

DIRECTOR'S REPORT

February 15, 2018

CELEBRATING A GLOBAL PERSPECTIVE

On Monday, January 15th the Library held its 33rd annual Martin Luther King, Jr. Commemorative Program at the Martin Luther King Jr. Branch. The program held in partnership with the Delta Alpha Lambda Chapter of the Alpha Phi Alpha Fraternity (Dr. King's fraternity) honored Martin Luther King Jr.'s life and legacy of leadership in the struggle for civil rights through music, performance, and inspirational words. The keynote address was presented by Bishop Nelson J. Perez, Catholic Diocese of Cleveland.

The Drum Major for Change award, an award honoring those who have a demonstrated commitment to community service, was given to three people: Leon Bibb, former WEWS news anchor and Glenville resident, and Don and Norma Freeman, education advocates and publishers of Vibration magazine.

FIGHTING COMMUNITY DEFICITS

On Saturday, January 20th the Carnegie West branch hosted Legal Aid @ the Library. Thirteen attorney's from the Federal Bar Association Board, AmTrust Financial; Cuyahoga County Dept. of Law; Squire Patton Boggs; Robert Brown LLC; Spangenberg Shibley & Liber; and the Cuyahoga County Common Pleas volunteered their time in support of this program. Nineteen law student clerks from Case Western Reserve University and Cleveland Marshall College of Law, and the Cleveland FoodBank also participated. Twenty-nine families registered for legal assistance.

FORMING COMMUNITIES OF LEARNING

One Community Reads, a collaboration amongst the City Club of Cleveland, Playhouse Square, the Western Reserve Area Agency and all nine local public library systems to create a shared reading experience for the Greater Cleveland community launched on Thursday, January 11 at Heinen's of Downtown Cleveland. Cuyahoga County Administrator Armond Budish served as the keynote speaker followed by remarks from select library directors.

Throughout January through March 2018, county residents are encouraged to read *Evicted: Poverty and Profit in the American*

City by author Matthew Desmond and join in discussions and related programs.

The book chronicles Desmond's experiences living in the poor neighborhoods of Milwaukee, where families spend most of their income on housing, landlords try to make a profit, and evictions are common. His book shows how housing insecurity accelerates health, social, financial, and education problems and how this vicious cycle deepens America's inequality.

The goal of One Community Reads is to bring about awareness of housing insecurity, blight, fair housing solutions, and opportunities for the future around the Cleveland area. All events are listed at <http://www.onecommunityreads.org>, and the program culminates with a visit by Desmond on March 15, 2018 at 7 PM at the Ohio Theater in Playhouse Square.

"*Cleveland Housing Issues & Opportunities: A Panel Discussion*" was CPL's first event on Tuesday, January 23 at Fleet Branch. Nearly 30 people came to discuss housing issues in Cleveland--and specifically in Slavic Village--with panelists representing the Cleveland Urban Design Collaborative, Western Reserve Land Conservancy, Cuyahoga Metropolitan Housing Authority, Slavic Village Development, and Fifth Third Foundation.

On Monday, January 22nd, Books@Work hosted a discussion between residents and Cleveland Police Department personnel at the Carnegie West Branch. After a light dinner, the group read and discussed Chinua Achebe's short story, "*Dead Men's Path*" resulting in a consensus that understanding and compromise are essential in solving many of the problems facing our community.

Exhibits and Displays

Lost Cleveland

Photograph Librarian Brian Meggitt hosted a program featuring the book *Lost Cleveland* by local author Laura DeMarco Ms. DeMarco used many images from the Photograph Collection for her book, and for the presentation she worked with Mr. Meggitt to feature other images from the Collection.

Research that's Possible Only at Main Library

- A Cleveland Municipal Fire Department employee visited Map Collection to digitize maps showing the different districts for the department's annual yearbook.

- Five Teaching Cleveland members visited the Map Collection to digitize and make copies of historical maps of Cleveland.
- Staff assisted a writer in obtaining images of historic diners located in Cleveland for a book about diners in the Great Lakes region.
- Staff used *Cleveland Press* microfilm to find an article for a patron in New Jersey. The patron's grandmother was a Jewish refugee from Germany aboard the SS St. Louis in 1939. Her daughter lived in Cleveland and a series of letters from mother to daughter detailing the conditions the refugees were facing were printed in the *Cleveland Press*.
- A scholar from New Jersey researched the Sidaway Bridge in Cleveland. Staff provided photographs from the collection, articles from historic Cleveland Newspapers, and personal connections to help aid in the patron's research. The findings were posted on his blog.
- CLGH Staff helped a patron find images of Albert A. Michelson and Edward W. Morley. Michelson and Morley performed a famed speed of light experiment at Case Western Reserve University in 1887. The patron planned to use the images in a presentation about the experiment.
- CLGH staff helped an independent researcher and historian find images of Shaker Heights streets including Ludgate and Menlo Roads. The patron plans to use the images to show the evolution of the Shaker Heights neighborhood.
- CLGH staff helped a family researcher find out information about the Locke family from 1874-1880. Using the Cleveland City directories from that time, staff was able to track the family's movements and the patriarch, Thomas Locke. Mr. Locke migrated during Cleveland's industrial age and his job listings in the directories reflected this phenomenon.
- Researcher compiling a consensus of all the known copies of the Edward Curtis 1907 publication of *The North American Indian* inquired about the set number CPL owned which is number 331.
- Local architect requested research on a home built in the 1920s in the Shaker Hts. area. Staff researched the historical *Ohio Architect & Builder index*, the historical *Plain Dealer*, the *City of Cleveland Architect's* database, and the finding aid for the *Howell & Thomas* building collection.
- Staff from the Public Administration Library requested information pertaining to two Red Cross posters from WWI dated circa 1918 for a Deed of Gift from the City Planning

Commission. These posters are also found in the Library of Congress entitled: *Red Cross Christmas Roll Call: Where Colombia Sets Her Name Let All Follow and Have Your Answered the Red Cross Christmas Roll Call?*

- Patron request about 2 Cleveland Firms from early 1920s: Wilmer Novelty & National Brasswork.
- Research request for information about the original Cleveland Municipal Stadium designed by Walker & Weeks.
- A Ph.D. candidate emailed the Government Documents department looking for a 1912 Congressional hearing. The department had a microfiche copy of the *Hearings before the Committee on Expenditures on Public Buildings, House of Representatives, under House Resolution 103, 62nd Congress, First Session* (Washington, DC: United States Government Printing Office, 1912) (Testimony of the Supervising Architect).
- A Science & Technology patron wanted books on building a chemical plant. The department's *Ullman's Encyclopedia of Industrial Chemistry* had a section on Chemical Plants. No other public library in Ohio has this set of encyclopedias.
- A woman phoned Science & Technology about her furnace. She had no heat, and the temperature was around ten degrees. The department had a helpful book entitled *HVAC/R Professional's Field Guide to Medium & High Efficiency Gas Furnaces*. No other library in Northeast Ohio owns this book, and some pages were exactly what the woman needed to repair the furnace.
- Social Sciences Staff led the search for historical Metro Health/City Hospital funding information requested by an employee at Metro. Staff members in Business, Economics & Labor and the Public Administration Library assisted with the search.
- Science & Technology received an email with a photo of a tree found in New Zealand, and the patron was enquiring what the name of the tree was. The department owns *The Trees of New Zealand* (1950), *Forest Trees and Timbers of New Zealand* (1957), and *Trees from other Lands in New Zealand* (1927). The tree was identified as *Psoralea pinnata* or "African scurf pea." CPL is the only Ohio library to own the books used to identify the tree.
- Social Sciences, Science & Technology, and Business, Economics & Labor staff members all worked together to assist a patron from the Ohio Chamber of Commerce in Columbus to secure Chamber of Commerce publications from the 1920s and 1930s that are otherwise unavailable.

- Social Sciences Staff helped a researcher from Ames, Iowa, working on a Jack Trice documentary, find pictures of Mr. Trice, an African-American athlete in the 1920s at Iowa State College (now Ohio State University) in the Social Science's yearbook collection.
- PAL found ordinances concerning Quay 55, billboards/signs, duties of Cleveland City Manager of Engineering.
- PAL assisted the Cleveland Law Department with researching the origin of a Codified Ordinance from 1902 and traced its changes through 1965.
- Law assistants researched asbestos use in journals from the 1950s.

Strategic Plan

Our Mission:

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

Our Strategic Priorities:

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

CLEVNET

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

GRANTS & DEVELOPMENT

Submitted request to Starting Point for \$75,000 for after-school tutoring and Kindergarten Clubs

Completed year-end reports for Lockwood Thompson, Judd and Lee Funds

Hosted OSU Crane Center for Early Childhood Research and Policy to discuss our partnership in the Early Literacy Training Initiative funded by the Bruening Foundation

PUBLIC SERVICES

Outreach and Programs

In the month of January the Library hosted approximately 171 programs ranging from the annual Martin Luther King, Jr. commemorative program to musical performances by Apollo's Fire an internationally renowned baroque orchestra based in northeastern Ohio. Also during the month the Library offered 121 pre-school story times to children. Education services such as GED and ESOL classes, after-school tutoring, and ACT preparation classes were held at 14 branch locations and Main Library.

Adult

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Youth

College Now, an ACT/SAT prep program kicked the Winter Session off on Tuesday, January 16th at Main Library. During this session, students will prepare for SAT testing. *College Now* is scheduled to meet Monday through Friday in the Learning Commons, located on the second floor of Louis Stokes Wing.

