

DIRECTOR'S REPORT

May 22, 2018

CELEBRATING A GLOBAL PERSPECTIVE

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Senior Librarian Caroline Han planned 29 Chinese language lessons and martial arts classes for adults and children. Additionally, 13 programs were conducted at GALA, Jubilee and St. Clair Community Center. In total, 346 patrons attended these language learning & cultural sessions.

Librarian Victoria Kabo hosted four Russian language programs at the Memorial-Nottingham Branch which attracted 55 attendees

FIGHTING COMMUNITY DEFICITS

On Saturday, April 8th the Hough branch hosted Legal Aid @ the Library. Fifteen attorney's from the Tucker Ellis; Jones Day; Jensen Law; Baker Hostetler volunteered their time in support of this program. Ten law student clerks from Case Western Reserve University also participated. Twenty families registered for legal assistance.

FORMING COMMUNITIES OF LEARNING

Learning Circles: Puerto Rican History & Culture sessions at the South Branch concluded in the month of April. In the learning circle model librarians play the role of facilitators who meet with a group of 5-15 adults on a weekly basis to work through an online course related to a given subject.

In March 2018, a Puerto Rican History & Culture Learning Circle was launched in partnership with the Center for Puerto Rican Studies at Hunter College-CUNY (Centro). This learning circle took participants through Level 1 of Centro's free online Puerto Rican Heritage Cultural Ambassador Program (CA) which offers a seven-part introduction to Puerto Rican history and culture.

The Learning Circle met at South Branch on Saturdays, March 24 - April 21 from 10:30 - 12:00 p.m. Learning Circle discussions were led by CPL staff, Children's Librarian, Eastman Branch Cassandra Feliciano, South Branch Manager Jaime Declet, Administrative Assistant, Public Services Yari Beavers, Library Assistant, Outreach & Programming Services Melanie McCarter. An average of 7 participants attended each session. A Cleveland Municipal School District (CMSD) Spanish language teacher from Lincoln West's School for Global Studies attended the sessions resulting in the enrollment of 11 CMSD students in the Centro's Cultural Ambassador Program.

The 17th Annual Progress with Chess tournament was held April 18th & 19th at the Main Library, with 327 students from Cleveland Metropolitan School District participating. The students won trophies, scholarship money, and received medals. Special thanks to CPL volunteers and retirees who helped make the event a success.

Patent Pro Bono

The Science and Technology department hosted speakers Grant Corboy, Tara Ho from US Patent and Trademark Office's Office of General Counsel, and Ted Theofrastous (Adjunct Professor of Law and Business) from Case Western Reserve University (CWRU) School of Law on April 12th. The three spoke to entrepreneurs interested in the Patent Pro Bono Program and gave advice on proceeding with protecting their inventions. Senior Librarian Jim Bettinger organized the event with the assistance of Government Documents Supervisor Sarah Dobransky

Research that's Possible Only at Main Library

- Staff continued identifying and locating photographs for a large research request on the buildings of Cleveland architect Fennimore C. Bate (1857-1903) for an architect and researcher.
- Staff worked together to obtain images for various 19th-century Cleveland industrialists connected to John D. Rockefeller, to aid a local writer.
- Staff assisted a researcher with finding historical images of local reporters, photographers, and news rooms, for an upcoming book.
- Staff assisted a researcher from Poland who was looking for information about and publications by Tomasz Siemiradzki.
- Staff assisted an out of state researcher with images of the Collinwood rail yard, coal yard, and coaling tower. The images may be used for a future publication.
- Staff found numerous articles for a student about "Les Amants" and the controversy surrounding a film screening in Cleveland Heights.
- Staff assisted a curator from a local museum who requested information about vaulting by the Guastavino firm. Guastavino designed vaulting for the Cleveland West Side Market, Baldwin Water Works, and the Main building of CPL.
- Staff assisted a patron who sought information about the Cleveland photographer Shanti Bahadur who donated photos to the Library in the 1940s.
- Staff assisted a researcher who wanted to confirm the catalog entry for a Rembrandt self-portrait engraving.
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- Staff assisted a researcher from California use the White Collection to investigate the life and work of an early European chess master.
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- Director of Public Services John Skrtic forwarded a research request to Government Documents Supervisor Sarah Dobransky from a WCPN host. The patron was looking for Census tract-level population changes over the last ten years. Staff was able to create a spreadsheet utilizing Census data from the American Community Survey and Cleveland neighborhood information from Case Western Reserve University's NEO CANDO.
- Staff assisted a professor at Cleveland State University pull together research material regarding property preservation in Cleveland during the 1960's and 1970's.

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 Grant Inquiry to The Cleveland Foundation to implement a mobile hotspot lending program at CPL. Met with CCPL and Ashbury to discuss how to implement and create a joint proposal for a digital literacy training initiative.

Submitted nomination to Penguin Random House for their Library Awards for Innovation program for the upcoming FRONT International exhibit, *The American Library*

CPL150

- Creating a packet of sponsorship opportunities
- Developing programming and event descriptions
- Began working with Archives to pull history of partnerships with local companies

Early Literacy Training Initiative

- Met with OSU to facilitate training needs assessment
- Updated Bruening Foundation Program Officer on grant progress

Development Plan - Working to refine role as liaison to the CPL Foundation and set goals toward fundraising efforts.

PUBLIC SERVICES

Programs and Services

Summary

In the month of April the Library hosted approximately 281 programs ranging from the cultural education and awareness programming to small business workshops. The Library offered 79 pre-school story times to children throughout the city in addition to visual arts instruction for school-aged children. Education services such as GED and ESOL classes, after-school tutoring, and ACT preparation classes were held at 14 branch locations and Main Library.

Youth

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Erica Marks, Youth Outreach and Coordinator, provided a Summer Lit League overview to seventy-two Cleveland Metropolitan School District service managers and coordinators on Tuesday, April 17 at the East Professional Development Center. Summer Lit League, formerly known as Summer Reading Club, is the reading program for summer 2018.

