and puppeteer behind the locally produced, Emmy Award winning, children's television show, "Hickory Hideout".

## **ADULT**

The One Community Reads program, a partnership between the Cleveland Public Library, The City Club, Playhouse Square, and Cuyahoga county libraries, concluded in March. County residents were encouraged to read *Evicted: Poverty and Profit in the American City* by author Matthew Desmond and join in discussions and related programs. The book chronicles Desmond's experiences living in the poor neighborhoods of Milwaukee, where families spend most of their income on housing, landlords try to make a profit, and evictions are common. His book shows how housing insecurity accelerates health, social, financial, and education problems and how this vicious cycle deepens America's inequality. The goal of One Community Reads was to bring about awareness of housing insecurity and opportunities around the Cleveland area.

Case Western Reserve University Professor Dr. David Hammack and Cleveland State University Professor Dr. Thomas Hilde led separate book/community discussions on March 2 and 10 at Main and Rice Branches. On Saturday, March 3, a total of 35 residents rode a charter bus on a housing tour through westside, central, and Slavic Village neighborhoods, led by Cleveland Neighborhood Progress's Jeff Kipp.

Finally, author Matthew Desmond appeared on March 15th, at the Playhouse Square, Key Bank Theater. Coordinated by Case's Baker-Nord Center for the Humanities, the 2018 Cleveland Humanities

Festival explored the roles of health, health care, and medicine in culture and society from a variety of perspectives in history, literature, and the arts. The collaborative event celebrates the great cultural institutions of the city of Cleveland and Northeast Ohio dedicated to humanistic inquiry, engaging the public in addressing some of society's most challenging issues and pressing concerns.

On March 27, CPL screened the documentary *Resilience: The Biology of Stress & the Sciences of Hope*, through a partnership with the St. Luke's Foundation. The film describes the findings of the adverse Childhood Experiences (ACE) studies: violence, neglect, abuse, or the loss of a parent affects a child's brain and can lead to physical and mental illness later in life. *Resilience* chronicles the beginning of a national movement to prevent childhood trauma and treat the toxic stress it causes. Following the film, Cat Davis, a therapist featured in the documentary, and Shanta Dube, a childhood trauma researcher, led a conversation focused on breaking the cycles of adversity, trauma and disease to help individuals, families and communities recover. Sixty people attended the program, mostly from the nursing, social work, recovery, and youth-intervention professions.

Also in March, CPL began two more health-related partnerships. Medworks, a local organization that provides free health, dental, and vision services to people in need at clinics throughout the city, started a pilot project at the Langston Hughes Branch. For 7-10 days, Medworks community workers distributed and collected cervical and colon cancer screening kits and medical history forms from interested women. The community workers spread the word to the community, handled the tests and patron contact information, and referred patrons to an April 7 Medworks health clinic at the J. Glen Health Center. The return rate of the kits was >70% or extremely good, so there will probably be additional collaborative programs. Additionally, a joint effort between CSU-NEOMED and MetroHealth resulted in wellness screenings (blood pressure checks, medication review) and patient information sessions on alternating Mondays at West Park, South Brooklyn, Langston Hughes, and Fulton Branches. Each week, medical students and supervising physicians/faculty have met with approximately 10 patrons. Several patrons have also expressed an interest in CSU-NEOMED's HomeHealth program.

## Research that's Possible Only at Main Library

- Staff assisted a visitor from Texas using and scanning a Civil War journal on microfilm. CPL is one of five libraries in the country to own this journal.
- Staff assisted a patron from California via email with information about an ancestor, Mary Alice Hanthorn, who was a Cleveland Public Schools teacher and author of Children's books. Several of Hanthorn's books are held in Special Collections.
- Staff assisted a local resident with obtaining images of her father's deli on Lakeview Avenue.
- A journalist from a local paper requested images of local bank robber and Alcatraz prisoner Louis Emery Teller.
- Staff helped a patron find news articles about service members that died in Vietnam. Using the Plain Dealer Historical database, Cleveland News Index, Rutherford B. Hayes Death Index, Cleveland Press, and Call and Post, staff was able to find a number of articles about many soldiers' deaths.
- Staff helped a researcher look for images of the Cleveland Now! Project during the Carl Stokes period in Cleveland. The project involved moving homes from Shaker Heights to Mt. Pleasant for neighborhood revitalization.
- Director of the Kirtland Temple requested a scan from Frank Leslie's Illustrated Newspaper from April 30, 1887 that contains a woodcut print of the temple.
- Staff member from the Columbus Landmarks Foundation requested scans from house plans from the Howell & Thomas architectural collection.
- Chess researcher from Italy requested scans from 1894 Brooklyn Chronicles and 1895 Brooklyn Chess Club.
- Special Collections had renovators from Bexley, Ohio in to look at the Howell & Thomas Architectural Collection. Staff pulled several folders of blueprints and plans for them to review and scan.
- Research request for 1946 article from periodical entitled El Oriente Dominicano from the Orientalia collection.
- Research request for scans from the 1900 publication entitled Wall drawings and monuments of ElKab, the Tomb of Rennu (Egypt)
- Staff provided a scan of a lithograph from the 1900 publication of Child's Garden of Verses by Robert Louis Stevenson
- A book about puppetry was pulled for the workshop on March 24th. Special Collections staff found a postcard in the volume

Ningyo shibai that was donated in 1930 by the "grandmother of Puppetry" here in Cleveland, Helen Haiman Joseph (1888-1978) who was an expert about marionettes.

- A professor from Oberlin College visited to view the 13-volume scrapbook collection of local news clippings related to women's suffrage focused on the period from 1911-1920. She highly recommended that these items be digitized, and the Digital Public Library staff has approved the project.
- A patron wanted the number of employees for select years for E.J. Bartells Company. Staff found the number of employees in the 1993 Washington Manufacturers Register, 2000 National Jobbank, and the 1994 Ward's Business Directory of U.S. Private and Public Companies.
- An interlibrary loan patron this month requested Kotlin in Action by Dmitry Jemerov (2017). According to WorldCat, CPL is the only Ohio library with this book.
- A law firm called for the legislative history of the National Labor Relations Act of 1935, and the Labor Management Relations Act of 1947. Both of those were available in complete form.
- An employee of the Cleveland Municipal Court visited PAL to conduct research from the City of Cleveland Budget for the years 1996 - 2001. Items were scanned and emailed to the patron.

## **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**

PLA Inclusive Internship Initiative - Submitted request to host an intern during the summer of 2018.

Ohio Historical Records Advisory Board - Submitted request for supplies to process the Superman collection.

National Book Foundation Prize - Submitted nomination for the Man Up and Girl Power programs at CPL.

CPL150 - Creating a packet of sponsorship opportunities.

CPL Tour - created marketing folders and attended tour with gubernatorial candidate Richard Cordray and guests to CPL on 3/29.

Summer Reading Club - working to secure donations for prizes and incentives.

Letters of Support written to Les Delices for programming they plan to offer at CPL locations in 2018.

## **PUBLIC SERVICES**

### **Programs and Services**

#### **SUMMARY**

In the month of March the Library hosted approximately 239 programs ranging from the film screenings about early-childhood development to puppetry performances and music programs. The Library offered 62 pre-school story times to children throughout the city in addition to visual arts instruction for school-aged 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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Winter *College Now* SAT prep classes concluded on Thursday, March 8<sup>th</sup>. Before ending the winter session, *College Now* students toured the Tech Central department. Spring classes are scheduled to resume on Monday, April 16<sup>th</sup>. *College Now* sessions are held on the 2<sup>nd</sup> floor of the Louis Stokes Wing at Main Library.

*Club Create*, a creative writing after-school program that reconvened in January for the second session continued through the months of February and March at Martin Luther King Jr, Harvard Lee, Memorial Nottingham, Jefferson, and Langston Hughes branch locations. Due to the Safe, Warm and Dry project, Harvard Lee and Jefferson Branch *Club Create* programming will temporarily move to the Harvard Community Services Center and the Merrick House during the month of April. *Club Create* teachers prepare lessons and activities that can be completed in one session to accommodate drop-in visits.

*Art Therapy* at West Park, Sterling, South Brooklyn and Hough branch locations continued throughout the month of March. 8

spaces are allotted for participation at each location and programs often reach capacity. Currently students are working on crafts and various art projects. *Art Therapy* began on January 23<sup>rd</sup> and will continue through the month of May for the first session.

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event. Lori reflected on her father and signed copies of his autobiography, *The Gentleman from Ohio*.

#### **STAFF**

Director of Public Services, John Skrtic attended the Public Library Association conference in Philadelphia, Pennsylvania. Mr. Skrtic spoke on a panel to over 500 attendees about how libraries need valid and reliable ways to assess their impact. With heavy reliance on programs, new measures are needed to demonstrate the impact libraries have in their communities. Attendees of this session heard how Cleveland Public Library assesses programs outcomes and put those assessments to work in advocacy.

Assistant Director, Outreach & Programming Services, Aaron Mason attended the Public Library Association conference in Philadelphia, Pennsylvania. As a part of the pre-conference, Mr. Mason participated in the national advisory council for an IMLS funded initiative, *Skills for Community-Centered Librarianship*. The main aim of the project is to develop a curriculum that supports the skills needed in the library profession in 21<sup>st</sup> century. The three areas of focus are: community engagement, program development, and facilitation skills. It is the hope of the advisory group that a development model will be created that is adaptable to organizations large and small, urban and rural. Youth Outreach & Programming Coordinator, Erica Marks attended the Public Library Association Conference Midwinter Conference March 21<sup>st</sup> -23<sup>rd</sup>. Ms. Marks attended the Big Ideas session with Elizabeth Gilbert.

On Friday, March 9th, Erica Marks participated in a Data Management training, hosted by the Cleveland State Leadership Academy. Data Management facilitators included Carolyn Brommer, Federal Mediation & Conciliation Service Regional Director and Cleveland State University Professor, Sanda Kaufman. The March training took place at the RTA Board Room. Cleveland Public Library will host April's training session.

Adult Outreach & Programming Coordinator Shayna Muckerheide attended the Public Library Association's Annual Conference in March in Philadelphia. She completed a "Stand Up for Health: Health and Wellness Services for Your Community" Preconference, a joint effort between PLA and the National Network of Libraries of Medicine aimed at promoting more consumer health initiatives in public libraries. Ms. Muckerheide earned 12 credit hours through NNLM.

