

## **DIRECTOR'S REPORT**

December 21, 2017

### **CELEBRATING A GLOBAL PERSPECTIVE**

International Languages staff planned and conducted a total of 33 programs and outreach events in November reaching 348 patrons. Senior Librarian Caroline Han oversaw partnerships with the Confucius Institute, Jubilee Academy and Global Ambassador Learning Academy. Librarian Victoria Kabo focused multi-generation efforts serving both children and seniors interested in preserving their Russian language skills with two programs at Memorial-Nottingham Branch.

#### **South**

The month of November began with the closing of the last Hispanic Heritage event. The celebration of El Día de los Muertos is a tradition at the South Branch, which is now on its ninth year. The patrons learned all about "The Day of the Dead," and decorated traditional sugar skulls with icing, feathers, sequins, and much more. The Youth Staff read books that taught them the traditional customs celebrated during this traditional Mexican celebration. The Branch also had a number of different displays celebrating fall as well as Native Americans, which was enhanced by a kit from the Natural History Museum.

### **FORMING COMMUNITIES OF LEARNING**

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

On November 4th the library hosted its 5th annual Mini Maker Faire. In an effort to accommodate a growing interest in maker themed programming, the Faire was expanded to include 2 additional days of programming that catered specifically to student groups from area schools. On November 3rd, students from the University School, a private boys school in Shaker Heights attending a half-day seminar and equipment demonstration facilitated by Deborah Hajzak, Library Assistant, Outreach & Programming Services and C.J. Lynce, Manager, TechCentral.

On November 4th from 10 AM - 6 PM over 60 makers (e.g. engineers, artists, scientists, crafters etc.) demonstrated their skills and inventions with approximately 3000 attendees. Activities included workshops on soldering circuits, game developing, and robotics.

With the need for additional space that could accommodate larger outdoor installations, the Library closed off Rockwell between East 6th and East 3rd and East 6th Street in between Superior and Rockwell.

On Rockwell NASA Glen Research Center's, Journey to Tomorrow travelling exhibit, a 75-foot trailer that featured a genuine moon rock artifact returned to Earth by the crew of the Apollo 17 lunar landing mission, photographs of NASA Glenn Research Center's early years as well as interactive exhibits that demonstrated the science behind space travel; what it's like to live and work in space; and how the planets orbit the sun. Current NASA missions were also on display such as advanced aeronautics research and their efforts to send future human explorers to the moon and to Mars.

Also on Rockwell, local resident Michael Smith demonstrated his self-made trebuchet by launching pumpkins and water balloons in street. Smith also explained how trebuchets work and their uses as siege machines during medieval times.

On East 6th Street the Heavy Meta Collective, a group of makers from Toronto, Canada who range from high school students, professional metalworkers and marine engineers displayed their

30 foot-long mobile metal fire-breathing dragon. The dragon is made of hand-cut, hand-welded sheet metal panels that are applied to modified school bus.

Some of the more noteworthy indoor demonstrations and workshops are as follows:

Tesla Orchestra, a group of makers from Case Western University demonstrated their symphony of Tesla coils in the Louis Stokes Wing Auditorium. The coils are three-foot bolts of artificial lighting that are modulated to generate musical notes. An individual coil can play one or two notes; the orchestra is comprised of four coils that together can play complex harmonies. Throughout the day Tesla Orchestra a selection of songs, and for their final performance they performed John Williams' Star Wars theme while Kody Green's (see below) R2D2 robot moved about the stage.

Hathaway Brown Science Research & Engineering Program students (in partnership with NASA) displayed their work, and shared information about robotics, Raspberry Pi, Arduino, and augmented reality.

The Cleveland Museum of Natural History's ornithology collections manager Courtney Brennan prepared new research specimens from salvaged birds from the Cleveland area. Following the event the specimens will be housed at the museum to further their research on birds in the region.

Kody Green a 17 year old cancer survivor with an interest in Star Wars Droids and Robotics demonstrated his homemade robotic R2D2, BB-8, and Mouse Droid.

Ron Dear and Kevin Pospichel of Zero Point Makers displayed various projects that involved laser cutting, homemade PCBs, RGB LEDs, arduinos, guitar pedals, and night lights controlled by Wi-Fi and cellular networks.

### **Designing the Great Lakes Exposition of 1936-37**

The Special Collections Department partnered with the Western Reserve Architectural Historians to host a presentation for over 70 patrons on the Great Lakes Exhibitions on November 18th. Kent State Professor Steven Rugare shared details surrounding the design of the facility which was located on the shores of Lake Erie from the Cleveland Stadium up to East 20th. The fair featured the Billy Rose Aquacade, a water show featuring swimmers. In addition, Special Collections staff curated a tabletop exhibit featuring books, programs, souvenir programs, sheet music, and memorabilia about the Great Lakes Exposition of 1936-37. Cleveland Public Library is the sole owner of several books including Great Lakes Exposition: General Conditions and Rules and Regulations for Concessionaires (1936) and Your Garden and Home: Official Guide Book Edition: Horticultural Exhibit, Great Lakes Exposition (1936).

### **Exhibits, Tours and Displays**

#### ***Superman: From Cleveland to Krypton an Exhibit -***

Main Library staff members conducted tours and coordinated visits during the month of November for the following groups: 550 Cleveland Municipal School District students visiting the Superman Exhibit, 15 students from Mexico, 15 students from Lincoln West High School, 7 members of the Society of Baseball Researchers, a group from Cleveland School of Architecture and Design at John Hay, and members of the Baseball Heritage Museum. Science and Technology Senior Librarian Jim Bettinger taught a patent searching class to fifteen Case Western Reserve University faculty, staff, and third year law students on November 13th.

Mr. Bettinger showcased material from the US Patent and Trademark Office website and expertise gained from his Patent and Trademark Resource Center fellowship training.

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

- Staff assisted a teacher from the Cleveland Metropolitan School District with acquiring a Plain Dealer story on The Olympias, a Greek ship replica that was built and sailed in 1990.
- A ten-year-old patron has been working on genealogical research on his family. Staff instructed him on how to use the Cleveland Necrology File, microfilm readers, the Plain Dealer Historical database, and death certificates
- Staff helped a patron find information about Reverend Maurice Joblin, author of Cleveland Past and Present, and it's Representative Men.
- Staff helped a patron find information about Oliver B. Butler and his death during World War II. By using the Local History section of the department, they found Mr. Butler's name listed in "Roll of Honor Cleveland War Memorial Fountain" (Call number F492.C64X).
- Staff assisted an out of state researcher find articles in the Plain Dealer about Cleveland Indians baseball player Jonah Goldman.
- Staff assisted with a patron request for images of chess players from Frank Leslie's Illustrated Newspaper dated October 31 1857.
- The Cleveland Metroparks was looking for 1880s newspaper articles on Washington Park in Newburgh Hts.
- Staff assisted a chess researcher looking for information on Mexican chess champion Jose Torres from the early 20th century. Staff found a photograph of Torres from the American Chess Bulletin, 1926 and the British Chess Magazine.
- Staff assisted a patron with a research request from Yellowstone National Park pertaining to a fleet of vehicles sold the park system from the Cleveland White Motor Company

from the 1920's. Staff found some articles from the journal The Albatross.

- The World Chess Hall of Fame requested images of women chess players for an exhibit.
- Staff assisted a graduate student from Kent State University to use the Rubaiyat collection for research.
- A professor from Cleveland State University is studying the architectural records from the Robert C. Gaede Papers collection.
- A professor from Bowdoin College in Maine inquired about the text by Charles Chesnutt entitled The Marrow of Tradition [1901] proof pages. These are hand-corrected proof pages in Special Collections.
- Scans from the Jacobus Cessolis chess manuscripts were sent to an Italian chess researcher.
- Staff assisted a patron who requested to confirm if the collection had blueprint drawings for a home in Cleveland Hts. that was part of the B.R. Deming lot and possibly a Howell & Thomas designed home.
- A student from the University of Cincinnati came in to do research with the Puskas miniature book collection; non-traditional book bindings, early illustrated medical books and books on magic for a class.
- A researcher from Humboldt University in Berlin, Germany, visited the Social Sciences Department to view and scan a rare item about housing for industrial workers.
- A researcher from the University of Sydney in Australia visited the Social Sciences' Sports Research Center to view materials related to Cleveland Municipal Stadium.
- A patent lawyer looking for the history of a socket wrench visited The Science and Technology Department. Staff were able to supply The Who, What, Where, and When of Ohio Toolmakers and Their Tools and American Wrench Makers 1830-1930.

- A patron requested a Science and Technology reference book from off-site storage entitled Terrain Analysis: A Guide to Site Selection Using Aerial Photographic Interpretation by Douglas S. Way (1973) for a class.
- Staff assisted with a request for an interlibrary for The European Porcelain Tobacco Pipe: Illustrated History for Collectors (2014). Cleveland Public Library is one of only 8 libraries worldwide to own this volume.
- Staff assisted patrons who were looking for schematics for old radios, specifically a 1942 Philco and a 1939 True Tone.
- Staff assisted the City Archives with a search for an original photograph of Mayor Jane Campbell.

## **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**

Awarded grant from the **Cleveland Foundation** for \$165,000 to support after school programming at branches including Homework Help (tutoring), arts programming, a creative writing club and to pilot a new math corps (tutoring) program.

Continued work toward the opening of the **Best Buy Teen Tech Center**, including posting the Tech Center Supervisor job description, discussing the equipment list for the space and continuing to gather construction budget estimates.

Representatives from Best Buy came to Rockport Branch on Nov. 16 to review plans for the space and to facilitate a new partnership with a local company, Regency Technologies, who can assist with volunteering and mentoring as well as a career path opportunities.

Discussed new programming ideas around puppet theater, senior citizens and a partnership with Dance Cleveland.

