

## **DIRECTOR'S REPORT**

January 18, 2018

### **FIGHTING COMMUNITY DEFICITS**

On Saturday, December 9<sup>th</sup>, a Legal Aid @ the Library advice clinic was held at the Rice Branch. Nineteen attorneys and 23 student volunteers served 35 families. Pro-bono attorneys were represented the following firms and organizations: Norman S. Minor Bar Association, American Greetings, and Baker & Taylor.

Rice Branch continues to serve as the community hub for the Network Night where communities from the Buckeye, Mount Pleasant, Larchmere, Woodland Hills, Shaker Square come together to discuss issues within the community. There were over 90 people in attendance. Also, on December 21, 2017 many residents, community leaders, and other stake holders held a town hall meeting to share and exchange information as well as formulate a sustainable action plan to improve the quality of life in the Buckeye Road area. This initiative was derived from the recent activities of violence in the neighborhood.

### **FORMING COMMUNITIES OF LEARNING**

Cleveland State University's America Reads K-8 after-school tutoring program will offer individualized and group tutoring sessions in subject areas consistent with the Cleveland Municipal School District's Scope and Sequence. CSU America Reads tutoring is currently offered at 11 locations: Collinwood, Fleet, Fulton, Glenville, Langston Hughes, Mt. Pleasant, Rice, Rockport, Sterling, Walz, and Woodland.

The Math Corps, is a program developed by the Cleveland State University's Department of Mathematics, it aims to improve the academic achievement and educational opportunities of middle and high-school aged students. A cadre of students through a peer-to-peer network will serve as role models and academic mentors to students in neighborhood branches. The Math Corp Program will be offered at two CPL locations in 2018.

Club Create, a program facilitated by Lake Erie Ink will offer 3 additional (2 clinics are currently in session) writing clinics based on the creative youth development model and project-based learning designed to meet the needs of students creatively, academically, and developmentally. The clinics are offered 2-days a week for 32 weeks.

The Art Therapy Studio will offer after-school programming facilitated by credentialed art therapists will engage students in art making within the context of a therapeutic relationship. The art therapist will focus on using a variety of art materials to engage clients in creative experiences, with an emphasis placed on the creation of visual art. Students will be encouraged to explore many topics and express thoughts and feelings that are important to them. Choice and control will remain in the hands of the individual. Art Therapy services will also be offered at 5 locations 2-days a week for 32 weeks

### **Progress with Chess**

A new partnership was developed with the *Progress with Chess* program to host a chess tournament that was open to any student living in Cleveland. There were 77 participants in attendance on December 16<sup>th</sup>. The winning high school student received a \$1000 college scholarship. All participants received a free membership to the U.S. Chess Federation

### **Celebrating a Global Perspective**

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

Senior Subject Department Librarian Jean Collins maintained the tabletop exhibit of books for *Get Graphic! A Graphic Novel Book Club: Black Lives in Comics*. This series of discussions will be held from December - February and includes 8 titles highlighting African American authors and comics characters. Senior Librarian Jean Collins, along with Guest Reader Valentino Zullo, presented *African American Classics* the first title in the series and *Monster: A Graphic Novel*, by Walter Dean Myers; adapted by Guy Sims was the second title in the series, was discussed on December 21<sup>st</sup>.

### **Exhibits and Displays**

Throughout the month of December staff conducted tours numerous tours for groups visiting the library including: 400 students from CMSD visiting the Superman exhibit, a group of 30 Girl Scouts and their chaperones from Strongsville, 27 fifth graders from Lake Ridge Academy, and 12 students and 2 teachers from Hershey Montessori School.

### **Research that's possible only at Main Library**

- Staff assisted a researcher who was looking into the history of the Millionaire's Row residence of Morris Bradley. The researcher was particularly interested in historic images of the Bradley carriage house. Photographs

of the Bradley residence did not depict the full estate, and the carriage house was not in view. Staff searched through the Cleveland City Hall Collection of Board of Zoning Appeals images and was able to find multiple views of the carriage house from the side streets of East 73<sup>rd</sup> Street and Simpson Court.

- Staff assisted a researcher with finding and obtaining images of the interior of Cleveland Arena, set up for a Cleveland Barons hockey game.
- Staff assisted a researcher with locating and obtaining images of historic homes (many now demolished) on Prospect Avenue and Euclid Avenue.
- Staff finished an ongoing project for a patron from Australia who is a collector of historic newspaper puzzles. They were able to supply the patron with ten missing puzzles from the Cleveland News in 1908.
- Staff assisted a researcher find news articles about Jesse Taft Smith. Mrs. Smith was a Clevelander and one of the few survivors of the Lusitania sinking in 1915.
- Staff assisted Archives with a request for plans and resources for a house in Palm Beach, Florida from the *Clarence Mack collection*.
- Staff assisted with an information request about the statue in front of the Federal Reserve Bank (in Cleveland) designed by artist Henry Hering. The building was designed by architects Walker & Weeks who also designed Main Library (1925).
- Staff assisted a patron with a request for an operetta by Dmitri Shostakovich, Fine Arts has it in Cyrillic.
- Staff assisted a patron from Italy with a request for *Bellissima canzoneta* (an Italian chapbook in Special Collections) dated 1633.
- BEL Librarian Susan Mullee assisted a patron who needed information from the book *Photographing Farmworkers in California* by Richard Steven Street. Cleveland Public Library is one of only two public libraries in Ohio to own this book.
- One of the books pulled for a patron working on cleaning marble building exteriors, *Stonework: Designing with Stone* (2001) has CPL highlighted in the chapter on quarry stone. CPL is one of 10 libraries worldwide to own this book.
- A patron who lives near a county club was interested in finding out how to scientifically measure the amount of noise generated by skeet shooting. Science and Technology

has relevant ASTM standards. No other regional library has the ASTM standards available.

- A Science and Technology department patron wanted an article from the 1968 *Joint Conference on Cosmetic Sciences*. Cleveland Public Library is the only library in the world owning a copy of the conference proceedings.
- The Government Documents department received a letter asking for primary resources regarding the Indian Ring Scandal from President U.S. Grant's administration. Government Documents Supervisor Sarah Dobransky and Library Assistant Alea Lytle were able to provide resources regarding the impeachment of Grant's Secretary of War, William Belknap, from the House of Representatives and Senate, and other secondary resources about the scandal via EBSCOHost.
- Staff helped a patron find an article from Journalism History which discussed the impact of Medgar Evers and the start of his newspaper The Mississippi Free Press in 1961.

## **Strategic Plan**

### **Our Mission:**

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

### **Our Strategic Priorities:**

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

### **CLEVNET**

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

## **GRANTS & DEVELOPMENT**

### State Library of Ohio

Following a presentation to the State Library of Ohio Board of Trustees, CPL was awarded a LSTA Competitive Grant (in the Outreach and Partnerships Category) for \$50,000 to create a new Book Box, to be stationed at the Edgewater Live Summer Concert

Series, with a goal to increase visibility and awareness of the Library while offering families convenient access to their favorite library materials.

The Hershey Foundation

Submitted letter of interest for support of a new puppet theater stage.

The Thomas H. White Foundation

Submitted grant to support puppet theater programming.

William M. Weiss Foundation

Submitted request to support increased access to the Maker Space for teens. Award in the amount of \$10,000 was made to the Cleveland Public Library Foundation

Eva L and Joseph M Bruening Foundation

Held first quarterly update meeting on progress for early literacy training grant

- Attended CPL Foundation Annual Meeting.
- Attended first Innovation Team meeting to create new revenue-generating ideas for CPL.

**PUBLIC SERVICES**

In the month of December the Library hosted approximately 157 programs and 24 story times at neighborhood branches and Main library. Education services such as GED and ESOL classes, after-school tutoring, and ACT preparation classes were held at 14 branch locations and Main Library. The library's after-school food program occurred Monday-Friday at 28 locations with 6 branches taking advantage of the Greater Cleveland FoodBank's produce program. The Cleveland Foundation awarded the Cleveland Public Library \$165,000 to support of out-of-school time (OST) programming in neighborhood branches. Services that will begin in January of 2018 are the following:

Cleveland State University's America Reads K-8 after-school tutoring program will offer individualized and group tutoring sessions in subject areas consistent with the Cleveland Municipal School District's Scope and Sequence. CSU America Reads tutoring is currently offered at 11 locations: Collinwood, Fleet, Fulton, Glenville, Langston Hughes, Mt. Pleasant, Rice, Rockport, Sterling, Walz, and Woodland.