An in-service training on *Beanstack*, the Lit League online service provider, was provided to Children's Librarians and Library Assistants on Wednesday, April 18. An overview of Summer Lit League: Make the Most of Your World was also provided. This training was facilitated by Erica Marks, Youth Outreach and Programming Coordinator.

College Now resumed ACT prep classes on Monday, April 19th. *College Now* sessions are held on the 2nd floor of the Louis Stokes Wing at Main Library. So far, average attendance, Monday through Friday, is seven students.

Club Create, a creative writing after-school program that reconvened in January for the second session continued through the months of April at Martin Luther King Jr, Harvard Lee, Memorial Nottingham, Jefferson, and Langston Hughes branch locations. Due to the Safe, Warm and Dry project, Harvard Lee and Jefferson Branch *Club Create* programming have temporarily

moved to the Harvard Community Services Center and the Merrick House during the month of April. *Club Create* teachers prepare lessons and activities that can be completed in one session to accommodate drop-in visits.

Art Therapy at West Park, Sterling, South Brooklyn and Hough branch locations continued throughout the month of April. 8 spaces are allotted for participation at each location and programs often reach capacity. Currently students are working on crafts and various art projects. *Art Therapy* began on January 23rd and will continue through May, 2018.

Adult

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Staff

On Friday, March 9th, Erica Marks participated in 8th session of the Cleveland State Leadership Academy. Mr. Gale Fisk, former Executive Director, Office of Management and Budget, RTA, facilitated the "How Do We Manage Data?" session. Library will host April's training session. This session was held at the Cleveland Public Library.

On Wednesday, April 11th, Adult Outreach & Programming Coordinator Shayna Muckerheide traveled to Columbus, along with other CPL staff and two patrons, for Legislative Day. She and Ken Redd, from the Ohio Library for the Blind, visited with State Representatives Kent Smith and Martin Sweeney. The group discussed the many services that CPL provides to Cleveland residents, particularly adult education classes through ASPIRE and materials for those with reading difficulties.

Mobile Services Manager Rhonda Pai presented at the Reach out and Read Greater Cleveland symposium and trained volunteers on best practices when reading in waiting rooms.

Sandy Nosse, Family Engagement Specialist, Mobile Services, presented at a Preschool Parent Meeting at the Friendly Inn.

Meeting Rooms

During the month of April there were 213 reservations for the Louis Stokes Wing, Learning Commons and Main with an estimated total attendance of 3,555.

The Lake Shore Facility was reserved 37 times and there were 612 reservations placed for branches meeting rooms.

National Poetry Month

Literature Senior Librarian Evone Jeffries coordinated several programs celebrating National Poetry Month. Programs included: *POETRY: What's your Type?* during which patrons added original verse to a two-line stanza by Kisha Nicole Foster, Poetry Out Loud fellow, an Open Mic Monday on April 9th, a Poet-Tree craft workshop at the Addison Branch and a workshop with participants writing spring-themed haiku at the Carnegie-West Branch.

Progress with Chess

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Genealogy @ CPL

Photograph Collection Librarian Brian Meggitt held *Genealogy @ CPL* program on April 7th. The program was designed to introduce users to the collection and genealogical research.

Learning Paths

Center for Local & Global History Library Assistant Adam Jaenke conducted a guided tour of the Bret Weston Exhibit at the Cleveland Museum of Art on April 17th. Mr. Jaenke used the exhibit to educate the Learning Paths students on the foundations of photography and facilitate experimentation.

Urban Otaku

Popular Library staff members assisted with the Urban Otaku event in the Learning Commons on April 28th. The event featured panel discussions, crafts, and video games for over 90 participants.

Building a Small Business

Business, Economics, and Labor staff members hosted the first two sessions of their Spring 2018 *Building a Small Business* seminar series with the Business Advisers of Cleveland. Twenty-nine people attended the sessions on April 7th & 14th, which covered *Entrepreneurship 101* and *The Art of Marketing*.

International Languages Programming

Senior Librarian Caroline Han planned 29 Chinese language lessons and martial arts classes for adults and children. Additionally, 13 programs were conducted at GALA, Jubilee and St. Clair Community Center. In total, 346 patrons attended these language learning & cultural sessions.

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Sport Icon Series

Social Sciences Library Assistant Pete Elwell coordinated a Sports Icon Interview of Jim Chones, a former Cleveland Cavaliers player and media analyst.

Music at Main

Blues musician Austin "Walkin" Cane performed on April 7.

Puppet Theatre Project - Puppet University

Youth Services Manager Annisha Jeffries, Youth Services Senior Librarian Lan Gao, and Outreach and Programing's Melanie McCarter coordinated 130 students from three schools for an April 25th puppet show titled *Brother Rabbit in Love*.

Main Library Book Clubs

Center for Local & Global History Manager Olivia Hoge hosted the Broads, Books & Beer book club at Masthead on April 11th. They discussed *Madame President: The Extraordinary Journey of Ellen Johnson Sirleaf* by Helene Cooper.

Eight patrons attended the Brown Bag Book and a Movie Club hosted by Subject Department Librarian Terry Metter on April 16th. *The Color of Law* by Richard Rothstein was discussed and the film "A Raisin in the Sun" was screened after the book discussion.

Social Sciences Librarian Helena Travka hosted the Social Sciences Non-fiction Book Club discussing *I Heard You Paint Houses: Frank "The Irishman" Sheeran and Closing the Case on Jimmy Hoffa* by Charles Brandt on April 12th.

General Research Collections Manager Don Boozer and Science and Technology Library Assistant Peter London hosted the 2nd Books on Tap book discussion at Masthead Brewery. The book this month was *Grunt: The Curious Science of Humans at War* by Mary Roach.

Literature Department Library Assistant Michael Haverman hosted the monthly Award-Winning Book Club on April 3rd. Attendees discussed the novel *Exit West* by Moshin Hamid.

Literature Department Librarian Tim Phillips hosted Literary Frolic Friday on Sue Monk Kidd's novel *Secret Life of Bees* on April 13th. Following the discussion, the group watched the 2008 film version. On April 27th Tim Phillips hosted a second Literary Frolic Friday on William H. Armstrong's novel *Souder*. Following the discussion, the participants watched the 1972 film adaption.