Club Create is an after-school creative writing program facilitated by Lake Erie Ink and coordinated by Erica Marks. *Club Create* began in September 2017 at two locations, Rice and Harvard-Lee, and has now expanded to three additional sites for the 2018 school year. Creative writing sites include Martin Luther King Jr., Branch, Harvard Lee, Memorial

Nottingham, Jefferson, and Langston Hughes. Club Create programming reconvened the week of January 22nd and will continue through the month of May for the first session. The second session will resume in August 2018. Activities include, but are not limited to creating works of poetry, plays, comics and mystery

Let Your Voice Be Heard! Workshops are facilitated by professional therapists from Art Therapy Studios and coordinated by Erica Marks. Art Therapy is an afterschool workshop where eight students at each location learn various art techniques, all the while expressing themselves through art. The 2018 Art Therapy locations are West Park, Sterling, South Brooklyn and Hough Branches. Art Therapy began January 23rd and will continue through the month of May for the first session. The second session will resume in August 2018.

Staff

On January 23rd, Rhonda Pai returned to her role as Mobile Services & Outreach Manager.

On Thursday, January 11th, Ms. Erica Marks participated in the Cleveland State University Leadership Academy (Cohort 27) course, held at the Third District Police Station. Thursday's topic was intergenerational issues in the workplace. The second part of the January two-day retreat will be rescheduled, due to harsh weather conditions.

Erica Marks attended the FRONT International information session with Aaron Mason, Shayna Muckerheide and Michael Young on Thursday, January 25, 2018. All Northeast Ohio partners were in attendance, as marketing, programming and contemporary art installation information was shared. In partnership with VIA Art Fund, Cleveland Public Library will exhibit *The American Library*, an exhibit produced by British artist Yinka Shonibare commissioned for FRONT International. FRONT International: Cleveland Triennial for Contemporary Art is an exhibition comprised of artist commissions, performances, films, and public programs slated to open July 2018.

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book, and for the presentation she worked with Mr. Meggitt to feature other images from the Collection.

What Makes a Good Picture?

Library Assistant Adam Jaenke participated in the Digital Photography Course: *What Makes a Good Picture?* on January 23rd. Mr. Jaenke worked with Education and Learning Project Coordinator Marina Marquez and Cleveland Museum of Art Distance Learning instructor Deborah Pinter for the first class in a series for the People's University.

Youth Services Programming

Youth Services Library Assistants, Christine Feczkanin and Crystal Huggins, and Senior Subject Department Librarian, Lan Gao hosted *Growing Readers Preschool Storytime* on January 3rd. Thirty students from Rainbow Connection attended the program.

Music at Main

On January 6, country band *Hillbilly Idol* performed a mix of classic country songs and their own compositions. Thirty-three attendees enjoyed the performance.

Knitting at PAL

Knitting meetings were held on January 10th and 24th. Members worked on individual projects as well as worked together to create a large supply of children's mittens to be donated to Warm Up Cleveland.

Main Library Book Clubs

CLGH Manager Olivia Hoge moderated the Brown Bag Book Discussion on *The Unwomanly Face of War: An Oral History of Women in World War II* by Svetlana Alexievich.

Literature Department Librarian Jean Collins and Library Assistant Nick Durda, along with Guest Reader Valentino Zullo discussed *Miles Morales: Ultimate Spider-Man Ultimate Collection* by Brian Michael Bendis on January 4th and on January 18th they presented *Kindred: A Graphic Novel Adaptation*. These are the third and fourth titles in the *Get Graphic! Black Lives in Comics* series.

Main Library Tours and School Visits

Many schools, classes, and groups visited Main Library for tours during the month of January. Visitors included: Students from the Ohio State University College of Education, Case Elementary School students, and Cleveland State University Urban Studies students who toured the Special Collections Department. In addition, St. Marks Grade School students and Cleveland State University Urban Studies students visited the Center for Local and Global History Department.

Youth Services staff conducted tours for about 200 students from CMSD and parochial schools. The tours focused on the Superman Exhibit and featured puppet shows.

Main Library Outreach

Map Librarian Tom Edwards presented on how the Map Collection can be used for genealogical research for the Brooklyn Historical Society on January 21st at the Cuyahoga County Public Library, Brooklyn Branch. Twenty-five members attended.

Fine Arts Librarian Bruce Biddle continues to stock the Superior Avenue and East 14th Street Little Free Library twice a week.

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

Collection Development

The Center for Local and Global History received 25 plans from Cleveland City Hall and started processing them. Library Assistant Adam Jaenke continued work on digitizing the Cleveland Picture Collection photos for the Digital Gallery and Library and Assistant Lisa Sanchez completed inventories for the Cleveland Photograph Studios collection, Cleveland Cabinet Cards, and Ohio Cabinet Cards. Photograph Librarian Brian Meggitt assisted with Library Assistant Lisa Sanchez's work creating metadata for a new Digital Gallery collection: Stereoscopic Views of Cleveland. Ms. Sanchez digitized all 62 stereographs dating from the late 19th Century and early 20th Century.

Fine Arts & Special Collections Manager Pam Eyerdam met with rare book dealer from Boston to select items for the *John G. White collection of Orientalia and folklore*. Contemporary arts and fanzines were also selected from the Lockwood Thompson funds that include an archive of materials about the rock music band KISS.

A rare copy of *Ludwig Mies van der Rohe: Drawings in the Collection of the Museum of Modern Art* was encased in a proper phase box by Preservation.

Government Documents has been working with the Cleveland Digital Public Library to digitize the Army Operations books from World War II. The collection will be added to the Government Publishing Office (GPO) library catalog as part of the Digital Access Partnership. The title will also be preserved as part of the Preservation Steward Partnership. Cleveland Public Library will be the *first public library* in the country to be part of this program.

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Staff Development

Staff throughout Main Library continued to take part in the *BookEnds: Customer Service Training* and the *BookEnds: SIRSI Training*. Lending Manager Steven Wohl and Assistant Supervisor Reginald Rudolph facilitated the training sessions.

Government Documents Supervisor Sarah Dobransky and CDPL Coordinator Rachel Sense attended the *Second Public Meeting on Developing the Digital Marketplace for Copyrighted Works*, streamed live online from the US Patent and Trademark Office.

Government Documents Supervisor Sarah Dobransky was accepted into the Federal Depository Library Program (FDLP) Coordinator Certificate Program hosted by the Government Publishing Office.

Youth Services Manager Annisha Jeffries conducted the monthly Youth Services Meeting on January 18th, together with Melanie McCarter from OPS, and introduced the Puppetry Guild Northeastern Ohio members to YS staff members at the Children's Museum of Cleveland a total of 40 staff attended this meeting.

Other Library News

The painting entitled *Monumental Glyphics* (1970-900) by Cleveland artist Moses Pearl was installed in the CDPL area. The painting was a 2017 donation from the family, which depicts elements from the Cleveland *Soldiers' & Sailors' Monument* on Public Square.

The website called *Rock the Lake* featured an article about the tabletop exhibit of the Great Lakes Exposition of 1936-37 that is on view in Special Collections.

Images permission rights for the upcoming publication, *The Soul of Cleveland* by Nina Gibans were granted for an article about John G. White penned by Fine Arts & Special Collections Manager Pam Eyerdam.

New art exhibit, "A Life in Art" featuring local artist, Robert Lawson Sr., was opened to the public in International Languages.

TechCentral

Events and Community Engagement

TechCentral and Outreach and Programming staff collaborated to present the third monthly *Maker Monday* evening event at the Main Library on January 8th. Activities included the mobile Laser Engraver and 3D printer, button making, Lego building, and sewing.

TechCentral hosted Mobile MakerSpace demonstrations for over 100 students at the Near West Intergenerational School on January 11th.

Professional Development and Meetings

TechCentral Manager, CJ Lynce, and TechCentral Coordinator, Melissa Canan, attended several phone meetings regarding the Mozilla Web Literacy Pilot grant and Badging program on January 4th, 9th, 18th, and 23rd. Additionally, Mr. Lynce and Ms. Canan met with Director of Public Services, John Skrtic, Director of Human Resources, Madeline Corchado, and Organizational Performance and Development Program Manager, Sherrill Marino on January 5th to discuss incorporating Mozilla Web Literacy training in future Book-Ends training.

TechCentral Coordinators, Melissa Canan and Suzi Perez attended a meeting with several Library administrators and Bostwick Design Partnership on January 8th to discuss the scope of the new MakerSpace.

Mr. Lynce and Ms. Perez attended a meeting with Center for Local and Global History Manager, Olivia Hoge, and Website Administrator, Will Skora, on January 16th to discuss a possible upcoming GIS Program.

Mr. Lynce and Ms. Perez attended a meeting about the upcoming Digital Photography series as part of The People's University on January 17th.

Mr. Lynce, Ms. Canan, and Ms. Perez attended a meeting about Project Outcome on January 25th.

The following staff attended Book Ends Customer Service Training in January: Carlos Piepenburg, January 3rd, Melissa Canan, January 4th, and Joseph Battaglia, January 11th.

Public Services Technology

Service Ticket and Project Detail

- Prepare and test connection with Cleveland Museum of Art for Digital Photography program.
- Removal of old PCs from TechCentral computer area.
- Set imaging station for future laptop imaging.
- Setup and configure new laser engraver network with IT/CLEVNET.
- Setup of new CNC machine for TechCentral.
- Setup of new full-color 3D printer for TechCentral.
- Troubleshoot iPod Touch issues for Digital Photography program.
- Troubleshoot MakerSpace Laser Engraver error.
- Troubleshoot phone locker issue at Langston Hughes Branch.
- Troubleshoot phone locker issue at TechCentral, Main Library.