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### **Services to families and children**

On December 5<sup>th</sup>, neighborhood families were given the opportunity take part in the *Jolley Storytime Trolley*: a holiday tour and accompanying story time conducted by Lolly the Trolley tour provider. The tours were held at five CPL locations: Memorial Nottingham, Fleet, Woodland, Rockport and Jefferson Branch. Children's librarian's and support staff read *The Polar Express* to families as they enjoyed neighborhood tours provided by Lolly the Trolley. Over 600 families participated in this event.

### **Services to adults**

On Saturday, December 9<sup>th</sup>, a Legal Aid @ the Library advice clinic was held at the Rice Branch. Nineteen attorneys and 23 student volunteers served 35 families. Pro-bono attorneys were represented the following firms and organizations: Norman S. Minor Bar Association, American Greetings, and Baker & Taylor.

### **Cleveland Public Poetry: Writer's Open Mic Monday**

Literature Department Librarian Evone Jeffries hosted an open mic poetry reading series on December 11<sup>th</sup>. Eight patrons attended and 6 read original works of poetry and fiction.

### **National History Day**

The Center for Local & Global History hosted twenty-one seventh graders and twelve eighth graders on December 13<sup>th</sup> from the Birchwood School of Hawken to conduct their National History Day Research. CLGH Manager Olivia Hoge organized the class visits and Librarian Terry Metter provided an overview presentation on the Library's catalog. Books were pulled for students in the relevant subject departments and the Microform Center pulled microfilm. Photograph Collection Librarian Brian Meggitt pulled photographs for most of the students, and Library Assistant Lisa Sanchez, Library Assistant Adam Jaenke, and Library Assistant Dan Milich assisted students in the Photograph Collection.

### **Progress with Chess**

A new partnership was developed with the *Progress with Chess* program to host a chess tournament that was open to any student living in Cleveland. There were 77 participants in attendance on December 16<sup>th</sup>. The winning high school student received a \$1000 college scholarship. All participants received a free membership to the U.S. Chess Federation.

### **Pieter Bruegel in the Art Lab**

Fine Arts Library Assistant Mark Fox Morgan collaborated with Youth Services in the Art Lab on December 20<sup>th</sup> on an art activity related to Pieter Bruegel (a Northern Renaissance artist). Participants looked through books on Bruegel's artwork and had to "find" certain elements like the *Where's Waldo* books. Participants were provided with coloring sheets to complete the program!

### **Patent Research Training**

Science and Technology Senior Librarian Jim Bettinger continued his patent training sessions in December with several members from Case Western Reserve University's Intellectual Property Venture Clinic (IPVC) - the pro bono legal clinic for patents. Mr. Bettinger assisted with patent searching techniques, elements of a patent, and demonstrated databases that are only available at a Patent and Trademark Resource Center (PTRC).

### **Believing in Cleveland**

Thirty-three patrons and visitors attended a talk by Cleveland State University Professor Mark Souther. Dr. Souther discussed

his newly published book, *Believing in Cleveland: Managing Decline in the "Best Location in the Nation"*. CLGH Librarian Terry Metter coordinated the program on December 16<sup>th</sup> which was held in the Louis Stokes Wing Indoor Reading Garden.

#### **Music at Main**

Cleveland instrumental guitarist Victor Samalot performed a mix of Christmas and original music at Main Library on December 9<sup>th</sup>. Fourteen people braved the winter weather to enjoy this wonderful holiday musical performance.

#### **Knitting at PAL**

Two knitting meetings were held on December 6<sup>th</sup> & December 20<sup>th</sup>. The group has completed the collaborative baby blankets that will be donated in January. Altogether 10 blankets will be donated. Five were completed as a group and 5 more were donated by one individual member.

#### **Main Library Book Clubs**

CLGH Manager Olivia Hoge led the Brown Bag Book Discussion on *Sargent's Women* by Donna Lucey on December 18<sup>th</sup>. Social Sciences Librarian Helena Travka and Library Assistant Lakeisha Winstead hosted the Social Sciences Non-Fiction book club on *The Power of Positive Thinking* by Norman Vincent Peale. Literature Department Library Assistant Michael Haverman hosted his monthly Award-Winning Book Club on December 5<sup>th</sup>. They discussed the novel *The Brief Wondrous Life of Oscar Wao* by Junot Diaz. PAL Library Assistant David Furies hosted a book discussion in collaboration with the Cleveland Law Library Association to discuss the book *Called to rise: a life in faithful service to the community that made me* by David O. Brown.

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

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

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from CMSD visiting the Superman exhibit, a group of 30 Girl Scouts and their chaperones from Strongsville, 27 fifth graders from Lake Ridge Academy, and 12 students and 2 teachers from Hershey Montessori School.

### **Main Library Displays**

Literature Senior Librarian Jean Collins collected books for the *Staff Picks* display in Lending along with Library Assistant Michael Haverman. Ms. Collins also maintained the *First in Series* display in the Literature Department and a display honoring three of the big winners of the 2017 American Poets Prize and Mr. Haverman also maintained the table display in the Literature Department lobby featuring a flier and arrangement of current and upcoming book club books. *Homegoing*, *Behold the Dreamers* and *the Leavers*.

Special Collections staff organized a tabletop exhibit featuring items donated by the Jewish Community in the 1920s and 30s. Profile sheets were created about the Queen Esther scrolls, a menorah, and a shofar.

### **Collection Development**

The staff of the Center for Local and Global History conducted processing several collections including the Charles S. Hackett Collection of Cleveland, the G.M. Hopkins Plat Books of Cleveland & Cuyahoga County, the City of Cleveland Historical Park maps, and the Cleveland Photographers' Studio collection, a collection of portraitist work from the early 20th century in Cleveland.

Several donations were made to the collection in December including:

- The Center for Local & Global History received forty-five complimentary *Cleveland Memories: the Early Years* from Pediment Publishing for using CPL photographs in their book.
- Thomas Bier, PhD donated a copy of his book *Housing Dynamics in Northeast Ohio: Setting the Stage for Resurgence* to PAL on December 1<sup>st</sup>.
- The Department of Community Development donated *2016-2017 First Year Consolidated Annual Performance and Evaluation Report (CAPER)* and *2017-2018 Second Program Year Annual Action Plan* to the Public Administration Library.
- Plans for Fence and Gates for West Park Cemetery under the Department of Parks and Public Property by City Architect

Herman Kregelius. The drawing number is 21-1, dated April 9, 1926.

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### **Other Library News**

BEL Library Assistant Joseph Parnell, through the CPL FIT Wellness Committee, is helping to put together wellness "challenges" for the staff for 2018. These programs and events will include biking, financial awareness, and a brand new fitness challenge.

Fine Arts & Special Collections Manager Pam Eyerdam worked with Library Archivist Ann Marie Wieland to research questions for an oral history video with arts activist Nina Gibans related to the commission of the Brett Hall murals that were installed in the 1970s.

Stephen Wohl worked with Nancy Mocsiran and Will Skora from the Knowledge Office to further revise the online application for CPL eCards. Adjustments were made to make the eCard application more user-friendly; as well as now requiring online applicants

to upload documentation to prove they meet the residency requirements to registering for an account with the library.

## **TechCentral**

### **Maker Monday Evening Event Series**

TechCentral and Outreach and Programming staff collaborated to present the second monthly *Maker Monday* evening event at the Lorain Branch Library December 4<sup>th</sup>. Activities included the mobile Laser Engraver and 3D printer, photo button making, knitting, duct-tape wallets, and sewing.

### **Mozilla Web Literacy Staff Training**

TechCentral Manager, CJ Lynce, led Mozilla Web Literacy Training sessions for Library Assistants, Computer Emphasis throughout the system. A total of 31 L.A.C.E. staff and two TechCentral Coordinators received the first of three sessions in December, with the remaining two sessions to happen in January and February. An additional 18 L.A.C.E. staff have previously been trained on Mozilla Web Literacy.

### **Maker Space Research**

Doctoral Candidate, University of Illinois at Urbana-Champaign, Rebecca Teasdale began conducting her research on maker spaces on December 19<sup>th</sup>. Ms. Teasdale met with eight TechCentral staff members on December 19<sup>th</sup>, and observed in the TechCentral MakerSpace on December 20, 21, and 22. Ms. Teasdale will be conducting more initial and follow-up group interviews in 2018.

