

## **DIRECTOR'S REPORT**

December 15, 2016

### **FIGHTING COMMUNITY DEFICITS**

College Now's student loan restructuring support program, Student Loan Rescue, assists individuals with examining their current level of student loan debt. Where feasible based upon individual circumstances, an Adult Programming Specialist stationed at CPL branches recommends a course of action to minimize eligible employees' student loan debt. In between September 1st and November 17th twenty individual meetings were held with library patrons, six patrons were eligible for student loan forgiveness. The average reduction in monthly student loan payments was \$1,702.00 and the total anticipated student loan forgiveness was \$942,944.

On November 5th the Memorial Nottingham branch hosted Legal Aid @ the Library. Fourteen attorneys and 21 law students participated in the clinic serving 39 patrons.

Workforce Opportunity Resource Center (CPL@WORC)

Director, Felton Thomas and Director of Public Services, John Skrtic worked with the County to create a joint space where CPL and the county can reach out to residents who are interested in finding business resources to help them achieve their goals. The new location is located in the Virgil Brown Building between Superior and Payne Ave. TechCentral also assisted with the opening of the Cuyahoga County Workforce Opportunity Resource Center on November 1. Library Assistant, Computer Emphasis, Suzi Perez, provided demonstrations of the Mobile MakerSpace 3D printer as part of the opening.

### **FORMING COMMUNITIES OF LEARNING**

On November 4th the Library hosted its 4th annual Mini Maker Faire in partnership with Cleveland Ingenuity. The event welcomed over 60 exhibitors and 2,000 participants who participated in maker themed workshops, performances, and interactive displays. Key partners in this year's event were Cleveland Museum of Natural History, NASA, Bike Cleveland and the Cleveland Quad Squad and CMSD's MC2 Mobile Fab Lab.

Art Therapy Studio presented workshops for teens at MLK and E. 131 throughout the months of November. Each workshop series will culminate with an exhibit and opening reception.

A technology focused program for senior citizens was held on Nov. 15th at the Fairhill Center that allowed participants to physically evaluate different tablet devices. Senior Bookclub meetings were held one at Franciscan Village Senior Apartments on November 18th with 15 participants and one at Cornerstone Apartments on November 30th.

On November 5th in conjunction with the Cleveland Mini Maker Faire, Government Documents Supervisor Sarah Dobransky and General Research Collections Manager Don Boozer hosted a lively, interactive discussion entitled Intellectual Property: If You Make It, Protect It! attended by a dozen participants. During the program, George Barnum, Agency Historian at the U.S. Government Publishing Office presented an official certificate celebrating the 130 years of service to Ms. Dobransky. CPL's role in serving as a depository of federal government information began in 1886 during President Grover Cleveland's administration.

#### Music at Main

Two student chamber ensembles from the Cleveland Institute of Music performed on November 12th. Mark Liu accompanied by Kayoko Miyazawa played Sonata in B-flat Major for Viola by Henri Vieuxtemps. The second piece performed was Felix Mendelssohn's Piano Trio No. in C minor by Siyao Li, Hosanna Carella, and Elizabeth Glorisso-Wible.

#### **PARTNERSHIPS**

Family Passes to the Cleveland Museum of Natural History (CMNH) were available for check out by CPL cardholders at 28 library locations including the Public Administration Library at City Hall. In an effort to generate enthusiasm for the program amongst with CPL staff the Library held its monthly Youth Services meeting at the Museum. In the meeting the CPL staff received an overview of the program from CMNH Manager of Community Engagement, Lenora Brown. Ms. Brown also gave CPL staff of the newly opened Perkins Wildlife Center.

#### **Exhibits and Displays**

##### Jasper Wood's Cleveland

The Photograph Collection's exhibit "Jasper Wood's Cleveland" continued its run at the Canopy Gallery, before closing on November 14th. The exhibit of items from the Photograph

Collection's Jasper Wood Collection was planned and curated by Local and Global History Department Librarian Brian Meggitt and Library Assistant Adam Jaenke. The exhibition featured twenty new prints of works by Wood.

Main library staff members created a number of informative, educational and interesting displays during the month of November. Literature Department Librarian Timothy Phillips created a book display featuring titles related to F. Scott Fitzgerald's *Great Gatsby*, Library Assistant Nick Durda created three new book displays, the first is a display of books that won the Man Booker prize which features both winners and nominees, the second is a display on Dublin Award winners and nominees, the third book is a display on Noble Prize winning authors. Senior Subject Department Librarian Jean Collins created a theater table-top exhibit for the Cleveland Play House production of *A Christmas Story*. Librarian Evone Jeffries created displays for *Reading is Aloud: Short Stories of Langston Hughes*. Fine Arts staff created book displays for Native American History Month. Local and Global History Library Assistant Dan Milich created a book display titled *This Month in History* which included dates of events with a caption and appropriate books, provided information on the 2016 election, provided information about Lincoln, FDR and Truman, George Washington and Thanksgiving, Polk and the changing of the government and Mexican War.

### **Research That's Possible Only at Main Library**

Literature Department Library Assistant Michael Haverman was contacted by a patron making a documentary about the history of Cleveland's Karamu House. Mr. Haverman was able to find news clippings and playbills only housed in the Literature Department. He was able to make high-resolution scans of the files thanks to the Cleveland Digital Public Library and send them to the patron to be used in the film.

Staff assisted a researcher with finding and obtaining images of individuals, groups and locations relevant to the Irish immigrant experience in Cleveland in the 19th century and early 20th century.

Staff assisted a researcher with locating an extensive set of images of notable judges, attorneys, police officers and criminal defendants for a proposed history of the Cleveland Municipal Court.

Staff assisted a researcher with finding images of locations connected to Cleveland's chapter of Alpha Phi Alpha, the first intercollegiate Greek-letter fraternity established for African American Men.

Staff assisted a patron who is working on a documentary for University Hospitals. The documentary will feature historic photos of downtown Cleveland and the slum districts surrounding it.

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Staff assisted in locating photographs for a film about a former resident of Parmadale orphanage and needed photos to maintain verisimilitude in the film.

An author and a research assistant used CLGH newspapers on microfilm to research Eliot Ness and the Torso Murders for an upcoming biography of Ness.

Staff helped a patron find a picture from a 1959 Plain Dealer that depicted the patron meeting Cleveland Indians pitcher Herb Score.

CLGH Librarian Terry Metter assisted an archivist from an Ohio University with finding information about Jerome Williams. Mr. Williams was a high school track & field teammate of Jesse Owens, football player at Miami, and a Tuskegee Airman during WWII.

Appraiser from Bonfoeys inquired about appraising drawings by Charles Schweinfurth.

Professor from Notre Dame requested scans from an 1880 journal entitled *Irische Texte*.

Research request from Bob Jones University (SC) from a book dated 1919 about medieval Italian furniture (rare copy in WorldCat).

Research request from Tokyo Japan for scans from a 1919 book about Egyptian sarcophagus and mummies [Sarkofager, Mumiekister og Mumiehylstre].

A local researcher requested to use a rare 19th century volume of the Records and Transactions, 1869-97 volume. These are the minutes of the Irish Literary and Benevolent Association that are very rare.

Students from Shaker High School did extra credit to view some of the 17th, 18th, and 19th century books on witchcraft in Special Collections.

A professor from a local College requested to view a rare 7 volume set of Tibetan material for research [I missionary italiani nel Tibet e nel Nepal].

Researcher wanted to use a copy of Twelve Contemporary Pieces: transcribed for the organ (1920) by Firmin Swinnen. The piece was digitized and added to the Digital Gallery.

Request for a copy of an 1864 music score of Heinrich der Finkler by Franz Wullner (now being digitized).

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Patron requested to view the Edward Curtis photograph set of the North American Indian: Being a series of volumes picturing and describing the Indians of the United States (very rare and fine set owned by CPL).

A librarian at the United States Holocaust Memorial Museum requested an issue of an annual report from the National Refugee Service held in the Social Sciences collection to use for an exhibit.

Social Sciences Library Assistant Pete Elwell worked with the Official Historian attached to the Office of the Commissioner of Major League Baseball who visited the Sports Research Center to look at the Mears collection and to take photographs of covers of dime novels in the baseball fiction collection.

A production company from Pittsburgh requested materials from the Sports Research Center to help with a film they're producing about Larry Doby for the National Park Service.