Learning Commons

Cleveland Digital Public Library regularly hosts classes. During January, we hosted the CPL Fit Yoga series on Wednesdays and Fridays, and the Meditation Monday series. 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. Our Learning Commons area has seen significant use of our laptops - which can be reserved for use by the public, and we will continue to offer 3D scanning as a service using the HP Sprout Scanner.

Programs

We held four meetings of the CPL Chess Club with a total of 9 attendees. Coordinating with CPL FIT, we host Yoga and Meditation offerings MWF at 1:00 and average 10 attendees a session, about half of whom are from downtown offices. The CPL

Wikipedians met in in the classroom. We hosted a chess tournament.

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.

Videography and Photography

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. Collaborating

with Archives and Special Collections, ClevDPL did an interview of Nena Gibans on January 31st.

During January ClevDPL produced the following multimedia: Community Navigator Program Eligibility Modernization, Ken Simmons (video), Community Navigator Program Overview, Aida Idiaquez (video), Ohio Works First Program, Tina Coleman (video), Supplemental Nutrition Assistance Program, Tina Coleman (video), Workforce Module, Tina Coleman (video), Community Navigator, Child Care Anne Konarski (video), Community Navigator, PRC Anne Konarski (video), Community Navigator Program Medicaid, Joyce Perez-Stable (video), Super hero drawing class (photos), Art reception (photos), Director's message Angie Thomas (video) , Director's message staff gala (video), Pay it forward (video), and Director's message deputy director (video)

Scanning Assistance

Cleveland Digital Public Library staff assisted 15 reservations and drop in sessions of two hours (or more) in length. There was scanning of both large personal and library collections in the Digital Hub. Patrons also used the Epson 11000XL flatbed, ATIZ book scanner, and the I2S oversized flatbed scanner to accomplish their projects for personal and publication use.

Public Services Statistics

Patron Visits: During January 23rd, Cleveland Digital Public Library had 150 patron interactions. There were 100 KIC Scanner sessions resulting in 3682 images / 4251.4 MB or somewhat more than 4 GB of scan volume. We had a total of 64 attendees at programs.

Digital Gallery: For the partial month reported from January 1, 2018-January 21, 2018, 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 January 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

Cleveland Digital Public Library hosted the inaugural meeting of the Neighborhood & Community Media Association of Greater Cleveland, and will be hosting the next meeting in February. This association will enable us to make contact with local media producers who can provide content for the digital gallery.

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. In February we will create a collection in ContentDM for Web Archives.

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

We met yet again this month with 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. We are planning to augment the 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. Cleveland Digital Public library will work with Summer on the Cuyahoga to implement an internship with their program this summer at CPL and will also be partnering with Summer on the Cuyahoga and Karamu House on another internship related to the Karamu archives this summer.

Collection Development

Cleveland Digital Public Library staff has scanned 714 items (3003 files), did post-processing for 287 items (~8591 files enhanced), and uploaded 221 items (230 files) into the Digital Gallery.

We touched 3,592 items while doing significant metadata enhancement of digital records (including adding artist's names to digital images of Karamu House Programs) and analyzed how to make use of the back-end storage field to provide public service staff with access to high end digital files.

Interlibrary Loan

ILL numbers are as follows for December [January unavailable]):
Borrower Activity Overview Report:
CPL Patron Requests Initiated: 40
CPL Requests Filled: 44
Lender Activity Overview Report
ILL Loans requested of CPL: 1348
ILL Loans filled by CPL: 380
 Loans: 373
 Copies: 7

We were slower than last month on the turnaround time for unfilled requests, reducing the amount of time, returning to a 24 hour response for unfilled. That were only slightly better than our historical average of 27 hours. We are closing in on a useful benchmark for delivering a rapid negative response when borrowers seek to get a book from us that we do not have.

Loan request turn-around time for *filled* requests hit a new record for efficiency, 30% above historical averages for our unit. Using a simple benchmark to turn items around in three days, the two day, 8 hour turnaround in December was a huge leap forward. It is useful to note that even our slow months are faster than industry average.

Staff Development

Rachel Senese and Amia Wheatley attended the OhioDig meeting in Columbus during January.

Preservation

Preservation staff did the following:

Paper Treatment: 14 items/sheets (49 simple treatments, 49 complex treatments)

Book Treatment: 130 (1 simple, 69 complex, 60 digicovers)

Enclosures: 20

Labels: 46

Books received: 148

Book returned: 7

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). We are currently working with buildings to address the environment out at Lakeshore in the cold room. The Liebert unit has been failing for some time. As of now it looks as if buildings intends to replace the HVAC in the side room that holds collections.

Stacks and Collections

ClevDPL has completed its work on studying potential stack options for storing oversized maps from the maps collection. We have received appropriate conservation housings, but have not obtained 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.

Facility Report

ClevDPL has updated the library's facility brief, a document based on the elements of the American Museum Association facility report for Cleveland Public Library. By the end of January we will have a collected data for a year throughout the library. Depending on planned uses for the spaces in the library, the brief document may serve as a facilities report, and we may not need to produce a full facilities report per AMA.

Exhibits Monitoring and Install

ClevDPL has been using Arten devices to monitor light, temperature and humidity levels in Brett Hall, and the John G. White Gallery where materials that might need to be monitored have been installed. These readings are being recorded and maintained for future reference.

Superman Exhibits

ClevDPL was involved in repairing, prepping, and preparing items for display for the Superman opening. Currently ClevDPL is serving as the library registrar for exhibit items loaned to the library from external sources, however we are not the initial point of entry for materials into the library and we should be. The library will be making decisions about de-installing the exhibit this year, and ClevDPL is planning how to participate in this process.

Metadata Revision

By the end of January, ClevDPL has been working with the State Library of Ohio to put final tweaks into implementing our plan for revising and updating records from the Digital Gallery to make our metadata ready for inclusion in DPLA. We are ready to contribute data from selected collections to DPLA. We have contributed to WorldCat through OCLC's Digital Collection Gateway. Working with OCLC, we are migrating and consolidating collections in the Digital Gallery to improve ease of access to our digital materials.

Planning Activities

Inter-Library Loan/Photoduplication Integration

ClevDPL staff have continued working with the library's process improvement group to integrate the Inter-Library Loan and

Photoduplication units into ClevDPL. ClevDPL is working with Special Collections to resolve space-allocation concerns. We have continued to develop a plan that will make use of a newly designated area in stacks storage for collections processing. The initial steps in this planning process are complete and we are ready to take next steps.

DPLA Ohio

Cleveland Digital Public Library continues to strongly participate in the development of the Ohio DPLA. We have completed upgrading our metadata for submission to the DPLA. We continue to enhance and enrich metadata to improve our user's experience of the digital gallery.

Internet Archive

This month we have initiated planning on how to move forward with digitizing *Scene* back issues, capturing *Scene* through our web-archive, and microfilming *Scene*.

Digital Storage

The department continues to work to develop library wide management of, and long-term storage for, high resolution digital files. The content on Lakeshore08 has been backed up on DuraCloud and ClevDPL is beta-testing a cost-effective approach for doing long term back of digital resources through Google Cloud.

BRANCHES

DISTRICT ONE

Eastman - Children's Librarian Cassandra Feliciano has been in contact with two local elementary schools, Wilbur Wright and Louis Agassiz, and has visited their Horizon After School Care Programs. Wilbur Wright visits are on Thursdays and Louis Agassiz visits are on Tuesdays. These visits are with the K-2nd graders and consists of story time and craft, as well as 8th graders who have formed a book club with the first book being *Bunnicula* by Deborah Howe.

Lorain - Young patrons at the Lorain Branch enjoyed playing a variety of musical instruments including guitars, congas, keyboards and maracas. They also participated in a puppet pet program and a tie-dye program. Thanks to a partnership with the Greater Cleveland Food Bank, youth received a free nutritious bagged meal Monday through Friday every week. Youth Services staff presented story times to students at Stockyard and Almira

Elementary Schools. Patrons of all ages joined in a discussion at the Police Commissions Community Meeting held at the Lorain Branch on the evening of January 23rd. Members of the community were also happy to welcome the new Library Assistants Peter Roth and Charles Vaughn to the Lorain staff!

Rockport - Rockport began the month with a new partnership with Rainey Institute, an organization dedicated to providing education in visual and performing arts.

Walz - January has been a time of regrouping and revitalizing. Cold weather and winter vacations has been a challenge for youth programs, however, Meals have resumed and AmericaReads tutors have returned. A weekly Science program by Amani from the Ohio Extension service has been a big hit with our youth. Also, Mr Antonio Williams took Walz's version of January Jeopardy to St. Augustine's skilled nursing facility where it was a huge success.

West Park - Many new faces continue to gravitate to West Park, especially after school, to take advantage of our VR gear, PS4, LEGOs, and other such fun activities. Manager Dalby attended the Leadership Team meeting of the Lakewood Area Collaborative and was recruited to present to the monthly membership in April of 2018. Computer classes were held every Wednesday covering email and computer basics, classes which still remain popular and relevant in the community. Children's Librarian Vicki Beggiani conducted an MLK celebration program.

DISTRICT TWO

Brooklyn - Brooklyn Branch offered the Kids Café at 11:30-12:30 each day during the winter break for students. School visits and programs were a challenge during this time, though, Childrens Librarian McShane continued with her Tru2You participation. The Meeting Room saw steady usage including CMSD tutoring sessions, meetings by the Cuyahoga County Department of Developmental Disabilities, and vocational rehabilitation conferences with Ability Management.