### **Staffing Changes**

Melissa Canan was promoted to the position of TechCentral Coordinator on December 9<sup>th</sup>, formerly being a Library Assistant, Computer Emphasis, PTR, TechCentral.

Suzi Perez was promoted to the position of TechCentral Coordinator on December 9<sup>th</sup>, formerly being a Library Assistant, Computer Emphasis, PTR, TechCentral.

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

TechCentral hosted a hands-on evening in the TechCentral MakerSpace for twelve students and four adult leaders from the College Now, Greater Cleveland program on December 7<sup>th</sup>. Students and adults were able to create and design their own 3D printer keychains, laser-engraved wood coasters, and contributed towards a group t-shirt using the vinyl cutter and heat press.

TechCentral Manager, CJ Lynce, met with a group from NASA Glenn Research Center in order to answer questions about the TechCentral Mobile MakerSpace and investigate possibilities for creating community partnerships.

Mr. Lynce coordinated and led a tour of the TechCentral MakerSpace and other Main Library departments and exhibits for 17 alumni from Case Western Reserve University on December 29<sup>th</sup>.

## **Cleveland Digital Public Library**

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

#### *Learning Commons*

Cleveland Digital Public Library regularly hosts classes. During December, 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 by appointment, and we have video classes in development. We will be contacting the Positive Coaching Alliance to further develop out a workshop or workshops on using digital coaching tools within their framework. 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 18 attendees. Coordinating with CPL FIT, we host Yoga and Meditation offerings MWF at 1:00 and have 12 or more regular attenders, about half of whom are from downtown offices. The CPL Wikipedians met in in the classroom. We hosted a chess tournament, and delivered an art of the book program.

#### *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.

During the three-week reporting period for this December ClevDPL produced the following multimedia: Happy Holidays (video), Handbell Choir (video), W.O.W. Recognition (photos), Music at Main (video), Music at Main (photos), The Great Lake Exposition (video), Digital Research class (photos), Director's Message - Pay It Forward (video), and Director's Message - Gala (video).

#### *Scanning Assistance*

Cleveland Digital Public Library staff assisted 16 reservations and drop in sessions of two hours (or more) in length. There was scanning of both large personal and library collections in the

Digital Hub. Patrons used the Epson 11000XL flatbed, ATIZ book scanner, and I2S oversized flatbed scanner to accomplish their projects for personal and publication use.

#### Public Services Statistics

*Patron Visits:* Between December 1<sup>st</sup> and December 23<sup>rd</sup> the Cleveland Digital Public Library had 498 patron interactions. There were 127 KIC Scanner sessions resulting in 6,179 images / 12214.4or somewhat more than 12 GB of scan volume. We had a total of 75 attendees at programs.

*Digital Gallery:* For the partial month reported from December 1, 2017-December 21, 2017, Google Analytics (GA) reports 3,361 sessions for 2025 users and 57,608 page views. Per GA, our user base skews toward males, our users are 54% Male and 46% female. Per GA, our age breakdown skews towards youth. The age numbers, which have remained stable for some time, are: 18-24 is 27.50%, 25-34 is 33.50%, 35-44 is 15.50%, 45-54 is 12.50%, 55-64 is 5.50%, and over 65 is 5.50%. Per GA, the bulk of our users have English set as their language preference; however, we have numbers of Spanish, French, Italian, German, Croatian, and Chinese speaking users. Additionally, GA user statistics related to location indicate that we have users from the US, United Kingdom, Canada, India, Brazil, Spain, France, and Switzerland. Finally, GA shows that we have a diverse group of channels that deliver users to CPL's ContentDM:

- *Organic Search* channels 37% of our accesses, and Google accounts for 36% of those.
- *Direct Access* through CDM search accounted for 42% of our accesses.
- *Referrals* through other websites are about 13% of our access volume (around 17% of all referrals are from Wikipedia, up 1% from last month. Referrals from our library website, cpl.org, only account for less than 1% (.61%) of our referral total. This number is decreasing. The current version of the library website is not effectively referring patrons to the digital gallery from the library website.
- *Social Media* accounted for 7.42% of our accesses (of that Facebook accounts 31% and Twitter the remaining 61% -- our absolute numbers for Twitter are increasing and our absolute numbers from Facebook remain the same).
- *Platform:* A little more than a third of our sessions in December 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 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.

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

We met 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.

Dr. Ewing met with Director Thomas, Olexander Debych (a Fulbright Scholar from Ukraine), and Andrew Fedynsky from the Ukrainian Museum and Archives to plan on further developing their partnership involving DPLA, the Ukrainian National Archives, The Holocaust Museum, Ohio State University, and Cleveland Public Library.

Twitter continues to be a successful tool for promoting the Digital Gallery. ClevDPL has 20 new followers and now has nearly 600 followers. Our top Tweet with 6632 impressions was: View of a street car that was overturned on an icy morning in early December as it plunged down Cedar Hill in 1937 [ow.ly/KG7u30h0ekA](https://ow.ly/KG7u30h0ekA) [pic.twitter.com/X30AneJLSZ](https://pic.twitter.com/X30AneJLSZ)



## Collection Development

### Library Staff Does Digitization

Cleveland Digital Public Library staff has scanned 331 items (3883 files), did post-processing for 257 items (4,081 files), and uploaded 330 items (334 files) into the Digital Gallery.

We touched 70,592 items while doing metadata revision for DPLA and did our first upload of over 10,000 records to OCLC's Digital Collection Gateway, revising field structures and contents, adding latitude and longitude, and adding a back-end storage field.

### Interlibrary Loan

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

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

#### Borrower Activity Overview Report:

CPL Patron Requests Initiated: 69

CPL Requests Filled: 34

#### Lender Activity Overview Report

ILL Loans requested of CPL: 1477

ILL Loans filled by CPL: 410

Loans: 381

Copies: 29

We addressed the turnaround time for unfilled requests, reducing the amount of time in response over October by 20%. 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 in November averaged roughly 4 days and 5 hours, below average for our ILL unit. Before we introduce more efficient retrieval, a simple benchmarking on averages means that we should be able to turn items around in 3 days. It is useful to note that even our slow months are faster than industry average. We expect that now that we have two pages directly fetching books we will have a smaller range in the average time to completion and that the absolute time required fill for our ILL requests will decrease. We may have to take additional steps to increase filled request speed, but this is a start.

Copy deliveries are up 50% over October, and this is a solid trend.

We have completed tweaked our standard operating document for ILL processes, and will treat it as a working, dynamic procedural guide subject to modification and improvement as we figure out how to do things better and faster.

### **Staff Development**

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

### **Preservation**

Preservation staff did the following:

Paper Treatment: 16 items, 71 sheets (54 simple treatments in sheets, 17 complex treatments in sheets)

Book Treatment: 56 (4 simple, 52 complex)

Enclosures: 19

Labels: 32

Books received: 60

Book returned: 196

### **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.

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

### **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. Brett Hall is also being monitored with a PEM II device which are concealed within the exhibit hall.

### **Superman Exhibits**

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

### **Metadata Revision**

By the end of December, 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. Except for the photograph collection, we are ready to contribute data from most of our collections to DPLA. This month we contributed to 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 upgraded our metadata for submission to the DPLA. As noted above, we finished with the revision and update process involved in making our metadata ready for DPLA.

## **Branches**

### **District One**

#### **Eastman**

Mr. Knape along with Children's Librarian Cassandra Feliciano and Library Assistant Nancy Smith attended the 8th Annual Westown Winter Frolic at Halloran Park Skating Rink on Friday December 8, 2017. The Frolic consisted of the Salvation Army Cleveland Westpark Junior Songsters, free photo with Santa, and a craft table manned by Cassandra and Nancy who handed out Library pencils and flyers and helped the children make a reindeer craft.

#### **Lorain**

December was a quiet month for Lorain Branch. Outreach story times and visits continued at local schools. Youth staff hosted several holiday-themed programs for young patrons and served approximately 425 lunches mostly to kids. Staff also rearranged the DVD collection to accommodate more DVDs.