Providing standards continues to be an important aspect of the work of the Science & Technology department. In November, one patron alone requested over fifty international ISO and ASTM

Standards on textiles and leather goods from the department's storage areas. Although the department did not have all the current editions, the patron was also interested in seeing the older versions as well.

Science & Technology staff members helped a patron writing a biography of a civilian trained in the Civilian Pilot Training Program who flew airplanes in World War II. The author needed to use *The Putt-Putt Air Force: The Story of the Civilian Pilot Training Program and the War Training Service (1939-1944)* shelved at Lakeshore. The patron (a Clevelander) stated that she was told "by Washington" to obtain the book from Cleveland Public Library which is one of only four Ohio libraries that own the book.

Government Documents has recently had an increased usage of the Federal Register microfilm. Several law firms have contacted the department looking for citations that are not available online. Cleveland Public Library is one of the few libraries in the area who have a comprehensive collection going back to the beginning of the Federal Register in 1936.

## **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**

### State of Ohio Department of Education

- Hosted forum on November 4 at MLK Branch attended by 25 people from 18 organizations in Cleveland and Cuyahoga County to discuss early literacy, kindergarten prep and parent engagement.

### Cleveland Foundation

Submitted final report for Transparency Camp

### Cleveland Foundation

Submitted interim report for Learning Centers grant, which covers after-school tutoring (by CSU and Braxton), College Now student loan program and Read to the Beat programs.

### Kindergarten Club

Submitted receipts to Starting Point for reimbursement of the 2016 Kindergarten Clubs

### Summer Reading Club 2017

Began preparing solicitation materials and identifying sponsors for the 2017 SRC

### Staff United Way Campaign

Assisted with securing donations to be used as prizes

### Letters of Support

- To Gund Foundation for Literary Cleveland
- To Tender Hearts Crusade for their Sankofa reading and learning after school program

Attended Diversity Training for Staff

## **PUBLIC SERVICES**

### **Outreach and Programming**

In the month of November the Library hosted approximately 191 programs ranging student loan debt counseling to seminars on governmental transparency. Also during the month the Library offered 143 pre-school story times to children and parents as well as a special Legal Aid Clinic held Louis Stokes Wing of the Main library. Education services such as GED and ESOL classes,

after-school tutoring, and ACT preparation classes were held at 14 branch locations.

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Art Therapy Studio presented workshops for teens at MLK and E. 131 throughout the months of November. Each workshop series will culminate with an exhibit and opening reception. Opening receptions are scheduled for Thursday, December 15, 5- 7 p.m. at both locations.

The OPS department encumbered \$35,792.46 in support of Library programming in the month of November and generated \$6,500 in income from the rental of library meeting rooms and event space.

## **PARTNERSHIPS**

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### **MEETING ROOMS**

The total number of requests for Main Library in the month of November was 263 with an estimated total attendance of 3,546. The Library's newly renovated Learning Commons on the 2<sup>nd</sup> floor of the Louis Stokes Wing was reserved 83 times and accommodated over 1,000 guests during the month of November. Branch meeting rooms were reserved 411 times with an estimated total attendance of 1,407. Lakeshore auditorium and meeting rooms were reserved 34 times primarily for staff related activities

### **Workforce Opportunity Resource Center (CPL@WORC)**

Director, Felton Thomas and Director of Public Services, John Skrtic worked with the County to create a joint space where CPL and the county can reach out to residents who are interested in finding business resources to help them achieve their goals. The new location is located in the Virgil Brown Building between Superior and Payne Ave. TechCentral also assisted with the opening of the Cuyahoga County *Workforce Opportunity Resource Center* on November 1. Library Assistant, Computer Emphasis, Suzi Perez, provided demonstrations of the Mobile MakerSpace 3D printer as part of the opening.

### **Cleveland Public Poetry**

Literature Department Librarian Evone Jeffries coordinated a poetry event on November 12th with an open mic poetry reading featuring student poets from Cleveland School of the Arts. Six young poets: Diaja Vinson, Kelli Price Ellington; Shaquiel Lynn, Marcus Harvey, Mary Barrett, along with Eva Barrett, CSA Writer-In-Residence, captivated a full house in Brett Hall.

## **National Novel Writing Month**

Literature Department Librarian Evone Jeffries hosted Come Write In meet-ups for National Novel Writing Month. Participants met at the Langston Hughes branch where they were provided space to work on their projects. The writing meetups were held November 5th, 19th & 26th.

## **Intellectual Property: If You Make It, Protect It!**

On November 5th in conjunction with the Cleveland Mini Maker Faire, Government Documents Supervisor Sarah Dobransky and General Research Collections Manager Don Boozer hosted a lively, interactive discussion entitled Intellectual Property: If You Make It, Protect It! attended by a dozen participants. During the program, George Barnum, Agency Historian at the U.S. Government Publishing Office presented an official certificate celebrating the 130 years of service to Ms. Dobransky. CPL's role in serving as a depository of federal government information began in 1886 during President Grover Cleveland's administration.

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## **Adult Education**

Business, Economics & Labor Librarian Susan Mullee instructed the GED students how to search the Statistical Insights database on November 7th. The students answered questions based on several articles in the database which enhanced their reading

comprehension to help them pass their GED Reasoning through Language Arts section. On November 21st, Ms. Mullee instructed the GED students about Google and how to effectively use the search engine. This exercise also honed the students' computer skills which will help them with their computerized GED test.

### **Genealogy @ CPL**

The Center for Local and Global History hosted two Genealogy related programs this month: The Genealogy and Family Research Clinic on November 12th and on November 19th, William G. Krejci, author of *Buried Beneath Cleveland*, discussed finding cemeteries throughout Northeast Ohio.

### **Main Library Book Clubs**

Social Sciences Library Assistant Pete Elwell and General Research Collections Manager Don Boozer coordinated an after-hours program at Flannery's Pub featuring Gretchen Atwood, author of *Lost Champions: Four Men, Two Teams and the Breaking of Pro Football's Color Line* on November 10th. Social Sciences Library Assistant Lakeisha Winstead and Librarian Helena Travka coordinated the Social Sciences Non-Fiction Book Club meeting on November 10th. Map Collection Librarian Tom Edwards led the discussion of Mitchell Duneier's *Ghetto: The Invention of a Place, The History of an Idea*. Literature Department Library Assistant Nick Durda led a Brown-Bag Book club on the book *The Awakening* by Kate Chopin on November 16th and in addition, Mr. Durda led a Graphic Novel Book Club on the book *One Hundred Demons* by Lynda Barry on November 10th. Literature Department Senior Subject Department Librarian Jean Collins and Ohio Center for the Book Scholar-In-Residence Valentino Zullo met with nine patrons on November 17th to talk about *Turning Japanese*, the graphic memoir by Asian American author MariNaomi.

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

During the month of November Main Library Staff members conducted tours for a number of visiting groups including: Students from Marion Seltzer Elementary, students from the Case Western Reserve SAGES program, students from the Warner Girls Leadership Academy and students from Brecksville High School. Fine Arts & Special Collections Manager Pam Eyerdam and the CDPL hosted a program with Educational Service Center of Cuyahoga County on November 2nd. Approximately 70 students from Strongsville High School had a tour of the Shakespeare exhibits, Special Collections and the CDPL. Special Collections Librarian

Ray Rozman introduced the students to the history of the book that started with cuneiform writing (showing actual artifacts in Special Collections), writing on papyrus, the codex, and the development of commercial publishing in the form of chapbooks and the "modern" model of authorship and publishing (using chapbooks written by Charles Dickens).

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### **Youth Services Outreach**

Youth Services Librarian Lan Gao scheduled 4 schools and 2 daycare visits during the month of November and visited Rebecca Donahue visited the Cleveland Children's Academy every Monday and Thursday to conduct Storytime.

### **Collection Development Highlights**

Literature Department Library Assistant Nick Durda finished the processing and development of a finding aid for the Playhouse Square Clipping files from the 1970s. It has been validated and uploaded to OhioLink for public access. In addition, Mr. Durda has been working out at the Lakeshore facility processing the Mike Curtis Superman Collection. Currently, the majority of the comics and paper series is almost processed.

The Kent SLIS graduate student Andrea Mitchell concluded her practicum on November 30th in Special Collections. Her projects included preservation and cataloging enhancements for the Special Collections Juvenile rare book collection which included applying basic preservation of the books, identifying first editions and signed copies for cataloging, making new labels, and writing up a new processing procedure.