Attended Annual Meeting of the Legal Aid Society of Cleveland.

Submitted final report to Mozilla Foundation for the Web Literacy for Library Staff project. CPL will continue work on this project through the spring of 2018.

Letter of support sent to Kent State University for their proposal to the National Science Foundation for Engaging Families of English Language Learners in STEM Education symposium.

Completed training on Exposure to Bloodborne Pathogens.

Completed training on Hazard Communications.

## **PUBLIC SERVICES**

### **Programs and Services**

In the month of November the Library hosted approximately 182 programs and 31 story times at neighborhood branches and Main library. Education services such as GED and ESOL classes, after-school tutoring, and ACT preparation classes were held at 14 branch locations and Main Library. The library's after-school food program occurred Monday-Friday at 28 locations with 6 branches taking advantage of the Greater Cleveland FoodBank's produce program. As a part of the library's ongoing partnership with College Now Greater Cleveland, daily ACT preparation courses are offered in the Learning Commons of the Louis Stokes Wing. Attendance for this program averages 23 students from the city of Cleveland and inner ring suburbs.

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### **Services to Children**

In the first week of November Club Create, the library's 32-week creative writing program moved from the Rice Branch to its new location, Martin Luther King Jr., Branch. On the first day at its new location 15 CMSD students surveyed various styles of poetry with the program facilitator Mrs. Weizer, of Lake Erie Ink.

The Big Read, a community-wide read sponsored by the National Endowment for the Humanities and the Center for Arts-Inspired Learning, concluded this month. Creative writing, upcycling/maker, and graphic novel workshops based on the book Station Eleven by Emily St. John Mandel, were hosted for youth patrons at Walz, Rice, MLK, and Rockport Branches. CPL collaborated with CAL, Lake Erie Ink, and Literary Cleveland to offer these programs.

### **Services to Adults**

The Diversity Dialogue conversation series also concluded at Fleet Branch on November 14<sup>th</sup>. Twelve participants (including community leaders and Fleet Branch manager, Mrs. Pasha Moncrief-

Robinson) discussed program proposals that could celebrate the neighborhood's diversity and support literacy for all-ages.

The Outreach & Programming Services department formalized the ASPIRE Greater Cleveland partnership with Cuyahoga County Public Library. The two organizations agreed to work together to provide CPL spaces and statistical reporting for adult education and ESOL classes.

**Speaking for League Park and the House of Baseball Symposium**  
Social Sciences Library Assistant Pete Elwell coordinated the November 9<sup>th</sup> symposium which was produced by the Baseball Heritage Museum and included a "baseball-centric tour" of the library and departments, a presentation on baseball research titled, *League Park in Images*, and an interview with the pioneering baseball history researcher Dorothy Seymour Mills.

**Photographic Record: Through the Lens of Cleveland Masters**  
Located in the Photograph Collection the program, *Photographic Record: Through the Lens of Cleveland Masters*, focused on notable photographers who documented Cleveland in unique and groundbreaking ways. Thirty-four patrons attend the event on November 18<sup>th</sup> which was coordinated by Center for Local and Global History Library Assistant Adam Jaenke.

**National Novel Writing Month**  
Literature Department Librarian Evone Jeffries hosted meet-ups for National Novel Writing Month on November 2<sup>nd</sup>. Library Assistant Lisa Quinn helped organized the programs which were held at CPL East 131<sup>st</sup> Street Branch on November 2<sup>nd</sup>, 9<sup>th</sup>, 16<sup>th</sup>, and 30<sup>th</sup>.

**National History Day**  
Cleveland Public Library hosted a Library Research Day for the National History Day competition on November 18<sup>th</sup>. Thirty students from area schools participated in the event hosted by the Center for Local and Global History Manager Olivia Hoge. National History Day activities included a presentation on using the library catalog, a presentation on using data bases, and a presentation on government documents.

**Designing the Great Lakes Exposition of 1936-37**  
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Erie from the Cleveland Stadium up to East 20<sup>th</sup>. The fair featured the *Billy Rose Aquacade*, a water show featuring swimmers. In addition, Special Collections staff curated a tabletop exhibit featuring books, programs, souvenir programs, sheet music, and memorabilia about the *Great Lakes Exposition of 1936-37*. Cleveland Public Library is the sole owner of several books including *Great Lakes Exposition: General Conditions and Rules and Regulations for Concessionaires* (1936) and *Your Garden and Home: Official Guide Book Edition: Horticultural Exhibit, Great Lakes Exposition* (1936).

### **Wikipedian Support Group**

General Research Collections Manager Don Boozer hosted a meeting of the CPL Wikipedian Support Group in the CDPL on November 16<sup>th</sup>. The group continues to update Wikipedia articles with links to the digital resources available in the library's Digital Gallery and to contribute to articles of significance to the library and northeast Ohio in general. Currently, around 17% of all traffic to Cleveland Public Library's Digital Gallery are from Wikipedia, up 1% from last month.

### **Knitting at PAL**

Popular Library Manager Sarah Flinn and Public Administration Library Assistant Monica Musser hosted two knitting classes for City Hall employees. The participants have been knitting baby blanket squares which are being sewn together for donations. The group will have 5 blankets to donate in December.

### **Main Library Book Clubs**

Local and Global History Department Manager Olivia Hoge hosted a Brown Bag Book Discussion on *The Hello Girls: America's First Women Soldiers* by Elizabeth Cobbs on November 20<sup>th</sup>. Social Sciences Library Assistant Lakeisha Winstead and Librarian Helena Travka hosted the Social Sciences Non-Fiction book club on November 9<sup>th</sup> to discuss *The Silencing: How the Left Is Killing Free Speech* by Kirsten Powers. Kristen Schmidt, Branch Manager of the East 131<sup>st</sup> Street Branch, was the guest moderator for the discussion and Literature Department Library Assistant Nick Durda hosted the *Get Graphic!* book club with Jean Collins on November 2<sup>nd</sup> on the title *Baddawi* by Leila Abdelrazaq.

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

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Researchers, a group from Cleveland School of Architecture and Design at John Hay, and members of the Baseball Heritage Museum. Science and Technology Senior Librarian Jim Bettinger taught a patent searching class to fifteen Case Western Reserve University faculty, staff, and third year law students on November 13<sup>th</sup>.

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### **International Languages Programming**

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### **Main Library Blogs and Social Media**

A November blog about the *Cleveland Roll of Honor* was posted to commemorate Veterans Day. The *Roll of Honor* is 4 large volumes sectioned alphabetically that lists Clevelanders who served in various branches of the military during WWII. The volumes were donated to the Library in 1942 by Louis Seltzer, Editor of the Cleveland Press.

Literature Librarian Evone Jeffries posted three articles and 24 biographies for the Ohio Authors page during the month of November. Ms. Jeffries also monitors the Ohio Center for the Book Facebook page and makes posts promoting programs, events and topics of interest regarding libraries, poets/poetry, literacy/reading and books. Over 20 posts were submitted. Ms. Jeffries also added stories to the blog, including a posting about staff picks.

### **Main Library Displays**

Fine Arts Staff members created several displays including a book display created by Library Assistant Mark Fox Morgan for Maker Faire which consisted of "how to" books related to art and music and Music Librarian Andy Kaplan and Mark Fox Morgan organized a book display of Native American music and artists for *Native American Heritage Month*.

Social Sciences Senior Librarian Mark Moore prepared two book displays during the month of November. One included materials

written by Russ Schneider, the well-known Cleveland sportswriter who passed away in late October and the other included materials featuring League Park to complement the *Speaking for League Park and the House of Baseball* symposium on November 9<sup>th</sup>.

Literature Department Library Assistant Nick Durda created a table display of *Justice League* and *The Punisher* graphic novels for the recent release of the movie and TV series and all staff members of the Literature Department and Ohio Center for the Book contributed to the department wide *Staff Picks* display in the Brett Hall Lending Department.

### **Main Library Outreach**

Special Collections Librarian Ray Rozman and Cleveland Digital Public Library Manager Chatham Ewing presented on the Civil War at Shaker Heights High School on November 6<sup>th</sup>. They displayed primary resources of the Civil War and talked about the importance of such items. The students used the experience to complete a project for a grade as part of their curriculum. The items were also digitized so the students can refer to the primary resource.

Fine Arts Librarian Bruce Biddle continues to stock the Superior and East 14<sup>th</sup> Little Free Library several times per week and Fine Arts Librarian Andy Kaplan conducted a library instruction class for 12 students from Case Western Reserve University. Mr. Kaplan featured the music score collection in Fine Arts and the Eyman Dance music collection in Special Collections.

Government Documents Supervisor Sarah Dobransky presented *Using Government Documents to enhance your National History Day Search* at the fall meeting of GODORT on November 3<sup>rd</sup>. Ms. Dobransky is the Program Chair/President-Elect of the Ohio GODORT for 2017-18 and will be serving as President for 2018-19.

General Research Collections Manager Don Boozer participated in the Second Annual Cuyahoga Metropolitan Housing Authority's Annual Mini Health Fair for its employees on November 3<sup>rd</sup>. Mr. Boozer spoke with 150 attendees about the library's health and wellness materials and authoritative health-related databases, and other reliable online resources.

Business, Economics and Labor Library Assistant Joseph Parnell's Superman memorabilia exhibit at the Cuyahoga County Maple Heights Regional Branch closed on November 20<sup>th</sup>. The library stated that "their patrons really enjoyed the display, and some plan on visiting the Superman Exhibit at Main Library as a result."

Senior Literature Librarian Jean Collins finalized and distributed the bookmarks for Cleveland Play House's latest production of *A Christmas Story*, on stage November 24<sup>th</sup> through December 23<sup>rd</sup>. Ms. Collins mounted an exhibit on *A Christmas Story* including the leg lamp featured in the film.