Get Graphic! With Ohio Center for the Book

Literature Senior Subject Librarian Jean Collins, along with Guest Reader Valentino Zullo discussed *Monstress*, by Marjorie Liu. This fourth title in the Get Graphic! Cosmic Comics series. In addition, Ms. Collins maintained the tabletop exhibit of books for the book club.

Main Library Tours and School Visits

Over 250 students visited Main Library during the month of April including students from: Willoughby High School, Menlo Park School, Emerson Elementary, St. Adalbert, Friendly Inn and the University School.

Main Library Outreach

Center for Local & Global History Manager Olivia Hoge attended the Ohio History Day competition at Ohio Wesleyan University on April 21st. She judged 10 junior group exhibits; the theme this year was *Conflict and Compromise*.

Map Collection Librarian Tom Edwards presented on genealogical research at the Westlake Ohio Family History Center's annual Family History Conference in Westlake, OH.

Special Collections Librarian Stacie Brisker attended a book talk at the Cleveland State University Law Library entitled *Ballots and Bullets*.

Youth Services staff presented story time on April 20th & 27th for Cuyahoga Valley Scenic Railroad (CVSR) Read Aboard program. The program connects children ages 3-7 and their caregivers to Cuyahoga Valley National Park's cultural and natural heritage while encouraging enthusiasm for trains and reading.

Children's Librarian Julie Gabb and Eric Hanshaw attended the Boy's and Girl's Club *Major's Fair* on April 12th where they talked to over 150 local middle and high school students about college.

Literature Library Assistant Michael Haverman and Fine Arts Librarian Bruce Biddle continued to stock Little Free Libraries during the month of April.

Business, Economics, and Labor Library Assistant Joseph Parnell and General Research Collections Manager Don Boozer moderated a discussion of *Evicted: Poverty and Profit in the American City* by Matthew Desmond held at the Lutheran Metropolitan Ministry, the discussion drew close to fifty attendees.

Lending Assistant Supervisor Tracy Isaac and Youth Services staff visited the children and staff at the King Kennedy Day Care. Mr. Isaac registered children for Connect ED cards and provided information about resources available at CPL.

Literature Senior Librarian Jean Collins finalized and sent out the bookmark for the Cleveland Playhouse production of *The Royale*, on stage May 11th to May 27th.

Literature Department Senior Librarian Jean Collins and Library Assistant Nicholas Durda hosted a book booth at the Ohioana Book Festival on April 14th in Columbus.

International Languages staff filled long loan requests for seven CPL/CLEVNET agencies. A total of 2,518 items were selected, processed and shipped to fill outstanding requests.

On April 21st, General Research Collections Manager Don Boozer hosted an exhibit table at the *History on Tap: Baseball and Brews* event at Western Reserve Historical Society.

Public Administration Staff have been assisting the City of Cleveland's HR department curate a list of books to be used for a staff book group. Multiple copies of the book selected are ordered and are available to be checked out at PAL.

Collection Development

Library Assistant Danilo Milich inventoried 119 photographs from the Ohio Picture Collection.

Map Collection Librarian Tom Edwards continued entering metadata for the 1988 Historical Aerials for Cuyahoga County set and has completed 110 out of 162 plates.

Library Assistant Lisa Sanchez began processing the Longwood Collection in the Photograph Collection. The collection includes over 200 images of the neighborhood between Scovill and Woodland avenues during the 1950s.

Library Assistant Adam Jaenke digitized 137 photos from the Cleveland Picture Collection photos (CP0) for the Digital Gallery. Adam Jaenke also digitally retouched 29 images from the poster collection to be uploaded to CONTENTdm.

Photograph Collection Librarian Brian Meggitt has been reviewing all digital image files created by the Photograph Collection over the last decade. With the intent to delete unnecessary

duplicate files, systematize file naming, and storing the files in appropriate collection folders, he has deleted 350GB worth of unnecessary duplicates, and organized the image files by sub-collection.

Special Collections staff researched and wrote a collection profile about the *Derrydale Press* which is a collection of finely bound books on sports and hunting.

Special Collections purchased a signed, limited edition poster by Cleveland author of *American Splendor*, Harvey Pekar.

Special Collections Librarian Ray Rozman ordered an important chess-related title *Nineteenth Century Short Title Catalogue*, which covers titles published from 1801 to 1919. He is also working with another chess researcher who will provide missing issues of the journal *The Quarterly for Chess History*.

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Cleveland neighborhood information from Case Western Reserve University's *NEO CANDO*.

- Staff assisted a professor at Cleveland State University pull together research material regarding property preservation in Cleveland during the 1960's and 1970's.

Staff Development

Center for Local & Global History Manager Olivia Hoge attended Data Days CLE on April 5th & 6th. On April 5th she was a resource island for the morning. She answered questions about the resources available at CPL. Also in attendance, Government Documents Supervisor Sarah Dobransky moderated a panel of speakers on April 6th. The title of the presentation was *KSU iSchool: Library Knowledge Extensions to Support Innovation Communities*.

General Research Collections Manager Don Boozer attended the 40th Annual Patent and Trademark Resource Center (PTRC) Program Seminar from April 8th to the 13th.

Lending Department staff members and Government Documents Supervisor, Sarah Dobransky all attended training to become certified Passport Acceptance Agents. Katherine Graham, Customer Service Manager at the National Passport Center, provided the training and facilitated the acceptance agent exams at Main Library.

Several library staff members, members of the public, and CLEVNET staff attended two ReferenceUSA training sessions hosted by General Research Collections Manager Don Boozer and provided by InfoGroup representative David Turner. The sessions on April 18th were incorporated into Business, Economics and Labor's *Building a Small Business* seminar series.

Social Sciences Librarian Helena Travka, Science and Technology Library Assistant Peter London, and Lending Assistant Supervisor Tracy Isaacs attended the NEO-RLS workshop *The Library Staff's Guide to Homelessness* presented by Ryan Dowd on April 18th. Helena Travka also received a tour of Akron-Summit County Public Library.