Carnegie West - The first CPL/Legal Aid Legal Clinic of the year was held at Carnegie West on January 19th: forty people received legal advice. Books@Work was held January 22nd: thirty people had dinner and discussed the short story 'Dead Men's Path' by Chinua Achebe with officers from the Cleveland Police Department's Second District. The first MyCom/Ohio City event was held on

January 30th at St. Malachi center during the church's monthly family night.

Fulton - Fulton's most exciting highlight was the "Three Kings" program that was held on Jan. 5th. We had 13 young patrons in costume participating in the Three Kings play, and over all there were about 75 in attendance. The Three Kings program entailed 3 rehearsals and a postproduction party; so the children were totally engaged, memorized their lines and performed admirably. Also, Ms. Candace Fox started as the temporary Children's Librarian at Fulton on Jan. 8th; she has hit the ground running and is conducting story-times for the Salvation Army pre-school and visited Daisy day care.

Jefferson - The Jefferson Branch has started the New Year preparing for the Safe, Warm, and Dry in early Spring. Branch Staff has been working on heavier weeding of the collection so this opportunity can be used to also re-organize the footprint of the collection. Staff has also been working on a wish list of equipment they will like to see purchased with the Zajac Bequeath. Also this month the last remaining Staff needing to complete the Customer Service Module of Book Ends completed it; Allison Collins and Bernadette Lemak.

South - This month, the South Branch staff completed the Customer Service Module of Book Ends. Jaime Declet attended a webinar on programming for adults offered by the North East Ohio Regional Library System, as well as the second Module of Book Ends Sirsi Training. Mr. Declet attended the Sugarman Award Jury Meeting in January, as the Jury is getting ready to select the winner and honor books for this year's celebration. Jennifer Moncayo attended the monthly Youth Services meeting at the new home of the Children's Museum of Cleveland. There she received a tour of the new facility and all the new programming opportunities they offer. Youth Services staff also had the chance to learn from professional puppet masters and how they work with the puppets. Story-times were back in session and the Children's Staff was ready for them.

South Brooklyn - For the month of January, South Brooklyn continued with Kids' Café (free snack program in partnership with Food Bank) that provided 35 brown bagged lunches Monday through Friday. Numerous organizations utilized the meeting room

for study space, nonprofit meetings, and to provide an upcoming Art Therapy session every Tuesday and Thursday. Various staff put up displays: the adult side had New Year/New Chapter, What's So Funny?, Killer Readers, Winter fiction, and New/Newer/Newest DVD; the children side had books on dogs, Multicultural books, MLK, Jr. books, Time concept in titles and Ripley's Believe it or not.

DISTRICT THREE

Garden Valley - Our "*Season of Holidays*" program was a great success with speakers who talked about the various faiths and holiday. From Ramadan and Hanukkah to Kwanzaa and Christmas, the audience was mesmerized and participated in everything. The singing was great by our artists who came to perform. The staff was phenomenal in that everyone participated in the program and gave assistance where it was needed.

LaToya Barnes and Alecia Woodman have been conducting weekly *Lego* Programs. The Garden Valley kids are very engaged and look forward to each time they share.

Andrea Csia (Children's Librarian) joined the Garden Valley Team.

Hough - The Program highlight this month was "*Make Your Own Snow Globes*", where participants made their own snow globes! The children were able to select what went into their globes and had a great time.

The Teen Advisory Group continued weekly; the teens are really enjoying their individual group together exploring tough issues.

Michael Barckacs joined the Hough Team as the new LACE.

Martin Luther King, Jr. - The "*Annual Martin Luther King Jr. 33rd Commemorative Program*" was the highlight for this month. The All-City Drum Line and All-City Arts Jazz Band performed. Keynote speaker Bishop Nelson J. Perez spoke to the audience, as well as a musical performance was maintained by Avril Dodson.

N.I.A. (Nurturing, Initiative and Achievement) began this month; recruiting young ladies to help them uncover their beauty, boldness and brilliance.

Ron Roberts continued his outreach to local day care centers. Lake Erie Ink resumed their collaboration with us working with the teens on creative writing techniques.

Sterling - Monica Rudzinski and Bette Bonder met to finalize "Octavofest in Promise" programs and dates. The 2018 series will begin in March and include two programs with the Morgan Paper Conservatory. Sterling is also participating in the Art Studio Therapy series beginning January 23rd.

Monica Rudzinski is working with Cathy Kopinsky (St. Vincent Charity Hospital Mission Outreach) on a Central neighborhood history program to be presented at the hospital during African-American history month.

Woodland - Whitney Johnson led the "*I have a Dream*" Contest and created the "*Drop of Hopes*" inspiration jar. The jar was well received by both patrons and some staff members. Ms. Johnson's hope is to add a vision board creation party/program between the months of January and February next year.

Ms. Drake El provided community outreach by attending the King Kennedy Winter festival. She also hosted a movie viewing of "*Golden*", a play performed by the branch's regular Y Haven patrons. Ms. Drake El is will like to host another viewing of the play to encourage the possibility of facilitating a writing circle at the branch, focusing on playwriting and theater.

Maria Estrella invited by Joseph Black (Cleveland Central Promise Neighborhood) to attend the organization's Polarity Meeting. The two also discussed a future partnership with Cleveland Central Promise Neighborhood to promote literary for the young neighborhood patrons.

New Library Assistant-Computer Emphasis, Nathaniel LaPrairie joined the Woodland Team.

DISTRICT FOUR

East 131st Street - East 131st Street Branch learned about the successful program at Rice Branch and started our own Two-Book Tuesdays to encourage juvenile patrons to check out two books before using the computers. Lisa Quinn, Library Assistant-Computer Emphasis (LACE), continued to hold weekly writing workshops with teens and juveniles, on laptops from TechCentral.

Approximately 900 lunches (30 lunches every day) from the Food Bank were shared by Kaleah Merritt, Page, during Kids Café this month. TechCentral held Monday classes on Internet Basics, with 3-4 attendees each week. Children's Librarian Kelli Minter scheduled story time visits with Miles Elementary. Ms. Quinn was awarded the Pay it Forward Award.

Fleet - Fleet Branch hosted Cleveland Housing Issues & Opportunities: A Panel Discussion Community Event. Housing leaders in Cleveland discussed local successes in demolishing ruined properties and renovating and rehabilitating buildings to function as houses for residents. Fleet Branch also hosted two Movie Night events for families to enjoy movies and light refreshments.

Fleet's Youth Services Team conducted outreach at partnering daycares and schools along with weeding the Young Adult Collection. Tracie Forfia, Children's Librarian submitted an early literacy piece for Cleveland Public Library website that recommends picture books for social and emotional learning.

Brigid Clark, Library Assistant-Computer Emphasis assisted three patrons with resumes and job applications. Through Ms. Clark's assistance the patrons gained employment. Ms. Clark also assisted a patron with finding marriage licenses and birth certificates of their deceased family.

Harvard-Lee - Harvard-Lee Branch continues to maintain a successful Club Create sessions. YS Librarian Olivia Geaghan and Kevin Moore provided a story time experience for Authentic Experiences Day Care. Harvard-Lee continues to weed the collection in preparation for Safe, Warm, and Dry.

Mount Pleasant - MTP Manager Mrs. Scurka participated in the monthly MyCom meetings and discussed with the membership various ways to help the community create programs for their summer reading clubs. Mrs. Scurka also attended the monthly Murtis Taylor meeting. The speaker from Providence House showed a video and spoke about helping young mothers with their child care, housing, and how to find employment. An additional speaker spoke on ways to assist grandparents and parents of children with Autism.

Rice - Rice youth knitting group returned this month. The youth knitting group drew a crowd of 12 excited school aged patrons of both genders. Line Dancing, Yoga, adult knit, poetic power, meditation continue to draw large crowds. Ms. Schmidt hosted

Network Night at Rice Branch on January 17, 2018. CSU tutor returned and worked with volunteer Mrs. Rome to continue challenging Rice youth with Math. The St. Martin DePorres students returned after their winter break. They assisted with the after school snacks and shelved DVD's. Fifty Cleveland Food Bank Meals were served daily. Ms. Hutson began her position as Rice and District Four's Manager.

Union - Union Branch's Gizmo's Gadgetnasium's grand opening was held on Tuesday, January 9th. Gismo's Gadgetnasium is a special creative space in the children's area where kids can use their imagination to build with Legos, Straws and Kennectors, tool kit and so on. Gizmo's Gadgetnasium was brought to Union Branch with monies awarded through the 2017 Innovation Grant. Children's Librarian Tamara Steward held the first Teen Book discussion of the year. The teen book of the month is Bad Girl Gone: A Novel by Temple Mathews. The Cleveland Foodbank's Kids Café program has served over 280 meals so far this month. Youth Staff, Tamara Steward and Gregory Parker have performed outreach story times to Oakfield Child Development Center, Katai's Child Development Center and CEOGC Head start Center.

DISTRICT FIVE

Addison - Ms. Landskroener and Mr. Clark continued their story times at Superior Academy, New Beginnings, Learning to Grow, and St. Philip Neri as available. The weather has been too cold for Superior Academy to attend our on-site storytimes. Ms. Landskroener has provided books for the toddler class at New Beginnings and is waiting for more details about how story time fits into New Beginning's new Head Start program.