Ms. Muckerheide visited the Nebraska State Penitentiary in Lincoln as part of a Business Coaching Day with approximately 20 staff/volunteers and 36 incarcerated men. The event is part of Defy Ventures, an entrepreneurship, employment, and character-building program for currently and formerly incarcerated individuals in four states so far.

Ms. Muckerheide found the day inspiring and transformative, both personally and professionally. In one day, she observed the problems of the American penal justice system while also seeing the resiliency and strength of the human spirit. She now sees that importance of turning American prisons into rehabilitation rather than punishment.

On March 12, Ms. Muckerheide represented CPL at Congressman Jim Renacci's Insightful Women who Advance Northeast Ohio in Strongsville, where she heard from inspiring female professionals.

#### **MEETING ROOMS**

During the month of March there were 178 reservations for the Louis Stokes Wing, Learning Commons and Main with an estimated total attendance of 3,555. The Lake Shore Facility was reserved 45 times and there were 505 reservations placed for branches meeting rooms.

#### ***World Day of Puppetry***

Youth Services conducted World Day of Puppetry on March 24<sup>th</sup> with over 200 attendees for a day of puppetry workshops, shows, and displays of many puppets.

#### **St. Patrick's Day Pre-Parade Party**

The Youth Services Department had over 600 attendees at the St. Patrick's Day Pre-Parade Party on March 17<sup>th</sup>.

#### **St. Patrick's Day Parade**

Director of Public Services, John Skrtic led the CPL march followed by the staff drill cart team (Yarimika Beavers, Suzi Perez, Eric Eubanks and Leslie Barrett). Trustee Thomas Corrigan waved to parade attendees from the inside of the Library's van promoting CPL services.

#### **Cleveland Public Poetry: Spring into Poetry**

Literature Librarian Evone Jeffries hosted the open mic poetry reading on March 19<sup>th</sup>. Participants read and listened to original and favorite works of poetry that celebrate nature and the coming of spring.

### **Trademark Searching**

Science & Technology Senior Librarian Jim Bettinger developed and presented four training sessions in March on the subject of Trademark Searching. The classes were well attended and well-received.

### **City Council Historical Documents**

The Map Collection staff hosted City Council of Cleveland Chief Archivist, Mr. Martin Hauserman, who presented *City Council Historical Documents* on March 3<sup>rd</sup> for 24 people.

### **Civil War Veterans and Irish Nationalism in 19th Century**

The Center for Local & Global History Manager Olivia Hoge's program *Civil War Veterans and Irish Nationalism in 19th Century Cleveland* was presented by Margaret Lynch, the Director of the Irish American Archives Society. Eighteen people attended.

### **Railroad Maps of Ohio**

Library Assistant Danilo Milich's program *Historic Railroad Maps of Ohio* was presented by Steve Titchenal on March 24<sup>th</sup>.

### **Learning Paths Digital Photography: Take Amazing Pictures**

Library Assistant Adam Jaenke, with Deb Pinter of Cleveland Museum of Art, conducted the third class of the Learning Paths Digital Photography: Take Amazing Pictures series on March 20<sup>th</sup>. Ten students participated.

### **International Languages Programming**

Senior Librarian Caroline Han planned 31 Chinese language learning lessons and martial arts classes for adults and children and two programs conducted at GALA, our community partner's home location. A total of 264 patrons attended these language learning/cultural sessions and Librarian Victoria Kabo hosted two Russian language programs at Memorial-Nottingham Branch which attracted 42 attendees.

### **Music at Main**

*The Porterssharks* performed Irish music in celebration of St. Patrick's Day on March 3<sup>rd</sup>. Twenty-three people attended.

### **Knitting at PAL**

The Public Administration Library hosted two knitting meetings on March 7<sup>th</sup> & March 21<sup>st</sup>, seven items were completed and donated to Warm Up Cleveland. The Lunchtime Knitting Group was in-turn fortunate to receive a large donation of yarn and knitting needles from Warm Up Cleveland.

### **Main Library Book Clubs**

Public Administration Library Assistant David Furies visited the Ohio Means Jobs headquarters on March 8<sup>th</sup> to conduct a book discussion on *Evicted: poverty and profit in the American city* by Matthew Desmond and on March 23<sup>rd</sup> he hosted a book discussion of *Secrecy world: inside the Panama Papers investigation of illicit money networks and the global elite* by Jake Bernstein in collaboration with the Cleveland Law Library Association.

Hosted by Librarian Terry Metter, *1916* by Tim Pat Coogan was discussed for the Brown Bag Book & Movie Club. The film 'The Wind that Shakes the Barley' was screened after the book discussion.

General Research Collections Manager Don Boozer presided over the Social Sciences Non-fiction Book Club discussion on March 8<sup>th</sup>. Attendees discussed *The Power of the Plant: A Teacher's Odyssey to Grow Healthy Minds and Schools* by Stephen Ritz.

General Research Collections Manager Don Boozer moderated the first *Books on Tap* book discussion at Masthead Brewing Company on March 27<sup>th</sup>, with the assistance of Science & Technology Library Assistant Peter London. The first book discussed was *The United States of Beer* by Dane Huckelbridge.

Center for Local and Global History Manager Olivia Hoge hosted the inaugural *Brew Club Book Club* at Masthead Brewing Company on March 14<sup>th</sup>. *What Happened* by Hilary Clinton was discussed.

Literature Library Assistant Michael Haverman hosted his monthly Award-Winning Book Club on March 6<sup>th</sup>. Attendees discussed the novel *The Leavers* by Lisa Ko.

Two Literary Frolic Fridays were hosted on March 9<sup>th</sup> and March 23<sup>rd</sup>. The works discussed were Bernard Shaw's play *Pygmalion* and Kenneth Grahame's novel *Wind in the Willows*.

### **Get Graphic! With Ohio Center for the Book**

Senior Librarian Jean Collins, along with Guest Reader Valentino Zullo and Library Assistant Nicholas Durda, discussed *Bitch Planet* by Kelly Sue DeConnick, on March 1<sup>st</sup>. Senior Librarian Jean Collins and comic's scholar Valentino Zullo also presented the second in the *Cosmic Comics* series: *Injection*, by Warren Ellis.

Literature Department & OCFB Manager Amy Dawson and Senior Librarian Jean Collins hosted *Get Graphic! Coffee and Comics* on March 10<sup>th</sup> at Rising Star Coffee Roastery with *Vagabond Comics* creators. This was the first of such events, with participants enjoying free Rising Star coffee in their eclectic roastery space on the near west side, while discussing comics publishing tips from *Vagabond Comics* creators, Sequoia Bostick and Amalia DeGirolamo. Tony Isabella, the author of *Black Lightning*, was the featured author at the *Get Graphics! Coffee and Comics* on March 24<sup>th</sup>.

### **Main Library Tours and School Visits**

Many schools and groups toured the Main Library, including the Cleveland Literary group, Cleveland Visitor Center staff, Orange High School students, St. Raphael's School, Sherwin Williams staff, Cleveland State University's Passport Alumni Program, the Library Board President Maritza Rodriguez & guests, Cleveland State University Library staff, Cleveland State University Urban Studies students, Fairfax Elementary students, Our Lady of Perpetual Help students, Assumption Academy students, and Cleveland Preparatory School students. An estimated 365 people were given guided tours of the Superman Exhibit and/or various departments.

### **Main Library Blogs**

Library Assistant Lisa Sanchez selected images for Photograph Collection's March TBT images. One photo was included from the newly completed Hackett collection along with images of the White Motor Co., Western Reserve University, and a zookeeper with an elephant.

Staff wrote a blog about the *2018 Rock Hall of Fame Inductee, Nina Simone (1933-2003)* <https://cpl.org/2018-rock-hall-of-fame-inductee-nina-simone-1933-2003/>

Literature Librarian Evone Jeffries published two researched biographies for the Ohio Authors page. She made posts promoting OCFB/CPL programs, events and topics of interest regarding libraries, poets/poetry, literacy/reading and books.

### **Main Library Outreach**

CLGH Manager Olivia Hoge volunteered as a judge of the Region 3 History Day Competition on March 3<sup>rd</sup> at the Western Reserve Historical Society. She judged 12 junior group exhibits and was a run-off judge for 12 junior individual exhibits.

Map Librarian Tom Edwards conducted two map related genealogy workshops at the African American Family History Symposium held at the Westlake Genealogical Center in Westlake on March 10<sup>th</sup>.

Youth Services Manager Annisha Jeffries and Senior Librarian Lan Gao visited KinderCare Daycare to conduct Storytime to preschoolers.

Youth Services Children's Librarians Julie Gabb and Eric Hanshaw attended the Literacy Night at CEOGC, where they conducted story times and crafts.

Lending Assistant Supervisor Tracy Isaac attended the CMSD Teacher Event at WVIZ/Ideastream. Mr. Isaac registered interested teachers for an Educator Card, and provided information about the available resources at CPL.

Literature Library Assistant Michael Haverman made four trips to fill Little Free Libraries in communities. He estimates around 300 books of all genres and for all ages were placed in Little Free Libraries.

Literature Department Manager Amy Dawson and Kisha Nicole Foster, OCFB Poetry Out Loud Fellow, attended the Ohio State Finals for the Poetry Out Loud contest on March 3<sup>rd</sup>

Fine Arts & Special Collections Manager Pam Eyerdam met with staff from the Cleveland Architect's Foundation seeking advice about locating architectural collections in the area and digitization projects.

During March, International Languages staff filled Long Loan requests for eight CPL/CLEVNET agencies. A total of 2,463 items were selected, processed and shipped to fill requests.

### **Collection Development**

After reviewing the poster collection in February, CLGH Manager Olivia Hoge and Photograph Collection Librarian Brian Meggitt sent 97 World War I & World War II posters to CDPL to be digitized. Brian Meggitt also completed an item-level inventory of the Poster Collection. The collection contains about 1,500 items. Mr. Meggitt wrote a detailed report on the Poster Collection, and created the work form for Cataloging to create a collection-level record in SIRSI.

Photograph Collection Librarian Brian Meggitt also created a cross-selection searchable inventory of five Cleveland-related

photograph collections, allowing greater patron access to over 40,000 images.

Library Assistant Danilo Milich completed updating the finding aid binders for The Historical Park Plans of the City of Cleveland.

Special Collections staff researched and wrote profiles on several authors whose works are in the collection, including: African-American author and one time Cleveland resident Chester B. Himes, Hungarian poet Sándor Petőfi whose bust is by the entrance of the department, and the Saalfield publishing company, once located in Akron.

Special Collections Librarian Ray Rozman began digitizing old Accession Records from our archival collections. He has scanned 233 separate documents across 94 different collections.