Popular Library Assistant April Lancaster visited the satellite collection at Case Western Reserve University to weed the collection and add new titles.

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

### **Collection Development**

The staff of the Center for Local and Global History conducted several collection development projects. Photograph Collection Librarian Brian Meggitt processed about 100 portrait photographs from the files of the *Cleveland Plain Dealer*, continued work on the Charles S. Hackett Collection of 13,868 images, completed the arrangement for the years 1959-1963, and arranged and dated about half of the undated photographs in the Collection. Library Assistant Lisa Sanchez added more than 300 item descriptions to the Photograph Collection's Unique Item ID project and has now completed categorizations for all the images in the Subject Cleveland Collection including the quartos and folio sized images. Map Librarian Tom Edwards sent the G.M. Hopkins Plat Book of Cleveland, OH, Vol. 3, 1950, to the Cleveland Digital Public Library to be digitized and sent 250 folded maps to Catalog to be itemized for easier circulation.

The Heights Chamber Ensemble donated a music score to Fine Arts and a local patron donated a 1938 copy of *The Rubaiyat of Omar Khayyam: Rendered into English Verse by Edward Fitzgerald First and Last Versions; [illustrated by Hamzeh Abd-Ullah Kar]* which was published by the World Publishing Company in Cleveland.

A *Deed of Gift* was signed for the donation of a second painting created by Moses Pearl and donated by his son entitled *Monumental Glyphics*. It depicts elements of the *Soldiers & Sailors Monument* on Public Square.

The Government Documents Department is working with the Cleveland Digital Public Library to become an official Preservation Partner with the Government Publishing Office and Federal Depository Library Program. Government Documents Supervisor Sarah Dobransky and Cleveland Digital Public Library

Coordinator Rachel Senese have identified a World War II collection from the United States War Department to be scanned and made available to the public through the Digital Gallery and the Catalog of U.S. Government Publications. This is a unique opportunity for Cleveland Public Library to become the first public library to partner with Government Publishing Office as a preservation steward. All other partnering libraries are either academic or state libraries.

Youth Services Senior Librarian Lan Gao and Subject Department Children's Librarian Rebecca Donahue began compiling books for the Enticing Titles for Teens and Youth Services Manager Annisha Jeffries and Senior Librarian Lan Gao continue to compile books for the 2017 Celebrate with Books sections: Babies and Toddlers.

Fine Arts & Special Collections Manager met with the Schweinfurth Committee on November 17<sup>th</sup>. The Committee selected architectural trade catalogs and books from rare book dealers and discussed issues of collection development.

Special Collections Librarian Ray Rozman retrieved the Larry Evans Chess collection from Lake Shore that was purchased from a private collector. Larry Evans was a chess master who is known to have trained with Bobby Fischer for the infamous 1971 match against Boris Spassky. The family of Charles K. Rath who donated a dozen or so chess sets in 1991 to the collection made a visit from Indiana in November. We were able to give them a copy of the chess catalog entitled *Enchanted Chessman: A World of Fantasy* that were on display in 1996 that featured some of Mr. Rath's chess sets.

Social Sciences Senior Librarian Mark Moore prepared and uploaded an OhioLINK EAD Finding Aid for the Chuck Heaton archive which was donated to the library by his wife. Mr. Moore continues to process the collection for inclusion in the Sports Research Center.

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### **Other Library News**

Special Collections and the John G. White Collection were acknowledged in the two publications: an article by Ohio State University PhD student Pietro Shakarian entitled *Russia's Relations with the Kurds: Origins and Current Events in Historical Perspective*; 2017 publication of the 2017 book entitled *American Libraries 1730-1950* acknowledged the Cleveland Public Library and the John G. White Collection on pages 187-189.

Fine Arts & Special Collections Manager Pam Eyerdam prepared a short essay about the contributions of John G. White to the City of Cleveland in the upcoming publication entitled *A Sustainable City: The Soul of Cleveland* edited by Nina Freedlander Gibans (to be published later in 2018).

The Seed Library is officially closed for the season. A representative from the Cleveland Seed Bank asked Science and Technology Department Librarian Rose Mary Hoge (who coordinates the program for Cleveland Public Library) to return all remaining seeds to the Cleveland Seed Bank. A fresh "crop" will be arriving in the spring, most likely around March.

An article in the November 15<sup>th</sup> issue of the *Wall Street Journal* by James R. Hagerty entitled *Google, Shmoogle; Reference Librarians Are Busier than Ever* included mention of Cleveland Public Library. General Research Collections Manager Don Boozer had spoken with Mr. Hagerty in late October and this mention was the result.

Assistant Director of Public Services Robin Wood was invited by the City of Philadelphia to serve as an interview/oral exam panel member for an internal recruitment for Administrative Librarians at the Free Library of Philadelphia on November 21<sup>st</sup> and November 22<sup>nd</sup>.

Local and Global History Department Library Assistant Adam Jaenke is working on a digital photography course that is part of a larger program in conjunction with Cleveland Museum of Art. He will teach two classes, the first being in January in a distance-learning format.

Staff from across main library completed a series of entries of names of individuals who immigrated to the United States and made a notable impact for the FRONT Art Project.

The cable show called *The Dead Files* used the Special Collections Reading Room to film a segment on November 17<sup>th</sup>.

## **BRANCHES**

### **DISTRICT 1**

**Eastman** - Branch Manager Ken Knappe attended the Board Meeting of the Westown Community Development Corporation at Cafe Rome on November 6<sup>th</sup>. The Board discussed the Westown end of the year financial statement and various community projects that have been completed during the year. The Board also discussed the annual Christmas party called the Winter Frolic being held at Halloran Skating Park on December 8<sup>th</sup>. This will be the 8<sup>th</sup> year that Westown has sponsored this community event.

**Lorain** - The Lorain Branch partnered with The Big Read and Literary Cleveland to host an adult book discussion of Station Eleven, creative writing workshops, and a culminating panel discussion as part of Lit Cleveland's Between the Lines series. On November 15<sup>th</sup>, Towards Employment held an information session for thirty adult patrons at the branch in order to prepare them for employment at MetroHealth. The Upcycle Parts Shop visited the branch on November 9th and helped over ten children create vinyl flowers using recycled materials as part of the Liven Up Lorain initiative. The branch also partnered with the Greater Cleveland Food Bank to provide twenty-five healthy, nutritious bagged meals to children after school.

**Rockport** - Rockport started the month with a special creative writing/graphic novel workshop. Patrons of all ages wrote graphic prose and learned to draw in the Manga style. The month was full with Chess Club, Lego Club, Wii gaming, and K'Nex. In between all of the programming 3 classes came to Rockport for story time and tours. Youth staff performed outreach at 11 area schools and daycare's. Healthy meals, courtesy of the Cleveland Food Bank, were served for Kids Café. America Reads Tutoring, courtesy of Cleveland State University started with multiple youth daily taking advantage of the service.

**Walz** - Walz hosted a series of mini maker labs which was well received especially among the Tweens. Peter completed a week of shadowing in Youth services. Outreach and class visits suffered some due to number of school closings but Walz did team up with a charter school to hold a family day at the library.

**West Park** - During the month of November patrons at West Park enjoyed weekly story times, open VR and PS4 play, Little Bits workshops, drop-in crafts, and a program about Ohio's First Peoples. Library Assistant - Computer Emphasis Katie Power staffed Cleveland's Mini Maker Faire at the Main Library. Manager Michael Dalby attended the Lakewood Area Collaborative Leadership Team meeting. Outreach continued at area schools as well as Gunning's Rose Center for Aging Well's book club.

## **DISTRICT 2**

**Brooklyn** - Branch Manager Ron Antonucci interviewed for a Clerk position at the .Children's Librarian Laura McShane participated in weekly True2U Mentoring and training Sessions at Denison Elementary School. Numerous class visits at the branch from Denison, and Little Bit of Loving Care DayCare Center. The

meeting room stayed busy and included a group from Case Western Reserve Nursing School.

**Carnegie West** - A special education class from Orchard S.T.E.M. School (CMSD) visited for the first time this November. The teachers were so pleased with the experience and atmosphere that they scheduled a return visit for the following week. The three smaller meeting rooms have become increasingly popular with individuals and organizations; Map Room was used by a patron to study for the GRE, and the Rookwood Room was used by ASPIRE for English classes, Project Learn for adult tutoring, CPL's Dublin Committee, a state-led school improvement diagnostic review team and two writing groups in just the first few weeks of November. The 3D printer was a hit with staff; the computer aides and branch clerks have embraced it, and will be able to fully assist patrons with their creations once it becomes available for public use.

**Fulton** - Fulton Branch experienced the wrap up of the branch's fifth fall season of Mean Green Science Machine. CWRU continues to thrill and educate the children with the Mean Green Machine; the children loved the lasers, the lamb brains and the robots! The branch meeting room has a continuation of the English as a Second Language class, in which many refugees seem to be coming to our city and the classes to learn English.

**Jefferson** - The Jefferson Branch once again celebrated El Día de los Muertos; patrons of all ages decorated their own traditional sugar skull with icing, sequins and feathers. This popular annual tradition kept twenty-two children enthralled for two whole hours! Anime Club is back with a bang; an average of fifteen tweens met every Friday to watch, play, and discuss all things Anime. The Branch celebrated Thanksgiving by making a giant handprint turkey, and doing Native American inspired crafts. Staff has begun planning and decorating for the Jolly Storytime Trolley program coming up in December, and more than 150 people have already registered to participate at Jefferson Branch. Adults participated in the monthly Tremont Think and Drink book club and were treated to a visit by local author Laurel Salupo. Calise Allen and Kathy Aboursehal were welcomed to the Staff as the new Branch Pages; both new staff members were regular Library patrons before they became Library employees.