CLGH Library Assistant Lisa Sanchez added 1,600 item descriptions to the Photograph collection's Unique Item ID project. The current categorized total for the Unique Item ID project is 11,240.

Youth Services Librarians Lan Gao and Rebecca Donahue collaborated and ordered replacement and new YRead titles for 2017 and Library Assistant Crystal Huggins is working on a stack book project.

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### **Staff Development**

Literature Department Librarian Evone Jeffries attended the NEO-RLS webinar: How to draw attention to your Library's Social Media Posts.

Cleveland Marshall College of Law Library staff hosted ten Cleveland Public Library staff members from Social Sciences; Business, Economics & Labor; Government Documents; Science & Technology; and the Public Administration Library for a program on "Legal Reference & the Unauthorized Practice of Law" on November 18th.

Government Documents Library Assistant Mona Brown attended the online webinar More Government Information Veins from the Hathi Trust Catalog hosted by the Federal Depository Library Program Academy on November 1st.

Literature Department and Ohio Center for the Book Manager Amy Dawson attended the 2016 Ohio Library Council Leadership Conference on November 1st.

PAL Library Assistant David Furies participated in a webinar on November 1st titled "More Government Information from the HathiTrust Catalog" and "Measuring America Series: Accessing International Data" on November 16th.

Youth Services Manager Annisha Jeffries held a monthly Youth Services staff department meeting on November 16th at the Cleveland Museum of Natural History.

Fine Arts & Special Collections staff members Stacie Brisker, Bruce Biddle and Pam Eyerdam attended the session on an



Introduction to Intellectual Property presented by U.S. Patent Representative James Bettinger on November 29th.

Fine Arts & Special Collections Manager Pam Eyerdam attended the annual Chapter meeting of Art Librarians of the Ohio Valley on November 4th at Kent State University.

Special Collections staff members Stacie Brisker, Ray Rozman, Bill Chase, and Pam Eyerdam attended the Cleveland Archival Roundtable presentation held on November 15th at John Carroll University.

## **Branches**

### **District 1**

#### **EASTMAN**

November has been a busy month at Eastman Branch with the end of the year fast approaching. On Wednesday November 2nd Branch Manager Ken Knape had DiSC training with other managers at Lakeshore. On November 3rd Mr. Knape attended Leadership Certification training at Lakeshore, the training was about Employment Law. November 17 Mr. Knape attended Leadership Certification Training at Lakeshore on Conflict Management in the morning. In the afternoon Ken visited Wilber Wright School for Math Night, where he handed out Library promotional items and talked about upcoming library programs and let parents and students know what the library has to offer. GED classes are ongoing at the branch, but ImpACT216 classes that are designed to help students improve their ACT test scores ended on November 11th, and start up again in January after the Holidays.

#### **LORAIN**

November was a month of staff professional development and expanded outreach to youth patrons. Children's Librarian Adela Garcia visited Brightside Academy, began storytimes at Willard Headstart, and led several impromptu games to engage the kids away from the computers. LACE Alea Lytle led two popular MakerLabs. Several staff also attended Diversity & Inclusion and Kids Café training. On November 8, the Branch served as a polling place, where 166 people voted in the national election.

#### **ROCKPORT**

Rockport won a Rolling & Responsive Micro-Grant offered by CNP's Organizers and Allies group in the amount of \$250 for additional Lego supplies for Rockport's "Construction Club". Staff

coordinated 6 in branch youth programs. Youth staff performed 8 external classroom visits and ROC received 2 internal class visits for story time. Healthy meals, courtesy of the Cleveland Food Bank, were served for Kids Café. America Reads Tutoring, courtesy of Cleveland State continues with multiple youth taking advantage of the service daily. ROC started the month with an educational science based program teaching youth how milk reacts to food coloring and dish soap. We ended the month with an African Trade Beads Craft where families made necklaces by rolling colorful paper into beads for themselves or a gift.

#### **WALZ**

The after school snack program continues to be very popular at Walz. On November 8th we held a program for children creating seed and bean mosaics. We continue to have very successful storytimes and school visits.

#### **WEST PARK**

During the month of November young patrons at West Park enjoyed weekly storytimes and meetings of the Construction Club, MakerKit Mania, and a program about Ohio's First People. Thanks to a partnership with Bellaire-Puritas Development Corporation, participants of Fashion Club met twice during November and made embroidered pencil cases, sock snowmen and jingle bell bracelets. Through another partnership with the Cleveland Food Bank, youth received free healthy and nutritious bagged meals on weekdays. The Cleveland Institute of Music's Chamber Music Quartet performed free concerts for patrons of all ages. Library Assistant- Computer Emphasis', Rashad Bell and Katie Power attended Cleveland's Mini Maker Faire at the Main Library on November 5th to promote West Park's new Virtual Reality equipment. People of all ages were transported around the world and beyond while using the Virtual Reality View-Masters in conjunction with the wildlife, space, and destinations experience packs.

#### **District 2**

##### **BROOKLYN**

Brooklyn Branch children's staff continued with school visits to Archwood and Dennison as well as local day care centers. The branch welcomed new page Solimar Gonzalez. Library Assistant Sarah Kolonick, in addition to the regular monthly signage and displays of New Materials, put up a Veterans Day display with books and dvds, plus pertinent informational literature.

## **CARNEGIE WEST**

Carnegie West Scholars, the weekly math and science program for children funded by a CPL innovation grant, is becoming increasingly popular with children and their parents or after-school caregivers. Attendance hit a high of twenty-seven the third week of November, and Urban Community School, the local Catholic grade school, has requested Carnegie West Scholars specifically for their classes. While unable to provide that now, Carnegie West did welcome 125 UCS students throughout the third week of November and provided a literacy and skill building project featuring the tunnel book. Children's librarian Helen Zaluckyj attended Orchard S.T.E.M School's literacy night on November 17th and spoke to over 150 parents about library services. November 5th featured a performance by local baroque ensemble Les Délices; the grand main floor of Carnegie West was the perfect backdrop for a beautiful and uplifting performance. Branch manager Angela Guinther continues her work with the inter-library loan process improvement committee, and attendance at the leadership certification series.

## **FULTON**

November election brought in more than 400 voters. It was nice to meet some people who had never set foot in Fulton Branch before. Our Kids Café continues to be very important to the children that visit us daily. Our America Reads Tutoring Program has really taken off. We had 21 students one day! and now its typical to have double digit numbers visiting our tutors daily.

## **JEFFERSON**

The South & Jefferson Branches welcomed to the neighborhood the residents of the newly renovated Wagner Awning Building. This building was the former home of the Ohio Awning Company and has been renovated into 59 residential units plus commercial space. On November second every resident received a welcome to the neighborhood packet with Cleveland Public Library and Branch specific information regarding programs and services offered. In closing Hispanic Heritage Month the Branch celebrated El Día de los Muertos. Children and teens learned about the celebration that takes place in the Mexican Region of Puebla and decorated sugar skulls with colorful icing, sequins, and feathers. Using their creativity they created many vibrant and unique skulls during this popular yearly program. The Teen Club has become a bi-monthly program. The group has grown to accommodate 20 members. This month they crafted fiction stories as a group using Story Cubes and enjoyed a movie and popcorn afternoon. The meeting room continues to be popular for outside groups, with 59

total people using it so far this month. Many of the staff attended the Diversity and Inclusion Training so far this month.

### **SOUTH**

Amongst the many creative displays that the South Branch Staff has created over the years, this display is one of the most unique displays due to the interactivity it provides. This display features the Original Nintendo Game System and Super Mario display. What makes it unique is patrons can actually play the games and check out the books. Patrons of all ages have stopped by the display and spent some time playing the game. Also featured is a timeline of the technology of the Nintendo Game System as well as the evolution of Mario. The highlight for programming this month was The Day of the Dead Program.

Patrons learned about the celebration and decorated molded sugar skulls with royal icing and sequins. Children and teens are continuing to show interest in learning to play the guitar using guitars provided by the Shark Tank Grant.