## **Rockport**

Rockport started the month with a booked schedule of Jolly Story time Trolley rides. Patrons of all ages rode Lolly the Trolley through the Bellaire-Puritas neighborhood, Youth staff read the story of the Polar Express to kids as they rode Lolly and sang Christmas Carols. When Lolly the Trolley returned to Rockport Branch, hot cocoa was served to participants and we played the movie Rudolph. The Jolly Story time Trolley program ended with holiday coloring sheets given to all. The month was additionally full with Great Lakes Science Center STREAM, Wii gaming, and Lego Club programming. Healthy meals, courtesy of the Cleveland Food Bank, were served for Kids Café. America Reads Tutoring, courtesy of Cleveland State University started with multiple youth daily taking advantage of the service. ROC ended the month with a hot chocolate bar that consisted of marshmallows, whip cream and sprinkles. Cookies were served as Christmas music played for patrons of all ages. Emily Crompton attended strategic planning for Bellaire Puritas. Rockport shifted the youth books to prepare for the entrance of the Best Buy Teen Tech Center.

## **Walz**

The branch was decorated with care  
Snowmen where hung everywhere  
Tea light Snowmen were crafted by little hands  
And impromptu Puppet shows graced Walz Land.

And what to our wondering eyes should appear  
With Satellites like horns of a deer  
Non other than Channel 19 News VAN  
And there in the corner is Fox 8 newsman.

With Channel 3 and Channel five gathered around  
Walz parking lot was the most crowded in town.  
And through it all Walz Staff smiled and provided a safe place.  
A lunch, a smile, a bathroom break, a chance to escape the rat  
race.

Knowing that this Holiday season  
Some things are completely without reason.

Walz branch provided a full month long calendar of lunches, GED classes, crafts, School visits and computer lessons during the month of December but by far the biggest event was our parking lot being used as a staging ground for media covering a horrendous crime in a property adjoining ours. Walz stayed open and provided a sense of normalcy, a safe place.

## **WEST PARK**

Children visited the West Park Branch and listened to the traditional story of The Gingerbread Man as they decorated their own gingerbread houses. Thanks to a partnership with Bellaire-Puritas Development Corporation, participants of Fashion Club met twice during December and made pin cushions, stuffed gingerbread men and jingle bell bracelets and decorated stockings as well.

## **District Two**

### **Brooklyn**

The Brooklyn branch welcomed a new clerk this month: William Javier Arce Mantilla joined the staff on November 27, 2017. Mr. Mantilla is bilingual and has already made an impact in assisting our Hispanic patrons. The Children's staff had been very busy making Rudolph the Red Nose Reindeer ornaments for the upcoming holidays, as well as visiting the local schools to do holiday-themed programs. The branch will serve the late afternoon Kids Cafe lunches at lunch-time during the CMSD holiday break schedule.

### **Carnegie West**

A school age entrepreneurial program based at Urban Community School chose Carnegie West Branch as its test site. Children's librarian Helen Zaluckyj "wrapped around" Paul L. Dunbar Elementary School this month by visiting a first grade special needs class unable to come to the branch for story-time. She also hosted a Christmas craft for toddlers and parents. Branch manager Angela Guinther attended a steering committee meeting for MyCom Ohio City. The community development corporation is launching the youth-oriented initiative in the spring and is gathering neighborhood stakeholders to assist in the efforts. She also attended a meeting of the Ohio City Dialogues Human Services Group. Duane Deskins, head of the city's new youth violence prevention efforts, and Second District Commander Thomas Stacho were the invited guests.

### **Fulton**

The highlight for the month was the meeting about the Fulton Reading Garden. The branch will receive a new outdoor piece of art, which is being relocated from the Eastman reading garden. Creating a Holiday Ornament was the most popular program; Ms. Gail Hanks provided materials for making several different kinds of ornaments for both children and adults.

## **Jefferson**

The Polar Express, Lolly the Trolley neighborhood tours was held at Jefferson Branch. Six tours departed from the Jefferson Branch with a total of 133 participants. Branch Staff was so excited with this program that they turned the Branch into a winter wonderland. There was a photo booth area, and snowflakes everywhere, as well as the North Pole marker. The attendees partook in hot chocolate and cookies, while they waited for their tour or after they came back from their tour. Three holiday celebrations were made possible by donations from the Cleveland Public Library Foundation. The first program was the Hanukah celebration in which the participants learned how to make Dreidels out of milk cartons. Later they used the Dreidels in order to spin and earn candy. Next program was the yearly popular tradition of decorating Gingerbread Houses, in which children decorated their own gingerbread houses made of graham crackers. Our last Holiday celebration was Kwanzaa, in which the participants learned about the seven principles. Also celebrating the holidays, the Dyad Staff had its third annual Holiday party: staff from both Branches joined in a potluck celebration with staff and family; good food and great company was enjoyed by all.

## **South**

Children of all ages once again celebrated three major Holidays at the Branch, thanks to the donation from the Cleveland Public Library Foundation. The first program was the celebration of Hanukkah. Branch patrons shared in the opportunity to spin the giant South Branch Dreidel in order to win pieces of candy. The children learned about the traditions celebrated during the eight days of Hanukkah. The next yearly tradition was the decorating of Gingerbread Houses, in which children decorated their own gingerbread houses made of graham crackers. Our last Holiday celebration was Kwanzaa where the participants learned about the seven principles. During the holiday edition of Manga Mondays, attendees decorated cookies with their favorite Anime and Manga facial expression.

## **South Brooklyn**

Children's Librarian Tammy Houghton provided outreach to Charles A. Mooney Special Pre-K (20 youth); had a school visit from Luther Memorial (45 in attendance); invited Ghostbusters: Cleveland for supernatural fun to the branch for 35 youth; hosted SBN Toshokan (anime club; 10 attended), SBN Gamer's Guild, three different Crafts for children (Reindeer, snowman, and end of year). Adult Library Assistant Anna Kaufman Ford had a Christmas Holiday Party with her monthly book club to discuss

the 2018 book line up. Variety of staff completed Good Housekeep Training. LACEs Cheryl Williamson and Justin Smith attended Mozilla Training. Assistant Manager Forrest Lykins participated in CPL FIT Committee and Book Ends meetings, and helped assist at South Branch. District Manager Luigi Russo participated in the following: coaching session, Branch Managers meeting, Process Improvement Plan meeting, Unconscious Bias Workshop and visits to D2 branches.

### **Third District**

#### **Garden Valley Branch**

Maria Estrella (Branch Manager) sat on interview panels for the position of Children's Librarian. The Garden Valley Branch welcomed Children's Librarian Ms. Andrea Csia to the branch. Ms. Csia immediately sprang into action by adding aesthetic touches to the branch in holiday decorations and book displays. Assistant Manager Kevin Ray continues to foster community relations with Burten Bell Carr Development, Inc. Mr. Ray was given a tour of the WOVU 95.9 Radio Station next door to the branch and was informed that partnerships between the branch and the station were welcomed for community programs in their meeting space.

#### **Hough**

A representative from the Foodbank set up a table at the branch to reach out to patrons that need assistance. Children's Librarian Manisha Spivey held an end of the year celebration and grab bag with refreshments and gifts. Library Assistant- Youth Emphasis Joanna Rivera had a Snowman gram activity where kids could write a message to Santa Clause on a graham cracker. Library Assistant- Computer Emphasis Romael Young brought in his Xbox one bi-weekly for the kids to enjoy. They really enjoy the dancing programs.

#### **MLK**

December was a month of special branch programming. The branch held Circlefest which included live entertainment featuring Cleveland Institute of Music, face painting, balloon twisting, and picture taking using the photo booth and crafts. Lake Erie Ink in partnership with Cleveland Public Library ended their creative writing workshop with a party for participants. CEOGC visited the branch and held a workshop for parents and caregivers on ways to improve literacy while the toddlers and babies enjoyed story time.



## **Sterling**

Bitty Dorr and "the Quilters" (a group of Sterling friends and Central neighbors) dedicated three Saturday mornings in December to make blankets with Sterling families. The Quilters provided Hot Wheels cars, coloring books, colored pencils, crayons and handmade, holiday themed pillow cases to use as gift bags. The toys, coloring books, colored pencils and crayons were tucked in the blanket which was tucked in the pillow case and tied with a white grosgrain ribbon. Children/adults could make 42 cozy warm blankets, thanks to two anonymous donors who provided \$500 in materials.