Government Documents Supervisor Sarah Dobransky attended the Northern Ohio Technical Services Librarians (NOTSL) workshop on April 27th to learn more about serials cataloging.

Youth Services Senior Librarian Lan Gao and Children's Librarians Julie Gabb & Eric Hanshaw attended *Fair on the Square*

at Playhouse Square on April 9th. Staff was able to network with various organizations within Northeast Ohio.

Staff throughout the Main Library participated in the Book Ends training sessions Circulation Training and Customer Service Training. Book Ends training sessions were facilitated by Lending Manager Stephen Wohl and Learning Assistant Supervisors Tracy Isaacs & Reginald Rudolph.

Government Documents Library Assistant Alea Lytle attended the webinar *What is the Federal Register?*

Children's Librarians Julie Gabb & Eric Hanshaw attended the Summer Food Program training on Monday, April 23rd at the Greater Cleveland Food Bank.

Assistant Director of Public Services Robin Wood hosted a NEO-RLS webinar on April 25th titled *HR Stuff Every Supervisor Should Know*. Lending Assistant Supervisor Tracy Isaac attended the webinar.

Other Library News

Center for Local & Global History Manager Oliva Hoge attended a meeting at the City Club to discuss an exhibit on the 200th anniversary of the first newspaper published in Cleveland.

Technical Services Librarian Michael Gabe shadowed in CLGH on April 26th.

Staff from the Literature, CDPL, Fine Arts and Special Collections Departments as well as staff from other Main Library departments assisted with the striking of the *Superman* exhibit in Brett Hall during the first week of April.

Along with other CPL staff members, Government Documents Supervisor Sarah Dobransky participated in OLC Legislative Day on April 11th.

Branches

District One

Eastman - On March 29th Westtown Community Development Corporation held its annual meeting in the Community Room at Eastman Branch. Plain Dealer reporter Laura DeMarco, author of *Lost Cleveland*, was the guest speaker. The public was invited

and Ms. DeMarco entertained the crowd with slides and commentary about her book.

Lorain - The Lorain Branch reopened to the public on April 14 after a two month closure for repairs as part of the Safe, Warm, and Dry initiative. Sixty patrons enjoyed music by the Real Thing Jazz Band and art by Twister Girl the Balloon Twister as well as food, drinks, and other activities during a Welcome Back Celebration on April 21.

Rockport - In April, Rockport welcomed three new staff members: Branch Manager, Forrest Lykins, Children's Librarian Kendra Proctor, and Teen Tech Supervisor Jill Pappenhagen. We also hosted a week of Great Lakes Science Center STEAM+C programming for school-age children. Two sessions of AARP tax assistance were held, totaling approximately 50 people attending.

Walz - Walz Branch is part of a pilot program from Dance Cleveland called "Read to Learn...Dance to Move" utilizing music, dance and stories to promote literacy with a very active pre-school group. The Mobile Pantry is held on the Fourth Friday of each month. Walz is excited by the possibility of beginning a "Young Man's Club

West Park - We bid farewell to a beloved team member this month as our LACE Rashad Bell moved to New York. The branch also held a poetry celebration event for youth. Participants wrote out their own poems on leaves and affixed them to the branch "PoeTREE."

District Two

Brooklyn - Brooklyn's meeting room received the usual amount of activity this month from Cuyahoga County workforce (training), Bridges (job training), and digital drawings. Children Librarian Laura McShane continued her Tru2U Mentoring, attended OHTec training to learn about digital literacy for students in 3rd-8th grade, and worked with CMSD Denison with a field trip plan for First Tee and will be providing a financial literacy program for the first grade. LA Youth Emphasis Cathy Hankins put up branch displays for spring, weather and gardening. LACE Sonya McCord was promoted to Youth Service Librarian, Sterling Branch.

Carnegie West - Ward 3 councilman, Kerry McCormack, held his first office hours at Carnegie West Branch on April 18. Branch Manager Angela Guinther and Community and Government Relations Director Shenise Johnson-Thomas organized CPL's participation in

Ohio Library Council's Legislative Day, and in doing so Ms. Guinther and Ms. Johnson-Thomas, along with Director Thomas, ten staff members and two patrons, met with a dozen state representatives and senators on April 11, to inform them of library services for their constituents. Jefferson Branch staff Bernadette Lemak and Jennifer Kirk joined Carnegie West Branch staff on April 18, while Jefferson Branch temporarily closed for Safe, Warm, and Dry.

Fulton - Fulton Branch had a variety of happenings this month. Councilwoman Jasmin Santana visited the branch on Thursday, April 19, to approximately 35 people in attendance. One of the topics mentioned was the future of the branch. Children Librarian Beverly Austin has renewed partnerships with various pre-schools and schools. Mean Green Science Machine has concluded; the program provided an opportunity for the children from Salvation Army to visit CWRU laboratories.

Jefferson - The Jefferson Branch Staff has been heavily weeding material from the collection in order to eliminate shelving units. Children's Librarian, Corina Mesenger attended the Girl Power program led by Ms. Erica Marks; the program brought teenage girls together from various middle and high schools to attend workshops that will help them in their teenage years and beyond. Second and third grade classes from Tremont Montessori enjoyed special classical music storytime performed by The Music Lens. Staff prepared the Branch for the Safe, Warm, and Dry closure, which occurred on April 18.

South - April has been a month of new beginnings for the South Branch. In April we displayed books for Autism Awareness Month, and the home opener for the Cleveland Indians. The South Branch continued to host the Learning Circle: Puerto Rican History and Culture program, which provided the patrons the opportunity to learn about the culture and history of Puerto Rico and the Diaspora to the continental U.S. Children's Librarian, Jennifer Moncayo attended the Girl Power program led by Ms. Erica Marks; the program brought teenage girls together from various middle and high schools to attend workshops that will help them in their teenage years and beyond. The South Branch Book Sale cart from the Foundation continues to be a very popular addition to the Branch.