### **SOUTH BROOKLYN**

College Now's ACT prep course entitled impACTthe216, TechCentral's weekly computer classes, Club 16 (program in which patrons have to check out 16 items, 16 times within a time limit), Kids' Café (free snack program in partnership with Food Bank) and free produce for patrons from Food Bank. Various staff put up displays: the adult side had Urban Fiction, "Fall Into Romance," Spanish, Voting/Election, Warm Up Cleveland/Knitting books, and Thanksgiving; the children side had Star Wars, Native American Heritage, Science Fair Projects, and A Minion Reasons to be Thankful. Children Librarian Tammy Houghton provided story-time outreach to a daycares/schools, oversaw the Adopt-a-Soldier initiative, and attended the following: Youth Services Meeting at the Natural History Museum, and Kid's Café training. Adult Library Assistant Anna Kaufman Ford had her monthly Book Discussion: *Faceless Killers* by Kurt Wallander, attended the Kid's Café training, and ordered books for Senior Resources' book club.

### **District 3**

#### **GARDEN VALLEY**

Cal Zunt represented the Branch (in the absence of a Children's Librarian) at the Anton Grdina Elementary School community fair. Marla McConnell has begun innovative and exciting projects and information-sharing as Garden Valley's new Wellness Ambassador.

She attended the meeting and has kept staff informed on information and projects shared with the Ambassador group.

#### **HOUGH**

During the month of November, Hough Branch continues to concentrate on fall themed youth programs. Featuring programs includes: Veteran's Day Appreciation, Make your Caramel Apples, and Cornucopia in celebration of Thanksgiving Day. Adults took advantage of the computer class series conducted by TechCentral staff.

#### **MARTIN LUTHER KING JR.**

Lexy Kmiecik attended the Mental Health First aid first training that day. Ms. Kmiecik is lending support to the Sterling Branch in absence of the manager for many days during the month. Cynthia Davis (LA-CE) attended the Mozilla Ambassador training. Mrs. Davis helped to facilitate an information session from the Collaborative Initiative of Human Trafficking; and conducted two books with her Sassy Seniors book club this month: Silent Cry by Dorothy Newton and Homegoing: a novel, by Yaa Gyasi.

#### **STERLING**

The first Tech Tuesday Tech Central sponsored class on 11/1 that LA-CE Bernadette Lemak taught the children of Sterling how to use Sketchbook on Tech Central's iPads.

Saturday 11/5 the Cleveland Institute of Music MARS String Quartet came and held a performance for the patrons. The children especially enjoyed it the audience was around people, mostly children. On Friday, November 4th the kids wrote their names on music notes to prepare for the Cleveland Institute of Music performance and the staff hung them up.

#### **WOODLAND**

Woodland Branch hosted two TechCentral programs: A MakerLab for Music Composition (facilitated by LA-CE, Stacy Brown), and Basic Computer Skills.

#### **District 4**

#### **EAST 131**

Manager Marcie Williams attended the Back to the Book XVII: Who done it? workshop sponsored by the Northeast Ohio Library System. Ms. Williams attended the DiSC assessment training for district 4 managers. LA Computer Emphasis Stephanie Brooks, Branch Clerk Cathy Jennings and Page, Kaleah Merritt attended the Diversity and Inclusion Training. Cheryl Pete and colleagues from Art Therapy Studio provide art classes to our teens on

Tuesdays and Thursdays which will culminate to an Art Show reception that will take place in December. Jeff Corbett presented story times to Bright Start daycare and Kidz Corner daycare. Kids cafe continues to average 30-35 students for after school snacks.

#### **FLEET BRANCH**

Fleet Branch hosted a Job Fair on Tuesday, November 1. The fair featured eight Slavic Village and surrounding area employers. Over seventy-five job seekers attended the fair. Pasha Moncrief-Robinson, Public Services Branch Manager, was selected to attend the Talent NEO Kick-Off Event hosted by Towards Employment. Tracie Forfia and Emily Crompton launched Team STEAM, a program funded by CPL Innovation Grant. Anna Fullmer, LACE, held two Media Monday program for all ages: Smooth Moves and Mario Kart on the Wii. She attended the LACE meeting at Lakeshore and created two displays.

#### **HARVARD-LEE**

The team pulled together to identify items to give towards the Adopt-a-Solider initiative. Youth Librarian Olivia Geaghan identified students who were willing to write to letters to our soldiers. The Crafty Ladies Society of Harvard-Lee gave Mrs. Parks a SURPRISE baby shower at the branch. They supplied food and gifts for Mrs. Parks and staff to enjoy. On November 1, Bianca Jackson attended the United Way Lunch-and-Learn at the Fleet Branch. Mrs. Parks attended the Branch Manager's and Process Improvement Meetings for the month. Kevin Moore, Mrs. Parks, Rhonda Henderson, and Kristen Schmidt attended the Diversity and Inclusion Training provided by L&D.

#### **MOUNT PLEASANT**

During the first week of November Mrs. Carter attended a United Way/ Community Shares Lunch and Learn seminar, Mrs. Scurka attended a D.I.S.C. Library staff training seminar, a United Way/Community Shares meeting, and a NEO-RLS Workshop. During the third week of November Mrs. Scurka helped to provide coverage at the Rockport Branch while they held their Monthly Staff Meeting, Ms. Shawnte Baldwin attended Computer Aid Training session at the Harvard-Lee Branch, and Ms. Kendra Proctor attended a Mental Health First Aid seminar at the Lakeshore Facility. Mt. Pleasant also held a Silent Library Day, a Harry Potter Party, along with the weekly Daycare and School visits.

#### **RICE BRANCH**

In a pilot program with Mobile Services staff, Rice conducted computer classes for seniors at local agencies on

November 14 and 15, 2016. The branch added a new health living class, Qigong on Saturdays with an attendance of over 30 participants. On November 10, Edwin's and Business Volunteer Unlimited held a free public session to a full audience about the importance of service on nonprofit boards. On November 14th the Rice Branch Knitters hosted a baby blanket party for mothers and gave away Baby Basics books, PNC preschool kits, and a handmade blanket to every mom. On November 30, the branch held a lip sync competition for youth with popular songs and included choreography steps too.

#### **UNION BRANCH**

During the month of November, Mr. Gregory Parker celebrated National Maps Day (18 in attendance) and hosted a bullying program with a guest speaker from DVCAC, with 10 in attendance. A total of 10 outreach storytimes have been conducted: 4 by Ms. Minter and 6 from Mr. Gregory Parker. 428 students participated in storytime during the month of November. Kid's Café allowed us to serve over 800 lunches to students. Tutoring started this month at Union Branch, and over 25 students have received tutoring help. In terms of professional development, Ms. Marks and Mrs. McKnight attended Diversity and Inclusion Training. Mrs. McKnight received Mozilla Training in addition to Mental Health Training. Also, Ms. Marks hosted a Regional Media Mentor Training downtown at Main Library with Ms. Maria Estrella. Mr. Parker attended the NEO-RLS Finance Committee meeting and Ms. Minter attended the Youth Services meeting for this month. Lastly, Ms. Marks attended the Union-Miles MyCOM Community meeting for the month of November.

#### **District 5**

##### **ADDISON**

Addison's weekly Monday Morning Grind Series will be on hiatus for the holidays. This program, in partnership with AmeriCorp provides job readiness training and advice for adults. Youth Service staff is preparing for CMSD holiday breaks with fun craft activities, games, and a new tween/teen graphic novels book discussion group. All staff are registered, or have received the Diversity and Inclusion training.

##### **COLLINWOOD**

Staff training, programs, story times, school visits, kid's café, outreach, community meetings and more filled the schedule of the branch this month. We have had four staff members attend the Diversity and Inclusion training. Circulation Clerk, Ms. Patterson reported that she liked the training because, "you got

to interact with other staff members. You got to learn a little about each other being their religious beliefs or cultural background." LACE, Chloe Zarbakhsh has attended one session of the Mozilla Web Literacy training facilitated by Tech Central. The branch offered three Computer Basics classes for far this month. Thanks to LACE, Kristin Galewood for getting our "Fit Board" up and collecting items for the "Adopt-A-Soldier" project. Our youth services staff has been busy creating an Outreach Schedule, class visits are still in full swing and we are adding a kindergarten class to the schedule. Programs include the Cleveland Museum of Art Studio Experience.

#### **GLENVILLE**

The Senior Book Club met and discussed the title "The Woman Who Walked In Sunshine" by Alexander McCall Smith.