The Cleveland Chapter of the Scottish Heritage Association of Northeast Ohio (SHANO) donated the volume *Poems and Letters in the Handwriting of Robert Burns, with Explanatory notes by Walter B. Stevens, (1908) copy #253 of 300*. A Deed of Gift was drafted and signed.

A copy of the 2017 exhibition catalog *Johan Maelwael* (medieval artist) was donated by a retired Cleveland Museum of Art librarian.

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- A professor from Oberlin College visited to view the 13-volume scrapbook collection of local news clippings related to women's suffrage focused on the period from 1911-1920. She highly recommended that these items be digitized, and the Digital Public Library staff has approved the project.
- A patron wanted the number of employees for select years for E.J. Bartells Company. Staff found the number of employees in the 1993 Washington Manufacturers Register, 2000 National Jobbank, and the 1994 Ward's Business Directory of U.S. Private and Public Companies.
- An interlibrary loan patron this month requested *Kotlin in Action* by Dmitry Jemerov (2017). According to WorldCat, CPL is the only Ohio library with this book.

- A law firm called for the legislative history of the *National Labor Relations Act of 1935*, and the *Labor Management Relations Act of 1947*. Both of those were available in complete form.
- An employee of the Cleveland Municipal Court visited PAL to conduct research from the City of Cleveland Budget for the years 1996 - 2001. Items were scanned and emailed to the patron.

### **Staff Development**

Several staff members attended the Public Library Association (PLA) Conference in Philadelphia, PA including CLGH Librarian Terry Metter and Youth Services Children's Librarian Julie Gabb who conducted a Do-it-Yourself presentation: How to Home Roast Coffee.

Photograph Collection Librarian Brian Meggitt attended the Visual Resources Association annual conference in Philadelphia from March 27<sup>th</sup> to 29<sup>th</sup>. Topics covered during the conference included issues surrounding copyright and fair use, digital asset management, and improving access to digital collections.

Fine Arts & Special Collections staff Mark Fox Morgan and Stacie Brisker attended the '*Doing Oral History*' presentation in the CDPL by Youngstown professor Donna DeBlasio on March 6<sup>th</sup>.

Fine Arts & Special Collections Manager Pam Eyerdam attended a presentation by Martin Hauserman about the City Archives on March 3<sup>rd</sup>. Pam Eyerdam also attended the NEO-RLS workshop at the Cuyahoga Valley Historical Museum entitled *Libraries & Local History* on March 27<sup>th</sup>.

Special Collections Librarians Ray Rozman and Stacie Brisker attended the Cleveland Archival Roundtable meeting at the Western Reserve Historical Society on March 10<sup>th</sup>.

### **BRANCHES**

#### **District One**

**Eastman** - On Monday evening March 12, 2018 Eastman Branch hosted State Representative, Nickie Antonio in celebration of Women's History month. Representative Antonio spoke about her connections to the area, how she became involved in government and revealed the women who have inspired her life. Twenty-four patrons listened to the presentation while enjoying a wonderful reception thereafter.

**Lorain** - Closed for Safe, Warm, and Dry initiative. Interior work is being done in the branch and a new wheelchair accessible ramp is being redone at the location.

**Rockport** - Rockport continued to host the Great Lakes Science Center for their monthly STEAM programming. This month focused on "Backyard STEM" and included the following programs: Recycled Materials Kites, Make a Mini Greenhouse, Make a Barometer and Dissecting Owl Pellets. Programs delivered by staff this month included Wii-U Gaming, Popsicle Stick Catapults, Lego club and Chess club. Outreach this month included toddler and preschool story times at Nature's Way Child Care, Puritas Head Start, Almira Elementary, Little Critters Early Learning, Riverside Head Start and Artemus Ward Elementary.

**Walz** - The changes in weather provided a challenge for many of our routine class visits during the month of March. However, our GED classes and the computer classes for the Refugee Center continues with great success. Walz Branch will pilot the start of a mobile pantry in partnership with the Cleveland Foodbank. The fourth Friday of each month will be an opportunity for our patrons to visit the pantry.

**West Park** - After school craft table has been very busy! We have made St Patrick's Day and Easter themed crafts. PS4 is a huge hit with kids. Conducted preschool story time at Newton D Baker - 12 children shared spring and Easter stories, then made paper flowers. Staff attended MyCom, area Collaborative, and school board meetings to discuss summer programming for children and families.

## **District Two**

**Brooklyn** - Brooklyn's meeting room received an unusual amount of activity this month with meetings, programs and sessions by our community stakeholders including: The Bureau of Workman's Compensation, Guidestone, Bridges, The Northeast Ohio Girl Scouts, and the dancing students from Jitterbugs. Children's Librarian Laura McShane continued her work with Tru2U, school visits and work with the Awesome Day Care Center continued.

**Carnegie West** - Branch manager Angela Guinther was honored at the annual meeting of Ohio City Incorporated, the community development corporation overseeing the neighborhood, as their recipient of the Hospitality Leader Award for 2017. Along with six award winners in other categories (Resident Leader,

Commercial Preservation, etc.), Ms. Guinther was featured in their annual report as was a full-page picture of Carnegie West taken in the winter. About 150 residents attended the meeting and they thrilled Guinther with loud and lengthy applause as she was called to the stage and accepted her award. Public Services Director John Skrtic attended the meeting as well, which was held March 20, in Urban Community School's board room at 6:00 p.m. The Music Settlement has begun monthly free programs for babies and toddlers at Carnegie West in order to introduce their programs to the neighborhood; the program had over twenty-five children in attendance on March 21. Ms. Guinther participated in the second MyCom Ohio City information gathering session held at the bi-weekly community dinner in Urban Community School's cafeteria on March 5.

**Fulton** - Fulton adult programming continues to grow: the ESOL classes are meeting two days a week with twenty patrons in attendance. Library Assistant Adult Emphasis Rodney Lewallen had a Colon cancer awareness meeting partnering with the Clinic/Lutheran Hospital; the program was well attended with about thirty adults.

**Jefferson** - The Jefferson Branch Staff met with Construction Manager Eric Herman, Public Services Director John Skrtic, and Assistant Director of Public Services Branches Harriette Parks, regarding the upcoming Safe, Warm, and Dry closure. Staff's questions and concerns were addressed. Manager Jaime Declet and Assistant Manager Steve Capuzzo joined Deputy Director Tena Wilson and Mr. Skrtic on a tour of the Jackson Branch and the Perry Branch of Stark County District Library to get ideas to possibly implement at Jefferson. Youth Services Staff continues their incredible programming with the Branch's children. Highlights this month were a thrilling Taekwondo demonstration and the Wee Read and Play storytime group had a special visit by a yoga instructor. The adult non-fiction collection was evaluated and streamlined, leaving open two shelving units on either side of the computer bank that have been removed to create more gathering space for our patrons. Also, the Jefferson Branch is now one of the branches hosting a Seed Library, which has proved already fairly popular.

**South** - The month of March was a celebration of Women's History month. There were displays around the Branch with women who have made an impact in history. Children Librarian Jennifer Moncayo visited several schools this month, in which she promoted library services; she visited Thomas Jefferson International Newcomers Academy, and Lincoln West High School. The event at

Lincoln High was part of a Health and Wellness Fair welcoming new families coming from Puerto Rico. Ms. Moncayo promoted library services, children programming and South Branch's bilingual services as well. Library Assistant, Youth Emphasis Joel Lefkowitz attended the CPR and AED training. TechCentral held a series of maker labs at the South Branch: participants enjoyed laser engraving, 3D printing, Button-Making, creating a Laser Cut Puzzle and design own 3D models. Also, the South Branch will be hosting the Learning Circle: Puerto Rican History and Culture program. This program will give the patrons a chance to learn about the culture and history of Puerto Rico.

**South Brooklyn** - The branch was also given a temporary art display from the Facing History New Tech about various Constitution Amendments. Numerous organizations utilized the meeting room for study space, nonprofit meetings, AARP Free tax prep every Thursday, Board of Education training, free CCA tax prep, MetroHealth free health screening, Old Brooklyn CDC conducted health surveys, and Art Therapy sessions every Tuesday and Thursday. The South Brooklyn Coffee Cart, in partnership with Recovery Resources served coffee M-F from 10AM-1PM. Our branch hosted SBN Gamer's Guild and Art & Jazz in partnership with ArtHouse. Adult Library Assistant Anna Kaufman Ford retired from the CPL, and staff had potlucks each day during her last week.

### **District Three**

**Garden Valley** - Dr. Seuss' birthday was celebrated on March 6, 2018 at the Garden Valley branch. Leonard Burks and Andrea Csia read their favorite book by Seuss. Each child had an opportunity to read aloud and choose a gift from the treasure chest. The Jazz Art Program was also conducted by Ms. Csia and Mr. Burks.

Ms. Csia served as mentor in the True2U Program at Marion Sterling School. Outreach to Rainbow Terrace (58 babies, toddler and preschoolers participated); Harvest Daycare and Garden Valley Neighborhood House. Melissa Brooks and Marla McConnell hosted the "Valley Teen Program".

Senior program entitled "Moments in Time" relaunched this month at the branch. There were a total of forty-eight seniors in attendance. Information, inspiration, motivation, and emotions were expressed as the Seniors took a journey down memory lane. Mr. Burks also made a special presentation in the form of a beautiful quilt created by neighborhood seniors, which stemmed from an old Gees Bend program held at the Garden Valley Branch.

**Hough** - Multiple weekly story times are keeping the youth staff busy in the community. Children's Librarian, Manisha Spivey, has added another weekly story time to her schedule at Hough Children's Community College.

Art Therapy has continued for the youth at the branch and the children are enjoying different weekly art activities. Library Assistant- Computer Emphasis, Romael Young, facilitated the MakerLab: Virtual Rock Band and the kids loved the music!

**Martin Luther King Jr.** - For the month of March, outreach has continued throughout the community; Shanell Jones visited St. Philip Neri and PNC for Storytime. Prince Foster hosted anime and game night for teen patrons. Lake Erie Ink continued its partnership with MLK and its creative writing workshops. Toni Parker and Shanell Jones attended the 2<sup>nd</sup> and 3<sup>rd</sup> module of the Leadership Training series which were communicating effectively and responsibility and accountability. Toni Parker attended the MLK Selection Committee meeting at Judson Manor and participated in the location and destination tour with the design completion winners for the new MLK.