Collinwood - The branch welcomed two new LACEs to the staff, Ericka Smith and Mark Tidrick. Manager, Caroline Peak supported Collinwood Community MYCom MLK Day on the 15 by hosting a table and interactive activities for youth at the event and in the Branch. Children's Librarian, Adam Tully joined his colleagues for a visit to the new Children's Museum on the 18th where he learned new ways to use puppetry for story times. The library continues its partnership with CMA with children's art being part of a display at The Art Museum on MLK Day.

Glenville - The branch hosted their Youth Job and Education Fair and the participation from organizations and students fostered a good turnout. The organizations in attendance worked with youth for employment opportunities and also educational assistance. On January 27th, the branch hosted Apollo's Baroque Ensemble. Branch

Manager Ms. Jefferson, attended the following meetings: Monthly Manager's meeting; Customer Service Training; Safety Committee; District 5 and Innovation Team.

Langston Hughes - The branch welcomed new LACE Donica Spence who joined the staff on January 8, 2018. Programs offered during the month of January are as follows: Explore the books from the Jedi training library; Create you own Vibrant Book Illustrations; CMA in you Neighborhood, Create your own Snowy Landscapes with paper and paint.

Memorial Nottingham - This month, Magnolia Peters featured a week long coffee and donuts meet and greet to make introductions to patrons as the new Branch Manager of Memorial Nottingham. Plans for next month's Collinwood Fire program has been finalized. In preparation for this month long event, the Meeting Room received a major de-cluttering.

OLBPD

For January 2018, OLBPD circulated 41,448 books and magazines directly to patrons. OLBPD registered 112 new readers to the service. The January BARD statistics were not available at the time this report was due.

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

Next month, the National Library Service (NLS) will launch a national television and radio campaign designed to educate key audiences about the services provided by NLS and its cooperating libraries around the country. The first round of commercials will launch on February 26th on national outlets including National Public Radio, the History Channel and the Hallmark Channel, to name a few. The first "flight" of commercials will run for three weeks and air at various times of the day and night. They will continue to run at three-week intervals through late 2019.

OLBPD and State Library have scheduled meetings with the Ohio Braille and Talking Book Program consumer advisory committee (CAC) members for the 2018 calendar year. Meetings will take place February 22nd (teleconference), May 24th, July 26th, and October 25th at the State Library.

On Thursday, March 15th, OLBDP will be joining the State Library who will host an art show display with the Ohio State School for the Blind (OSSB). The art show is a great opportunity to showcase the artistic talents and work created by OSSB students. A recognition program and reception will take place after the State Library Board meeting, and will be open to board members and other attendees.

OLBDP Library Assistant Ken Redd provided information and talks about the service to CPL Homebound Services staff on January 5th; CPL Youth Services staff on January 23rd; and Medina County Career Center on January 31st.

EDUCATION AND LEARNING

Best Buy Teen Tech Center Grant

Amiya Hutson, Dawntae Jackson, CJ Lynce, and Marina Marquez interviewed eight candidates for the Tech Center Supervisor position. Jill Pappenhagen was selected for the position with a scheduled start date of Monday, February 5th. The BBTC grant requires the Tech Center Supervisor to receive extensive training in TechCentral services and to attend a one-week orientation and professional development program at the Museum of Science in Boston, MA, the global headquarters of the Clubhouse Network. For the month of March Mrs. Pappenhagen will continue training in TechCentral and assisting in launching TechCentral's Raspberry Pi program for teens. This will help with recruiting teens to become members of the BBTC. The months of April and May will be designated for Mrs. Pappenhagen to start working out of the Rockport branch and scheduling onsite visits with the schools, businesses, and organizations within the community. Since Mrs. Pappenhagen will be training in TechCentral for the next couple of months and traveling at the end of February, Denise Crudup will be approving her timesheet until a manager is hired at Rockport.

Marina Marquez along with Amiya Hutson, Tracy Martin and Eric Herman met with William Woodworth, the Best Buy team and the Clubhouse Network 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. Amiya Hutson, Tracy Martin, Eric Herman, Forrest Lykins, and Marina Marquez

met with HBM Architects team: Kevin Kennedy and Brooke Breiner to discuss the scope of the services for the Teen Tech Center at Rockport. Next steps include a meeting to review and provide feedback about the layout, finish, and furniture options to make selections to set design direction.

Book Box - LSTA Competitive Grant

Marina Marquez drafted the Request for Proposals (RFP) to design and create a new book box to be located at the Edgewater Live Summer Concert Series at Edgewater Park. Cuyahoga Arts and Culture publicized the RFP by sharing it with the design community.

The new Book Box will increase CPL's community outreach efforts by creating a space that is an accessible community gathering spot. In addition to providing library card materials for the whole family to enjoy onsite or for check out, the Book Box will offer library card registration, sign-ups for our popular summer reading club and even programming.

CPL's Office of Education and Learning is partnering with the Department of Physics at Cleveland State University to offer families demonstrations of how physics affect everyday and real life. Programming will be based off the book *The Flying Circus of Physics* written by Dr. Jearl Walker, professor of Physics at CSU. This book makes physics relevant and fun teaching people that physics has everything to do with your life. The demonstrations will answer intriguing questions about relevant, fun, and completely real physical phenomena. Below are examples of questions that will be answered through the demonstrations:
1. What causes the pattern of cusps that adorn many beaches?; 2. What holds a sandcastle together?; 3. How do ducks stay dry when they float or swim? ; 4. Why does a V-shape wake form behind objects, such as ducks and boats, moving across water?

While CSU will provide the physics demonstrations CPL will support the learning taking place by provide physics kits for family engagement and hands-on learning. The Book Box and the services it will provide will help to connect and reconnect people with the library resources by meeting them where they are - Edgewater Live.

RFP Timeline:

January 16, 2018 - RFP Issued

January 23, 2018 at 12:00 PM (EST) - Clarification Questions Due

January 24, 2018 - Answers Inquiries emailed

February 5, 2018 at 12:00 PM (EST) - Proposals Due
February 6, 2018 - Review & Selection
February 7-21, 2018 - Negotiation Period & Execution of Agreement
February 21 - May 21, 2018 - Project Work
May 29-30, 2018 - Transport Book Box to Edgewater Beach & Teach Staff How to Operate Opening and Closing the Book Box
May 31, 2018 - Grand Opening at Edgewater Live

Bruening Grant

Denise Crudup, Marina Marquez, and Tracy Martin met with the Ohio State University Team from their Crane Center for Early Childhood Research and Policy to kick off the Early Childhood Literacy Training Initiative development process.

Digital Photography Learning Path

The digital photography course began with the first class "What Makes a Good Picture?" on January 23rd. Seven participants attended the first class. OEL received several phone calls from registered participants who could not make the first class so they are planning to attend the second class - Introduction to Social Media: Instagram. All participants completed the Project Outcome Survey.

Dance Cleveland

Tracy Martin and Marina Marquez have been working with Katie Gnagy Crosby, Community Engagement & Education Coordinator of Dance Cleveland, regarding the early childhood literacy program *Read to Learn, Dance to Move*. With the help of Mrs. Parks, Mrs. Moncrief-Robinson, and Mrs. Lefkowitz the Fleet and Walz branches have been selected to pilot the *Read to Learn, Dance to Move* program.

CWRU-IP Venture Clinic (IPVC)

Along with Don Boozer, Jim Bettinger and Sarah Dobransky, CJ Lynce, Suzie Perez, Marina Marquez, 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, met with Ian Charnas, Manager of the Sears think[box], and Tiffany McNamara, Outreach Director at the Sears think[box]. Director McNamara and Mr. Charnas gave

us a tour of the Sears think[box]. We also discussed creating educational training for entrepreneurs, inventors, and law students to take classes around using CPL's Patent Trademark Center.

Leaning Land Lab - Carnegie West

Along with Cathi Lehn, Sustainable Cleveland Coordinator, and Amy Roskilly, Education Coordinator at Cuyahoga Soil and Water Conservation, Marina Marquez co-presented Carnegie West's pollinator garden to the Native Plant Society of Northeast Ohio. The Native Plant Society of Northeast Ohio granted funds to Cuyahoga Soil and Water Conservation to plant a 100 sq. ft. garden at the Carnegie West Branch.

Eric Herman shared the updates on changes to the Safe, Warm, and Dry renovation schedule at Carnegie West. The months Carnegie West is expected to be closed will now be May 2018 to August 2018. Eric also mentioned that CPL is participating in the Northeast Ohio Regional Sewer Districts Library Rain Gardens program. Jefferson, Glenville, Langston Hughes, and Woodland are the branches to receive the rain gardens. As part of CPL's learning lab labs these sites will be used to expand educational programming.

Mayor's Office of Sustainability

Along with Mrs. Parks and several branch managers, Marina Marquez was able to confirm the Mayor's Office of Sustainability community workshops on health, community and climate action. The workshops 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.

Neighborhood: Old Brooklyn Neighborhood

Location: South Brooklyn Branch Library, 4303 Pearl Road

Date: Feb 17, 2018

Time: 10:30-12:30 open to the public (*Sustainability Office will set up 10-10:30am and clean up 12:30-1:30pm*)

Neighborhood: Slavic Village Neighborhood (Marlane Weslian)

Location: Fleet Branch Library, 7224 Broadway Avenue

Date: Wed., Mar 7th

Time: 5:30-7:30 open to the public (*Sustainability Office will set up 5-5:30 and clean up 7:30-8:00pm*)

Neighborhood: Clark-Fulton Neighborhood

Location: Fulton Branch Library, 3545 Fulton Road

Date: Saturday, April 14, 2018

Time: 10:30-12:30 open to the public (*Sustainability Office will set up 10-10:30am and clean up 12:30-1:30pm*)

Starting Point/MyCom: Out-Of-School Database

OEL updated the Out-of-School Time (OST) youth referral database with all the CPL youth programming for January 2018 and February 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 21st century abilities that help young people become productive citizens and future leaders of our community.