## **Woodland Branch**

Whitney Johnson continues to work on developing the branch relationship and connecting with the Dike school of the Arts and George Washington Carver. Ms. Johnson conducted a winter program entitled "what is family to you" story times to several pre-k through first grade classes. Ms. Johnson also led the Tiny Winter Wonders Program, where children enjoyed designing their own winter snow-globe with twine ribbon, glitter, snow, bells and miniature trees. These festive ornaments made great seasonal decor and gifts!

Ms. Drake El provided community outreach by visiting the Child Development Center at Friendly Inn. She conducted storytimes to the pre-k and kindergarten classrooms. She also gave tips to teachers on using phonological awareness, retelling, alphabet, and sorting for teacher's to utilizing during their storytimes.

The Woodland branch experienced great success serving as one of the "Jolly Story-time Trolley" host sites. Families enjoyed a scenic ride on Cleveland's own Lolly the Trolley while enjoying a reading of "The Polar Express". Families also enjoyed popcorn, a fun cereal necklace craft, hot cocoa and a viewing of the movie: The Polar Express!

## **District 4**

### **East 131 Branch**

Lisa Quinn, Library Assistant-Computer Emphasis (LACE), continues to provide weekly writing workshops with teens and juveniles, on laptops from our TechCentral Department. Ms. Schmidt presented as a trainer at the Customer Service training module on December 7, 2017. Manager Kristen Schmidt and staff hosted the branch's first Patron Appreciation Day on December 19, 2017 with funding from the Friends Foundation. Ms. Rosa

attended the MyCom Mt Pleasant meeting and Ms. Schmidt hosted the Network Night at the Rice Branch location on December 20.

### **Fleet Branch**

Fleet Branch maintained over twenty-five patrons who attended each Movie Night on December 4th and 11th. Patrons enjoyed watching their favorite holiday movies while indulging on buttery popcorn and punch. On December 7th, Fleet hosted Jolly Trolley Storytime where a reading of the Polar Express took place on Lolly the Trolley for families to enjoy. While waiting to ride the trolley, children and parents also enjoyed listening to Pete the Cat Saves Christmas, sipping hot chocolate, and a wreath and stocking craft. On December 14, 2017, twenty-five youth created their own gingerbread houses from graham crackers, frosting, jelly beans, marshmallows, peppermints, and other candies. The program was a huge success as participants showcased their architectural skills. Mrs. Robinson and Ms. Fullmer created Winter Holidays and Winter Blues displays to promote the collection. Ms. Fullmer, Ms. Lawson, and Ms. Spivey decorated the branch for the holidays.

### **Harvard-Lee Branch**

The Harvard-Lee Youth Services team continues to address the needs of our day cares by visiting their locations to conduct story times and crafts. Ms. Olivia Geaghan was selected to work with the Fleet Branch/OPS Polar Express event. She read to participants on the Jolly Trolley, which provided an amazing experience. I completed my weeding list and am going through the children's dvds currently. Club Create continues to be a success at the branch for our youth. Harvard-Lee held its Annual Patron Appreciation Day event On December 21, 2017. Patrons enjoyed food, fun, and friendship. There were 30 patrons in attendance. In promoting team unity and fellowship, Harvard-Lee staff held its team pot luck and gift exchange on December 21.

### **Mount Pleasant Branch**

During the Month of December, the Mt. Pleasant Branch hosted the MyCom monthly meeting at our branch. Many community partners collaborated together to discuss concerns and create resolutions. Mrs. Scurka was selected to join the Murtis Taylor Human Services Mt. Pleasant/Southeast Collaborative BUCS Committee, (Building and Unifying Community Services).

### **Rice Branch**

This month, the branch hosted its long-standing programs such a Knitting, Poetic Power, Meditation, Line Dancing, Yoga, and Qi Gong. Additionally, Rice Branch continues to serve as the

community hub for the Network Night where communities from the Buckeye, Mount Pleasant, Larchmere, Woodland Hills, Shaker Square come together to discuss issues within the community. There were over 90 people in attendance. Also, on December 21, 2017 many residents, community leaders, and other stake holders held a town hall meeting to share and exchange information as well as formulate a sustainable action plan to improve the quality of life in the Buckeye Road area. This initiative was derived from the recent activities of violence in the neighborhood. Rice Branch received \$1500 from an anonymous donor specified for literacy based programming for the youth. The Youth Services staff is excited and is working with Tracy Martin to develop of plan to utilize the funds. Interviews were conducted for the District/Branch Manager position at Rice. Ms. Amiya Hutson has been selected as the next leader of the branch. We love forward to the great things Rice will accomplish under her leadership.

### **Union Branch**

On December 6<sup>th</sup> and 7<sup>th</sup>, scholars from E-Prep Woodland Hills hosted Lemonade Day at Union Branch. The students belongs to the Open Door Academy after school program which partner with the Young Entrepreneur program to teach the students entrepreneurial skill. The students shared items such as lemonade, cupcakes, artwork and more. Miles Elementary School scholars will host Lemonade Day at the branch on Wednesday, December 20<sup>th</sup>. So far in the month of December, Union Branch has served over 400 meals during the Kids Café. Youth staff Tamara Steward and Gregory Parker presented outreach story times to CEOGC, Katai Daycare, Oakfield Daycare, E-Prep Woodland Hills, Miles Elementary, Miles Park Elementary, and Nathan Hale Elementary. On Wednesday, December 20<sup>th</sup>, students will create snowflakes and have cookies and cocoa. The snowflakes will be used to decorate the bulletin board for the winter season.

### **District 5**

#### **Addison**

IT installed and mounted the branches TV for showcasing Library Events/programs. O.M.J, Gail Hugely returned to replace employment specialist, Maria Ramos only to be removed permanently, due to restructuring at the O.M.J Head Office. Currently, this service has been suspended. Youth Service Staff conducted a "cinnamon scented" ornament holiday craft with children. A week of customer appreciation with coffee and sweets, courtesy of the **CPL Foundation** Card, was provided as a thank you for the community's support in passing **issue 60**. In an

effort to push the circulation of holiday music, the branch did some collection merchandising by playing holiday music CD's at the circulation desk for check out.

### **Collinwood**

The Cleveland Museum of Art's "Art in the Neighborhood" program still amazes us with the opportunities they provide for our youth. Through this partnership, most recently children of all ages were able to learn about the art of scroll making, where the medium originated. Their work will be displayed in the Atrium of the Art Museum during their annual Martin Luther King Jr. Day celebration. The scrolls will be on view during the Museum's normal hours from Saturday, January 13th through Monday, January 15th. Collinwood Library had children from O. H. Perry, East Clark and East Academy created beautiful scrolls out of torn paper, ink, markers, and glue.

### **Glenville**

The branch prepared care packages for five families in our service area here in the first annual "Adopt a Family" program, in which the youth staff delivered to the families homes for the holiday season. Staff enjoyed our year end potluck with each person bringing in a dish. The Senior Forum book club completed another year with their annual potluck as well, with a guest and fellowship. Branch Manager, Sharon Jefferson, attended the Manager's meeting and the Innovation Team meeting.

### **Langston Hughes**

The branch held several programs that included: Get your Game On!; Giant Jenga!; Toys of Yesteryear; Making a Gingerbread House; Anime Film Day; Musical Exploration; Recycle Today, Reduce Tomorrow. Our Kid's Café continues along with tutoring that ended On December 14th but will start again in February 2018.

### **Memorial Nottingham**

On December 7, 2017, we were one of the host sights for the Polar Express. Children and adults of all ages had a great time. On December 14, 2017, to keep the fun and excitement of the upcoming holidays going, Memorial-Nottingham hosted a holiday party for the youth who frequent our branch. Memorial-Nottingham also welcomed Victoria Kabo from Foreign Literature, as she hosted programs for our Russian community on December 2nd, and 16<sup>th</sup>. Magnolia Peters would be joining our branch on January 8, 2018, to serve as our new branch manager. We extend a warm welcome to Ms. Peters.

## **OLBPD**

For December 2017, OLBPD circulated 36,363 books and magazines directly to patrons, along with 12,935 copies of the OLBPD Dimensions newsletter. OLBPD registered 121 new readers to the service. Approximately 612 BARD patrons among 1,810 active users downloaded 10,054 items.