**Sterling** - For the third year, Sterling is pleased to host Octavofest in Promise. In collaboration with Art Books Cleveland, Sterling offers monthly book and paper arts workshops for children. The 2018 series includes two programs presented in collaboration with The Morgan Paper Conservatory. The March session, featuring scroll books, involved students telling stories that they write so the activity encourages the enjoyment of reading. Monica Rudzinski is the recipient of the Frank B. Sessa Scholarship for Continuing Professional Education of Beta Phi Mu members. Ms. Rudzinski will use the scholarship to attend "Children of Incarcerated Parents: What Educators Need to Know, a workshop addressing the impact parental incarceration has on children in urban public school systems and dispels the myths of the criminal justice system.

**Woodland** - Whitney Johnson led the Black and White Photo Contest during the month of March. Regular branch patrons and three classes from DIKE School of the Arts were contacted to gain participation.

Ayesha Drake El informed teen patrons about several summer work/internship/camp opportunities: MySummerJob, Math Corps and FreshLo. She attended the CPR/AED training on Thursday,

March 1, 2018, and will provided storytime outreach at the George Washington Carter School.

Maria Estrella attended the Book Ends Team Meeting on to provide committee team updates to Mr. Skrtic, Mrs. Corchado, Mrs. Parks and Mrs. Wood. She will step away from her role as a Book ends committee member this month to focus more on the two branches she supervises.

#### **District Four**

**East 131<sup>st</sup>** - During the month of March approximately thirty children received free, healthy meals through a partnership with the Greater Cleveland Food Bank. Officer Hall of the Cleveland Police Department visited the branch for the Dr. Seuss program and read various Dr. Seuss books to the children. Typing Club and Photography Club continues to be a success with our youth. Branch Clerk Cathy Jennings, LACE Lisa Quinn, and Ms. Simone attended Mobile Pantry training. Acting Branch Manager Crystal Tancak attended CPR/AED Training. Tancak also taught the Book Ends: Customer Service course

**Fleet** - Fleet Branch hosted an array adult and youth programs in March. For adults, Fleet hosted Family Movie Night, Common Sense Legal Aid in partnership with Legal Aid Society of Cleveland, and A Neighborhood Workshop, in partnership with The Mayor's Office of Sustainability and GED classes in partnership with Tri-C Aspire. For youth, Fleet hosted St. Patrick's Day Party, Alien Abduction Day, Villa Head Start Curriculum Night, and Mario Kart Competition, Kid's Café and America Reads. Pasha Moncrief-Robinson met with Earl Pike, Executive Director of University Settlement, to collaborate with programming for seniors. Mrs. Moncrief-Robinson also met with Tip Hosack and Pam Shelly of Cleveland Central Catholic to recruit students for the Y.O.U Workforce program in June.

**Harvard Lee** - Harvard Lee held Story time for the kids at Louis Stokes Daycare. Youth staff also attended the Action Team Meeting at Louis Stokes Daycare. The meeting discussed upcoming events that will be sponsored by the daycare. In preparation for Safe, Warm, and Dry, the team continues to weed the collection and keep community members informed of any changes. In an effort to build upon community relations, Mrs. Parks and Ms. Amiya Hutson met with the new Councilman Joe Jones to discuss Harvard-Lee programs, Safe, Warm and Dry, and future partnerships with the councilman.

**Mount Pleasant** - Youth librarian Ms. Kendra Proctor performed a Story Time and Sing-a-long for Murtis Taylors Day Care Family Literacy night. Ms. Shawnte Baldwin was invited to Tech Central to learn how to teach the Maker Space Class "Make a Drum Machine of Anything". Ms. Baldwin returned to the branch and taught the class to five students. Branch manager Mrs. Scurka attended her monthly MyCom, Murtis Taylor, and United Way/Community Shares meeting. Mrs. Scurka also completed AED-CPR Training.

**Rice** - CPL Rice staff facilitated an Evening of Excellence with guest speaker Romona Robinson, to an audience of over 125 people! Legal Aid helped approximately 60 patrons with intake on civil issues. OPS hosted, with the assistance of Rice staff, a book discussion on Evicted, for the One Community Reads project. Rice staff hosted the monthly Neighbor Up Network Night with approximately 85 people in attendance. Rice staff hosted the Greater Buckeye Safety Network's meeting with Councilman Blaine A. Griffin, Ward 6. Eric Eubanks and Audrey Sumser welcomed weekly visits by Ms. Stojetz's 1st-grade class from Harvey Rice School for story time, and they visited Wings Academy to conduct story times. Mr. Eubanks, Ms. Sumser and Kristen Schmidt created and judged a Spelling Bee for the youth. Ms. Schmidt facilitated one Customer Service training and one Sirsi training as a Book Ends Committee member. Claudette Fowler attended the Customer Service training. Mr. Eubanks attended CPR/AED training. Ms. Hutson and Mrs. Parks met with Councilman Joseph Jones to discuss the Harvard-Lee Branch.

**Union** - Union Branch is currently hosting the Math Corp Program, a math enrichment program delivered by Cleveland State University. The program is geared toward 7th and 8th graders and is held Tuesdays-Thursdays of each week until May 17th. The Teen Book Club will hold its final discussion of the book, "Bad Girl Gone" this month. Marcie Williams participated in the True2U mentor program at Nathan Hale Elementary School. This session's main focus was on the importance of having values and branding oneself. Marcie Williams participated in the page hiring process as a member of the Page Hiring Committee.

#### **District Five**

**Addison** - Ms. Landskroener and Mr. Clark continued their storytimes at Superior Academy, New Beginnings, Learning to Grow, and St. Philip Neri as available.

**Collinwood** - The "Common Sense" Legal workshop hosted by the Legal Aid Society in partnership with CWRU School of Law and Cleveland Public Library was held on Wednesday, March 14, 2018

**Glenville** - Ms. Jefferson attended the Safety Meeting, Manager's Meeting, Project Outcome Meeting, and OERs Workshop put on by NEO-RLS. She assisted with names/stakeholders for communications for the upcoming Addison closure for Warm, Safe, and Dry project.

**Langston Hughes** - Langston Hughes in partnership with the Oberlin Conservatory exhibited *Playing the Changes*, an exhibit honoring jazz great, Milt Hinton, that will run through April 27, 2018.

Mr. Busta-Peck conducted branch programs which included: Painting the Late Winter Landscape; CMA in your Neighborhood; Papercraft Alphabet Basics; Spring into Spring with Pop-Up Books. Mr. English conducted chess tutorials and gaming sessions on Tuesdays and Thursdays from 3:30-4pm.

**Memorial-Nottingham** - CPL featured local author, musician, and social advocate, David Smeltz, conducted a "book talk" on his autobiography, *Clean: From Reggae to Recovery: A Memoir*. In addition, as the founding member of the Reggae Group *I-Tal*, David delighted patrons with a few sections on his guitar.

## **TechCentral**

### **Special Events**

TechCentral attended the 2018 Wizard World Comic Con on March 2-4 at the Huntington Convention Center of Cleveland. In conjunction with the Outreach and Programming Services department, TechCentral brought the Mobile MakerSpace, including Mobile Laser Engraver, Mobile 3D Printer, and Button Makers to the event for attendees to use and experience.

TechCentral lent our cardboard 3D Terminal Tower model, created at the 2016 Ingenuity Fest, to Cleveland State University use as part of a Terminal Tower exhibit taking place this print.

TechCentral participated in the Rock X CPL Community event on March 24. As part of the event TechCentral offered attendees an opportunity to learn about the Mobile Laser Engraver, Mobile 3D printer, Virtual Reality, electrical induction, and button makers.

### **Tours and Community Engagement**

TechCentral Manager, CJ Lynce, hosted a tour of the TechCentral MakerSpace for two staff members from the Twinsburg Public Library on March 1.

Mr. Lynce presented a session on TechCentral and Library online services at an Ideastream teacher's workshop on March 5.

Library Assistant, Computer Emphasis, Carlos Piepenburg, participated in an interview about maker spaces with a student from Case Western Reserve University on March 10.

Mr. Lynce and TechCentral Coordinator, Melissa Canan, attended a meeting of the NEOSTREAM Advisory Committee on March 20.

TechCentral hosted several tours of the department and MakerSpace on March 29, including: Richard Cordray and Betty Sutton; two groups of teachers from Idea Stream; a group of visitors from Catholic Charities; a group of student as part of a Youth Services tour; and a group of visitors from University Circle.

### **Professional Development**

TechCentral Coordinators, Melissa Canan and Suzi Perez, attended a training on Shopbot CNC Machining at think[box] on March 8.

Ms. Canan and Ms. Perez attended two supervisor trainings, *Communicating Effectively* and *Responsibility and Accountability* on March 1 and 22, respectively.

Library Assistants, Computer Emphasis, Yehia Alhibshi-Devore and Alison Guerin attended Book Ends *Customer Service* training on March 28 and 20, respectively.

The following TechCentral staff were training on CPR and AED use in March: Jorge Arganza, Melissa Canan, Karen Kelly Grasso, Suzi Perez, and Carlos Piepenburg.

The following TechCentral staff complete the online safety video training, *Avoiding Backing Injuries*: Jorge Arganza, Joseph Battaglia, Melissa Canan, Courtney Gatewood, Alison Guerin, Karen Kelly Grasso, CJ Lynce, Timothy Phelps, Suzi Perez, Denise Williams-Riseng.

## **Meetings**

TechCentral Coordinator, Suzi Perez, attended a meeting of the Intellectual Property Venture Clinic/Cleveland Public Library/think[box] partnership on March 2.

TechCentral Manager, CJ Lynce attended a meeting with Xerox and several Library administrators on March 2 to review the current status of the Library's relationship with Xerox.

Mr. Lynce attended a meeting on March 8 with IT/CLEVNET regarding technology needs for the Rockport Best Buy Teen Tech Center.

Computer & Equipment Technicians, Joseph Battaglia and Timothy Phelps attended the CLEVNET PC Techs Special Interest Group meeting on March 9.

Mr. Lynce and Ms. Perez attended a planning meeting for OLC's Legislative Day on March 27.

Mr. Lynce and Ms. Canan met with Director of Community & Government Relations, Shenise Johnson Thomas on March 20 to discuss the Library's participation at the NEOSTREAM Conference.