**South** - The month of November began with the closing of the last Hispanic Heritage event. The celebration of El Día de los Muertos is a tradition at the South Branch, which is now on its

ninth year. The patrons learned all about "The Day of the Dead," and decorated traditional sugar skulls with icing, feathers, sequins, and much more. The Youth Staff read books that taught them the traditional customs celebrated during this traditional Mexican celebration. The Branch also had a number of different displays celebrating fall as well as Native Americans, which was enhanced by a kit from the Natural History Museum.

**South Brooklyn** - Old Brooklyn CDC/Dollar Bank held a home buyer's seminar, and MetroHealth held a job information session in the meeting room. Children Librarian Tammy Houghton provided outreach to Mary Queen of Peace (40 youth) and William C. Bryant Pre-K (20 youth); attended the Youth Services Meeting to present Adaptive Storytime Support with Joslyn Blackwell from OLBPD, NEO workshop pertaining to adaptive storytime; hosted SBN Toshokan (anime club), SBN Gamer's Guild with over 30 youth, Turke Craft, and SBN Family Game Night, and young adult book club: *The Hate U* by Angie Thomas. Adult Library Assistant Anna Kaufman Ford had her monthly book club, which discussed J. D. Vance's *Hillbilly Elegy*, and worked with off-site Senior Resources Book Club. LACE Cheryl Williamson attended Organizing Files Training offered by TechCentral.

### **DISTRICT 3**

**Garden Valley** - Harvest Day Care also visited the branch for story time. Mr. Burks' storytime themed was Thanksgiving. He allowed each child to share why they were so thankful for during the program. Marla McConnell (Branch Clerk) worked on a special magazine project.

Kevin Ray began his new position as the Assistant Branch Manager of the Garden Valley Branch on October 25, 2017. During the one-on-one meeting, Mr. Ray, stated that he will like to work on developing branch relationships with the Garden Valley Branch neighborhood partners as well as reconnect with the Detention Center.

**Hough** - The highlight at Hough during the month of November was the mobile MakerSpace held weekly for all ages. There were 30 people in attendance. Children's Librarian Manisha Spivey started a weekly teen club that has been successful and much needed. She is taking the time to give the teens a safe place to learn and grow along with light refreshments. Library Assistant-Youth Emphasis Joanna Rivera held a Caramel Apple Making program for the fall season that the youth enjoyed, as well as learning about different types of apples. Ms. Rivera visited the Juvenile Justice center to drop off materials and interact with the youth

at the center. Branch Manager Lexy Kmiecik taught two BookEnds classes: Customer Service and Circulation. She has continued to improve and enhance the circulation module after the pilot in preparation for Public Services staff.

**Martin Luther King, Jr.** - November was a month of continued outreach, special branch programming, collection maintenance activities, and planning for targeted events for branch patrons. In addition, staff continued with various training, internal and external along with usual branch activities and services. Outreach to community partner PNC Fairfax Connection continued for their weekly Building Blocks program along with outreach to Daycare for Future Scholars on Carnegie Avenue with story times being done by Mr. Roberts

**Sterling** - Sterling's youth programs continue to be popular. Andrea Csia (Children's Librarian) presented the Sweet Readings Program which provides individual reading sessions with children. At the end of each session participants may choose a sweet treat or gift book. Difranco Barnes (LACE) continued his popular Tech Tuesday series with children ages 8-12. Using the large screen TV and Sterling Learning Center laptops the young students learned to import and format pictures in Word documents.

**Woodland** - Whitney Johnson (LAYE) continues to work on developing the branch relationship and connecting with the Dike school of the Arts. Ms. Johnson facilitated a Cycle-Up afterschool program, where children created their own DIY Mason jar aquariums complete with glitter, sea shells and aqua plants. Ayesha Drake El (Children's Librarian), hosted the Picture Book Day Program, with Special guest and local author, Mrs. LaDosha Wright. She read her picture book entitled, "Curly Hair Adventures". Ms. Drake El also visited the Beech Brook Family Drop-In Center to provide information about the services and materials the Woodland Branch offers the community as well as inform families of the upcoming system wide Jolly Storytime Trolley Program scheduled for on Thursday, December 7, 2017.

#### **DISTRICT 4**

**East 131<sup>st</sup>** - The branch had an exciting, eventful month. Deputy Director Cindy Lombardo and Director of Public Services John Skrtic visited our location after the Branch Managers' meeting. Approximately 60 children attended a Thanksgiving activity hosted by Kelli Minter, Children's Librarian and Rosa Simone, Library Assistant--Youth Emphasis where everyone enjoyed

how to make a holiday dessert. Also during this month, teens were celebrated in a red-carpet, art show finale (with the help of OPS) for Ms. Cheryl's Art Therapy Studio sessions. Lisa Quinn, LACE and Karie Felder, Branch Clerk worked with a twelve children on card making for the Adopt-A-Soldier donation campaign. Marketing and Communications, along with Catherine Young created a video that featured our very own Lisa Quinn and the East 131<sup>st</sup> St. Branch.

**Fleet** - Fleet Branch hosted a variety of programs this month. Fleet Branch partnered with the Diversity Center of Northeast Ohio to host a program about diversity in branch programming. Community partners and faithful patrons shared many ideas that will enhance adult programming at Fleet. Ms. Forfia and Ms. Fullmer, Fleet's Youth Services team, hosted a Wonder movie celebration program where children discussed bullying and how to counteract act bullying with kindness and the "choosekind movement." A Wonder movie display that featured the book "Wonder" and books about bullying and promoting kindness accompanied the program. Ms. Spivey and Mrs. Robinson started a Movie Night program for families to enjoy free movies and light refreshments at the library this winter season. Mrs. Robinson created a National Sleep Month display that featured materials about the benefits of sleep. Ms. Fullmer created an interactive display where patrons can write things they are thankful for.

**Mount Pleasant** - During the month of November, the Mt. Pleasant Branch hosted an Under the Sea program in which children learned about what goes on in the great waters of America. MTP held a Thanksgiving Rock Art program where the children painted rocks to decorate their tables at home for the holiday. The last day for the America Reads Tutors was Tuesday, November 21, 2017. Mrs. Scurka was interviewed by Kenneth Redd from the OLBPH Dept. Mr. Redd is in Library School and did a project on The Day in the Life of a Librarian.

**Harvard-Lee** - The Harvard-Lee team continues to press forward in the absence of a manager. Club Create continues to be a successful program with a regular group of 8 children in attendance weekly. The youth have made costumes and have written a plays to display their progression. Mr. Moore and Olivia Geaghan visited Adlai Stevenson School on November 9<sup>th</sup> to show a class of third grade students how to use our databases for youth. JFK faculty and students visited the Harvard-Lee branch for instruction on databases, college prep and scholarship information. A total of four classes have visited the branch

thus far, to the credit of the Youth team building effective relationships.

**Rice** - November was a month of transition for the staff at the Rice Branch, as we began life without a Branch Manager. Many thanks to Mrs. Parks, who assisted staff with scheduling and call-offs; Ms. Schmidt, who represented the staff at the monthly Network Night gathering. The Meeting Room and Learning Center were once again used extensively throughout the month, holding several meetings from Voter Education, to Youth Civic Engineers, to the Keeping It Together Street Club, to the Shaker Alliance. The branch also hosted its long-standing programs such as Knitting, Poetic Power, Meditation, Line Dancing, Yoga, and Qi Gong.

**Union** - On November 4<sup>th</sup>, The Legal Aid Society of Cleveland offered free legal advice to the community on a first come first serve basis. Over forty people came to the branch seeking legal advice. Children's Librarian Tamara Steward and LA Youth Emphasis Gregory Parker provided outreach story times to Oakfield, CEOCG, Katai Daycares. Three Kindergarten classes from E-Prep Woodland Hills visited the Union Branch for story time sessions with the Youth Staff. On November 8<sup>th</sup>, Manager Marcie Williams attended TRU2U Mentor training in preparation for the second in-school session. Ms. Williams presented the second in-school session to 8<sup>th</sup> graders at Nathan Hale on Thursday, November 16<sup>th</sup>. This session focused on narrowing down possible career choices to help prepare the students to choose which high school to attend for the next school year.

## **DISTRICT 5**

**Addison** - Property Management continues to place repairs on the branch heating system. Champion Fire Equipment conducted a service check for our fire extinguishers. ASPIRE Greater Cleveland; *Barbara Watson* conducted a three day orientation session for new clients interested in taking part in the adult education classes. OMJ, Employment Specialist, *Maria Ramos* has been absent due to illness. New Ward 7 Councilperson, *Basheer Jones*, sent his warm regards to Addison Branch for its service to the community.

**Collinwood** - The branch experienced the relocation of LACE, Kristin Galewood to the Eastman Branch and congratulated LACE, Geneva Gibbs on her success in finding a full time position externally. Collinwood Branch continues our partnership with CMA. The CCYA (Collinwood Community Youth Academy) will have



art work posted from Collinwood New Tech Academy students in our Learning Center. Manager, Ms. Peak attended several community and civic events this month and has engaged several new community partners in the use of the Learning Center.

**Glenville** - This month the branch hosted a Metrohealth representative here to discuss their Dawn Program which talked about the use of opioids and Narcan. They were given a kit with the Narcan. On November 20<sup>th</sup>, the branch hosted a pre-Thanksgiving meal and program for families in the neighborhood. On November 29<sup>th</sup>, representatives from the Cleveland Rape Crisis Center will be in attendance to talk to parents about how to talk to their children about sexual abuse. Branch Manager Sharon Jefferson volunteered for the Issue 60. Glenville hosted the Senior Forum book club and received books for the next several months.

**Langston Hughes** - This month the branch hosted CMA in your Neighborhood, (Cleveland Museum of Art) who continues to offer various neighborhood programs about art, crafts and sculpture to the branch. The Langston Hughes chess club meets every Tuesday and Thursday. Our YS staff visited Mary Bethune on November 1<sup>st</sup> and 8<sup>th</sup> and starting next month our YS staff will visit Citizen's Academy every other Friday.