South Brooklyn - For the month of April, numerous organizations utilized the meeting room for study space, nonprofit meetings, Ward 13 Democratic Club, AARP Free tax prep every Thursday, Board of Election training, free CCA tax prep, MetroHealth free

health screening, Old Brooklyn CDC conducted health surveys, local authors Laurel & Nick Salupo read their book *Shopping Cart Filled With Love*, and Art Therapy sessions. The South Brooklyn Coffee Cart, in partnership with Recovery Resources served coffee M-F from 10AM-1PM. TechCentral provided weekly coding classes and Maker Mondays for 31 youth. Children Librarian Tammy Houghton volunteered for Chess for Success; participated in Benjamin Franklin's Resource Fair; hosted SBN Gamer's Guild and spring flower craft. Assistant Manager Forrest Lykins was promoted to Rockport Branch Manager. District Manager Luigi Russo participated in the following: coaching session, led Music Making Monday (guitar lessons), attended 2nd District Police-Community Relations, Ward 13 Democratic Club and Summer Feeding training. South Brooklyn Branch welcomed Jefferson Branch staff LACE Allison Collins and LA Youth Emphasis Alexander Story during the closure of the branch for Safe, Warm, and Dry.

District Three

Garden Valley - For the month of April, outreach continues throughout the community. Ms. Csia and Mr. Burks led the Dictionary Program. Two teams competed with each other, picking the correct meaning of words; a fun and educational way to teach young library patrons new words. Mrs. Estrella attended the Burten, Bell, Carr Development, Inc. BoxSpot: Final Pitch Event. Small businesses presented their proposals, the community had a voice in selecting six businesses, and new small businesses will be coming to Kinsman soon! Mrs. Estrella also provided assistance during the Girl Power Summit.

Hough - The highlight of the month was the yearly Free Legal Aid Clinic that was held free to the public. It was well received and attended by the public. Art therapy continued twice a week for the youth to participate in. Children's Librarian Manisha Spivey continued to hold Teen Club once a week. Library Assistant- Computer Emphasis Romael Young held the MakerKit Mania canned program from Tech Central. Branch Manager Lexy Kmiecik participated in the final True2U session at Daniel E. Morgan Elementary school. Mrs. Kmiecik attended a meeting to examine Community Benefits Agreements for the Hough Neighborhood and followed up by meeting with Joyce Huang from Midtown Cleveland and Tiffany Graham from Land Studio about an East 66th Corridor Discussion. Shenice Johnson- Thomas accompanied Mrs. Kmiecik to the monthly ward 7 meeting.

Martin Luther King Jr. - MLK commemorated the 50th anniversary of Dr. King's death. The program consisted of music orchestrated by

Cleveland Institute of Music and Case Western Reserve students followed by an excerpt of Dr. King's speech given on the night of his untimely death by Jaleel Pegues of the Distinguished Gentlemen group. The second 6th sense open mic night was held; artists shared their poetry, raps and songs. LACE Prince Foster assisted Tech Central with Mobile Maker Space; youth patrons enjoyed making dog tags, puzzles, buttons and creating 3d models on laptops. Lake Erie Ink continued its partnership with MLK and its creative writing workshops. Microsoft Excel computer classes were held this month for adult patrons. Outreach has continued throughout the community; Shanell Jones visited PNC and St. Philip Neri preschool's for story time. The deposit collection at the Juvenile Justice Center received new material for distribution.

Sterling - Cleveland Police Third District Commander Thomas McCartney assigned two officers to community engagement. Monica Rudzinski met with Officers Rashawn Rahim and Howard Hart at the branch, provided them with information about the Central Promise Neighborhood, the CPD and CMHA Reverse-Ride-Alongs and community stakeholders they should know. Ms. Rudzinski is planning a series of events for the Sterling branch staff: "Beyond CPL: a staff networking initiative".

Woodland - Whitney Johnson attended the NEO-RLS Librarians Guide to Homelessness Program at Akron Summit Library. Ayesha Drake El hosted Food Science: Ice Cream Making Program. Families viewed instructional video, created their own ice-cream. She also prepared a nomination letter for CSU Viking Corps tutor, Michaela Lowery. As a result, Ms. Lowery won the Tutor of the Year Award, which included a \$75 book gift card!

District Four

East 131 - Thanks to the partnership with the Greater Cleveland Food Bank, approximately 900 free nutritious bagged lunches were served during Kid's Café for the month of April. Through another partnership with Sharp Shooters, youth were able to participate in a Photography class every Thursday afternoon. The Typing Club was held every Tuesday.

Ms. Minter and Ms. Simone led multiple youth programs with topics including: freestyle dance, old school gaming, food demo and Earth Day. The branch also offered free computer classes covering The Microsoft Word Series, on every Saturday during the month of April. Ms. Simone and Ms. Felder participated with Girl Power at Main Library.

Fleet - Fleet Branch brought in April by celebrating National Poetry Month and the NBA Playoffs with displays promoting the adult and youth collection. Fleet hosted "Rock the Mic" which gave 33 patrons the opportunity to recite an original poem or recite their favorite poem to an audience of their peers. The Youth Services Team also created an interactive display where children built a poem. Fleet Branch continues to provide GED classes and job opportunities through partnerships with Tri-C Aspire and Ohio Means Jobs for adults, free lunch and tutoring through partnerships with The Cleveland Food Bank and CSU America Reads.

Pasha Moncrief-Robinson represented CPL at Legislative Day where she advocated for CPL to State Representatives Stephanie Howse and John Barnes. She also promoted the library at Slavic Village Manufacturing Workshop series at University Settlement. Mrs. Moncrief-Robinson attend the OSU Workshop about early literacy development, Cleveland State University Women's Leadership Conference, volunteered at the Girl Power event at Main Library and attended a couponing workshop with R-Riana Spivey.

Ms. Forfia wrote an early literacy article titled, "Early Literacy Made Easy" for CPL's Youth Services website. She presented the Summer Lit League Eastern Europe program at the April Youth Services Meeting. Tracie Forfia has been invited to be a member of ALSC's Managing Children's Services Committee her appointment will be from July 1, 2018 through June 30, 2020.