## **Public Services Technology**

Service Ticket and Project Detail

- Continued development of Windows 10 PC image for training laptops.
- Installation of AutoDesk 123D Make failed on staff PC.
- Installed Adobe Creative Cloud on the appropriate staff laptops.
- Replaced iPhone cord in first charging locker at Rice.
- Set up and imaged 3 laptops from Collinwood.
- Set up of laptops for OPS classes.
- Set up Photobooth for RockXCPL.
- Transported Mobile Makerspace equipment for demonstrations.
- Troubleshoot and ordered new projector bulb for SMART display in LSW2 Room D.
- Troubleshoot and fixed Mondopad "OPSMOND01" for web browser issues.
- Troubleshoot and repaired MLK cell charging station.
- Troubleshoot and repaired Staff Laptop 0100N027.
- Troubleshoot and repaired iPads at Union.
- Troubleshoot 60-Watt Laser not connecting to network.

## **Cleveland Digital Public Library**

### **Programs, Services & Exhibits**

#### *Learning Commons/Programs*

Cleveland Digital Public Library regularly hosts classes in its 'Learning Commons' classroom on the third floor of Main Building (at 325 Superior Ave.).

- During March, we hosted the CPL Fit Yoga series on Wednesdays and Fridays and the Meditation/Chair Yoga series on Monday. Each series has about 9-10 attendees a session about half of whom are from downtown offices.
- Hosted CPL Chess Club for Thursday lunchtime chess (there were four meetings with a total of 7 attendees) and monthly 'First Saturday Action Chess' tournaments.
- March 6<sup>th</sup>, ClevDPL hosted an Oral History Workshop for Karamu House and CPL staff with 12 attendees, half from each institution.
- Working with OPS, Education and Learning, and TechCentral, ClevDPL has developed new curricular offerings related to digitization, including classes on Google apps and Digital Photography for seniors.
- The 'Learning Commons' area also continues to see use of ClevDPL laptops by classes.
- We continue to offer 3D scanning as a service using the HP Sprout Scanner.
- Partnering with OPS and Youth Services, the ClevDPL classroom was used for a well-attended showing of *Hansel and Gretel*, a puppet show that was part of the first annual Cleveland Puppet Festival. Over 150 parents, children, puppets and their puppeteers came to the show.
- The CPL Wikipedians met in the classroom.

#### *Exhibits*

ClevDPL continues to assist with Superman exhibits, including providing support for installation of items, the registration of incoming items, support maintaining the three multimedia displays, supporting the media content in the John G. White Gallery, and advising on both media conservation & environmental monitoring. We are preparing for de-installation of the Superman exhibit this spring. We are also looking forward to assisting with CPL's role of the city-wide *Front International: Cleveland Triennial for Contemporary Art*.

- *Touch Wall*  
The touch wall in the third floor space in Cleveland Digital Public Library has been heavily used during the

Superman exhibit. The concierge team continues to bring groups of children up to interact with content on the wall. The Superman image matching game, the vintage Superman cartoons, and the Superman themed videos for kids have been particularly popular. We look forward to the possibility of using the touch wall to present media related to the *Storefront Churches* display, the display on library branches, and the *Front International* project.

- *Magic Box*

Cleveland Digital Public Library has placed the Magic Box exhibit case on display in Brett Hall. We developed and now maintain digital content for the Magic Box for Superman exhibit, including a video done by and for children, a video on the significance of Action #1, and a facsimile of Action #1 that customers can flip through. We look forward to the possibility of using the Magic Box to present media related to the *Storefront Churches* display, the upcoming CPL History display, and the *Front International* project.

- *Kiosk*

The kiosk purchased from CCS has been placed in a central position in the John G. White Gallery. Content now on display was produced by ClevDPL as a complement to the Antiquities exhibit. ClevDPL has previously created content for the kiosk, and has refreshed content several times, focusing, as appropriate, on chess, Dr. Zelma George, and general special collections. We are currently at work on several videos related to the *Storefront Churches* display and the upcoming CPL History exhibit that are slated to go on display this spring. Feedback on the kiosk has been generally positive - the special collections staff feels it adds new interactive experiences to their exhibits.

During March, ClevDPL produced the following multimedia: Wizardcon (video), Wizardcon (photos), Music at Main-The Portersharks (video), Music at Main-The Portersharks (photos), Intro to Computers SPANISH (video), Intro to Computers (video), Library Cards 101 SPANISH (video), Library Cards 101 (video), Welcome to Cleveland Public Library SPANISH (video), Amy Dawson Talks About the Superman Exhibit (video), Mike Olszewski Talks About the Superman Exhibit (video), The Superman Exhibit (video), Director's Video - share your story (video), Working at CPL indeed.com (video), RE-EDIT 8 instructional videos for CC (video), Director's Message (video), and Voice - over recording for Nina G video.

## **Public Services Statistics**

### *Patron Visits*

During March, Cleveland Digital Public Library had 511 patron interactions. There were 127 KIC Scanner sessions resulting in 4,414 images, 4841.5 MB or somewhat less than 5 GB of scan volume. We had a total of 206 attendees at programs.

### *Scanning Assistance*

Cleveland Digital Public Library staff assisted 14 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 also used the Epson 11000XL flatbed, ATIZ book scanner, and the I2S oversized flatbed scanner to accomplish their projects for personal and publication use.

### *Digital Gallery*

For the partial month reported from March 1, 2018-March 26, 2018, Google Analytics (GA) reports 4,563 sessions for 3083 users and 77,602 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, which have remained stable for some time, 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 Korean, French, Italian, German, Croatian, and Chinese speaking users. Additionally, **GA** user statistics related to location indicate that we have users from the US, United Kingdom, Canada, India, Brazil, Spain, France, and Switzerland. Sport, computers, food, and travel seem to be our user's top interests. Finally, **GA** shows that we have a diverse group of channels that deliver users to CPL's ContentDM:

- Organic Search channels 37.2% of our accesses, and Google accounts for 36% of those.
- Direct Access through CDM search accounted for 38.8% of our accesses.
- Referrals through other websites are about 24% of our access volume (around 20% of referrals are from Facebook, and 14% of all referrals are from Wikipedia, roughly the same as last month. A new category of referral is dp.la, which contributed 8% of all referrals. A trend this month is that referrals from cpl.org have tripled (again) over February, now accounting for 7% of our referral total. This is the second month in a row of significant increase. It's useful to note that 14% of our referrals came from web.ulib.csuohio. We would like to see even more engagement

with the digital gallery on cpl.org and through the emerging website for the People's University.

- o A subset of referrals, Social Media accounted for 6.3% of our accesses (of that 6.3%, Facebook accounts for 83%, Twitter 12%, with Pinterest, Blogger and Pinboard being the only other significant referrals).
- During March, computing platforms used for access tilted slightly more towards mobile users. More than a third of our sessions in March, 37% occurred on Mobile devices (more than half of these, 53%, on iPhones and iPads and 6% on Samsung Galaxy devices). Our switch to the responsive design website is borne out by the increasing numbers of mobile users accessing the digital gallery.
- Browser use has remained stable. This month, 51% of our users use Chrome (an increase), 26% Safari (stand alone and in-app), 8% Firefox, and 8% Explorer, and 2% Edge. Chrome is very much the browser of choice for those accessing the digital gallery.

### *Internet Archive*

We now have 26 collections in the Internet Archive's ArchiveIT service. The task involves documenting Cleveland and NEO relevant web collections, and ClevDPL has established collections and begun cataloging them in their own collection in our ContentDM instance.

### **Outreach**

#### *Presentations*

- On March 9, Cleveland Digital Public Library staff gave a presentation to CMSD teachers at WVIZ, outlining uses of the digital gallery in the classroom. We met several teachers, took their names, and will be following-up with them at a meeting in late March.
- Also on March 9, we presented at OpenCon at Cleveland State University on Open Educational Resources, CPL's Digital Gallery, and the Digital Public Library of America. We made contacts at the CSU library and in the CSU faculty and will be following-up with them.
- On March 29, ClevDPL will be hosting a teacher tour brought to us by WVIZ.

#### *Partnerships*

- Cleveland Digital Public Library assisted in forming the new Neighborhood News Association of Greater Cleveland and contributed to the meeting at Carnegie West on March 23<sup>rd</sup>, where the new charter was signed, with CPL as a founding

associate member. This association will enable ClevDPL to make contact with local media producers who can provide newspaper content for CPL's Digital Gallery.

- 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 we will populate the collection during April.
- 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.
- We continue to meet with Karamu House regarding strengthening our partnership for collections management, arrangement, description, preservation, display, and programming. ClevDPL has now established a Cleveland Theater collection in CPL's Digital Gallery (ContentDM), and we anticipate a rich partnership with Karamu and the Cleveland Museum of Art with regard to digitization of items from Karamu collections.

### **Collection Development**

#### *Library Staff Does Digitization*

During March, ClevDPL staff scanned 107 items (2894 files), did post-processing for 52 items (1001 files enhanced), and uploaded 11 items (11 files) into the Digital Gallery.

#### *Library Staff Does Metadata*

ClevDPL revised/reviewed 13909 items while doing significant metadata enhancement of digital records (including dates standardization, Karamu program names, chess players names, partial maps metadata revision, and more) and began entering data in the back-end storage field to provide public service staff with access to high end digital files.

### **Interlibrary Loan**

ILL numbers are as follows for February [March unavailable]):

#### *Borrower Activity Overview Report:*

CPL Patron Requests Initiated: 46

CPL Requests Filled: 37

#### *Lender Activity Overview Report:*

ILL Loans requested of CPL: 1491

ILL Loans filled by CPL: 410

Loans: 397

Copies: 13

### **Preservation**

Preservation staff did the following:

Paper treatments: 2 items, 2 sheets (complex treatments)

Book Treatment: 9 simple, 51 complex, (60 items)

Enclosures: 4

Labels: *to be reported next month*

Books received: *to be reported next month*

Book returned: *to be reported next month*

### **Disaster Response**

During March, temperature in Brett Hall fell significantly at times. We reviewed our monitors, took readings with a handheld temp/humidity monitor, and notified Property Management. There look to have been some issues with regard to water penetration on the eastern and southern walls of the library.

### **Environmental Monitoring**

Working with Property Management, including Tim Murdock and Oliver Reyes, ClevDPL 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 are using 10 slots in E-Climate Notebook gather and share information from exhibit areas monitored by our portable monitors (Artens, Hobos, and PEMIIs). We are currently working with Property Management to address the environment out at Lakeshore in the cold room. The Liebert unit has been failing for some time. As of now it looks as if Property Management intends to replace the HVAC in the cold room that holds the photograph and media collections.

### **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.

### **Facility Report**

ClevDPL has updated the library's 'facility brief', a document based on the elements of the American Museum Association facility report for Cleveland Public Library. We now have a year

of data collected throughout the library. Depending on planned uses for the spaces in the library, the 'facilities brief' may serve as a de-facto facilities report, and we may not need to produce a full facilities report per AMA.