As 2017 came to an end, the Ohio Library for the Blind and Physically Disabled (OLBPD) enjoyed another busy and productive year. OLBPD circulated approximately 583,611 items to 13,756 active readers. The collection has more than 63,000 titles, including new Playaway books as well as described Blu-Ray and DVD titles. Patrons using BARD downloaded 144,149 books and magazines and OLBPD answered over 2,400 BARD service and tech support requests. OLBPD inspected over 500,000 returned books, and less than one-percent were damaged or missing media. OLBPD repaired 100 cassette and digital talking books and added over 7,000 copies of high-demand digital talking books to meet patron reading needs. OLBPD answered over 21,000 patron phone calls requesting service and over 7,400 mail and email requests.

OLBPD participated in its annual Holiday Book Chat with classes of the Ohio State School for the Blind. On Friday, December 8th, OLBPD discussed "Elijah's Angel: A Story for Chanukah and Christmas" by Michael Rosen with the K-3 students; and "Candlelight for Rebecca" by Jacqueline Dembar Greene with the 3rd-6th grade students.

The National Library Service (NLS) introduced a new remote control unit for use with the digital talking book machine (DTBM). The surface of the remote control has 15 buttons that are identical in shape and function to the buttons of the DTBM advanced model. The only DTBM button not available on the remote control is Power On/Off. DTBM remote controls are now available upon request.

As of December 4<sup>th</sup>, the National Library Service has posted its 100,000<sup>th</sup> book to the Braille and Audio Reading Download (BARD) service. BARD began in in October 2006 for what was then called the NLS Download, which had 1,200 talking-book titles and 10 magazines. The NLS Download was renamed BARD a year later, and in April 2009—after NLS introduced the digital talking-book machine—the full site launched.

## **EDUCATION AND LEARNING**

### Best Buy Teen Tech Center Grant

Marina Marquez along with Amiya Hutson, Tracy Martin and Eric Herman met with William Woodworth and the Best Buy team for the standing bi-weekly telephone conference calls. We discussed updates on the Tech Center Supervisor position and construction plans and budget for the Best Buy Teen Tech Center at the Rockport Branch. Along with Amiya Hutson, Cindy Lombardo and Tracy Martin, Marina reviewed and selected the best firms to send a request for quotes for interior design and construction timeline of the Teen Tech Center at Rockport. Eric Herman received the construction quotes, HBM was selected, and Bryan Szalewski completed the contract with HBM to complete the project.

The Tech Center Supervisor position has been posted on the CPL website and on Indeed.com. The job posting was also shared with faculty at Case Western Reserve University, Cleveland State University and Cuyahoga Community College. Along with Amiya Hutson and Dawntae Jackson, Marina Marquez reviewed all the applications and resumes submitted for the Tech Center Supervisor position. Nine candidates were selected and contacted to be interviewed on January 3, 2018.

### Book Box - LSTA Competitive Grant

On December 12<sup>th</sup> Marina Marquez and Tracy Martin presented the LSTA project proposal to the State Library of Ohio Board. LSTA Review Committee approved funds for the CPL proposal.

Director Thomas, Tracy Martin and Marina Marquez had a conference call with Brian Zimmerman, CEO of the Cleveland Metroparks, and Natalie Ronayne, Chief Development Officer of the Cleveland Metroparks, to discuss the next steps to place the Book Box at Edgewater Beach for the Edgewater Live events.

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.

#### Bruening Grant

Tracy Martin and Marina Marquez had a phone meeting with Jeanine Gergel for the scheduled quarterly meeting. Updates included the following:

- The consultant was selected and Legal sent the engagement agreement to the consultant for review and signature.
- The Learning and Impact Specialist job description was completed and submitted for approval to be posted.

#### Digital Photography Learning Path

Registration for the digital photography path opened to the public on December 26, 2018 and will close on January 21, 2018. The first class will begin on January 23, 2018.

#### Community Wellness Programs Initiative

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

Marina Marquez will coordinate with Mrs. Parks and the branch managers to schedule the health screenings. The program will be re-assessed in May for changes.

#### Dance Cleveland

Tracy Martin and Marina Marquez have been in conversations with Katie Gnagy Crosby, Community Engagement & Education Coordinator of Dance Cleveland, regarding the early childhood program *Read to Learn, Dance to Move* in the branches. Mrs. Parks has been included in helping select the two branches to begin the pilot.

#### 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.

#### Learning Land Lab - Carnegie West

Along with Angela Guinther and Eric Herman, Marina Marquez met with Cathi Lehn, Sustainable Cleveland Coordinator, and Jessica Gift, Manager of Parks and Recreation, Research and Planning, Mary Lineberger and Garrett Ormiston, Cleveland Museum of Natural History, and Amy Roskilly, Education Coordinator at Cuyahoga Soil and Water Conservation, to discuss the landscape design for Carnegie West's pollinator garden. Amy Roskilly presented the grant she received from the Native Plant Society of Northeast Ohio. She has \$414.17 to plant a 100 sq. ft. garden at CPL's Carnegie West Branch. The plan is to plant the garden in the fall of 2018 to take advantage of discounted plants. Along with this grant Amy will be presenting to the Native Plant Society on Saturday, January 27, 2018, at 10am at the Chagrin Falls Library. Angela Guinther, Jessica Gift, and Marina Marquez expressed an interest to co- presentation with Amy.

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. These sites would be perfect to grow additional pollinator gardens throughout CPL.

#### 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 will provide learning opportunities about how climate action can improve health, quality of life and community. A majority of time will be dedicated for residents to provide input on the Cleveland Action Plan by working together to turn issues into ideas and opportunities. From this residents will develop climate action projects that have a positive impact on their lives and their community. There are funds available through ioby and the Cleveland Climate Action Fund to help the residents turn their project ideas into action. The Mayor's Office of Sustainability will lead the workshops, provide refreshments and welcome children.

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

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

#### Project Outcome

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

#### Pollinator Plan of North East Ohio

Along with Helen Zaluckyj, Marina Marquez attended the Pollinator Plan of NEO Education sub-committee meeting at Cleveland Public Library's Carnegie West Branch.

#### Miscellaneous

- Marina Marquez attended bi-weekly CPL-FIT meetings.
- Marina Marquez attended bi-weekly Best Buy Teen Tech Center meetings.

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

### **ADVOCACY TASK FORCE:**

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

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

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

##### **Gubernatorial Candidates Tour Invitation Letter**

Working with Bricker & Eckler, the eight Metropolitan Libraries of Ohio collectively invited current Ohio gubernatorial candidates to schedule a tour throughout their campaign to learn more about libraries and their state-wide impact.

##### **Mayor Frank Jackson's Inauguration**

Shenise Johnson Thomas attended Mayor Frank Jackson's record fourth 4-year term inauguration on January 2, 2018 on behalf of Director Thomas and the Cleveland Public Library.

#### ***II. Increase CPL's Community Relations Capacity***

Baseline information on current community engagement efforts have been obtained from the first internal audience and will be shared in January and February during staff meetings. This information will be assessed to determine if there are additional resources needed to enhance community relation efforts.

This work supports the Office of Community and Government Relations' goal to increase the organization's capacity to engage with the community.

## **TECHNICAL SERVICES**

Acting Director of Technical Services and Acquisitions Manager Sandy Jelar Elwell attended the Branch Manager's Monthly Meeting

to answer any questions regarding the elimination of the floating collection in the Branches.

Ms. Jelar Elwell met with Director of Public Services John Skrtic to discuss the 2018 appropriations for the Main Library materials funds. Ms. Jelar Elwell met with Technical Services Associates Nathaniel Infante and Anarie Lanton and Technical Services Senior Clerk Paula Stout to discuss the redistribution of tasks that were previously being performed by Technical Services Associate Glennis Blair who retired in November.

Librarian Beverly Austin was temporarily reassigned to Technical Services and began working in the Acquisitions Department on December 11th. Ms. Austin assisted the Acquisitions Department with several end of the year orders and projects.

Organizational Performance and Development Program Manager Sherrill Marino met with the Technical Services Managers to provide an overview of the Customer Service training modules. Brian Chambers from the Ohio Bureau of Workers' Compensation (BWC) completed ergonomic assessments for staff in the Technical Services Departments.

**Acquisitions:** The Acquisitions Department ordered 5,768 titles and 28,321 items (including periodical subscriptions and serial standing orders); received 19,821 items, 1,505 periodicals, and 185 serials; added 437 periodical items, 72 serial items, 898 paperbacks, and 454 comics; and processed 1,832 invoices.