Harvard Lee - Due to closing for Safe, Warm, and Dry, Harvard Lee did a number of ADHOC programs for the public such as board game day and an uno tournament. Staff hosted two internal story times and one external story time. Olivia Geaghan and Kevin Moore attended the monthly Youth Services Meeting where they learned all about the Summer Lit League and culturally diverse craft ideas. They were also introduced to "beanstack", the new SLL database for applicant entry. Mr. Hay continued his maintenance of Harvard Lee Music CDs. On April 17, 2018 Harvard Lee was closed to the public and all staff moved to temporary locations for the Safe, Warm, and Dry renovations.

Mt. Pleasant - During the month of April the Mt. Pleasant Branch youth staff hosted an Un-Birthday Party where 13 children celebrated; they celebrated with cake all birthdays and brought magic and creativity to the land of make believe with our Fairy

Tale Fun Party. The Mt. Pleasant Branch hosted a Digital Darkroom Maker Lab class where 8 Patrons brought in photos where they were able to change the color, contrast, and size of their pictures. Mrs. Scurka attended her monthly MyCom, Murtis Taylor and United Way meetings. She also attended a Women's Leadership Symposium at Cleveland State University and the Chess for Progress program at the Main Library. Three staff members from Harvard-Lee joined the Mt. Pleasant team temporarily due to Safe Warm and Dry Initiative.

Rice - Rice branch began the month of April with the knitting group teaching patrons of all ages the process of knitting or crocheting in anticipation for Warm Up Cleveland. Rice staff hosted the monthly Neighbor Up Network Night with a number of highly motivated community members in attendance. Youth staff picked up on last month's math challenge and expanded it to adult participants. Rice clerk, Monita Chancellor, participated with Girl Power! programming at Main Library. Ms. Schmidt attended Shaker Lakes Nature Center's "Rain Garden 101 workshop" and is recruiting, with help from neighborhood organizations, volunteers to create a Rain Garden at the Rice Branch. District Manager, Amiya Hutson, attended "Supportive Environments" workshop at Case Western Reserve University. Mid-month the Rice team was joined by Harvard Lee staff Bianca Jackson and Sandra Cesarov while they await the completion of Safe Warm and Dry repairs to their home branch. Rice also welcomed page, Ivan Mezi, to the Rice team.

Union - Cleveland State Instructors and students continue to provide the Math Corps program to our middle school youth. The program will go on through the month of April and will end on May 17, 2018. A representative from the Cleveland Food Bank presented a Nutrition Education program during the kid's café. Children enjoyed an interactive lesson on nutrition, followed up by a smoothie sample. Children's Librarian Tamara Steward attended Girl Power 2018. Ms. Williams attended the Page Orientation as part of the Page Hiring Team. Ms. Williams will attend the CPL Fit Oversight Committee meeting as one the newest members.

District Five

Addison - Ms. Landskroener and Mr. Clark continued outreach doing story times at Superior Academy, New Beginnings, Learning to Grow, and St. Philip Neri as available. Ms. Landskroener also provided books to preschool classes at Learning to Grow and New Beginnings. Youth services staff as part of youth and parental

engagement helped 16 people select and understand how to find age appropriate material.

Collinwood - The branch hosted (C. Peak and Mark Tidrick) a table at the first annual "Bunny Breakfast" hosted by Councilman of Ward 10, Anthony Harriston. It was well received and an invite to host again was extended for the May 5th Housing Fair.

The "Lap sit Program" is still in full swing with 2 (two) performed so far to address the needs of our families in the community.

Manager, Caroline Peak attended a Community/civic meeting. In addition, she was selected by Mayor Jackson and the CMSD School Board president to serve on the Bond Accountability Commission. In conjunction with this selection, she attended a luncheon with the Kiwanis Club to offer suggestions for a partnership in donating books to support literacy in neighborhoods.

Glenville - The branch reopened to the Public on April 16 as staff transitioned back from their temporary locations in District Five. A welcome back celebration for patrons, community partners, the CPL family and visitors took place on April 21, 2018 announcing the official re-opening of the branch with live entertainment and food. The most visual of the updates that will be noticed include the new skylight roof and the complete ADA compliant public restrooms.

Langston Hughes - On April 21, the Oberlin Jazz Ensemble performed for receptive audience during its twelfth appearance in the jazz series. The branch also hosted the Milt Hilton photo exhibit provided by the Oberlin Conservatory Library's Special Collection Department throughout the month of April. The branch also offered: Cleveland Museum of Art's, CMA in your Neighborhood program, "Magical Landscapes" and Lake Erie Ink offered interactive artistic activities on Mondays and Wednesday afternoons at 4 pm.

Memorial Nottingham - This month has been highlighted by preparation for the Annual Congressional Art show. Over 200 pieces of art work have been received from area High Schools and Technical Schools for this competition. Branch Manager, Magnolia Peters was selected to participate in Legislative Day for **OLC** in Columbus, Ohio.

Cleveland Digital Public Library

Programs, Services & Exhibits

Learning Commons/Programs

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

- During April, we hosted the CPL Fit Yoga series on Wednesdays and Fridays and the Meditation/Chair Yoga series on Monday. Each series has about 9-10 attendees a session about half of whom are from downtown offices.
- We regularly host CPL Chess Club for Thursday lunchtime chess (there were three meetings with a total of 4 attendees) and monthly 'First Saturday Action Chess' tournaments.
- April 26th, ClevDPL hosted a 'Beginning Digitization' with NEO-RLS. There were 12 attendees.
- Working with OPS, Education and Learning, and TechCentral, ClevDPL has developed new curricular offerings related to digitization, including classes on Google apps and Digital Photography for seniors.
- The 'Learning Commons' area also continues to see use of ClevDPL laptops by classes.
- We continue to offer 3D scanning as a service using the HP Sprout Scanner.

Exhibits

As exhibit registrar, ClevDPL assisted with de-installing and returning Superman items, and worked with Kevin Barrie to de-install and store the three multimedia players and displays used in the Superman exhibit. We continued supporting the media content in the John G. White Gallery, and advising on both media conservation & environmental monitoring. We are also looking forward to assisting with CPL's role of the city-wide *Front International: Cleveland Triennial for Contemporary Art*.