**Memorial Nottingham** - The branch has continued their community outreach by visiting local schools and daycare centers in their service area for fun-filled story times. In addition to the regularly scheduled after school tutoring and Kid's Café, the branch hosted a Thanksgiving party for patrons. As part of our mission to be a good community partner, the branch has participated in the "Adopt a Soldier" program by providing many needed items for our soldiers stationed around the world. Memorial-Nottingham continues to press forward in the absence of a manager.

### **TechCentral**

TechCentral participated in the 5<sup>th</sup> Annual Cleveland Mini Maker Faire on November 4<sup>th</sup>. TechCentral's exhibited activities included two virtual reality stations, button making, 3D printing pen art, Mobile MakerSpace demonstrations, a photo booth, and tours of the TechCentral MakerSpace. TechCentral Manager CJ Lynce participated in the event as part of the event production team. TechCentral and Outreach and Programming staff collaborated to present the first monthly *Maker Monday* evening event at Main Library on November 6<sup>th</sup>. Many activities were

available to attendees, including the mobile laser engraver and 3D printer, photo button making, adult coloring books, duct-tape wallets, sewing, and trinket box making.

The *Maker Monday* evening events were part of a Shark-Tank Innovation grant proposal from 2017, and will run through December of 2018, alternating between a different branch library and Main Library each month.

Staffing Changes: TechCentral Coordinator Forrest Lykins was promoted to Assistant Branch Manager, South Brooklyn Branch effective November 5<sup>th</sup>.

Community Engagement: TechCentral staff presented Mobile MakerSpace demonstrations to approximately 70 students from University School as part of *Field Trip Friday* on November 3<sup>rd</sup>. TechCentral hosted a group of eight students from Lincoln West High School to a tour and demonstration of the TechCentral MakerSpace on November 8<sup>th</sup>.

TechCentral Manager CJ Lynce, hosted a tour of the TechCentral MakerSpace, followed by a brief Q&A session, for a group of ten people from the Knox County Area Development Foundation.

### **Public Services Technology**

#### Service Ticket and Project Detail

- Installed new laser tube in MakerSpace laser engraver.
- Replaced broken cables in charging stations at Rice, Fleet, Langston Hughes.
- Repaired broken fan bracket in Carnegie West's 3D Printer.
- Investigated possible X-motor error on MakerSpace laser engraver.
- Reimaged two TechCentral computer class laptop cases.
- Corrected password expiration issue on several TechCentral computer class case computers.
- Replaced keyboard on MakerSpace patron PC causing USB-bus issues.
- Investigated application issue on LSW Conference Room E computers.
- Repaired sensor connection issue with MakerSpace vinyl printer/cutter.
- Upgraded CorelDRAW on TechCentral staff PC.
- Upgraded Pallet multi-filament 3D printing device.
- Updated 130 iPads that are part of the OPS Learning Center and Food Program initiatives.

- Installed software for Patent and Trademark Resource Center on LSW2 Smartboard and MondoPads.
- Obtained quotes for mobile devices for OPS and The People's University.
- Installed USB-C charging cables in 13 branch cell phone charging stations.

## **Cleveland Digital Public Library**

### *Learning Commons*

Cleveland Digital Public Library regularly hosts classes. During November, we hosted the CPL Fit Yoga series on Wednesdays and Fridays, and the Meditation Monday series. We hosted a well-attended papermaking workshop as part of MakerFaire. We regularly host CPL Chess Club and ran a chess tournament this month. ClevDPL has also developed new curricular offerings related to digitization, including classes on Google apps, and Digital Photography for seniors (with graphics and TechCentral). Future programs will continue to include classes on digitization by appointment, and we have video classes in development.

### *Programs*

We held four meetings of the CPL Chess Club with a total of 17 attendees. Coordinating with CPL FIT, we host Yoga and Meditation offerings MWF at 1:00 and have 12 or more regular attenders, about half of whom are from downtown offices. Collaborating with Morgan Paper Conservatory, we hosted a very successful papermaking workshop with well over 200 participants during the course of the day on November 4<sup>th</sup>.

### *Exhibits*

ClevDPL continues to assist with Superman exhibits including providing support for the registration of incoming items, support maintaining the three multimedia displays and the Magic Box in Brett Hall, supporting the media content in the John G. White Gallery, and advising on both media conservation & environmental monitoring.

- *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.

- *Kiosk*  
During June ClevDPL obtained display kiosk as a loan from CCS. The kiosk 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. Feedback on the kiosk has been generally positive - the special collections staff feels it adds new interactive experiences to their exhibits. Because of usage statistics and positive feedback, we will be purchasing the kiosk for future use.
- *Digital Exhibition Tools*  
ClevDPL continues to investigate using augmented reality and/or QR codes for the upcoming exhibits. Multimedia might be provided through the Magic Box, the kiosk, and more traditional means.

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

#### Scanning Assistance

Cleveland Digital Public Library staff assisted 6 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<sup>st</sup> and November 21<sup>th</sup> the Cleveland Digital Public Library had 1113 patron interactions. There were 97 KIC Scanner sessions resulting in 3,994 images / 13,917.8 or somewhat more than 13 GB of scan volume. We had a total of 105 attendees at programs. Several hundred patrons came through the department during MakerFaire.

*Digital Gallery:* For the partial month reported from November 1, 2017-November 21, 2017, Google Analytics (GA) reports 3,361 sessions for 2025 users and 57,608 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 Spanish, 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. Finally, **GA** shows that we have a diverse group of channels that deliver users to CPL's ContentDM:

- *Organic Search* channels 37% of our accesses, and Google accounts for 36% of those.
- *Direct Access* through CDM search accounted for 42% of our accesses.
- *Referrals* through other websites are about 13% of our access volume (around 17% of all referrals are from Wikipedia, up 1% from last month. Referrals from our library website, cpl.org, only account for less than 1% (.61%) of our referral total. This number is decreasing. The current version of the library website is not effectively referring patrons to the digital gallery from the library website.
- *Social Media* accounted for 7.42% of our accesses (of that Facebook accounts 31% and Twitter the remaining 61% -- our absolute numbers for Twitter are increasing and our absolute numbers from Facebook remain the same).
- *Platform*: A little more than a third of our sessions in November occurred on Mobile devices (more than half of these on iPhones and iPads). Our switch to the responsive design website is borne out by the increasing numbers of mobile users accessing the digital gallery.
- *Browser Use*: This month, 50% of our users use Chrome, 25% Safari, 9% Firefox, and 9% Explorer, and 3% Edge.

#### Outreach

Working with our Special Collections Dept., Cleveland Digital Public Library did a trunk exhibit of civil war materials at Shaker High School in connection with National History Day research projects. Special Collections Librarian Raymond Rozman and Digital Library Strategist Chatham Ewing shared original civil war letters with over 200 students on Nov. 6<sup>th</sup>. Students and teachers wrote nice letters of appreciation.

Cleveland Digital Public Library continues curating web-content as part of a 35,000 dollar IMLS grant working with the Internet Archives ArchiveIT project to document local web-content and local digital resources.

ClevDPL has completed work with Duraspace on a hosted Hyku project. Right now Hyku will not meet our needs, and so we will continue with Duraspace. Staff have also enhanced demonstration digitization projects with Euclid Library, the Ukrainian Museum and Archives, Shaker Heights Public Library, Cleveland Orchestra and the South Brooklyn Historical Society.

Through e-mail and on the phone, we have continued meeting Karamu House regarding strengthening our partnership for collections management, arrangement, description, preservation, display, and programming. CPL, through ClevDPL, is now a partner with the Cleveland Museum of Art and Karamu on the arrangement, description, and digitization of Karamu archives. As a start, we have placed digital surrogates of several hundred Karamu programs online in a new "Cleveland Theater" collection, and we anticipate a rich partnership with Karamu and the Cleveland Museum of Art with regard to digitization.

Working with CPL's legal department, ClevDPL has clarified legalities with Dito, a vendor who can assist us with using Google Cloud Storage. Dec. 15<sup>th</sup> is the target date for beginning with Dito. ClevDPL has returned the loan from Western Reserve Historical Society of four books to be scanned for the City of Westlake library in early November. ClevDPL continues to scan the *Old Brooklyn News* for the Old Brooklyn Historical Society.

Dr. Ewing presented at the Internet Archive in San Francisco on CPL's participation as a lead library in the NEH funded Community Webs project.

Collection Development Library Staff Does Digitization  
Cleveland Digital Public Library staff has scanned 349 items (3,927 files), did post-processing for 418 items (4,467 files), and uploaded 313 items (393 files) into the Digital Gallery. We touched 69,978 while doing metadata revision for DPLA

#### Interlibrary Loan

The ILL/Photo Duplication staff have been integrated into ClevDPL, and we can report that there has been no drop off in service volume, and a slight improvement in service delivery. ClevDPL staff have been trained to support and back-up ILL and Photoduplication functions.

ILL numbers are as follows for October [November unavailable]):

Borrower Activity Overview Report:

CPL Patron Requests Initiated: 66

CPL Requests Filled: 43

Lender Activity Overview Report

ILL Loans requested of CPL: 1673

ILL Loans filled by CPL: 423

Loans: 400

Copies: 23

Staff Development

Chatham Ewing gave a talk and participated in a workshop at the Internet Archive in early November. ClevDPL staff all took the online workshop "Hazard Communication and GHS - What Employees Need to Know." Catherine Young took the "Bookends" customer service training. Metadata Archivist Amia Wheatley took a linked data workshop, "Newton's Third Law: An Action-and-Reaction Approach to Setting Linked Data in Motion." Digital Library Coordinator Rachel Senese and Ms. Wheatley participated in an online DocWorks user-group webinar.