Staff in the Acquisitions and High Demand Departments placed the last of the orders for 2017 selections on December 29th. The IT Department generated several reports to assist staff in both Departments in completing annual end of the year projects. EDI reports were temporarily suspended until staff can begin ordering for the 2018 fiscal year.

Acquisitions Coordinator Alicia Naab coordinated a large end of the year order of materials from the vendor Old Erie Street Bookstore that had been selected for purchase by the Center for Local and Global History. Ms. Naab trained High Demand Librarian Dale Dickerson and Librarian Beverly Austin in creating the manual orders for the purchase of these materials. Ms. Naab worked with Collections Manager Pam Matthews to expend the remaining 2017 eMedia funds for CPL and CLEVNET.

Ms. Naab attended the Northern Ohio Technical Services Librarians (NOTSL) Fall 2017 Meeting "The Road Ahead: Trends in Cataloging and Metadata."

**Catalog:** Staff cataloged 2,210 titles and 3,215 items for Cleveland Public Library.

Most of the Department worked on CLEVNET copy cataloging as part of a push to complete all overlay requests before the CLEVNET fiscal year ends. Librarian Michael Gabe joined the CPL Innovation Team, which will explore alternative and/or creative revenue generating opportunities for the Library.

Catalog Manager Andrea Johnson, Senior Librarian Dawn Grattino, and Librarians Yeshen Dugarova-Montgomery, Celia Halkovich, Amei Hu, Perry Huang, Barbara Satow and Erin Valentine attended the Northern Ohio Technical Services Librarians (NOTSL) Fall 2017 Meeting "The Road Ahead: Trends in Cataloging and Metadata." Ms. Hu participated in the last Public Library Advisory Board WebEx meeting on December 15. Ms. Johnson attended the Book Ends Customer Service Training.

**Collection Management:** Collection Management selected 2,732 titles, 7,999 copies, and spent \$337,483 in December. 48 telescopes of materials were relocated.

Technical Services Assistant Eric Hanshaw continued his service on the United Way/Community Shares committee, which met this month to plan its 2018 fundraising.

**High Demand:** The High Demand Department ordered 727 titles and 9,534 items; received and added 6,403 items; and processed 828 invoices.

High Demand Librarian Dale Dickerson assisted the Materials Processing Department with the processing of DVDs that require special handling such as DVD sets that need to be added to separate records. Acquisitions Coordinator Alicia Naab trained Mr. Dickerson in creating manual orders for the purchase of materials from the vendor Old Erie Street Bookstore.

Mr. Dickerson attended the Northern Ohio Technical Services Librarians (NOTSL) Fall 2017 Meeting "The Road Ahead: Trends in Cataloging and Metadata."

**Materials Processing:** The Technical Services Associates cataloged 988 new titles for the Cleveland Public Library and

added 977 records for the CLEVNET libraries. The Technical Services Associates and Senior Clerks added 8,811 items. The Materials Processing Technicians worked on 20,213 items.

Doug Huston attended the Book Ends Customer Service Training. Technical Services Senior Clerks Sabrina Rosario-Laureano and Shirley Jones added items for the High Demand Department when there was a backlog. Materials Processing Manager Elizabeth Hegstrom met with Ms. Rosario-Laureano, Ms. Jones, and Technical Services Associates Christon Hicks, Dwayne Jones, and Karima Ward to discuss changes for the end of the year and beginning of the new year.

**Shelf/Shipping:** The Lake Shore Shelf/Shipping Department staff sent 90 items to the Main Library for requests and 82 items to fill holds. Main Library received 282 telescopes, the Branches received 590 telescopes, CLEVNET received 56 telescopes, CASE received 5 telescopes, CSU received 4 telescopes, and Tri-C received 1 telescopes. A total of 938 telescopes were shipped out. The Receiving/Distribution Technicians sent out 1,150 items of foreign material and in total 14,878 new items were sent to the Acquisitions and High Demand Departments.

## **MARKETING & COMMUNICATIONS**

Media coverage for the month of December included 29 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$27,392.14. During the month, the online media outlets that featured CPL events and programs received 64,908,463 unique visitors. The media stories varied, but the one that got the most traction focused on the Cleveland Museum of Art's announcement of a citywide initiative to address the long-standing lack of diversity in the museum profession. The Library will be a key partner in this grant-funded initiative.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 1,049 times on average per day, with an average of 147 clicks to the website per day resulting in a 14% click-through rate for the month. Nearly 72% of the click-through's were from some combination of the keywords *library, libraries, public, and cleveland oh*. No special ads were run on cleveland.com.

## Facebook

	2017	2016	YoY
Net Page Likes	83	45	84%
Avg Post Reach	2,055	2,351	-13%
Avg Total Reach	2,674	3,345	-20%
Average engagement	45	34	32%
Reactions	41	31	32%
Comments	4	3	33%
Shares	5	7	-29%

## Twitter

	2017	2016	YoY
Top Tweet (Impressions)	11,576	2,957	291%
Top Mention (Engagements)	1,133	597	90%
Top Media Tweet (Impressions)	1,402	2,148	-35%
Summary			
Tweets	66	93	-29%
New Followers	169	62	173%

The Library continues to be more active on Instagram with 144 points of engagement, attracting 211 new followers, and 235 people signed up for *Off the Shelf* e-newsletter.

## 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. Ryan Jaenke, Graphics Designer, created a new format for *UpNext*, the Library's program guide. The first issue in the new format is the Winter 2018 issue that covers programs and classes in January and February; thereafter, it will be published quarterly (spring, summer, fall, and winter). The new format also includes a feature article and programs previously promoted separately in the MyBranch branch activity fliers.

## PROPERTY MANAGEMENT

### Painters

- Delivered salt and plowed all CPL branches.
- Union- patched and sanded lobby ceiling.
- Garden Valley- patched holes.
- South Brooklyn- patched, mudded and sanded ceiling in public men's restroom.
- Painter's also covered west side branch delivery due to regular driver out sick.

### Carpenters

- Cleaned out storage shed in back of woodland garage.
- Put plows on trucks.
- Hung white board in tech central. Also, put together and delivered tool carts, installed mail boxes for SPS.
- Union- cut hole in boiler room door and installed a door louver. Filled holes and cracks where mice can enter.
- Snow plowed and salted all CPL facilities.
- E.131- put together chairs and delivered to branch.

### Maintenance Mechanics

- LSW - replaced TEC controller for VAV #10VV7S above file room by H.R. assistant/room was cold.
- Lakeshore - drained and winterized AHU#10 CHW coil.
- Union - completed hand dryer installation for men's and women's public restrooms.
- Rockport - replaced boiler circulating pump bearing assembly and motor.
- South - checked/repaired automatic doors with Action Controls.
- Lakeshore - rented outdoor lift and repaired parking lot lighting.
- LSW - installed replacement circuit board for 1<sup>st</sup> floor. Elevator lobby smoke detector.
- Eastman Garden - replaced bad GFCI's in outdoor power boxes for X-mas lights.
- Glenville - completed hand dryer installation for men's and women's public restrooms.

- Main - completed fire cable pull for Digital hub.
- Fleet - installed replacement blower motor for main AHU.
- Carnegie West - replaced bad boiler gas valves for stage 1 boiler.
- Sterling - replaced old toilet flush assemblies/ checked plumbing fixtures for leaks (water bill was higher).
- Mt. Pleasant - repaired radiant heat for the front area of building.
- Main - wired in direct coupled actuator motor for new basement hallway dampers (garage/dock make-up air unit).
- Glenville - replaced bad vestibule heater fan motors.
- South Brooklyn - replaced broken supply lines and faucet for the staff lunchroom sink.
- Woodland - replaced bad actuators on AHU heating valves.
- LSW - installed replacement blower motor for drive-up window air handler.
- Woodland - repaired electrical short by garage door, reconfigured conduit piping and wiring.

## **SAFETY & PROTECTIVE SERVICES**

### **SAFETY SERVICES**

- SPS officers were issued pepper gel and holsters January 2<sup>nd</sup> in compliance with the contract language.
- SPS is now closing the LSW inner lobby doors to ensure the lockdown button can be used effectively. Eric Herman was consulted to ensure LSW building would remain ADA compliant.