- *Registration*
ClevDPL worked as exhibit registrar for Superman, evaluating and listing items borrowed from outside organizations. When able to access the items as they came into the library, staff at ClevDPL photo-documented and made annotations on condition so that the library could have a record of the item's condition upon arrival. At the end of the exhibit, ClevDPL staff generated brief reports and photo-documentation of all items loaned to the library for the exhibit. ClevDPL worked with the mailroom to return

many items using FedEx and hand delivered many of the local items.

- *Monitoring Environmental Conditions/IPM*
ClevDPL staff monitors temperature and humidity in exhibit areas. Monitors were taken down for the show de-install, and will be put up again to ensure continuity of data generated about exhibit areas. We do now have a complete years' worth of data on our display areas.
- *Touch Wall*
The touch wall in the third floor space in Cleveland Digital Public Library has been heavily used during the Superman exhibit. The concierge team continues to bring groups of children up to interact with content on the wall. The Superman image matching game, the vintage Superman cartoons, and the Superman themed videos for kids have been particularly popular. We look forward to the possibility of using the touch wall to present media related to the *Storefront Churches* display, the display on library branches, and the *Front International* project.
- *Magic Box*
Cleveland Digital Public Library has removed the Magic Box exhibit case from display in Brett Hall. We plan to place the Magic Box on display by the Superman statue on level 2 of Main Library. We can generate new digital content related to the statue, and can reuse much of the content generated 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*
The kiosk purchased from CCS has been placed in a central position in the John G. White Gallery. Content now on display was produced by ClevDPL as a complement to the Antiquities exhibit. ClevDPL has previously created content for the kiosk, and has refreshed content several times, focusing, as appropriate, on chess, Dr. Zelma George, and general special collections. Feedback on the kiosk has been generally positive - the special collections staff feels it adds new interactive experiences to their exhibits.

Videography and Photography

During April, ClevDPL produced the following multimedia:
George Catching Interview (video), Zeddie Coley Interview (video), Lamar Herrell Interview (video), Tverner Collier Interview (video), Suzanne Hawthorne Clay Interview (video), Billie Tanton Interview (video), Progress with Chess (photos),

Progress with Chess (video), Michael Oakes Interview (video), Phone Etiquette Internal (video), Phone Etiquette External (video), Nab Show (video), Rodney at Fulton (photo), Superman painting (photos), Girl Power (photo), Girl Power (video), Student Tour and Class (photo), Google Photo Class (presentation), NE0-RLS Digitization Class (presentation)

Public Services Statistics

Patron Visits

During April, Cleveland Digital Public Library had 319 patron interactions. We have a ticket in with IT and our vendor to repair a reporting glitch, but we estimate that our KIC scanner was used 80 times for roughly 1.5 gigabytes of scan volume. We had a total of 68 attendees at programs.

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

Digital Gallery

For the partial month reported from April 1, 2018-April 30, 2018, Google Analytics (GA) reports 4600 sessions for 3,220 users and 76,853 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 French, Italian, German, Russian, and Chinese speaking users. Additionally, **GA** user statistics related to location indicate that we have users from the US, United Kingdom, Canada, India, Brazil, Spain, France, and Switzerland. Sport, computers, food, and travel seem to be our user's top interests. Finally, **GA** shows that we have a diverse group of channels that deliver users to CPL's ContentDM:

- Organic Search channels 41.7% of our accesses, and Google accounts for 36% of those.
- Direct Access through CDM search accounted for 35.3% of our accesses.
- Referrals through other websites are about 17.6% of our access volume (down from last month, around 13% of referrals are from Facebook. 14% of all referrals are from

Wikipedia, roughly the same as last month. Down from last month, are dp.la referrals, which contributed 4% of all referrals. Referrals from cpl.org have dipped a bit from March, now accounting for 6% of our referral total. It's useful to note that 14% of our referrals came from web.ulib.csuohio. We would like to see even more engagement with the digital gallery on cpl.org and through the emerging website for the People's University.

Internet Archive

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

Collection Development

ClevDPL has drafted a collection development policy for both the Digital Gallery and the Internet Archive. It has been shared internally and we are seeking comments.

Outreach

Presentations

- On April 26, Cleveland Digital Public Library staff gave a presentation to librarians and historians on how to start your own digitization program.

Partnerships

- Cleveland Digital Public Library assisted in forming the new Neighborhood News Association of Greater Cleveland. We will be working with member organizations to provide access to their back files.
- Working with the Internet Archive, Cleveland Digital Public Library continues curating web-content as part of a 35,000 dollar IMLS grant working with the Internet Archive's ArchiveIT project to document local web-content and local digital resources. ClevDPL has created a collection in the Digital Gallery (ContentDM) for Web Archives, and has populated the collection during April - we will be ready to open it up to the public in May.
- ClevDPL staff have continued to enhance demonstration digitization projects with Euclid Library, the Ukrainian Museum and Archives, Shaker Heights Public Library, Cleveland Orchestra and the South Brooklyn Historical Society.

- Working with Summer on the Cuyahoga, a local volunteer organization, we have made an offer to an intern for work on the W. Ward Marsh collection doing general arrangement and description in preparation for digitization.
- We also met with the Ukrainian Museum and Archives to further develop our ongoing collaborative project involving the Holocaust Museum in Washington DC, the Ukrainian National Archives, Ohio State, Western Reserve Historical Society, and Cleveland Public Library. Along with Ohio State, UMA is hosting a Fulbright scholar from Ukraine who will be giving a lecture and putting up a small display on Ukrainian film in the United States at Cleveland Public Library this summer. We assisted the UMA in making contact with a graphics vendor who could help UMA to produce images from the posters ClevDPL, working with the Fulbright Scholar, scanned.
- We continue to meet with Karamu House regarding strengthening our partnership for collections management, arrangement, description, preservation, display, and programming. ClevDPL has now established a Cleveland Theater collection in CPL's Digital Gallery (ContentDM), and we anticipate a rich partnership with Karamu and the Cleveland Museum of Art with regard to digitization of items from Karamu collections.
- ClevDPL has moved forward with plans for partnering with Summer on the Cuyahoga and Karamu House on a Karamu based internship. In a consulting role, we will support Karamu in its efforts to gain control of its archives.