Environmental Monitoring

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

Stacks and Collections

ClevDPL has completed its work on studying potential stack options for storing oversized maps from the maps collection. We have ordered appropriate conservation housings and ordered appropriate storage racks to be placed on the seventh floor of the Louis Stokes Wing in stack areas currently used for general storage. We will be working with buildings to clear the area and store the maps.

#### 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.

#### Superman Exhibits

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

#### Metadata Revision

By the end of November, ClevDPL will have completed the process of implementing our plan for revising and updating records from the Digital Gallery to make our metadata ready for inclusion in DPLA. With the exception of the photograph collection, we are ready to contribute data from most of our collections to DPLA and OCLC's Digital Collection Gateway. All that remains for the Digital Collection Gateway is to do field mapping. Working with OCLC, we are migrating and consolidating collections in the Digital Gallery to improve ease of access to our digital materials.

#### **Ohio Library for the Blind and Physically Disabled**

For November 2017, OLBDP circulated 40,223 books and magazines directly to patrons. OLBDP registered 125 new readers to the service. Approximately 616 BARD patrons among 1,787 active users downloaded 11,109 items.

Clovernook Center for the Blind and Visually Impaired, in collaboration with the Braille Institute of America, will be hosting the Ohio Regional Braille Challenge on Friday, March 2, 2018. The Braille Challenge, now in its 17th year, is open to students of all abilities to test their braille skills in five categories: reading, comprehension, braille spelling, chart and graph reading, proofreading and braille speed and accuracy. Student contests are organized by grade level, and all test formats are UEB. The theme for the Ohio State Braille Challenge will be "Braille Masters," and will include fun activities for the entire family and teachers. For further information, including registration and to request a permission form, email Jackie Conner at [jconner@clovernook.org](mailto:jconner@clovernook.org) or direct Ohio Braille Challenge inquiries by email to [braillechallenge@clovernook.org](mailto:braillechallenge@clovernook.org)



or by phoning 1-800-866-6723 or 513-522-3860. Students and teachers are also encouraged to visit [www.braillechallenge.org](http://www.braillechallenge.org) and [www.clovernook.org](http://www.clovernook.org) for more information and practice tests.

OLBPD completed and submitted its IMLS annual narrative and statistical report for the 2017 Federal Fiscal Year (October 1, 2016 - September 30, 2017) to the State Library of Ohio.

The American Council of the Blind of Ohio hosted their annual conference in Sandusky October 20<sup>th</sup>-22<sup>nd</sup>. OLBPD Library Assistant Ken Redd spoke during their general session, and provided a report and updates on OLBPD library services.

OLBPD made plans to host its annual Family Fun and Learning Day in 2018 in Cleveland at the Library for the Blind and Lakeshore Facility on Tuesday, July 10th. OLBPD will be working to schedule our keynote speaker and plan the day's programs.

OLBPD Library Assistant Ken Redd provided information and talks about the service at the East-West Eye Conference November 2<sup>nd</sup>-4<sup>th</sup> at the Cleveland Global Center for Health Innovation and Convention Center.

The OLBPD adult book club met on November 10<sup>th</sup> to discuss "My (Part-time) Paris Life: How Running Away Brought Me Home" by Lisa Anselmo.

## **EDUCATION AND LEARNING**

### **Aspire Greater Cleveland**

Along with Director Thomas, Denise Crudup, and John Skrtic, Marina Marquez attended a meeting at CCPL Maple Heights Branch Library with the Aspire Greater Cleveland service providers.

Director Thomas, Denise Crudup, CJ Lynce and Marina Marquez met with at the Cleveland Foundation with the Cuyahoga County Aspire Providers and Leon Wilson, Chief of Digital Innovation & Chief Information Officer at the Cleveland Foundation, Dale Anglin Robinson, Program Director for Youth & Social Services at the Cleveland Foundation, and Rennae Coe, Program Assistant at the Cleveland Foundation.

Marina Marquez and John Skrtic attended a meeting at Mr. Ratner's office with the Aspire Greater Cleveland service providers and Cynthia C. Dungey, Director of the Ohio Department

of Job and Family Services. The Cuyahoga County Aspire Providers Fact Sheet including the eight priorities was presented to Director Dungey.

#### Best Buy Teen Tech Center Grant

Marina Marquez along with Amiya Hutson, Tracy Martin and Eric Herman met with William Woodworth and the Best Buy team for the standing bi-weekly telephone conference calls. We discussed updates on the Tech Center Supervisor position and construction plans and budget for the Best Buy Teen Tech Center at the Rockport Branch. Eric Herman is working on the construction budget and timeline for the Teen Tech Center.

Along with Amiya Hutson, Harriette Parks and Tracy Martin, Marina Marquez met with the Best Buy Team: William Woodworth, Andrea Wood, and Andrea Riehl, who introduced us to Jim Levine, President of Regency Industries, and Anthony Magistrelli, National Business Development and Marketing Manager at Regency Technologies. Regency Technologies is interested in being corporate sponsors of the Best Buy Teen Tech Center. We provided a tour of the Rockport Branch to our guests from Best Buy and Regency Industries.

The Tech Center Supervisor position has been posted on the CPL website and on Indeed.com. The job posting was also shared with faculty at Case Western Reserve University, Cleveland State University and Cuyahoga Community College.

#### Book Box - LSTA Competitive Grant

LSTA Review Committee recommended funding the CPL proposal. On December 12<sup>th</sup> Marina Marquez and Tracy Martin are scheduled to present the project proposal to the State Library of Ohio Board who has the final authority for making grant awards.

Marina Marquez met at Cleveland State University Physics Department with Dr. Petru Fodor, Chair of the Physics Department, Dr. Jearl Walker, Professor, Dr. Kiril Streletzky, Associate Professor, Tara Peppard, Laboratory Operations Manager, and Peggy Irwin, Grant Writer/Administrator for the College of Science. The Physics Department at Cleveland State University will participate in the outreach activities related to the LSTA Competitive Grant Proposal. Tara Peppard and Marina Marquez will be the coordinators of the outreach activities at the Book Box at Edgewater Live events during summer 2018. Using the "Flying Circus of Physics" book by Dr. Jearl Walker, we will

engage families to look at the world around us to uncover the fascinating feats of everyday physics. We will provide demonstrations of practical and everyday aspects of physics concepts such as kitchen physics, mechanics of sports, electricity, waves, optics, and modern physics. Demonstrations provide an opportunity to illustrate the scientific method and to teach the families to relate experimental observation to scientific theory. The use of demonstrations makes the learning of physics much more enjoyable.

#### Bruening Grant

Project Manager Denise Crudup

- Denise Crudup had a phone meeting with Jeanine Gergel. Mrs. Gergel wanted to share information about the other early childhood literacy indicatives that the Bruening Foundation is funding in Cleveland.
- Selected a consulting team to begin the implementation process. Sent proposal to Legal for a draft of an engagement agreement.
- Met with Madeline Corchado regarding to finalize the Learning and Impact Specialist job description.

#### Cleveland Mini Maker Faire

Marina Marquez assisted with the 5<sup>th</sup> Annual Cleveland Mini Maker Faire, escorted vendors to their tables, and greeted and registered patrons who attended the event.

#### Digital Photography Learning Path

Marina Marquez followed up with Chatham Ewing, CJ Lynce, Shayna Muckerheide, Adam Jaenke, Bryan Swaleski, and Will Skora regarding updates and changes to the digital photography learning path for TPU|CMA.

Marina Marquez and Shayna Muckerheide discussed using Project Outcome to create pre and post assessments for each digital photography class.

#### Community Wellness Programs Initiative

Marina Marquez and Shayna Muckerheide met with Lisa Eulinberg, HomeHEALTH Manager at NEOMED-CSU Partnership for Urban Health. Along with MetroHealth, this partnership will begin leading education sessions, medication reviews, and blood pressure screenings at the branches. Between March and May, med-students, under doctor supervision, will lead the one-on-one sessions.

Five branches expressed an interest to host the sessions. Marina Marquez is coordinating with Mrs. Parks and the branch managers the best dates to schedule the health screenings. The program will be re-assessed in May for changes.

#### Dance Cleveland

Along with Director Thomas and Tracy Martin, Marina Marquez met with Pam Young, Executive Director of Dance Cleveland, and Katie Gnagy Crosby, Community Engagement & Education Coordinator of Dance Cleveland. We provided a tour of the Library and discussed offering the early childhood program *Read to Learn, Dance to Move* in the branches.

#### CWRU-IP Venture Clinic (IPVC)

Along with Don Boozer, Jim Bettinger and Sarah Dobransky, Marina Marquez met with Theodore Theofrastous, Managing Attorney, IP Venture Clinic, Zahra Smith, IPVC Director, and Scarlet White, Client Coordinator of the IPVC and the Ohio Patent Pro Bono Programs. We discussed creating educational training for entrepreneurs, inventors, law students and lawyers to take classes around using CPL's Patent Trademark Center.

#### Learning Land Lab - Carnegie West

Along with Angela Guinther and Bryan Szalewski, Marina Marquez met with Cathi Lehn, Sustainable Cleveland Coordinator, and Jessica Gift, Manager of Parks and Recreation, Research and Planning to finalize the City land agreement.

Cathi Lehn, Sustainable Cleveland Coordinator, and Marina Marquez facilitated an informal agreement for Ann Cicarella, Founder of Cleveland Pollinator and Native Plant Symposium, and Garrett Ormiston, Cleveland Museum of Natural History, to voluntarily co-create a landscape design for Carnegie West's pollinator garden.