Pollinator Plan of North East Ohio

Along with Helen Zaluckyj, Marina Marquez attended the Pollinator Plan of NEO meeting at the Cleveland Metroparks Watershed Facility. Marina presented Carnegie West's plan for a learning land lab around the pollinator garden. Helen and Marina serve on the Education Sub-Committee of the Pollinator Plan of NEO.

Cleveland Metropolitan School District and OverDrive

A team from Cleveland Public Library met with CMSD's Instructional Technology Department and OverDrive regarding curating e-books and other electronic materials for CMSD students and teachers.

Tri-C's Information Technology Center of Excellence

Denise Crudup met with Dr. Monique Umphrey and Seth Pickney regarding potential collaborative opportunities between with two organizations.

The Centers for Families and Children

Along with Director Thomas, Denise Crudup, Marina Marquez, and Tracy Martin met with Lynnette Forde, Vice President of Government Relations & Development regarding potential collaborative opportunities.

Miscellaneous

- Marina Marquez attended bi-weekly CPL-FIT meetings.
 - Met with Brennan's Catering regarding the Gala.
 - Attended a site visit at the County Courthouse to design a plan for set up.
- Marina Marquez attended bi-weekly Best Buy Teen Tech Center meetings.
- Denise Crudup met with members of the Cleveland Foundation staff to discuss adult basic literacy

ADVOCACY & COMMUNITY AND GOVERNMENT RELATIONS

The Advocacy Task Force Charter has been reviewed by Trustee and Advocacy Task Force Chair Alesha Washington. The Charter details the future work of the Task Force.

COMMUNITY AND GOVERNMENT RELATIONS:

I. Sustain and Increase Public Support:

Enhancing our Reach: CPL Programs, Services, and Events to be included in Cleveland City Council Newsletters

The first round of CPL programming, services, and events content was shared with Cleveland City Council for their newsletters. CPL content was organized by Ward and will be included in city council newsletters throughout 2018. This effort offers another way to inform Cleveland residents on CPL resources.

Cleveland for Good: Cleveland Public Library Neighborhood Branch Revitalization Project

Library community partners (i.e. council, community development corporations, etc.) that will have a library branch in their community taking part in the *Neighborhood Branch Revitalization Project* during the February/March timeframe have received communications informing them about this effort. The goal is to not only keep them informed on library activities but to also leverage their reach inside the community to inform as many residents as possible about the branch temporary closings.

The communication also provided information on the nearest branches in their community to use during the revitalization project. The goal here is to ensure access to Library services is continuous.

Washington D.C. Visit

Bricker & Eckler is coordinating a trip to Washington D.C. in February for Ohio's Metropolitan Libraries inclusive of Cleveland Public Library. The Metropolitan Libraries will collectively meet with U.S. Senators from Ohio and individually meet with their House Representatives. While the agenda is still being developed, the primary focus will be to provide federal legislators information that demonstrates libraries' overall community, state, and nationwide impact. It is important to note, Bricker & Eckler's efforts align and complement the work of Ohio Library Council and the American Library Association.

TECHNICAL SERVICES

Director of Technical Services and Acquisitions Manager Sandy Jelar Elwell met with Ellen Burts-Cooper from the Improve Consulting and Training Group to review the action plans that had been developed for Technical Services and discuss a timeline for implementing the recommendations in 2018.

Acquisitions Coordinator Alicia Naab and Technical Services Librarian Lisa Kowalczyk assisted Ms. Jelar Elwell in revising and updating the documents detailing the guidelines and procedures for Main Library staff to use when creating selection lists of materials to be purchased. The revised documents were forwarded to Main Library selectors and posted on the CPL Intranet.

Librarian Beverly Austin continued her temporary assignment in Technical Services and completed work in the Acquisitions and High Demand Departments.

Brian Chambers from the Ohio Bureau of Workers' Compensation (BWC) completed ergonomic assessments for staff in the Technical

Services Departments who were not available to participate in the assessments at the end of December.

Ms. Jelar Elwell attended the Martin Luther King, Jr. Program on January 15.

Acquisitions: The Acquisitions Department ordered 5,011 titles and 10,777 items (including periodical subscriptions and serial standing orders); received 15,691 items, 1,450 periodicals, and 848 serials; added 410 periodical items, 719 serial items, 185 paperbacks, and 1,116 comics; and processed 1,709 invoices.

Acquisitions staff began placing orders on January 3 after the entering of the 2018 fiscal year budget amounts were completed in Sirsi. Acquisitions Coordinator Alicia Naab reinstated the Electronic Data Interchange (EDI) reports to import invoices from and export orders to vendors after the 2018 budget amounts were entered in Sirsi. Ms. Naab additionally spent time troubleshooting problems with these reports importing data incorrectly in collaboration with the IT and High Demand Departments. Ms. Naab also worked with EDI vendors to repost invoices that were not imported into Sirsi during the interim when Acquisitions work was temporarily suspended at the end of 2017 until the new fiscal year was setup for 2018.

Ms. Naab, along with Collections Manager Pam Matthews and Technical Services Assistant Eric Hanshaw, met with Bethany Leach from Recorded Books to discuss new features of the Recorded Books website and resolve EDI ordering issues. Ms. Naab assisted Librarian Beverly Austin with questions and locating materials to receive and review and also trained Ms. Austin on reviewing DVD trucks before forwarding them to the Materials Processing Department.

Technical Services Librarian Lisa Kowalczyk participated in Session 1 of OhioNET's online workshop "Fundamentals of Cataloging ONLINE: Basic Cataloging Overview" on January 20. Technical Services Associate Nathaniel Infante and Technical Services Librarian Tonya Jenkins attended the Book Ends Customer Service Training. Mr. Infante attended a Health and Safety Committee meeting on January 18.

Catalog: Librarians cataloged 2,562 titles and added 3,191 items for Cleveland Public Library. Librarian Yeshen Dugarova-Montgomery joined the rotation for handling email requests from Public Services staff and other CPL.Cat tasks under the supervision of Senior Librarian Dawn

Grattino. Catalog Manager Andrea Johnson began supervising Librarian Perry Huang's CPL.Cat work. Librarian Barbara Satow and Ms. Johnson met with IT/CLEVNET Database Administrator Brian Leszcz and Director of CLEVNET Hilary Prisbylla to discuss the conversion of bibliographic input workforms, which are currently Word documents, to online versions. The workforms are used by CLEVNET staff to request original cataloging for their materials. Ms. Johnson revised the spreadsheets used to collect statistics on bibliographic and add item work for Cleveland Public Library material.

Ms. Satow attended the Ohio Library Council Technical Services Action Council meeting in Columbus, Ohio on January 16. Librarians Amei Hu, Erin Valentine, and Ms. Johnson began helping to plan the Northern Ohio Technical Services Librarians (NOTSL) spring program at a NOTSL Board meeting. Librarian Celia Halkovich and Ms. Hu attended the Book Ends Customer Service Training.

Collection Management: Collection Management selected 1,054 titles, 8,623 copies, and spent \$166,594 in January. 38 telescopes of materials were relocated.

Collection Management Librarian Laura Mommers worked with the vendor Midwest Tape to provide the Main Library and Branches with brochures of audio-visual materials that support African-American History Month. Collections Manager Pam Matthews and Technical Services Assistant Eric Hanshaw, along with Acquisitions Coordinator Alicia Naab, met with Bethany Leach from Recorded Books. Ms. Matthews also participated in a conference call with a representative from the large print publisher Thorndike Press to discuss trends in the large print industry.

Ms. Mommers and Mr. Hanshaw trained Garden Valley Branch staff on how to use the vendor websites for Ingram and Midwest Tape to select library materials. Ms. Matthews met with Magnolia Peters, the new Branch Manager at the Memorial-Nottingham Branch, to discuss the Branch's collection needs.

Ms. Matthews attended a committee meeting of the Ohio Library Council Technical Services Division to plan its 2018 Technical Services Retreat. Mr. Hanshaw attended the first CPL United Way/Community Shares Committee meeting of 2018 and helped organize its 2018 "Souper" Bowl fundraiser. Ms. Mommers participated in the "Conversation with Mavis Staples" webinar and attended Book Ends Customer Service Training.

High Demand: The High Demand Department ordered 1,055 titles and 10,974 items; received and added 11,689 items; and processed 378 invoices.

High Demand Librarian Dale Dickerson reviewed vendor customer statements, downloaded weekly OCLC Set/Cancel files, and helped the Materials Processing Department with the processing of 'problem' DVDs, which included sets that needed to be split and cataloged individually. Mr. Dickerson also assisted with the training of Librarian Beverly Austin during her temporary assignment in Technical Services.

Materials Processing: The Technical Services Associates cataloged 1,008 new titles for the Cleveland Public Library and added 971 records for the CLEVNET libraries. The Technical Services Associates and Senior Clerks added 3,475 items. The Materials Processing Technicians worked on 22,990 items.

The bindery tickets for 2018 were printed and distributed. Materials Processing Manager Elizabeth Hegstrom and Technical Services Associate Christon Hicks attended the Book Ends Customer Service Training. Ms. Hegstrom met with the Materials Processing Technicians to outline the changes that the transition to OneDrive would cause with logging into the shared computers. Technical Services Senior Clerk Sabrina Rosario-Laureano began a leave of absence on December 29.