### **Metadata Revision**

We received final notification that the more than 10,000 records we uploaded for DPLA are now live and have been included with records from all institutions in Ohio (Hooray!). We have also contributed to WorldCat through OCLC's Digital Collection Gateway. Working with OCLC, last month we were migrating and consolidating collections in the Digital Gallery to improve ease of access to our digital materials and addressing issues with regard to ingest and description.

### **OLBPD**

On March 6<sup>th</sup>, OLBPD Manager Will Reed met with staff from the Cuyahoga County Board of Developmental Disabilities (DD) to discuss volunteer opportunities available at OLBPD. The Cuyahoga County Board of DD expressed interest in OLBPD as a possible partner and location for placing individuals with DD in library volunteer job tasks. OLBPD will continue to explore this possible partnership opportunity with them.

On March 15<sup>th</sup>, OLBPD joined the State Library of Ohio to co-host an art show display and reception with the Ohio State School for the Blind (OSSB) at the State Library. This year's display pieces focused on storytelling in art by exploring different ways students could tell stories with their artwork. OSSB students worked with Columbus artist Claudia Retter to create individual artist books. As part of their art class, students chose a topic of interest or used meaningful imagery to tell a story ranging from autobiographical to fantasy-based tales. This program also offered students an opportunity to explore a wide range of artist materials and creative processes, such as molding clay or painting. Students also learned about art history and contemporary artists. The art work will be on display at the State Library over the next month.

On March 15<sup>th</sup>, the Marrakesh Treaty Implementation Act ([S. 2559](#)) was introduced in Congress, moving the United States closer to implementing the [Marrakesh Treaty to Facilitate Access to Published Works for Persons Who Are Blind, Visually Impaired or Otherwise Print Disabled](#). The United States and the European Union have yet to ratify the treaty. Modifications to U.S. copyright law are still required for ratification. Issues included usage, documentation, and how to ensure that end users

would be among the intended print disabled audience. If the treaty is ratified, it will enable sharing of accessible materials in both directions—from delivering a braille edition of *The Grapes of Wrath* to an English-speaker abroad to bringing non-English-language works to customers in the United States.

The OLBDP adult book club met on March 9<sup>th</sup> to discuss “Lincoln in the Bardo” by George Saunders.

## **EDUCATION AND LEARNING**

### Best Buy Teen Tech Center Grant

- Jill Pappenhagen and Forrest Lykins met with Jessica Yox, Design Lab High School, regarding the Raspberry Pi program for teens.
- Marina Marquez along with Jill Pappenhagen, met with Tim Diamond, David Reynolds, and Mike Young regarding the marketing plan for the Best Buy Teen Tech Center at the Rockport Branch. The following topics were discussed:
  - Introduction to the BBTC & The Clubhouse Network via video (<http://www.computerclubhouse.org/>)
  - Projected Hours of BBTC
  - BBTC meetings/conference calls
  - Branding (shared folder: BBTC Marketing)
    - The Clubhouse Network
    - Best Buy Teen Tech Center
  - Marketing
    - Protocol for working with Marketing
    - Contact Database for CMSD and interested public
    - Press Release
    - Grand Opening
    - Information Flyers
  - Social Media/Websites
    - Examples
    - Email for Coordinator: seamless transfer of social media ownership
    - Duties of coordinator to include regular social media updates - Twitter, Instagram, Facebook, The Village
  - Content: Who approves content for websites, social media, special clubhouse events (poetry slams, showcases, speakers, fashion shows, potlucks, etc.)

- o Photo release: photos quickly draw people in and spark their interest
  - o Publication release (using stories from members, mentors, alumni to motivate and inspire)
- Marina Marquez along with Tracy Martin, Jill Pappenhagen, Tim Diamond, David Reynolds, and Mike Young met with Gail Breslow, Executive Director of the Clubhouse Network, Danielle Ianiro-Larsen, Grand Opening event coordinator, Amy Mortenson, Best Buy Government Affairs, Kevin Flanagan, Best Buy Public Relations, for the standing bi-weekly telephone conference calls. We discussed the following:
  - Construction check-in
    - o Asbestos abatement progress, preparations for furniture, technology and electrical work
  - Ordering check-in
    - o Furniture, technology
    - o Scheduling setup with local Best Buy employees
  - Grand Opening check-in
    - o Scheduled for July ~16-20, recommending Tuesday, Wednesday, or Thursday (17th, 18th, or 19th)
    - o Day prior used as a 'dress rehearsal' and dry run for Activity Stations with youth, our teams, TCN
    - o Danielle to provide [Draft] Run of Show, Grand Opening task checklist

Jill Pappenhagen is registered for the upcoming 2018 Annual Conference in San Antonio, Texas (Best Buy Teen Tech Center Meeting on April 9, Conference April 10-12 & Post Conference April 13).

Effective April 16, 2018, Jill Pappenhagen will report to the new Rockport Branch Manager. Day to day management of the BBTTC will taken care of at the branch level; management of the grant will continue with Tracy Martin.

#### Book Box - LSTA Competitive Grant

Construction of the book box is underway.

Marina Marquez met with the Physics Department at Cleveland State University to work on themes for the physics demonstrations based off the book *The Flying Circus of Physics* written by Dr. Jearl Walker, professor of Physics at CSU. The demonstrations will answer intriguing questions about relevant, fun, and completely real physical phenomena.

### Bruening Grant

- Faculty from the Crane Center for Early Childhood Research and Policy of the Ohio State University introduced themselves and the work they will be conducting for the Bruening grant implementation process;
- An online survey about child development and working with families was sent to approximately 240 public services staff;
- Denise Crudup and Marina Marquez attended the March Youth Services' meeting where OSU faculty were in attendance to conduct focus groups and interviews

### Cleveland Seed Bank

Marina Marquez and Tai-Renee King met with Katie S, Cleveland Seed Bank, to finalize the following details regarding the seed library at book boxes for summer2018. Tim Diamond joined the meeting to learn about how Willoughby-Eastlake Public Library is using barcodes for their seed library.

- General program overview: how community members checkout, other libraries added to program, our seed swap events/educational events, etc.
- Checkout forms: plan to monitor & upload checkout forms
- Social media & local press kit outreach
- Sponsors - potential for this season/next
- Any questions about MOU
- Possibility to do code for packets like magazines (can show how Willoughby has incorporated scan system)?
- Milkweed Info Sheet to binder

### Digital Photography Learning Path

Adam Jaenke and Deb Pinter led the third digital photography class Introduction to *Digital Photography: Taking Amazing Pictures with Your Smart Device* that took place on March 20, 2018.

- This class was designed for intermediate users to use their smart device as a camera.
- Concepts for taking good pictures like composition, focusing, exposure, and editing were presented.
- Time was devoted to critique, experimentation, troubleshooting, and asking questions.
- Eleven participants attended the class and all completed the Project Outcome Survey.

### Dance Cleveland

The early childhood literacy program *Read to Learn... Dance to Move* is confirmed to take place at the Fleet Branch from April 6 to May 25, 2018 and the Walz Branch from April 4 - May 23, 2018. Both programs will be offered from 10:30 a.m. to 11:15 a.m. to partnering preschools. Approximately 40 preschoolers will participate in the program.

### Mayor's Office of Sustainability

On behalf of Director Thomas and Shenise Johnson Thomas, Marina Marquez attended the Year of Vital Neighborhoods Celebration Committee. The following topics were presented:

- Intro to SC2019 Celebration Years and Committees (Matt Gray, Chief of Sustainability)
- Community Updates
- Climate Action Plan, neighborhood workshops and ioby (Erika Meschkat, Office of Sustainability)
- Year of Vital Neighborhoods Working Group (Marka Fields, Chair)
- Common Ground (Stephanie Thompson, Cleveland Foundation)
- Kickin' It with Cops (Kristian Hunter, Collinwood & Nottingham Villages Development Corporation)
- 2019 Celebration (Kristin Hall, Director of Sustainability)
- YOYN Discussion & Brainstorming
- How do we define sustainability in neighborhoods (give examples)?
- What are other examples of what's going on in our neighborhoods, e.g. events planned or programs seeking partners? (ALL)

The Mayor's Office of Sustainability conducted community workshops on health, community and climate action at the Fleet Branch on March 7<sup>th</sup>, 2018. The next workshop is scheduled to take place at the Fulton Branch on Saturday, April 14, 2018, from 10:30 AM to 12:30 PM.

Marina Marquez serves on the Education Sub Committee of the Pollinator Plan of North East Ohio. She has been assisting with the planning to participate in Cleveland Museum of Art's Parade the Circle as educational outreach to highlight native pollinators and their native plants. The committee will design and create their costumes for the parade.

## Miscellaneous

- Marina Marquez attended the CPL-FIT Committee meeting.
- Marina Marquez and Jill Pappenhagen attended bi-weekly Best Buy Teen Tech Center meetings.
- Marina Marquez assisted with the WVIZ/Ideastream group visit.
- Denise Crudup attended the Literacy Cooperative's Read Across America event at the City Club
- Denise Crudup is a member of the steering committee for the CPL150 Anniversary Celebration
- Denise Crudup attended a meeting with CPL librarians and representatives from CWRU Law School and Thinkbox
- Denise Crudup attended the March Pre4CLE Compact meeting

## **ADVOCACY & COMMUNITY AND GOVERNMENT RELATIONS**

The following are efforts taking place under the direction of Shenise Johnson Thomas in the Office of Community and Government Relations.

### **ADVOCACY TASK FORCE:**

Tim Cosgrove and his team from Squire Patton Boggs have created a draft of an advocacy plan for CPL. The plan was shaped by advocacy priorities given to the firm by the Office of Community and Government Relations. The plan is being reviewed.

### **COMMUNITY AND GOVERNMENT RELATIONS:**

#### ***I. Secure Resources to Advance CPL Mission and Strategic Imperatives:***

- **Library Services and Technology Act (LSTA):** President Trump recently signed a \$1.3 trillion spending bill for FY18, which funded the IMLS through September. The appropriation was **\$9 million more** than it had in FY17, including \$5.7 million for the Library Services and Technology Act. The Metropolitan Libraries of Ohio recent advocacy work in D.C. was one of many contributors to the successful outcome.