#### Mayor's Office of Sustainability

Marina Marquez has been working with the Mayor's Office of Sustainability, Mrs. Parks, and several branch managers to help coordinate the best locations for neighborhood workshops on health, community and climate action. The workshops will provide learning opportunities about how climate action can improve health, quality of life and community. A majority of time will be dedicated for residents to provide input on the Cleveland Action Plan by working together to turn issues into ideas and opportunities. From this residents will develop climate action projects that have a positive impact on their lives and their

community. There are funds available through [ioby](#) and the [Cleveland Climate Action Fund](#) to help the residents turn their project ideas into action. The Mayor's Office of Sustainability will lead the workshops, provide refreshments and welcome children.

#### Starting Point/MyCom: Out-Of-School Database

Marina Marquez updated the Out-of-School Time (OST) youth referral database with all the CPL youth programming for December 2017 and January 2018. Starting Point and MyCom are partnering to help Cleveland children, youth and their families access quality after-school, holiday and summer activities that supplement and enhance school learning; nurture talents and interests; develop leadership skills and foster 21<sup>st</sup> century abilities that help young people become productive citizens and future leaders of our community.

#### Project Outcome

Marina Marquez completed PLA's webinar, Using Data to Understand Your Community & Measure Impact. Using Project Outcome, surveys will be created for pre and post assessment of the Digital Photography classes in 2018.

#### Pollinator Plan of North East Ohio

Marina Marquez attended the Pollinator Plan of NEO Committee Meeting. Cleveland Public Library's Carnegie West Branch will be hosting the Education sub-committee meeting on December 18, 2017 from 10am to 12pm.

#### Warm Up Cleveland

Warm Up Cleveland collected 22-hat/scarf sets, 9-hats and 4-scarves for the Adopt-A-Soldier donation drive. Tai-Renee King and Marina Marquez attached the Warm Up Cleveland laser engraved wood labels to each item.

#### Professional Development

- Marina Marquez completed PLA's webinar, Using Data to Understand Your Community & Measure Impact.
- Marina Marquez completed Demco's webinar, 5 Ways to Transform How Your Library Works With Your Community.

## Miscellaneous

- Marina Marquez attended bi-weekly CPL-FIT meetings.
- Marina Marquez attended bi-weekly Best Buy Teen Tech Center meetings.
- Along with Director Thomas, Denise Crudup attended a Say Yes to Education Planning Session at the Cleveland Foundation.
- Denise Crudup attended the inaugural meeting of the Cuyahoga County Word Gap Task Force
- Denise Crudup met with Joanne Federman regarding the status of Woodland Wonderland.

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

### **ADVOCACY TASK FORCE:**

Recommendations have been drafted for the future work of the Advocacy Task Force. This information will be shared with Trustee and Advocacy Task Force Chair, Alesha Washington, for review and feedback.

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

#### ***I. Sustain and Increase Public Support:***

##### **Targeted Communications to Cleveland Residents on CPL Programs, Services, and Events via City Council Newsletters**

The Office of Community and Government Relations is working with Cleveland City Council to provide information on CPL programs, services, and events in one or more of the following areas to Cleveland residents via City Council persons' newsletters:

- Education & Literacy
- Digital Literacy
- Job Skills and Workforce Development
- Seniors
- Enrichment

This initiative, along with existing marketing and communications efforts, offers another way to inform Cleveland residents on CPL programming demonstrating the organizations value to its community members.

II. ***Garner External Resources to Advance CPL Priorities***  
**CPL Individual and Corporate Engagement**

The Office of Community and Government Relations will be working with the CPL Foundation to cultivate relationships with individuals and corporations raising awareness on CPL's value to the community. The long-term goal is to garner support, financial resources, and other commitments from this audience to support organizational goals.

III. ***Increase CPL's Community Relations Capacity***

The Office of Community and Government Relations' first phase of this effort is in progress. Surveys have been administered and retrieved from the first internal audience. This information is being culminated for analysis and feedback.

**TECHNICAL SERVICES**

Acting Director of Technical Services and Acquisitions Manager Sandy Jelar Elwell met with Assistant Public Services Director of Branches Harriette Parks at the Fleet Branch to discuss adding additional new juvenile materials to Fleet's collection and withdrawing older items that were not circulating.

Ms. Jelar Elwell and Collections Manager Pam Matthews met with the representative from the book vendor Baker & Taylor. Ms. Jelar Elwell, Technical Services Associate Nathaniel Infante, and Technical Services Senior Clerk Paula Stout met with the representative from the periodical vendor EBSCO.

Ms. Jelar Elwell attended the Book Ends Customer Service Training. Technical Services staff completed the online training module of Hazard Communication and GHS - What Employees Need to Know.

**Acquisitions:** The Acquisitions Department ordered 8,214 titles and 12,594 items (including periodical subscriptions and serial standing orders); received 17,117 items, 1,280 periodicals, and 243 serials; added 600 periodical items, 75 serial items, 1,053 paperbacks, and 1,559 comics; and processed 2,210 invoices.

Acquisitions Coordinator Alicia Naab worked with Acting Director of Technical Services and Acquisitions Manager Sandy Jelar Elwell to coordinate the purchase of materials from eBay for a Special Collections display about the Great Lakes Exposition of 1936-1937. The vendor Midwest Library Service informed the Acquisitions Department that it will no longer be able to handle the purchasing of rare materials and materials from third parties for the Cleveland Public Library. These purchases will now be handled and overseen by Ms. Naab.

Technical Services Librarian Tonya Jenkins returned from a leave of absence on November 8th. Technical Services Associate Glennis Blair retired from CPL on November 30th after 31 years of service.

**Catalog:** Catalogers added 2,618 titles and 3,789 items for Cleveland Public Library.

Librarians Perry Huang and Barbara Satow created their first original sheet map records, applying what they learned after attending a recent map cataloging workshop. Catalog Manager Andrea Johnson reminded the staff about how Blu-ray combo packs are ordered and should be processed.

With the help of Senior Catalog Librarian Dawn Grattino, Technical Services Librarian Erin Valentine began cataloging classical music scores with instrumental parts intended for larger ensembles. Ms. Valentine also created original records for two collections of papers related to the railroad sidetracks for the Cuyahoga County Courthouse and Cleveland City Hall using special MARC tagging to link them to corresponding blueprints already in the collection.

Ms. Satow attended the Ohio Library Council (OLC) Leadership Conference on November 9th, where she acted as secretary for the OLC Technical Services Division, a role she will officially assume in January 2018. Ms. Satow was also made co-chair of the Wow! Employee Recognition Committee. During a WorldCat Public Library Advisory Board on Data Quality WebEx meeting on November 28th, Technical Services Librarian Amei Hu viewed a demonstration of Record Manager, the cataloging software which OCLC is developing to replace the Connexion Client.

**Collection Management:** Collection Management selected 1,855 titles, 15,984 copies, and spent \$272,984 in November. 34 telescopes of materials were relocated.



Department staff continued to select and process branch discretionary selections for Children's and Young Adult materials and select eBooks, Large Print, and Spanish titles, covering the duties of the retired Children's and Youth Selector and Technical Services Director.

Technical Services Assistant Eric Hanshaw continued his service on the United Way/Community Shares committee, which wrapped up its fundraiser featuring hoodies with the People's University logo this month.

Collections Manager Pam Matthews attended the Ohio Library Council (OLC) Leadership Conference as part of her membership on the OLC Technical Services Division Action Council. Collection Management Librarian Laura Mommers virtually attended the "Scholastic Spring 2018 Online Preview: A First Look at New Books for All Ages".

**High Demand:** The High Demand Department ordered 1,206 titles and 15,004 items; received and added 11,612 items; and processed 570 invoices.

**Materials Processing:** The Technical Services Associates cataloged 859 new titles for the Cleveland Public Library and added 1,211 records for the CLEVNET libraries. The Technical Services Associates and Senior Clerks added 5,629 items. The Materials Processing Technicians worked on 23,007 items.

Materials Processing Technician Michael Reynolds attended the Book Ends Customer Service Training. Technical Services Associate Christon Hicks joined the Wow! Employee Recognition Committee. Materials Processing Manager Elizabeth Hegstrom met with Mr. Hicks and Technical Services Associate Dwayne Jones to discuss call numbers for DVDs and audiobooks.

**Shelf/Shipping:** The Lake Shore Shelf/Shipping Department staff sent 128 items to the Main Library for requests and 110 items to fill holds. Main Library received 285 telescopes, the Branches received 628 telescopes, CLEVNET received 76 telescopes, CASE received 6 telescopes, CSU received 6 telescopes, and Tri-C received 3 telescopes. A total of 1,005 telescopes were shipped out. The Receiving/Distribution Technicians sent out 242 items of foreign material and in total 16,650 new items were sent to the Acquisitions and High Demand Departments.

## MARKETING & COMMUNICATIONS

Media coverage for the month of November included 56 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$60,650.00. During the month, the online media outlets that featured CPL events and programs received 57,825,446 unique visitors. The media stories varied, with the three most prominent story lines focused on the Library's levy, internet access for low-income Clevelanders, and the upcoming FRONT exhibit in Brett Hall.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 1,045 times on average per day, with an average of 134 clicks to the website per day resulting in a 12.9% click-through rate for the month. Over 66% of the click-through's were from some combination of the keywords *library, libraries, public, and cleveland oh*. No special ads were run on cleveland.com.

### **Facebook**

	<b>2017</b>	<b>2016</b>	<b>YoY</b>
Net Page Likes	182	67	172%
Avg Post Reach	4,063	2,214	84%
Avg Total Reach	5,628	3,627	55%
Average engagement	82	33	148%
Reactions	75	31	142%
Comments	7	2	250%
Shares	8	5	60%

### **Twitter**

	<b>2017</b>	<b>2016</b>	<b>YoY</b>
Top Tweet			
(Impressions)	5,996	7,936	-24%
Top Mention			
(Engagements)	8,339	605	1278%
Top Media Tweet			
(Impressions)	4,618	7,660	-40%
Summary			
Tweets	80	86	-7%
New Followers	137	65	111%

The number of Facebook followers reached a new milestone with 10,000 followers. The Library continues to be more active on

Instagram with 7 posts and 170 points of engagement, attracting 73 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; *UpNext* monthly program guide and MyBranch branch activity fliers; and weekly postings to the website home page.