#### **LANGSTON HUGHES**

As we head into November the Langston Hughes branch offered a variety of programming: Internet, Computer, and Email Basics; Free tutoring from America Reads; the daily Kids Café; illustrate your own Halloween stories with Characters and Costumes; Super Sleuth Readers for children 3-5 years of age; African American Artists in Cleveland will explore the rich history of these artists through their works; explore how to mix colors with Mix It Up; Draw art illustrating the city during Drawing the City; Learn how to draw leafless trees with grey skies during Bare Trees and Dark Skies. Phase one of the rain garden project has been completed by the City of Cleveland.

#### **MEMORIAL NOTTINGHAM**

For the month of November the branch hosted the Friends of the Cleveland Public Library Book Sale on Thursday and Friday, November 3 and 4. Legal Aid at the Library was able to serve dozens of patrons at the branch on Saturday, November 5. Manager, Kevin Ray and Children's Librarian, Libby Hampton attended the NEO-RLS weeding workshop at Twinsburg Library on Wednesday, November 16. Library Assistant, Marvin Benton attended the Youth Services meeting at the Natural History Museum.

#### **TechCentral**

##### **Cleveland Mini Maker Faire**

The fourth annual Cleveland Mini Maker Faire was held on November 5. TechCentral partnered with the Great Lakes Science Center again this year to offer a hands-on 'Fab Lab' offering



during the Faire. Additionally, TechCentral offered three programs throughout the day; *PaperCraft 3D Modeling*, *Robotic Spirographs*, and *Paracord Survival Band Making*.

### **Mozilla Web Literacy Training**

The first of three training cohort series for Mozilla Web Literacy Ambassadors was held on November 7<sup>th</sup> and November 14<sup>th</sup>. A total of 19 staff members from branches were training on the Mozilla Web Literacy Curriculum. TechCentral Manager, CJ Lynce, led the trainings, assisted by Library Assistants, Computer Emphasis, Paolo Balboa and Karen Kelly Grasso.

### **Community Engagement: Visits and Outreach**

TechCentral Manager, CJ Lynce, attended the NASA Glenn Research Facility's *Agency Mission Day* on November 1 and gave a presentation on Cleveland Public Library's TechCentral MakerSpace initiative.

TechCentral Coordinator, Forrest Lykins, attended a ConnectED event at the Cleveland Metropolitan Housing Authority Main Officer on November 9.

A group of 16 students and teachers from a local High School visited on the TechCentral MakerSpace on November 18.

Mr. Lynce attended a meeting of the NEO STREAM Community Day event Sub-committee, hosted by the Office of Congresswoman Marcia L. Fudge, on November 29.

### **Computer Classes, MakerLabs, and One-on-One Sessions**

The following are the statistics for Computer Class and MakerLab programs for November 2016:

	Branches	Main	Total
Number of Computer Classes	35	13	<b>48</b>
Attendance in Computer Classes	81	50	<b>131</b>
Cancelled Computer Classes (in-advance, no registrations)	5	0	<b>5</b>
No-Show Computer Classes	3	8	<b>11</b>
Cancelled Computer Classes Due to Weather	0	0	<b>0</b>

	Branches	Main	Total
Number of MakerLabs	9	3	12
Attendance at MakerLabs	107	7	114
Cancelled MakerLabs (in-advance, no registrations)	0	0	0
No-Show MakerLabs	0	0	0
Cancelled MakerLabs Due to Branch conflict	1	0	1

## **Cleveland Digital Public Library**

### **Learning Commons**

Cleveland Digital Public Library regularly hosts classes of various sorts. During November we regularly hosted CPL Fit Yoga and had an Intellectual Property Rights class and a European Patent class on November 28. The renovations at the Lewis Stokes Wing on the second floor have created a new classroom space. TechCentral and International Services classes, which used to run classes in our learning space, are using the new learning space near OPS. We remain in the process of developing new curricular offerings that are:

- derived from the digital gallery,
- developed with departments and branches at CPL, and
- coordinated with external partners.

### **Maker Faire**

Cleveland Digital Public Library staff hosted papermaking and paper marbling during Maker Faire on November 5. They made or marbled an estimated 100 pieces of paper.

### **Shakespeare Exhibits**

The "FirstFolio!" Exhibit closed in August. The "Wonder of Shakespeare" remains on display, "Making and Faking Shakespeare" remains up in the J.G. White Gallery, and "Digital Shakespeare" remains on display in the Digital Hub. We still have a Fourth Folio borrowed from the University of Akron on display in Brett Hall. We continue to have attendance at showings of *Shakespeare the Animated Tales* (Tuesdays and Thursdays at 12:30 and 5) and visitors who take occasional tours (as scheduled by OPS) of the Shakespeare exhibits.

### **Magic Box**

Cleveland Digital Public Library has placed the Magic Box exhibit case on display in Brett Hall. The case contains both physical and digital materials relating to Shakespeare. The software was updated on 11/29 by vendors from CCS DocWorks.

### **Videography and Photography**

Library Assistant Catherine Young did the following projects: Miniature Books (video), Paper Making (video), Paper Marbling (video), Ultra Mini Bookmaking (video), Photos for youth services, Photo for Digital Story Time Workshop, Winterfest (video), and Winterfest (photos).

### **Scanning Assistance**

Cleveland Digital Public Library staff assisted with over 19 reservations and drop in sessions of two hours (or more) in length. There was scanning of both large personal and library collections in the Digital Hub. Patrons used the Epson 11000XL flatbed, ATIZ book scanner, and I2S oversized flatbed scanner to accomplish their projects for personal and publication use.

### **Public Services Statistics**

*Patron Visits:* Between November 1 and November 28 the Cleveland Digital Public Library had 550 visitors.

*KIC Scanners:* There were 141 KIC Scanner sessions resulting in 2095 images/2696MB or 2.6 GB of scan volume.

*Digital Gallery:* From October 29-November 28, Google Analytics (GA) reports 4366 sessions for 3246 users and 18981 page views. Of the 4366 sessions, 816 (19%) were mobile sessions, and 448 (10%) were tablet sessions. According to **GA**, this month our user base still skews toward males, our users are still 54% Male and 46% female. According to **GA**, our age breakdown skews towards youth. And apparently **GA** thinks we have no users who are under 18. The age numbers are: 18-24 is 27.50%, 25-34 is 33.50%, 35-44 is 15.50%, 45-54 is 12.50%, 55-64 is 5.50%, and over 65 is 5.50%. According to **GA**, the bulk of our users have English set as their language preference; however, we have numbers of Spanish, French, Italian, and Dutch speaking users. Additionally, **GA** user statistics related to location indicate that we have users from the US, United Kingdom, Canada, Italy, Saudi Arabia, Spain, France, Australia, the Netherlands, and Germany. Finally **GA** shows that we have a diverse group of referrals to ContentDM from a variety of sources. Google search is the most common point of entry into our Digital Gallery at 35.55%, with direct access at 18.16%. Referrals from our library

website account for another 20.5%. We have 3.44% of our referrals from the library at CSU, which is a great sign for our collaborative link with Cleveland State. Yahoo, Bing, and Ancestry are all at levels that should be higher (around 1.5%), and we get no significant links in from Wikipedia. Our numbers are also higher than last month for social media; however, we are engaged with Facebook in social media, with a 4.12% referral rate.

### **Outreach**

Cleveland Digital Public Library staff worked with Special Collections to give detailed tours of Special Collections, Shakespeare, and the Digital Library to 100 Strongsville High School students November 2.

Cleveland Digital Public Library staff met with staff from Shaker Heights Public Library to discuss a scanning project November 17.

Digital Library Strategist Chatham Ewing is meeting with staff at the Euclid Public Library to discuss preservation of their collections and possible digitization projects November 30.

### **Library Staff Does Digitization**

Cleveland Digital Public Library staff has scanned 146 items (2,443 scans), post processed 65 items (2,433 files), and uploaded 57 items (149 compiled files) into the Digital Gallery.

### **Preservation**

Preservation staff did the following: Book treatments: 11 simple, 53 complex, Enclosures: 19, Labels printed: 40, Books received: 51, Books returned: 57. Preservation staff has continued disassembly and repair on the American edition of Boydell's Shakespeare Gallery.

### **Environmental Monitoring**

Working with buildings including Mr. Murdock and Property Management Supervisor Oliver Reyes, Dr. Ewing has identified 22 placements around Main and LSW for PEM II environmental monitoring devices. We have continued taking readings for the monitoring program. We have identified an additional five placements at the Lakeshore facility and will soon be monitoring there as well. We are regularly collecting and uploading data into E-Climate Notebook for sharing and analysis.