### **PROTECTIVE SERVICES**

#### Activity

Month	Total Dispatch Activities	Ave per day	Total Alarms	Branch Emergencies	Branch Visits	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
<b>Dec 2017</b>	3743	156	61	77	704	109	73	34
<b>Nov 2017</b>	3929	163	68	78	706	93	70	119
<b>Oct 2017</b>	4092	157	62	65	676	66	65	68



<b>Sept 2017</b>	3900	156	79	55	742	56	65	54
<b>Aug 2017</b>	4173	155	91	59	827	55	58	46
<b>July 2017</b>	3498	140	49	57	679	75	138	53
<b>June 2017</b>	4126	159	111	45	877	107	72	60
<b>May 2017</b>	3772	145	85	70	600	83	89	51
<b>April 2017</b>	3609	144	73	63	646	120	57	47
<b>March 2017</b>	4084	151	102	85	728	174	68	48
<b>Feb 2017</b>	3574	155	65	109	586	164	80	40
<b>Jan 2017</b>	2920	127	44	112	470	115	80	93
<b>Dec 2016</b>	3087	123	34	108	372	160	68	29

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

- 2/5, at South Brooklyn a group of juveniles entered the branch and a female juvenile went after a male juvenile. The SPS officer intervened and the female then pushed several books off of a nearby shelf. The officer had to physically restrain the female and escorted her from the building. Once outside the female attempted to regain entry and was stopped by the officer. She was expelled for 30 days.
- 12/6, a male patron exposed himself to a female patron and began masturbating. The victim notified a fellow patron who passed the information on to branch personnel. SPS was notified and the male was located on the first floor. SPS spoke with the male who changed his story repeatedly. CPD was responded and the male was arrested. He was given a 60 day expulsion and was told by CPD not to return at all.
- 12/6, a branch employee found a gang tag, "HVD-Fleet Gang Shit" written on a branch table. She also found this same tag written on a self-portrait she had drawn and hung up with some patrons' art work. The employee perceived this as a possible threat and submitted her report to SPS. The issue was assigned to an investigator for follow-up. Follow up: On 12/8/17 Officer Green identified the juvenile through video identification. The juvenile will be suspended for 30 days.
- 12/7, a female juvenile entered Carnegie West branch and approached a second female. Based on the posture and aggressive speech it was apparent that a fight was about to happen. Both females were escorted from the branch without incident.
- 12/8, a male patron suspected of being drunk became irate and threw his cell phone to the ground inside of Tech

Central. The SPS officer on scene approached the male as he repeated the action. The male was told to leave and the officer called for assistance. The male was escorted from the building by several officers. He threw his phone into the street and repeatedly walked into traffic. The male eventually left the area.

- 12/8, a group of teens were discovered in the Mt. Pleasant men's room "rolling drugs" by the Royce guard. The males were suspended and told they could return on Monday to speak with the manager. One male returned the following day and refused repeatedly to leave. Once assistance was called the male left, but stood at the front door. He was gone when SPS arrived.
- 12/11, A juvenile female patron entered South Brooklyn branch and stated she had been physically assaulted by her father while she was at home. SPS was dispatched along with CPD. A report was filed with CPD and the juvenile was released to her mother.
- 12/12, a male patron was observed stealing DVDs from Walz branch by an employee. When confronted he produced 4 DVDs that he had in his pocket. He was told that he needed to return all the DVDs he has taken. To date this has totaled to a couple bags of DVDs. The number of DVDs and their total worth is still being tallied. Further investigation is required with possible charges being filed.
- 12/12, an employee entered an administrative area at Lake Shore. The staff member had no reason to be in the area and he used a computer registered to another employee. The unauthorized employee's login credentials were observed on the computer in question. Entry was verified by the on duty officer.
- 12/15, two females were confronted by the on duty officers at Hough branch and were told that there was no eating or drinking in the library. One female responded "Ya'll petty as fuck." They were told to leave repeatedly and refused. The female told the officer to "shut the fuck up" and stated she would "beat your ass, bitch." She then picked up a chair and threatened to throw it at the officer. SPS was notified. The female eventually put the chair down and they exited the building, yelling profanity and threats. They repeatedly tried to get the officer to exit the building. The building was placed on lockdown for a period of time. The females are unknown at this point, but officers will attempt to identify them once they return.
- 12/21, a male patron in LSW Tech Central attempted to print a document that he accidentally sent to a remote location.

Following his discussion with staff, he became irate when she indicated she could not refund his money as it was his error. He refused to listen to staff and SPS had to be called. He was escorted from the building.

- 12/27, three juveniles (7, 5, and 3) were found outside of the Harvard Lee branch at 13:20 hours. They had no socks, no gloves and no hats. They were unaccompanied and appeared to be suffering from the initial stages of frostbite. The SPS officer on scene called for EMS. SPS, Royce and branch managers used items on scene to help warm the children. A 10 year old child came to the branch a short time later looking for the children. He called his mother who arrived shortly after EMS and CPD arrived. The EMT's believed one of the children was in the initial stages of frostbite, but the mother declined treatment. The children were released to the mother's custody by CPD. A teenage sister was reportedly the babysitter at the time.

#### Protective and Fire Systems

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

#### Contract Security

- Royce Security quoted CPL \$55 per visit to have their guards open the branches closed for Safe, Warm, and Dry. I am getting two other quotes because the total will be over \$25k. SPS branch patrol officers will arm the buildings when contractors finish working at 3:30 pm.

#### Administration

- SPS officers have been staffing South Brooklyn for Fire Watch for the past two weeks.
- Two scripts for the Emergency Text Notification system have been completed and uploaded by IT.

## **INFORMATION TECHNOLOGY & CLEVNET**

The CLEVNET Directors Panel met on December 6, 2017, at Medina Library to plan the next quarterly CLEVNET meeting, check progress on the strategic plan, and discuss various issues brought forward by the membership.

At the top of the agenda was a discussion of the new pricing model ballot results. Carrie Krenicky, Chief Financial Officer at Cleveland Public Library, had given a detailed presentation of the proposed new pricing model at the October 2017 quarterly meeting of the CLEVNET directors. The Pricing Model Review Group, composed of CLEVNET directors and fiscal officers, had been working on this project since 2015 with GFOA (Government Finance Officers Association), consultants on the project. The proposed pricing model generated a great deal of discussion at the October meeting as 12 member libraries could face increases of more than 10% and/or \$10,000 per year. The general consensus, however, was that the proposal is equitable and, since it would not be implemented until 2019, libraries would have time to prepare for the cost increases. The member libraries had until the end of November to vote on the proposal, giving them time to discuss with their boards. When the online voting results were tallied, 32 member libraries voted in favor of the new model; nine were opposed; and three did not vote. The Directors Panel asked Hilary Prisbylla, Director of CLEVNET, to share the ballot results in the aggregate with the CLEVNET directors with a note to address questions or concerns to their representatives on the Panel.

The second major project set in motion by CLEVNET's strategic planning process is the revision of CLEVNET's provisional bylaws. The ad hoc committee that worked on the project, headed by Barberton Public Library Director Julianne Bedel, submitted their final draft to the Directors Panel. The Panel discussed the revision at length, but had no substantive changes to make. The Panel expressed their appreciation for the ad hoc committee's work and asked that the revision be sent to the full membership before the January 2018 quarterly meeting. After discussion at the January meeting, the directors will have one month to vote for or against adoption. If approved by the membership, work can begin on amending and restating the CLEVNET agreement. 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.

Ms. Prisbylla provided an update on Morley Library in Painesville. The Board of Trustees of Morley Library had unanimously approved a motion to apply for membership in CLEVNET at their regular meeting on September 20, 2017. The Directors Panel had reviewed their request and unanimously recommended that it go to Cleveland Public Library's Board of Trustees for approval. At their regular meeting on November 16, 2017, CPL's Board unanimously passed a resolution to enter into an agreement with the Morley Library Board. The migration is scheduled for September 2018.

Ms. Prisbylla also reported that the long-awaited CLEVNET mobile app is ready for a soft launch and promotion of it should begin in February 2018.

The Panel also discussed standardized policies and automatic renewals. The work of standardizing ILS policies will continue throughout the new year with the purpose of improving the user experience and reducing the size of the circulation map. Automatic renewals will be discussed at the January quarterly meeting.