## II. ***Sustain Public Support:***

- o Executive Director Felton Thomas Jr. and CPL recently hosted former Consumer Financial Protection Bureau Director Richard Cordray. The visit consisted of a meet & greet where core work of libraries across the state was discussed in addition to information and a tour of CPL's work in the areas of digital literacy and access, small business resources, and youth education services. Mr. Cordray also visited the Superman exhibit. Representatives from Cleveland Metropolitan School District and Cuyahoga County Public Library were invited and attended as well.
  
- o **United Pastors in Mission:** CPL has continued its relationship after the levy with United Pastors in Mission, an organization that provides an atmosphere for enriching ministry relationships with Greater Cleveland pastors and leaders, by attending their meetings every 4<sup>th</sup> Tuesday of the month. The goal is to discuss, identify, and implement mutually beneficial partnerships. CMSD has committed to attending these meetings as well.

### **TECHNICAL SERVICES**

Director of Technical Services and Acquisitions Manager Sandy Jelar Elwell provided the Knowledge Office with the 2017 print and database subscription statistics for the annual Public Library Data Service (PLDS) report. Ms. Jelar Elwell worked with Acquisitions Coordinator Alicia Naab and Library Systems and Applications Analyst Jim Benson in rescheduling the Acquisitions Department's electronic data interchange (EDI) reports which had been causing a conflict with the Finance Department reports that had been scheduled to run at the same time.

Ms. Jelar Elwell attended CPR / AED Training and "An Evening with Matthew Desmond" at the KeyBank State Theatre.

**Acquisitions:** The Acquisitions Department ordered 5,856 titles and 8,459 items (including periodical subscriptions and serial

standing orders); received 22,016 items, 1,448 periodicals, and 171 serials; added 631 periodical items, 60 serial items, 577 paperbacks, and 1,155 comics; and processed 2,036 invoices.

Acquisitions Coordinator Alicia Naab worked with the Information Technology (IT) Department to resolve an issue with data that was missing from the Access database used by the Acquisitions and High Demand Departments to generate and record purchase order information. Ms. Naab had to manually reenter the purchase order information that was missing since the IT Department was unable to completely restore all of the missing data from backup files.

Ms. Naab communicated with Ms. Jelar Elwell, Collections Manager Pam Matthews, and Cleveland Public Library Foundation Operations Manager Mary Scelsi to identify the appropriate workflow for forwarding donated used materials that are suitable for the book sale. Ms. Naab worked with Fine Arts & Special Collections Manager Pam Eyerdam and Catalog Department Librarians to expedite the processing of materials for a Special Collections exhibit.

Ms. Naab attended the Ohio Library Council (OLC)'s Technical Services Retreat on March 28-29 in Columbus and spoke at a breakout session entitled "The Acquisitions Module: Your ILS wants to Be a Helper." Technical Services Librarian Lisa Kowalczyk, Technical Services Associate Anarie Lanton, and Technical Services Clerk Darrell Vanek attended the Book Ends Customer Service Training.

**Catalog:** Librarians cataloged 2,679 titles and added 4,033 items for Cleveland Public Library.

Senior Catalog Librarian Dawn Grattino and Technical Services Librarian Erin Valentine expedited materials, including a number of photographs, a print, and miscellaneous realia, for a Special Collections exhibit.

Catalog Manager Andrea Johnson attended the Leadership Certification classes entitled "Communication Skills with DiSC" and "Helping People Take Responsibility and Be Accountable." Technical Services Librarians Celia Halkovich, Barbara Satow, and Ms. Valentine attended the Ohio Library Council (OLC)'s Technical Services Retreat on March 28-29 in Columbus. Ms. Satow also participated on the committee that organized the event and served as room monitor for two of the panels.

**Collection Management:** Collection Management selected 1,243 titles and 9,296 copies, and spent \$187,212 in March.

Collection Management Librarian Laura Mommers participated in the webinar entitled "The Newest Graphic Novels: What's Hot for Spring" and the second session of the online workshop entitled "Diversity and Cultural Competency Training" that was sponsored by Library Journal.

Collections Manager Pam Matthews attended CPR / AED Training. Ms. Matthews also attended the Ohio Library Council (OLC)'s Technical Services Retreat on March 28-29 in Columbus and participated on the following panels: "Ethics & Technical Services: A Panel Discussion" and "Use 'em If You Got 'em – and You Do Got 'em: Leveraging Vendor Expertise to Benefit Your Library."

**High Demand:** The High Demand Department ordered 908 titles and 6,499 items; received and added 8,177 items; and processed 605 invoices.

High Demand Department staff continued to assist the Materials Processing Department with the processing of non-book materials.

**Materials Processing:** The Technical Services Associates cataloged 987 new titles for the Cleveland Public Library and added 881 new records for the CLEVNET libraries. The Technical Services Associates and Senior Clerks added 3,973 items. The Materials Processing Technicians worked on 21,943 items.

Materials Processing Technicians Maria Russell and Dennis Workman attended the Book Ends Customer Service Training. Materials Processing Manager Elizabeth Hegstrom attended CPR / AED Training and the Leadership Certification classes entitled "Communication Skills with DiSC" and "Helping People Take Responsibility and Be Accountable." Ms. Hegstrom met with the entire Materials Processing staff to explain the changes for accessing their Cleveland Public Library's Office365 account, both at work and at home, using Two-Factor Authentication (2FA).

**Shelf/Shipping:** The Lake Shore Shelf/Shipping Department staff sent 78 items to the Main Library for requests and 76 items to fill holds. Main Library received 256 telescopes, the Branches received 636 telescopes, CLEVNET received 54 telescopes, CASE received 7 telescopes, CSU received 2 telescopes, and Tri-C received 1 telescope. A total of 956 telescopes were shipped out. The Receiving/Distribution Technicians sent out 413 items

of foreign material and in total 13,358 new items were sent to the Acquisitions and High Demand Departments.

Receiving and Distribution Supervisor James Clardy along with the other members of the Page Committee selected 32 candidates to fill Page positions.

Receiving/Distribution Technician Amber Alexander and Pages Jaz Hogan and Robert Walker attended the Book Ends Customer Service Training. Mr. Clardy attended CPR / AED Training and Book Ends Sirsi Training. Receiving/Distribution Technician Darryl Pless attended CPR / AED Training.

### **MARKETING & COMMUNICATIONS**

Media coverage for the month of March included 19 print publications and 46 online, TV and radio stories. The full report, available in the Marketing & Communications Department, shows the top three print publications by reach: *The Plain Dealer, Call & Post*, and *The Observer* from Case Western Reserve University. The top three non-print platforms by reach were cleveland.com, Fox 8, and Blog Talk Radio. The stories that were picked up by multiple outlets included the *Legacy of Louis Stokes* program and the Library's partnership with the Rock and Roll Hall of Fame.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 1,163 times on average per day, with an average of 134 clicks to the website per day resulting in a 11.5% click-through rate for the month. Over 73% of the click-through's were from some combination of the keywords *library, libraries, public, and cleveland oh*. Special ads targeted users who might be interested in the Library's electronic collections and afterschool programs and tutoring.

A partnership with Cleveland.com where they are now doing podcasts from Main Library continued in March.

#### **Facebook**

	<b>2018</b>	<b>2017</b>	<b>YoY</b>
Net Page Likes	528	57	826%
Avg Post Reach	8,158	2,051	298%
Avg Total Reach	9,307	4,332	115%
Average engagement	120	67	44%
Reactions	93	44	53%

Comments	12	5	58%
Shares	15	18	-20%

**Twitter**

	2018	2017	YoY
Top Tweet (Impressions)	10,976	10,400	6%
Top Mention (Engagements)	963	1,162	-17%
Top Media Tweet (Impressions)	10,623	10,200	4%
Summary			
Tweets	83	152	-45%
New Followers	127	119	7%

The Library continues to be more active on Instagram with 374 points of engagement, attracting 56 new followers.

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; and weekly postings to the website home page. Work on the Library's annual report to the community should be completed in April. Summer reading club design work was completed.

**PROPERTY MANAGEMENT**

Painters

- LSW- painted Deputy Director's office.
- Jefferson- removed shelving and discarded.
- Woodland- patched and painted wall behind circulation desk.
- Eastman- patched and painted area where TV was mounted.
- Westpark- patched and painted area where charging station sat.

Carpenters

- Hough- installed new door closure.

- Lakeshore- reinstalled front door closure arm, removed shelving, secured all seats in auditorium, hung flower basket umbrellas, cut and removed fallen tree branches.
- Main- removed shelving from 6<sup>th</sup> floor, reinstalled ceiling tiles in Property Management office.
- Woodland- made and installed door and frame for circulation desk.
- Langston Hughes- jackhammered out broken gate post and installed.
- Walz- installed cove base in teen room.
- Jefferson- removed broken lock to exterior door and installed new lock, removed shelving, replaced carpet and patched pillars.

### Mechanic

- WALZ- replaced tire on pressure washer.
- Oil change service on vehicles 2,6,11,23,and 27.
- Replaced mirror on truck #25.
- Replaced door latch on Mobile Services van.

### Maintenance Mechanics

- South Brooklyn - repaired leaking fin tube radiator in men's public restroom.
- Woodland - replaced boiler circulating pump motor and bearing assembly.
- Sterling - replaced defective outside air damper actuator and installed new digital controls for mixed air/economizer section of main air handler.
- Hough - started re-lamping and replacing bad ballasts throughout branch/main floor and meeting room.
- Woodland - installed eye wash station in auto mechanic work area.
- Harvard Lee - ran dedicated power supply for fire alarm system per Simplex/Tyco, continued wire tracing for dead and shorted circuits in electrical floor boxes by children's area (from roof leak).
- LSW - replaced defective VAV controller and room sensor for OPS meeting room "B".

- Lakeshore - replaced leaking 3" Victaulic fitting/connection on hot water heating line in boiler room.
- Collinwood - started re-lamping and replacing bad ballasts throughout branch/main floor and meeting room.
- LSW/Main/Branches - daylight savings time change. Adjusted time clocks for lighting and mechanical equipment/replaced batteries and adjusted battery clocks.
- Harvard Lee - replaced bearing assemblies on both boiler pumps, repaired leaking flange gaskets
- MLK - replaced shorted electrical outlet/checked other circuits around public computer area.
- Main - replaced burned out element for lower level staff ladies room baseboard heater.
- Harvard Lee - replaced combustion fan motor assembly for staff workroom rooftop HVAC unit.
- Sterling - replaced/programmed wifi enabled thermostat, checked heating valve and economizer operation on main air handler.
- Hough - control upgrade project conduit run.
- Jefferson - worked with carpenters on removing knee wall and shelving, and relocating power outlets on pillar by public computers.
- Mobile services - replaced bad ballasts and re-lamped fixtures above work area.
- Woodland - installed replacement outdoor LED light fixture in front of branch.
- Addison - replaced defective heating valve actuator on main air handler.
- Main - repaired electrical short on light fixture above globe on 4<sup>th</sup> floor elevator lobby.
- Harvard Lee - replaced combination gauges on both boilers, checked/recharged expansion tank, installed automatic air vents on heating loop.
- LSW/Main - replaced floor/carpet extractor batteries.
- LSW - Wire pull/Cat6 run on 4<sup>th</sup> floor, for manager's desk.
- Union - replaced bad ballasts above public computers.
- South Brooklyn - removed/cleaned up remaining wiring from fire alarm upgrade project.