### **Shakespeare Exhibits**

Dr. Ewing has successfully negotiated to extend the exhibit on loan from Lake County Historical Society through March 31, 2017. He is working with University of Akron to extend the loan of the Fourth Folio through March 31, 2017.

Dr. Ewing and Page Ned Fratus have been using ARTEN devices to monitor light, temperature and humidity levels in Brett Hall, and the John G. White Gallery where rare materials have been installed. These readings are being recorded and maintained for future reference.

### **Metadata Revision**

ClevDPL staff members are further through the process of implementing our plan for revising and updating records from the Digital Gallery in order to make our metadata ready for inclusion in DPLA. Over the past month we have again re-reviewed and revised over 21147 records, and have established them as ready for upload into DPLA. Three members of the digitization staff have been focused on this project during November. Dr. Ewing will be working with vendors to enhance and improve subject and name authority within the digital gallery in the next few months.

### **Digital Preservation**

Our Duraspace instance has been upgraded to Enterprise. We will begin investigating using the Duraspace API to better manage our digital gallery. We are readying to shut down the old digital gallery storage server.

### **ArchiveIt**

Our ArchiveIt subscription has been renewed, at low cost, for next year. We continue to monitor and capture Cleveland sites related to government, politics, libraries, and culture.

### **OLBPD**

For November 2016, OLBPD circulated 43,149 books and magazines directly to patrons. OLBPD registered 147 new readers to the service. The November BARD statistics were not available at the time this report was due.

The National Library Service (NLS) has invited Ohio to help them evaluate text-to-speech (TTS) titles to determine whether they should be added to the national collection. Adding TTS titles is one of the future initiatives announced by NLS in 2016. NLS is in a position to acquire from publishers electronic text (eText)

of many titles now offered in print. Combining this text with TTS software, patrons could then access and read a title not selected by NLS for recording by human voice. Ohio joins Pittsburgh, Washington, and Tennessee regional libraries participating in this project. OLBPD will be recruiting thirty patrons who will listen to TTS book produced by NLS, and then participate in phone interviews with NLS staff describing their experiences listening to TTS titles. NLS plans to begin this project in the early spring season of 2017.

OLBPD made plans to host its annual Family Fun and Learning Day in 2017 in Cleveland at the Library for the Blind and Lakeshore Facility on Tuesday, July 11th. OLBPD will be working to schedule our keynote speaker and plan the day's programs.

The National Federation of the Blind of Ohio hosted their annual conference in Independence on November 11<sup>th</sup>-13<sup>th</sup>. OLBPD Library Assistant Ken Redd spoke during their general session, and provided a report and updates on OLBPD library services.

The NLS television public service announcement (PSA) "That All May Read" was aired 14,389 times in 53 markets nationwide by 137 stations. TV Access reports that the PSA has been seen in the following markets in Ohio: Cleveland-Akron (Canton); Columbus; Lima; Steubenville; and Zanesville.

The OLBPD adult book club met on November 18<sup>th</sup> to discuss "Truly Madly Guilty" by Liane Moriarty.

### **TECHNICAL SERVICES**

Director of Technical Services Patricia Lowrey worked closely with Acquisitions Manager Sandy Jelar Elwell, Collection Manager Pam Matthews, and Acquisitions Coordinator Alicia Naab to oversee the end-of-year spending of the Library Materials funds. They met several times during the month to decide which funds needed spending to speed up or slow down so that the money would be spent by the end of the year but not before the year was over.

Ms. Lowrey worked with David Reynolds from Marketing and Communications to implement EBSCO Flipster digital magazine service. Flipster replaces the OverDrive Nook digital periodicals service which is ending for most titles in early December. Ms. Lowrey met with the Stock Room Analysis Committee to finalize the Report developed by Carol Hubler, Procurement

and Contract Coordinator. Ms. Lowrey and several of the Technical Services Managers met with Jim Benson, Marlene Pelyhes, and John Pas from the IT Department to discuss a number of projects.

**Collection Management:** Collection Management staff selected 1,614 titles, 12,790 copies, and spent \$243,294 in November. Seventy-one telescopes of materials were relocated.

Pam Matthews attended the annual Ohio Library Council Leadership Conference, developing programs for 2017, and two more sessions of Leadership training. Laura Mommers attended Diversity and Inclusion Training and helped with book selection in the absence of a Juvenile and Young Adult selector. She also distributed the Holiday movie and music flyers that she worked with Midwest Tapes to produce.

Eric Hanshaw attended the monthly system-wide United Way/Community Shares committee meeting and also helped to solicit gift cards to be given as prizes for people who pledged donations to these organizations. He also attended a webinar introducing Flipster, the Library's new e-magazine platform. Mr. Hanshaw and Ms. Mommers both attended a webinar on selecting Juvenile and Young Adult materials hosted by Ingram, one of the Library's main book vendors.

**High Demand:** The High Demand Department staff ordered 1,450 titles and 12,117 items. They added 1,060 titles and 15,026 items, and paid 670 invoices valued at \$193,693.83.

The High Demand Manager worked with Ingram to change the mass market paperbacks from being stamped with the branch name to simply *Cleveland Public Library*. The month and year will continue to be stamped on the top edge, to help the branches with weeding. This will accomplish the same purpose of property-stamping the item, and eliminate staff and managerial time in asking for compensation for items stamped incorrectly.

Dale Dickerson, High Demand Librarian, Summer Salem, Technical Services Associate, and Mya Warner, Technical Services Senior Clerk, attended the Diversity Training. Rosalyn Easley, Technical Services Associate, had trouble with her PC twice this month and Summer Salem, Technical Services Associate, helped out by loading her purchase orders into Sirsi so they could be sent to the vendor.

**Shelf/Shipping:** On November 2<sup>nd</sup> James Clardy attended start of the Personal Financial Management training course provided by

the library. This is a four part course that carries into 2017. Darryl Pless and Sunil Gookool completed Diversity Training.

The staff of the Lake Shore Shelf/Shipping Department sent 82 items to the Main Library for requests and 101 items to fill holds. Main Library received 286 telescopes, the Branches received 769 telescopes, CLEVNET received 82 telescopes, CASE received 6 telescopes CSU received 7 telescopes and Tri-C received 5 telescopes. A total of 1,155 telescopes were shipped out. The Technicians sent out 773 items of foreign language material and in total 16,858 new items were sent to the Acquisitions and High Demand Departments.

**Acquisitions:** Sandy Jelar Elwell, Acquisitions Manager, and Alicia Naab, Acquisitions Coordinator, met several times with Patricia Lowrey, Director of Technical Services to learn about the processes for OverDrive eMedia selection and ordering. Ms. Naab attended the NOTSL Fall 2016 Meeting entitled "What Can I Do With That? Tech Services Tools Round-Up." Staff in the Acquisitions Department participated in the Diversity and Inclusion training session at the Lake Shore facility.

The Acquisitions Department ordered a total of 5,119 titles and 11,200 items (including periodical subscriptions and serial standing orders); received 14,820 items, 1,490 periodicals, and 231 serials; added 522 periodical items, 108 serial items, 231 paperbacks, and 2,146 comics; and processed a total of 1,831 invoices.

**Materials Processing:** The Associates cataloged 1,468 new titles for the Cleveland Public Library and added 1,424 records for the CLEVNET libraries. The Associates and Sr. Clerks added 5,036 items. The Technicians worked on 24,453 items.

When preparing one of the boilers for winter, a cracked pipe was discovered when it began leaking a large amount of water in the department. Materials Processing staff with help from some staff from High Demand and Acquisitions managed to move most of the new materials out of the way before they were damaged. Only about a dozen books were water damaged and had to be replaced.