Shelf/Shipping: The Lake Shore Shelf/Shipping Department staff 116 items to the Main Library for requests and 111 items to fill holds. Main Library received 272 telescopes, the Branches received 751 telescopes, CLEVNET received 63 telescopes, CASE received 6 telescopes, CSU received 4 telescopes, and Tri-C received 4 telescopes. A total of 1,100 telescopes were shipped out. The Receiving/Distribution Technicians sent out 1,053 items of foreign material and in total 13,558 new items were sent to the Acquisitions and High Demand Departments.

Receiving and Distribution Supervisor James Clardy participated in a job fair at the Glenville Branch along with Dawntae Jackson of the Human Resources Department on January 17. Ms. Jackson and Mr. Clardy spoke about the Page positions at the Cleveland Public Library.

Page Richard Jackson was promoted to the Shipping Clerk position in the Main Library Shipping Department and his last day worked in the Department was January 5. Mr. Clardy attended the Book Ends Customer Service Training.

MARKETING & COMMUNICATIONS

Media coverage for the month of January included 139 print and online publications as well as TV and radio. The full report, available in the Marketing & Communications Department, shows ad values of \$416,662.76. The stories that were picked up by multiple outlets included the Martin Luther King, Jr. Branch design competition and e-book checkouts hitting a record high in libraries. The e-book story focused on OverDrive, a local company that CPL has worked with since its startup days. CPL was also mentioned multiple times by Cleveland.com for events to attend during the month.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 757 times on average per day, with an average of 94 clicks to the website per day resulting in a 12.4% click-through rate for the month. Nearly 62% of the click-through's were from some combination of the keywords *library, libraries, public, and cleveland oh*. Special ads targeted users who might be interested in the Library's after-school tutoring services.

A partnership with Cleveland.com where they are now doing podcasts from Main Library also started in January.

Facebook

| | 2018 | 2017 | YoY |
|--------------------|-------------|-------------|------------|
| Net Page Likes | 176 | 109 | 61% |
| Avg Post Reach | 3,108 | 1,985 | 57% |
| Avg Total Reach | 3,758 | 3,695 | 2% |
| Average engagement | 58 | 47 | 19% |
| Reactions | 43 | 33 | 23% |
| Comments | 6 | 5 | 17% |
| Shares | 9 | 9 | 0% |

Twitter

| | 2018 | 2017 | YoY |
|-----------------|-------------|-------------|------------|
| Top Tweet | | | |
| (Impressions) | 10,000 | 25,100 | -60% |
| Top Mention | | | |
| (Engagements) | 1,199 | 406 | 195% |
| Top Media Tweet | | | |
| (Impressions) | 8,650 | 6,682 | 29% |
| Summary | | | |
| Tweets | 68 | 119 | -43% |
| New Followers | 124 | 97 | 27% |

The Library continues to be more active on Instagram with 749 points of engagement, attracting 54 new followers.

Graphics

Graphics staff filled the regular requisitions for design, printing, and distribution, in addition to designing graphics for ads; the library website; digital signage; social media; staff newsletters; *Off the Shelf* e-newsletter; and weekly postings to the website home page. The new format for *UpNext*, the Library's program guide, was well received with the first issue—Winter 2018—that covered programs and classes in January and February. Future issues will be published quarterly (spring, summer, fall, and winter). The shift from a monthly guide to a quarterly guide requires more aggressive deadlines for Outreach and Programming Services staff who prepare the content and Graphics staff who design, lay out, and print the publication.

PROPERTY MANAGEMENT

Painters

- Snow plowing and salt delivery.
- Walz- repainted teen room.
- Union- painted ceiling in hallway and in front of circulation desk.
- Garden Valley- patched and painted area by front windows.
- South Brooklyn- patched and painted ceiling in women's restroom.

Carpenters

- Hung TV's and brackets at the following branches: Glenville, Union, Eastman, Lorain and Walz.
- Sterling- fixed front door lock, replaced back door closure and panic bar.
- M.L.K- hung M.L.K banner.
- Harvard Lee- removed damaged lock to break room and replaced with new lock.
- Union- removed broken lock to broiler room and replaced with new lock.
- Fulton- repaired lock to parking lot door
- E.131- removed broken closure to front door and replaced with new door closure
- Rice- rekeyed managers office lock

- Fleet- installed new door and hardware to circulation desk
- Changed out soap dispensers to all branches except Lakeshore, LSW and Main branch.

Maintenance Mechanics

- MLK - replaced bad ballasts and re-lamped 2nd floor meeting in preparation for MLK day event.
- E.131 - replaced defective automatic blowdown for HVAC control air compressor.
- Lakeshore - tightened/repared auditorium seats.
- Branches - continued p.m. on HVAC equipment (belts, filters and grease bearings).
- Mobile services - replaced bad ballasts and helped custodian re-lamp work area.
- Lakeshore - repaired leaking water line in cafeteria, checked lighting circuits/ replaced bad light switch in Mem Nott.
- Walz - replaced bad ballasts and re-lamped first floor.
- Lakeshore - replaced defective zone damper pneumatic transducers (pxp's).
- Mt. Pleasant - continued replacing emergency and exit lighting with LED fixtures.
- Fulton - unclogged/re-piped staff lounge sink drain.
- Carnegie West - worked with Conkey Plumbing on repairing drain lines in public restrooms.
- Lakeshore - replaced leaking hot water and expansion tank for staff restrooms.
- Glenville - CAT6 pull for new access point in meeting room.
- Main - checked/unclogged drain pans and replaced bad blower motors on 3rd floor fan coil units.
- Walz - continued working on Ethernet HVAC controls retrofit/installation.
- Fleet - replaced defective blower motor on meeting room HVAC unit.
- Main - replaced pre-filters and installed replacement humidifier fill valve on AHU #25.
- South - replaced leaking sink faucet in staff lounge.
- Walz - power and CAT6 run for new basement teen room.

- Collinwood - replaced bad freeze stat in air handler, calibrated AHU pneumatic controls and space thermostats, replaced old pneumatic lines.
- Hough - started HVAC controls retrofit project.
- Sterling - replaced wifi enabled (Sensi) thermostat for circulation desk area.
- East branches - continued Digital Signage (overtime/after-hour's project) for Tim Diamond/Dave Reynolds.
- Rockport - replaced defective heating valve actuator, calibrated controls.
- Main - replaced CO sensor for dock area make-up air unit.

SAFETY & PROTECTIVE SERVICES

SAFETY SERVICES

- Safety & Protective Services has a department page on the staff intranet. Within the SPS page, there is now a list of all patrons banned over seven days. The patrons name, offense, number of days expelled and picture appear, as well as a legal disclosure "not to disseminate information."
- SPS assisted HR with video retrieval for West Park and Rice Branch. SPS was also informed of an after hour robbery on the front steps of Lorain branch by CPD. SPS found video of the juvenile responsible for shooting out glass in front of Langston Hughes branch with an air soft gun.

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 |
|------------|---------------------------|-------------|--------------|--------------------|---------------|---------------------------|-----------------------|-----------------------|
| Jan 2018 | 4098 | 164 | 41 | 55 | 588 | 93 | 85 | 44 |
| Dec 2017 | 3743 | 156 | 61 | 77 | 704 | 109 | 73 | 34 |
| 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 |

Special Attention, Special Events, and Significant Incidents

- 1/3, a female patron entered South branch and set up by the computers. She then started taking large stacks of books from the shelves to her table. When questioned she stated she was looking for all available material about Wicca and demons. The staff asked her to leave the books on the table, but she insisted on shelving the books. After repeatedly asking the patron to stop, she became loud and verbally abusive. SPS was notified and the patron was escorted from the building.
- 1/4, a staff member left a meeting with John Skrtic and she was not scheduled to work. She went to the LSW lending desk and started working; was instructed to leave, but refused to comply. The employee acted erratically. She alternated between yelling, whispering, laughing and obvious anger and very short order. The employee was escorted to the SPS office where all three supervisors became involved and she again was told she would have to leave repeatedly. CPD was eventually called, but she left prior to their arrival. She attempted to gain entry to the Main branch, but was stopped outside by SPS.

- 1/6, a group of children at Hough branch were getting loud in the branch and were told repeatedly to quiet down. The Royce officer was heard yelling that the children need to "shut up and leave now." She also stated that they were "dumb as fuck." Complaints were lodged with branch staff and the SPS officer on scene notified supervision. An SPS car responded as did a Royce supervisor. The guard was removed from the branch.
- 1/6, a male patron at Collinwood was experiencing what he called a "panic attack" and SPS was notified. Officers responded and found the male was in crisis. He stated he was late taking his medication and had escaped from a halfway house. The male reported that he is bi-polar and paranoid schizophrenic. CPD and EMS responded. The male was taken to Euclid Hospital.
- 1/8, a Walz staff member allowed a homeless patron to stay at his house for a few days. The homeless man's family went to the branch and threatened the employee if he did not provide his address so they could find the patron. The employee locked himself in a room in the basement until assistance arrived. CPD was notified, but did not respond. SPS officers took the employee to the 2nd district where a report was filed.
- 1/10, two juvenile children (ages 7 and 9) were supposed to be picked up from Woodland branch at closing. At 1800 hours the children were still present. They made several calls to their father and got no response. Staff remained behind with the children and SPS was notified. Their grandmother arrived at 1900 hours.
- 1/11, a juvenile female at Hough branch left her backpack unattended and later discovered her wallet was missing. She reported this to staff who forwarded the issue to SPS. Further investigation was conducted and video reviewed. A juvenile male was observed going through the backpack and removing the wallet. The male was identified and will be suspended for 30 days.
- 1/16, a group of three young ladies at East 131 branch were on a computer when they happened upon photos of one of the three girls in various stages of undress on Instagram. The females know the names of the two juvenile males that posted the photos. The girl in the photo stated she wanted to harm herself. The Royce guard on scene and a staff member took control of the situation and contacted the girl's mother who stated she intended to file a report with CPD.