## **PROPERTY MANAGEMENT**

### Painters

Delivered rock salt and snow blowers to branches.

Finished painting at P.A.L.

Helped clean out Old South and delivered furniture to Carnegie West storage.

Picked lawn care equipment up from branches.

### Carpenters

- Finished hanging all wall mounts for Digital Signage.
- Cut and removed tree branches from Collinwood.
- Assisted with the cleaning of Old South.
- Started on the making of book carts for the Foundation Office
- South Brooklyn- raised cabinet remount and repaired drywall and paint.

### Mechanic

- Serviced vehicles 8, 17, 25 and 27.
- Repaired door to Mobile Services reading van
- Finished vehicle E-Checks.

### Maintenance Mechanics

- Addison - repaired leaking heating coil for the meeting room air handler, provided space heaters (timer operated).
- LSW - switched Automation server room Lieberts from Cleveland Thermal chilled water to Dry Coolers.

- Lakeshore - replaced bad pneumatic pressure transducers (pxp's) for AHU#1 zones
- Jefferson - completed emergency and exit lighting retrofit to LED fixtures.
- MLK - installed replacement draft diverter for 1<sup>st</sup> stage boiler.
- Harvard Lee - replaced broken outdoor light fixtures.
- Branches - time change/mechanical and lighting time clock adjustment.
- MLK - replaced mechanical equipment time clock.
- Brooklyn - re-mounted sink on wall, repaired/replaced piping.
- Union - replaced bad heating valve actuator.
- Rice - secured electrical floor boxes, repaired drinking fountain, replaced leaking vacuum breakers, repaired outdoor lighting.
- Woodland - calibrated heating valve actuators on AHU's 1-4.
- Hough - installed low water cut-offs on both boilers.
- Carnegie west - restored power and lighting in meeting room.
- MLK - replaced bad ballasts and re-lamped 2<sup>nd</sup> floor meeting room.
- Lakeshore - converted outdoor lighting system from mechanical timers to dusk to dawn photocell sensor.
- Westpark - replaced broken outdoor light fixtures.
- LSW - ran three dedicated circuits behind existing laser engraver for new equipment.
- Langston Hughes - replaced bad domestic hot water tank in mechanical room.
- E.131 - replaced broken faucet for staff lunchroom sink.
- Lakeshore - finished draining and winterizing AHU coils.
- Union/Glenville - continued with hand dryer installation projects.
- Branches - continued Digital Signage project.

\*Justin Samsa and Joe Bulejski in Lincoln Electric Welding School from 11/27/17 to 12/1/17.

## SAFETY & PROTECTIVE SERVICES

### SAFETY SERVICES

- SPS staff completed Pepper Gel training at Lake Shore November 26th. There will be a makeup class for 3 officers that were unable to attend.
- SPS is now closing the LSW inner lobby doors. The doors should be shut to ensure the lockdown button can be used effectively. Eric Herman was consulted to ensure LSW bldg would remain ADA compliant.

### 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
Nov 2017	3929	163	68	78	706	93	70	119
Oct 2017	4092	157	62	65	676	66	65	68
Sept 2017	3900	156	79	55	742	56	65	54
Aug 2017	4173	155	91	59	827	55	58	46
July 2017	3498	140	49	57	679	75	138	53
June 2017	4126	159	111	45	877	107	72	60
May 2017	3772	145	85	70	600	83	89	51
April 2017	3609	144	73	63	646	120	57	47
March 2017	4084	151	102	85	728	174	68	48
Feb 2017	3574	155	65	109	586	164	80	40
Jan 2017	2920	127	44	112	470	115	80	93
Dec 2016	3087	123	34	108	372	160	68	29
Nov 2016	3404	155	52	113	568	116	74	40

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

- 11/1, a CPL employee encountered a male during her bus ride home from the Main bldg. The male saw her work ID and sought her out at work, later. He approached her at work and handed her a card with his picture and phone number on it. He attempted to get her phone number, but she declined. SPS was notified and spoke to the male in person to advise him, his advances were unwelcomed.
- 11/2, at West Park a male patron was observed sitting in his vehicle in the branch parking lot. He was completely nude with a newspaper on his lap. The Royce guard observed

this and then notified SPS. The male then entered the branch clothed, and sat down to read the newspaper. SPS arrived and notified the male that he would have to leave for the day. The male then started yelling and was told he was suspended for 30 days.

- 11/9, at Carnegie West a property management staff member reported that his assigned truck (#6) was broken into. The lock was removed and access to the truck was gained. There is no video and no suspects. Two drill sets were taken with an estimated total value of \$800.
- 11/13, A female employee notified the Mt. Pleasant branch manager by phone that she was sitting in her car, in the branch parking lot experiencing numbness in her leg. She phoned again and stated she was having the same difficulty in her arm. EMS was notified and responded. The employee was transported to an unknown hospital.
- 11/14 a male patron entered the branch and confronted an employee. The patron was described as an older, white male. He made racial remarks and threats to a black, male employee. The patron left prior to the arrival of officers. The employee's versions of events were confirmed by another patron. The offending male is known to staff, but has not been in the branch for a year.
- 11/13, A stack of nine DVDs were found by staff on the floor by the East Public Elevator. Four of the cases were empty. Video will be checked.
- 11/15, A juvenile male was crossing the street in front of Carnegie West when he was struck by a passing vehicle causing the juvenile to strike the back of a parked SPS patrol vehicle. The juvenile was bleeding from his nose and mouth. Officers retrieved the first aid kit and AED. EMS and CPD were notified. First aid was applied until EMS arrived and he was transported to Metro Hospital. Witnesses stated the juvenile ran into traffic without looking.
- 11/17, A female patron at Rice pushed a stack of DVDs from the counter and toward an employee. The patron raised her voice and threatened to throw the DVDs at the employee. The patron had reached her check out limit and was angry that she could not get the items she wanted.
- 11/17, a group of 3 male juveniles were engaged in a fight outside of Harvard Lee branch. Staff was alerted by patrons entering the branch. Officers secured the branch and called for assistance. Once confronted by branch management the fight stopped and those gathered to watch left.
- 11/27, SPS officers responded for a fight in progress at Rice. Upon arrival a female patron could be heard yelling

and verbally assaulting the officers stating, "I'm not fucking scared of yall, fuck yall and this library." She was suspended for 30 days.

#### Protective and Fire Systems

- Fourth quarter fire drills have started.
- SPS branch patrol officers will act as safety ambassador's and start checking emergency lights at branches as well as fire extinguishers. The locations will be noted on a branch map before Dec.31<sup>st</sup>. Sherry Parker will keep track of and correct any issues noted.
- IPS will start installing card readers on E. 131, Glenville, Hough, and Sterling branches.

#### Contract Security

- The Hough branch Royce officer has been reassigned for disciplinary reasons per the branch manager.

#### Administration

- Officer Erin Chapman earned the department's first employee of the month.
- SPS branch patrol officers are still escorting Douglas Huston to EASE meetings when needed.
- SPS part time officers working at branches affected by Safe, Warm, and Dry will be reassigned. Royce has also been notified of impending closings.

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

At their regular meeting on December 9, 2016, the Board of Trustees of the Ohio Public Library Information Network (OPLIN) approved a project would provide equipment rack space in the State of Ohio Computer Center (SOCC) free of charge for servers that provide services to more than one library. This allowed consortia such as CLEVNET to place their servers in an extremely stable, protected and secure building at the heart of the OPLIN network in an area dedicated to public libraries. SOCC charges are calculated by the rack, with a set monthly lease cost plus the cost of power used. CLEVNET had budgeted for the costs of leasing SOCC rack space and power usage in its 2017 budget; this decision by the OPLIN Board has had a major positive impact on the CLEVNET budget. The CLEVNET member libraries recognize and

appreciate OPLIN's continued support and genuine partnership. CLEVNET's connection to OPLIN at the SOCC is now up and running.

As part of the work to move CLEVNET's data center to the SOCC, AT&T IP Flexible Reach was installed with maintenance access configured and tested. This is a converged network solution with voice and data traffic riding over the same transport providing greater bandwidth utilization and cost savings.

#### Other CLEVNET Projects

- Traps™ Advanced Endpoint Protection has been installed throughout 40% of CLEVNET. This product replaces legacy antivirus protection and secures endpoints with a multi-method prevention approach that blocks malware and exploits, both known and unknown, before they compromise endpoints, such as laptops, desktops and servers.
- Rubrik, the new solution for backing up CLEVNET's SirsiDynix data, has been installed and is working. With this product, staff no longer have to deal with lengthy backup setup times, broken job scheduling, and uncertain recoveries.
- Voicent, the new notification platform, is set and ready to expand the types of notices it delivers to include overdues and courtesy messages.
- Cleveland Heights-University Heights was cut over to a Time Warner connection.

#### CPL Projects

- Installed the new licensing server for Windows 10 and Office 2013 keys.
- Completed Microsoft One Drive set-ups at Garden Valley Branch, Woodland Branch, Mobile Services, and Public Administration Library, with the retiring of Drive G.
- Assisted in the interior digital signage rollout at Lorain, Langston Hughes, Eastman, Brooklyn, Fulton, Jefferson, and Walz branches, by making the necessary data connections to the centralized software solution in the Marketing and Communications Department.



The next quarterly of the CLEVNET Directors will be held on Friday, January 26, 2018 at 9:30 a.m., Geauga County Public Library Administrative Center, 12701 Ravenwood Dr., Chardon, OH 44024.