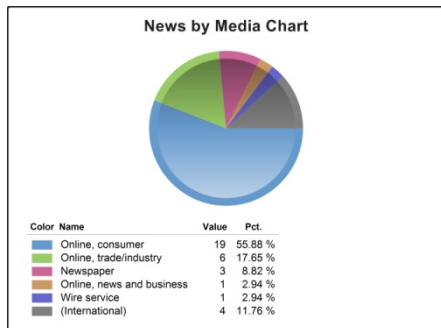
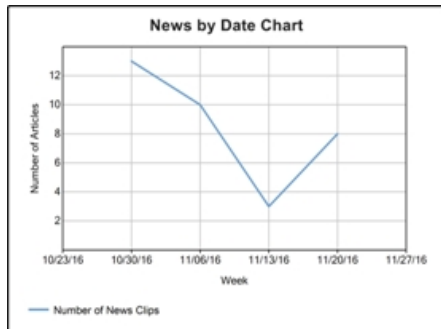
YoLanda Lawler and Christon Hicks attended Personal Financial Management training. Marisol Adorno-Cruz, Marsha Draeger, Brenda McIntyre, Maria Russell, Dennis Workman and Elizabeth Hegstrom attended Diversity and Inclusion training. Ms. Hegstrom met with the Associates and Senior Clerks to update them on libraries joining CLEVNET.



**Catalog:** Catalog Manager Andrea Johnson worked with Jim Benson from IT/CLEVNET Department to change a setting for the CLEVNET webform loads that should reduce duplicate records added to the catalog. Staff cataloged 2,926 titles, including 240 books in 14 different languages, and added 3,540 items for Cleveland Public Library.

Librarian Barbara Satow attended the Ohio Library Council's Leadership Conference on November 1 in Columbus, Ohio. Ms. Satow also attended a program for the Neighborhood Leadership Institute's Youth Leadership Cleveland at Main Library on November 29<sup>th</sup>. Ms. Satow is one of two presenters to offer insight on self-publishing to the group in preparation for their upcoming anthology. As a Northern Ohio Technical Services Librarians (NOTSL) Executive Board member, Senior Librarian Regina Houseman assisted with the planning and logistics of the 2016 Fall program "What can I do with that? Tech Services Tools Roundup" on November 21, 2016. Ms. Houseman and Librarian Amei Hu attended the NOTSL program. Ms. Johnson and Librarian Celia Halkovich attended Diversity and Inclusion training.

**MARKETING & COMMUNICATIONS**



Media coverage for the month of November included 37 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$40,032.99. In November, the online media outlets that featured CPL events and programs received 17,117,913 unique visitors. No singular story about CPL dominated the news in November, but most had to do with CPL as a destination experience. Online Consumer accounted for most of the media articles.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 1,031 times on average per day, with an average of 158 clicks to the website per day resulting in a 15% click-through rate for the month. *Libraries Cleveland OH* was the most clicked-through phrase. No special ads were run on cleveland.com.

## Social Media

The political upheaval in the country is currently drowning out most non-political messaging on social media, with the exception of sports.

### *Twitter*

Total Tweets: 86

Tweet impressions: 101K

Profile visits: 4,376

Mentions: 193

New followers: 65

Top media Tweet earned 7,660 impressions

Our team is back home! @chipublib, We'll show you what a real home-field advantage looks like. @Indians . #RallyTogether #WorldSeries pic.twitter.com/mDHvjsjOTz

Top Tweet earned 7,936 impressions

We're so proud of our @Indians! Win or lose, they showed the world we #RallyTogether. Congrats to @chipublib and @Cubs. pic.twitter.com/4hmmCbuS87

Top mention earned 605 engagements

@Cubs comin' back for you, Cleveland. With a Schwarber, an Arrieta and a city of fans who want. it. bad. @Cleveland\_PL game on. #FlyTheW pic.twitter.com/JnvtYXVT8x

### *Facebook*

73 Net Likes (8,651 Total)

2,214 Avg Daily Post Reach (the number of people CPL posts were served to.)

3,627 Avg Total Reach (the number of people who were served any activity from CPL's Page including CPL posts, posts to CPL's Page by other people, Page like ads, mentions and check-ins)

## Graphics

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

## PROPERTY MANAGEMENT

### PAINTERS

- Collinwood- scrape, mud, sand and paint around windows, primed and painted stalls in men's public restroom.
- East 131 Branch- scrape, mud, sand, prime and paint around windows also primed and painted stalls in men's public restroom.
- Carnegie West- sand, primed and painted back hall, painted both map rooms and painted foyer of elevator entrance.
- Mt. Pleasant- painted foyer, back hall and public area where shelving was moved.
- Lorain - repaired bottom of wall at entrance off ramp, painted and put corner guards up.
- Painters, Carpenters and Mechanics also delivered snow blowers and picked up lawn equipment.

### CARPENTERS

- LSW- removed two cylinders to have rekeyed and installed with extra keys. Cut hole for engineers to install new toilet. Removed old banners from LSW and hung new banners. Repaired 3<sup>rd</sup> floor staffroom door.
- Lakeshore- filled potholes, also picked up old sit down plows to take to scrap yard also took Toro sit down plow to shop to be repaired.
- Collinwood - repaired front door lock.
- Woodland- cleaned up construction debris in back of building someone illegal dumped.
- Lorain- cleaned up debris and removed fences due to hit and run accident.
- Old South- cut grass
- WestPark- removed excess dirt, level ground and replace patio bricks in garden also tuck point brick by book drop.

### AUTO MECHANIC

- Finished repairing snow blowers.
- Cut grass at Old South
- Repaired tail light on car #3
- Serviced vehicles #20,#21,#8,#7,#16,#28,#23.
- Repaired low tires on car #9.

- Jump started car #1 and put in new battery and serviced billygoat.
- Had tires repaired on Director Deputy Director's car.
- Took car #23 in for tire repair.

#### MAINTENANCE MECHANICS

- Brooklyn- Continued with outside entrance light installation.
- Eastman- Replaced defective T-5 ballasts on the main floor.
- LSW- Repaired 4<sup>th</sup> floor staff room sink.
- Rockport- Continued with outside air damper motor installation.
- Brooklyn- Repaired drinking fountain.
- Lakeshore- Refilled cooling tower and restarted main chiller because of unseasonably warm temperatures.
- Hough- Repaired women's public restroom sink.
- Lakeshore/Woodland- Forklift training.
- LSW- Installed replacement toilet/ Lower level women's public restroom.
- LSW- Pre-filter change for AHU's 1,2,3&4.
- East/West Branches- Time change for lighting and mechanical equipment clocks, tested emergency and exit lights.
- LSW/Main- Set back clocks and changed batteries in both downtown buildings.
- Lorain- Installed replacement exit sign above front entrance.
- Lorain- Replaced leaking safety relief valves and air vents on both boilers.
- Main- Worked with Siemens on tracing lighting circuits for Brett Hall dimmers.
- Sterling- Replaced bad bearings and pulleys on airhandler.
- Lakeshore- Serviced dehumidifier and airhandler in basement Liebert room.
- Union- Winterize/install condenser intake cover for main airhandler.
- Main- Checked/serviced air compressor by Graphics dept.
- LSW- Replaced bad TEC's (VAV controllers) in staff workroom and meeting room areas on the 2<sup>nd</sup> floor.
- Lakeshore- Worked with D.B. Johnsen (Boiler contractors) on the inspection and preventive maintenance of the main boilers.
- Lakeshore- Worked with Conkey (Pipe fitters) on replacing old and leaking sections of drain pipes above Technical services.
- Lakeshore- Drained main chiller condenser and cooling tower (Seasonal shutdown).

- Fleet/Hough/MLK- (Outside Lighting) Replaced bad bulbs, ballasts and light fixtures with rented man lift.
- Mt. Pleasant- Replaced bad ballasts on fixtures in the main floor.
- LSW- Replaced bad bulbs and ballasts in Tech Central.
- Garden Valley- Serviced RTU, replaced belts and filters.
- LSW- Checked/serviced drive-up window heater.
- Lakeshore- Replaced bad control transformer on shipping area RTU, removed burnt conductors and rewired.
- Lakeshore- Worked with Siemens on mechanical equipment control issues. Double checked outside air dampers, made sure blades are closing when economizer mode is off.
- Main- Installed/checked portable electric heater in shelf division.
- LSW/Main- Switched downtown buildings over to heating mode, isolated Cleveland Thermal chilled water valves, checked and switched on boilers.
- LSW- Switched Automation/server room Lieberts over to Dry Cooler system for the season.
- Glenville- Replaced bearing assemblies on both circulating pumps for the boilers/heating system.
- Lakeshore- Continued draining AHU chilled water coils and charging them with glycol (winterizing).
- MLK- Replaced bad bulbs and ballasts on 2<sup>nd</sup> floor light fixtures and outside lights for CircleFest.