- 1/19, a juvenile male entered the East 131 branch meeting room where a private conversation was taking place and interrupted the conversation. He then accused some female juveniles of "being snitches" and he was told to leave. The male was escorted out by the Royce officer and the male threatened the Royce officer, stating he would come back and "shoot the place up." SPS and CPD were notified. The Royce officer filed a report with CPD.
- 1/22, a juvenile was being disruptive inside of Eastman branch and using foul language. He was told repeatedly to stop and leave. He refused to comply. SPS was notified and he refused to comply with them as well. CPD was notified and the juvenile continued to refuse. His mother was notified and responded. He has been expelled permanently.
- 1/23, an unidentified juvenile male used a pellet gun and shot out a window in the entrance way at Langston Hughes. The juvenile fled. SPS and CPD were notified.
- 1/23, a juvenile male was approached by 3 other juveniles who demanded his cell phone on Main 4. When he refused one the juveniles stated he was a member of the "Heartless Felons", a gang, and struck the male in the face. All three persons then fled the area. These juveniles were identified and suspended.
- A CPL employee discovered several items missing from the Rice branch with an approximate time frame of 1/6/18-1/20/18. Missing were several paintings, pictures, plants and other artwork. Upon initial questioning all employees denied any knowledge of the missing items. It was later discovered that a patron entered the branch and claimed to have donated all the items in question. She then reportedly stated personnel could take any of the donated items they wanted. Upon further questioning some of the employees reiterated what the patron said, with all employees giving written statements. Employees' versions of events continue to change and the investigation is ongoing. This was assigned to an investigator.
- 1/25, a branch patron asked branch staff at Fulton if he could assist the children with gaming. As part of a background check it was discovered he is a Tier 1 sex offender. Branch personnel contacted the CCSO. We will be conducting a follow up.
- 1/26, a male patron was in a stall in the restroom near Tech Central when he heard another person enter the next stall. After a short period of time the second male peered under the stall wall at the victim. The victim stated he believed the suspect was masturbating. The victim yelled at

the suspect who then fled. The victim pursued and encountered an SPS officer. They located the male hiding nearby. Assistance arrived and the suspect was detained. CPD was notified and arrested the suspect.

- 1/31, the SPS officer on duty observed a male leaving the branch with what appeared to be a set of CPL earphones. The male was stopped just outside of the door and stated that they were CPL headphones, but taken from another branch. Prior to any further action the Royce officer interrupted to state staff wanted to see the SPS officer. Staff chastised the SPS officer in front of others and the male was permitted to leave.

Protective and Fire Systems

- SPS officers provided fire watch coverage for South Brooklyn branch from late December until the end of January.
- SPS supervisors have come up with a checklist for completing safety ambassador checks at branches.

Contract Security

- A contract has been signed between CPL and Royce Security Company. Royce security guards will unarm branches under construction during Safe, Warm, and Dry.
- The Rice guard was removed from the branch for stealing and the Hough guard was removed for making inappropriate comments to minors.

Administration

- Investigatory Meeting held with Supervisor Martin regarding the complaint of creating a "hostile work environment" from part time officer Gary Harris.
- I met with Kenneth Grant, the Dean of Students at Cleveland High School Digital Arts. We are working to build a rapport so he is informed of his students who act unresponsibly.
- Investigatory meetings were held with multiple officers that took sick days before or after scheduled off days, holidays, and vacations. Officers were put on notice that a pattern has been established.

INFORMATION TECHNOLOGY & CLEVNET

The CLEVNET Directors held their first quarterly meeting of the year at Geauga County Public Library's Administrative Center in Chardon on Friday, January 26, 2018. James Tolbert, Chair of the

CLEVNET Directors' Panel and Director of Milan-Berlin Library District, congratulated Dee Culbertson, former director of Henderson Memorial Public Library on her appointment to director of Madison Public Library. Director Tolbert also welcomed Beverly Follin, the new director at Henderson, and Megan Trifiletti, CLEVNET's new Library Systems and Applications Specialist.

The meeting continued with Timothy Diamond, CPL's Chief Knowledge Officer and liaison to CLEVNET, providing an update on the strategic plan. Mr. Diamond reported that the staffing model developed during the strategic planning process was nearly filled. Since the process began, 12 positions have been posted and 11 have been filled. The only remaining position is the second Library Systems and Applications Specialist who will work alongside Ms. Trifiletti.

The Directors Panel continues to think strategically and focus on three priorities: new members, the new data center in Columbus, and the core CLEVNET services, defined as the ILS (SirsiDynix); networking (including VoIP); technical support; and emedia/databases. Ancillary CLEVNET services are also valuable, but are not mission critical. These secondary services currently include public computer and print management from Cassie; mass notification of staff by InformaCast; and group purchasing with TechSoup. As for new members, the migration of Morley Library in Painesville is scheduled for the fall of 2018.

Mr. Diamond also discussed CLEVNET's 2018 budget (distributed at the meeting as a handout) and how, for the first time, the budget was shared with the Directors Panel at their December 2017 meeting in the spirit of greater transparency and openness. If CLEVNET's proposed operating procedures are approved, the Directors Panel will have a greater role in the budgetary process. Mr. Diamond wanted the Panel to become acquainted with the organization and structure of the budget in preparation for next year.

Mr. Diamond reported that the Directors Panel had also approved the priorities and goals they want CLEVNET staff to focus on in 2018. Any suggested changes or additions to this list must be brought to the Panel for vetting. A strategic framework for evaluating proposed projects and initiatives is described in the new operating procedures. Mr. Diamond shared the list with those present. It will also be posted to the CLEVNET members site.

Julianne Bedel, Director of Barberton Public Library and chair since April 2015 of the ad hoc committee to revise the provisional bylaws of CLEVNET, thanked her fellow directors who worked with her on the project: Rick Werner, Willoughby-Eastlake; Molly Carver, Sandusky; Holly Lynn, Ritter (Vermilion); and Jennifer Schatzer, Wayne County. The group had sent their final draft of the bylaws (now referred to as operating procedures) to the Directors Panel in time for their meeting on December 6, 2017. The Directors Panel made some minor changes to the document and completed the section on how regional representation would transition from two-year to three-year terms. The final draft from the Directors Panel was sent by email to the full membership on January 19, 2018.

Before opening the floor up for discussion, Director Bedel explained: "The purpose of these operating procedures is to clarify and make transparent how we "do" CLEVNET. It's to define roles, to set out the practices that we've had in the past and, in some cases, to update our practices to meet changing needs. The operating procedures have been designed to address the issues of governance and transparency that have been discussed by this group over the last several years. The document addresses mutually agreed upon procedures which fall outside of the CLEVNET System agreement which is between the Boards of Trustees of CPL and each member library. This document is meant to be a fluid set of operational parameters which can grow or change through formal review and revision as our needs evolve, but they are binding as they are meant to be attached to the System Agreement." Highlights include: hiring and annual evaluation of the Director of CLEVNET and the Director of IT; using a strategic framework to guide future actions and project; and making decisions regarding digital resources based on an annual survey.

In the discussion that followed, the directors asked for greater clarification and more explicit language regarding: how requests for membership are approved; changes to job descriptions; review of the budget; and the process for amending the operating procedures. Once these changes are made, the operating procedures will be sent out for a vote. If approved by the membership, work can begin on amending and restating the CLEVNET agreement to which the new operating procedures would be attached. The goal is to have an amended and restated agreement signed by the board of each member library by the end of the second quarter of 2018.

The directors also discussed at length and voted to implement automatic renewals for all CLEVNET member libraries. The third major discussion of the meeting was led by Nancy Levin, Director of Cleveland Heights-University Heights Public Library where they recently implemented a fine free policy. Director Levin wanted to discuss how they should handle overdue fines on materials their patrons borrow from other CLEVNET libraries. CHUH staff encourage patrons to pay the fines online to the owning library. But should the patron refuse, what would the other CLEVNET libraries like CHUH staff to do? The directors at the meeting advised Director Levin that it was okay with them if CHUH staff waived the overdue fines. Their interest is in getting the materials back.

The second half of the meeting focused on the work of the Library Systems Team and the Network Team. Hilary Prisbylla, Director of CLEVNET, Larry Finnegan, Director of IT, and their team members updated the CLEVNET directors on special projects and initiatives, including the new mobile app, credit card transactions, OverDrive Advantage Plus accounts, the Voicent Call Center, the move of the data center to Columbus, VoIP installations, the remote monitoring and management solution from ConnectWise Automate, computer and print management, Rubrik backup and recovery, InformaCast mass notification of staff, Traps endpoint protection, and security.

The meeting closed with a brief report from special guest Don Yarman, the new executive director of OPLIN who was accompanied by Karl Jendretzky, technology project manager at OPLIN. Mr. Yarman praised CLEVNET for what he had heard during the meeting. He was impressed by the projects and initiatives underway. He also praised CLEVNET for making the strategic decision to move its data center to the State of Ohio Computer Center (SOCC) where it will be positioned right next to OPLIN's rack.

The next quarterly meeting of the CLEVNET Directors will be held on Friday, April 27, 2018, at Twinsburg Public Library at 9:30 a.m.