- Langston Hughes - repaired leaking men's public restroom urinal.
- Collinwood - checked hot water tank, boiler, kitchen and restroom plumbing fixtures to find cause for water bill fluctuation. Replaced flush valve assemblies on public restroom toilets.
- Addison - repaired leak/rebuilt staff restroom toilet flush assembly.
- Lakeshore - replaced air handler #1 contactor, rewired for new hand/off/auto switch.
- Westpark - installed additional power outlets by front entrance.
- Jefferson - repaired electronic flush valve/urinal in men's public restroom.
- Mt. Pleasant - replaced bad ballasts and re-lamped basement light fixtures.
- LSW - replaced broken shut-off valve and repaired leaking sink faucet in men's public restroom on the lower level.
- Carnegie West - repaired leaking sink faucet in women's public restroom.
- Lakeshore - replaced defective VAV controllers and piped in new heating valves for meeting rooms 1A and 1B.
- LSW - started replacing bad ballasts on the 7<sup>th</sup> floor shelving/storage area.
- Hough - repaired leak in men's public restroom/replaced shut-off valve packing.
- Rice - ran power for refrigerator relocation in meeting room/per Amiya.
- Union - replaced defective circulating pump contactor.
- South Brooklyn - replaced broken emergency/exit sign.
- Collinwood - continued CAT6 cabling pull and power run for Digital Signage project.

## **SAFETY & PROTECTIVE SERVICES**

### **SAFETY SERVICES**

- CPD detectives viewed video from a fight at Rice branch. It was alleged one of the aggressors had a gun on them.

- Ohio Highway Patrol Troopers brought a subpoena to SPS for a video from Mt. Pleasant branch. The troopers were part of a Human Trafficking Task Force; they believe a young lady (who has since been reunited with her family) was at the branch with a trafficker.

**PROTECTIVE SERVICES**

Activity

Month	Total Dispatch Activities	Ave per day	Total Alarms	Branch Emergen-cies	Branch Visits	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
<b>March 2018</b>	4109	152	79	75	655	3375	78	63
<b>Feb 2018</b>	3386	154	41	67	537	71	56	98
<b>Jan 2018</b>	4098	164	41	55	588	93	85	44
<b>Dec 2017</b>	3743	156	61	77	704	109	73	34
<b>Nov 2017</b>	3929	163	68	78	706	93	70	119
<b>Oct 2017</b>	4092	157	62	65	676	66	65	68
<b>Sept 2017</b>	3900	156	79	55	742	56	65	54
<b>Aug 2017</b>	4173	155	91	59	827	55	58	46
<b>July 2017</b>	3498	140	49	57	679	75	138	53
<b>June 2017</b>	4126	159	111	45	877	107	72	60
<b>May 2017</b>	3772	145	85	70	600	83	89	51
<b>April 2017</b>	3609	144	73	63	646	120	57	47
<b>March 2017</b>	4084	151	102	85	728	174	68	48

Special Attention, Special Events, and Significant Incidents

- 3/3, staff at Rockport reported a safety hazard. Water was leaking from the staff room ceiling onto the light fixture. Property management was notified.
- 3/8, at Rice branch the posted SPS Officer was told by a juvenile that another male had hit him in the head with a pistol. The two males were separated, and CPD was alerted. CPD arrived and detained the accused. It is unknown if an arrest was made. Associated CPD report 18-064386
- 3/9, at Hough branch staff and SPS stayed with a male juvenile after hours as he waited for a ride. The juvenile didn't know his address or guardians phone number. Cleveland Police were called; they arrived and took responsibility of the juvenile.
- 3/10, SPS was advised of an unresponsive male at Woodland branch. It took several unsuccessful attempts from SPS to

wake the patron before EMS was contacted. When the patron gained consciousness he became combative and unruly with SPS personal. Patron was taken to St. Vincent.

- 3/13, SPS officers made contact with the patron who would pass inappropriate notes to a female juvenile staff member. SPS spoke with the accused patron who denied all allegations against him. Patron was given a 30 day expulsion.
- 3/17, staff at E. 131 noticed a crack in the glass on the main doors of the branch. Property management was notified and the door was repaired the same day.
- 3/21, a staff member at MLK branch reported a patron threw a book at her. SPS and UCPD were dispatched but the suspect was gone on arrival.
- 3/23, a physical altercation took place outside Hough branch involving 2 children and one adult. CPD and EMS were contacted. SPS was able to break up the fight. CPD interviewed the juveniles and EMS treated the juveniles.

#### Protective and Fire Systems

- SPS officers have completed Safety Ambassador Inspections of fire extinguishers, exit lights, and emergency exit lights at branches for March.
- I am investigating new technology in access control systems for the Special Collections, Map, and Accounting vaults.

#### Contract Security

- Royce Security has been advised of the latest dates to reopen Glenville and Lorain.
- I removed the Mt. Pleasant Royce guard from the CPL account for arguing with a patron. A CPL staff member tried to get the guard to leave the area but the guard stayed and aggravated the situation.
- There is a meeting scheduled with Royce Security and SPS in April.

#### Administration

- SPS is exploring new security technology for CPL. One is CAD computer aided dispatch. SPS currently records all calls for service, alarms, and incidents on Word documents. This system is prone to user error and requires hours of

work to pull data to compile statistics. CAD assigns calls to officers based on preloaded officer posts and will assign report numbers to calls predetermined to require SIR's i.e. theft, fights, sexual misconduct.

- I am also researching emergency call boxes that would be strategically placed on the downtown campus. They would have cameras and an intercom system that links them directly to SPS dispatch. This will reduce the amount of time it takes to report activities, complaints, and or concerns. Currently, if a patron needs to report something on the west side of Main two they have to make their way to the southeast corner of the floor to reach staff with access to a phone. This almost always allows perpetrators to leave before SPS arrives.
- SPS attended the Buckeye/Woodland Safety Meeting at Rice branch March 29<sup>th</sup>.

### **INFORMATION TECHNOLOGY & CLEVNET**

The CLEVNET Directors Panel met on March 14, 2018, at the University Heights Branch of Heights Libraries to plan the next quarterly CLEVNET meeting, check progress on the strategic plan, and discuss various issues brought forward by the membership.

At the top of the agenda was a discussion of the ballot results for CLEVNET's new operating procedures. Voting took place online, February 1-28, 2018. Hilary Prisbylla, Director of CLEVNET, reported that 42 member libraries voted to approve the new procedures that will replace the provisional bylaws; one member library was opposed; and one member did not vote. The approval of the procedures cleared the way for Cleveland Public Library's Board of Trustees to put the amendment to the CLEVNET system agreement on their March 15 meeting agenda. The new procedures will appear as Schedule B of the agreement. The amendment to the CLEVNET system agreement will require approval by the board of each member library. The goal is to have the documents signed and returned by all member libraries by June 30, 2018.

Ms. Prisbylla and Larry Finnegan, Director of IT, went item by item through the list of projects that had been approved by the Directors Panel for 2018, and reported on progress and status. For Ms. Prisbylla's team, the list includes the Morley Library migration project; the new mobile app; credit card transactions; OverDrive Advantage Plus accounts; the new phone notification system; reducing the circulation map; automatic renewals that

begins April 2; and the "go green" campaign. Mr. Finnegan reported on the move of CLEVNET's data center to the State of Ohio Computer Center (SOCC) in Columbus; updates to the network infrastructure; the decommissioning of shared drives and migration to SharePoint/Office 365; bringing Morley Library into the network; VoIP installations; discounted purchasing of licenses through TechSoup; the rollouts of ConnectWise Automate, Cassie computer and print management, and InformaCast mass notification; the move to Rubrik backup and recovery solutions; and the switch to new help desk software.

Security will remain a strategic priority as cyber threats intensify across the globe. Mr. Finnegan's team is responding with two-factor authentication, requiring more complex security passwords, and products such as Traps endpoint protection and Malwarebytes. The team is looking into email phishing test simulation for staff at CLEVNET libraries as a training tool.

The Panel also discussed communication received from a special library regarding possible membership in CLEVNET. The Panel agreed that the general membership needs to address the question of limiting membership in CLEVNET to public libraries.

Ms. Prisbylla demonstrated an events and room booking software system that her team is reviewing for possible purchase by CLEVNET in 2019.

After the meeting, the attendees toured the newly renovated University Heights Branch. The next panel meeting of the Directors Panel will be held on June 20, 2018, at 10:00 am at Brunswick Library, 3649 Center Road, Brunswick OH 44212.

#### Other CLEVNET Projects

- Moved the rest of Cisco call manager and wireless LAN controllers to the SOCC.
- Renumbered multiple subnets as preparation to moving all data circuits to the SOCC.
- Finished migrating CLEVNET libraries virtual servers from Hyper-V to VMware in the SOCC.
- Decommissioned six more legacy computer room servers.
- Continued rollout of Traps Endpoint Protection on staff computers throughout CLEVNET; 19 member libraries now have the protection; four library systems have Malwarebytes

installed; computer techs at member libraries with ConnectWise Automate can install both products on their own.

- The mass notification service for staff—Singlewire InformaCast—has proven to be a popular new service offered by CLEVNET; 16 member libraries are using it.
- Moved two member libraries to Rubrik backup/recovery solution.
- Continued rollout of Cassie computer and print management for new customers and upgraded Cassie for existing customers.

#### CPL Projects

- Continued to assist with the interior digital signage rollout at CPL branches by making the necessary data connections to the centralized software solution in the Marketing and Communications Department.
- Converted Youth Services (staff and public) to Windows 10.
- Shut down and removed old VMware hardware and began working on documentation for CPL's 3PAR and VMware setup; removed boxes of dead cable from the server racks.

The next quarterly of the CLEVNET Directors will be held on Friday, April 27, at 9:30 a.m., at Twinsburg Public Library.