## **SAFETY & PROTECTIVE SERVICES**

### **SAFETY SERVICES**

- Robin Wood has a camera monitor that allows her to view all downtown cameras and CJ Lynce has a monitor that allows him to view all cameras inside of Tech Central.
- SPS Officer's Lodge and Patterson are on administrative leave pending discharge for unprofessional conduct.
- I am working with Sherrill Marino in an effort to put together more A.L.I.C.E. training for staff.

## PROTECTIVE SERVICES

### Activity

Month	Total Dispatch Activities	Ave per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
<b>Nov 2016</b>	3404	155	52	113	568	116	74	40
<b>Oct 2016</b>	4127	165	73	118	707	148	81	49
<b>Sept 2016</b>	4074	163	76	136	604	119	69	63
<b>Aug 2016</b>	4866	175	98	170	784	132	70	117
<b>July 2016</b>	4141	155	87	77	697	105	75	46
<b>June 2016</b>	4307	163	82	50	652	120	70	76
<b>May 2016</b>	4694	196	59	143	713	124	90	68
<b>April 2016</b>	4822	161	125	143	845	162	117	68
<b>March 2016</b>	5424	200	129	76	893	156	104	82
<b>Feb 2016</b>	4856	202	89	101	776	184	116	115
<b>Jan 2016</b>	4613	177	133	54	637	152	126	63
<b>Dec 2015</b>	4351	189	113	39	627	154	60	37
<b>Nov 2015</b>	4252	185	136	127	754	129	78	58

### Special Attention, Special Events, and Significant Incidents

- 11/3, SPS was dispatched to the Brooklyn branch in response to a fire alarm at the branch. It's reported that a juvenile pulled it exiting the branch. The parent was advised that it was an accident. CFD responded and cleared it as an accidental pull. System reset and patrons were cleared to reenter the branch.
- 11/4, the Royce security guard at Fulton reported to lead worker a lice infestation problem in regards to a previous incident that occurred where a family was put out for 7 days for lice. District manager stated they were not allowed back in until the lice issue has been addressed.
- 11/4, the SPS officer at Rice branch witnessed a verbal altercation between two black females by the fax machine, that was escalating into a fight. SPS intervened and deescalated the situation. The patrons were escorted out of the branch and went their separate ways.
- 11/7, at Lorain branch staff noticed a brick was thrown through the window. SPS reviewed video but the suspects through the brick from out of camera view.
- 11/7, at Hough branch a juvenile was heard yelling in the parking lot and the SPS officer went outside to

investigate. A juvenile in the parking lot stated he was shot by a friend with a BB gun who ran from the area. The victim left the property and didn't want any assistance.

- 11/8, a male patron entered East 131 branch and confronted a teenage male patron about jumping on the trunk of his vehicle. The adult became loud and threatening so he was asked to leave by the SPS officer. The adult called CPD once outside the branch but departed before they arrived.
- 11/10, a 20 year old male patron was horse playing with his girlfriend when he was told to stop by a staff member. The male used profane language towards the staff member and when he was asked to leave he would not so SPS was contacted. SPS officers arrived and expelled the male.
- 11/12, a male patron caused a disturbance inside of Langston Hughes branch. The male walked around the branch trying to instigate fights with other patrons and when he was told by a staff member he needed to leave he pushed computer monitors and desk items off the circulation desk. The male stated he would come back to kill the staff member so CPD and SPS were called. CPD and SPS were on scene when the male was spotted approaching the branch from across the street. CPD officers went to make contact with the male and after refusing several requests to remove his hand from his pocket, officers grabbed the male and searched him. A loaded gun was found on the male and he was arrested and transported to jail.
- 11/17, a Tech Central staff member felt someone touch her inappropriately and notified the SPS officer posted there. SPS officers stopped a male patron matching the description before he exited LSW. The staff member confirmed SPS had the right person and he was given expulsion papers.
- 11/23, a group of regularly disruptive female juvenile patrons entered the Collinwood branch with approximately 10 additional children. They walked to the rear corner of the Library where they started punching another juvenile female. Staff was already on the phone with 911 reporting the juveniles trespassing before the fight started.
- 11/26, at Garden Valley branch a fight started in the vestibule area between a group of ladies. Guards and staff were able to separate the aggressors from the victim. Once inside the aggressors left and staff asked the victim to stay behind and wait for CPD. The victim refused and left stating she had a warrant for her arrest.

#### Protective and Fire Systems

- I will be providing Carol Hubler with the names of other fire protection system repair companies to receive competitive bids.

#### Contract Security

- SPS management now receives security reports and daily activity log information electronically from Royce guards.

#### Administration

- A second interview with an SPS supervisor applicant has been scheduled with the Deputy Director, Dawntae Jackson, and I.
- Dawntae Jackson and I have created an entirely new set of questions for SPS supervisor and part time officer interviews with the purpose of finding the highest quality candidates.

#### **INFORMATION TECHNOLOGY & CLEVNET**

The CLEVNET Directors Panel held their final meeting of the year on November 30, 2016, at the Medina Library of the Medina County District Library. This was the first meeting of the group without the leadership of Virginia Sharp March who recently left Perry Public Library to become the Director of Onslow County Public Library in Jacksonville, NC. This was also the first meeting for two new representatives of the Panel: Stephanie Buchanan, Director of Bellevue Public Library, who replaced Beth Leibengood of Clyde Public Library; and Katie Ringenbach, Director of Burton Public Library, who replaced Virginia Sharp March.

Topping the agenda was choosing a new Chair for the Directors Panel. James Tolbert, Director of Milan-Berlin Public Library, volunteered to take on the responsibility. Director Tolbert has been a member of the Directors Panel since 2015. He will serve a two-year term.

Timothy Diamond, CPL's Chief Knowledge Officer, updated the group on the key action steps in the Strategic Plan. Consultants from GFOA (Government Finance Officers Association) have reviewed and analyzed CLEVNET's current pricing formula, conducted interviews of CLEVNET members and members of similar consortia, researched leading best practices, and are currently developing price sharing model recommendations. The Pricing Model Review Group will review GFOA's recommendations before



bringing them to the Directors Panel. After review by the Directors Panel, the recommendations will be shared with the entire CLEVNET membership for input and discussion. Nancy Levin, Director of Cleveland Heights-University Heights Public Library expressed concerns with how the current pricing model treats tablets and laptops the same as workstations; as a result, libraries are not purchasing equipment needed for training and classes.

Mr. Diamond also reported that the Bylaws Ad Hoc Committee headed by Julianne Bedel, Director of Barberton Public Library, continues to work on a revision of CLEVNET's bylaws, but progress has been slow. The Directors Panel would like to review the first draft to see how they might expedite the work.

As stated at the most recent quarterly CLEVNET meeting, Mr. Diamond spoke of the need to think strategically about three priorities: new members, the future of CLEVNET's data center, and the core services provided by CLEVNET staff.

Geauga County Public Library (GCPL) is on schedule to become a fully participating CLEVNET member in February 2017. Geauga County has two library systems; the other, Burton Public Library, has been a CLEVNET member since 2005.

No sooner will GCPL be on board than it will be time for IT/CLEVNET staff to dive into the work of bringing Rocky River Public Library (RRPL) into CLEVNET. RRPL is scheduled to go live in May 2017. CPL's Board approved the plan at their regular meeting on November 17, 2016.

Director Levin and Carole Kowell, Director of Medina County District Library, volunteered to draft a set of recommendations regarding the standardization of circulation policies throughout CLEVNET.

Special Interest Group assignments were made. Director Ringenbach was assigned the Technical Services & Acquisitions SIG. Director Buchanan will be the liaison to the Training SIG. The Panel voted to discontinue the Public Services SIG for lack of purpose; Director Kowell will be responsible instead for the CLEVNET Online Resources Committee (CORC).

The next Directors Panel meeting will be held on Wednesday, March 22, 2017, at 10:00 AM at Burton Public Library. The next quarterly meeting of the CLEVNET Directors will be held on Friday, January 27, 2017, at 9:30 AM at Euclid Public Library.

### CPL Projects

- Latest Sirsi Workflows Client installed to all CPL Staff PCs.

### CLEVNET Projects

- The last Domain Controller for "NTCPLMAIN" (NT 4.0) was retired and removed from the network to remove the security risk.
- Comprise/SAM 8.x was retired—all Sam clients are now version 10.
- Added new wireless access points at North Ridgeville and Medina Main.
- Upgraded all of the wireless access points at Lakeshore and Main.