Social Media

Twitter continues to be a successful tool for promoting the Digital Gallery. ClevDPL has 20 new followers and now has 659 followers. Our top Tweet was an image from the gallery:
pic.twitter.com/EKZfpdlBfN

Collection Development

Library Staff Does Digitization

During April, ClevDPL staff scanned 54 items (6609 files), did post-processing for 41 items (6401 files enhanced), and uploaded 101 items (151 files) into the Digital Gallery.

Library Staff Does Metadata

ClevDPL revised/reviewed 8390 items while doing significant metadata enhancement of digital records (including dates standardization, Karamu program names, chess player's names, partial maps metadata revision, and more) and continued entering

data in the back-end storage field to provide public service staff with access to high end digital files.

Preservation

Preservation staff did the following:

Paper treatments: 8 items, (7 simple, 1 complex)

Book Treatment: 64 items (7 simple, 58 complex)

Enclosures: 128

Labels: 38

Books received: 78

Book returned: 115

Environmental Monitoring

Working with Property Management, including Tim Murdock and Oliver Reyes, ClevDPL continues to monitor from 22 placements around Main and LSW using PEM II environmental monitoring devices. We have added an additional five placements at the Lakeshore Facility and have begun monitoring all five of them. We are also monitoring the collections processing room at Lakeshore. We are regularly collecting and uploading data into E-Climate Notebook for sharing and analysis. We are using 10 slots in E-Climate Notebook gather and share information from exhibit areas monitored by our portable monitors (Artens, Hobos, and PEMIIs). We are currently working with Property Management to address the environment out at Lakeshore in the cold room. The Liebert unit has been failing for some time. As of now it looks as if Property Management intends to replace the HVAC in the cold room that holds the photograph and media collections.

TechCentral

Events and Community Outreach

TechCentral and Outreach and Programming staff collaborated to present the sixth monthly *Maker Monday* evening event at the South Brooklyn Branch on April 2. Activities included the mobile laser engraving, mobile 3D printing, button making, and sewing.

TechCentral participated in the Girl Power event on April 6 providing tours and demonstrations of the TechCentral MakerSpace for three sessions.

TechCentral provided 3D printing demonstrations for Progress with Chess festivities on April 18 and 19.

TechCentral staff visited the Mound Boys & Girls Club on Cleveland on April 24 with the Mobile MakerSpace Laser Engraver.

The event was arranged through a partnership with NASA, who helped provide training for the club a week earlier on designing items to be engraved on a laser engraver.

TechCentral attended a meeting of the Lakewood Area Collaborative, which overlaps with the service area of the West Park and Rockport branches, on April 26 to provide a talk and demonstrations on the Mobile MakerSpace.

Professional Development

TechCentral Coordinator, Suzi Perez, attended the Data Days Cleveland Conference on April 5 and 6.

Library Assistant, Computer Emphasis, Karen Kelly Grasso, attended the Books Ends *Customer Service* Training on April 5.

TechCentral Manager, CJ Lynce, and Ms. Perez attended the Ohio Library Council Legislative Day on April 11 in Columbus, OH

TechCentral Coordinators, Melissa Canan and Suzi Perez, attended the *Conflict Management* training session at the Lake Shore Facility on April 12.

Ms. Perez attended the *Computers in Libraries 2018* Conference in Washington D.C. on April 17-19.

Mr. Lynce, along with Library Assistant, Computer Emphasis, attended the *Net Inclusion 2018* Conference in Cleveland, OH on April 17-19.

Library Assistant, Computer Emphasis, Denise Williams-Riseng attended the Reference USA Training session at Main Library on April 18.

Ms. Williams-Riseng attended the NEO-RLS Webinar *Welcoming Patrons with Disabilities* on April 21.

Library Assistants, Computer Emphasis, Cortney Gatewood and Matthew Sucre attended Book Ends *Customer Service* training at the Lake Shore Facility on April 26.

OLBPD

For April, OLBPD circulated 39,688 books and magazines directly to patrons. OLBPD registered 133 new readers to the service.

Approximately 636 BARD patrons among 1,513 active users downloaded 12,949 items.

OLBPD and CPL Financial Services submitted the State Fiscal Year 2019 Program Budget to the State Library of Ohio for the OLBPD program. OLBPD funding remained flat for SFY2019, as it has since 2009.

In February, The National Library Service (NLS) launched its national television and radio campaign designed to educate key audiences about the services provided by NLS and its cooperating libraries around the country. Radio advertisements have been airing on iHeartMedia and CBS stations throughout the state, and on television on cable stations such as Hallmark and History channels. Since February, the number of inquiries to OLBPD about services and the amount of information packets sent out to new potential patrons has doubled. In fact, a large number of network libraries across the country are reporting similar increases in sending out applications for service, and registering new readers thanks to the NLS campaign. NLS plans to continue this campaign through 2019.

This summer, OLBPD will be extending an opportunity to our kids and teens to participate with the CPL Summer Lit League. OLBPD Library Assistant Joslyn Blackwell has been working on ways to make the Summer Lit League inclusive for OLBPD patrons. Information about the Summer Lit League was mailed to OLBPD patrons from birth to 18 years old across the state, and contact was made with teachers for the visually impaired and the Ohio State School for the Blind to encourage students to participate over the summer.

OLBPD Library Assistant Ken Redd provided information and talks about the service at the Avon Vision Fair on April 27th.

The OLBPD adult book club met on April 13th to discuss "Tough as They Come" by Travis Mills.

EDUCATION AND LEARNING

Best Buy Teen Tech Center Grant

Marina Marquez along with Jill Pappenhagen, met with Tim Diamond, David Reynolds, and Mike Young regarding the marketing plan for the Best Buy Teen Tech Center at the Rockport Branch. The following topics were discussed:

- Introduction to the BBTTTC & The Clubhouse Network via video (<http://www.computerclubhouse.org/>)
- Projected Hours of BBTTTC
- BBTTTC meetings/conference calls
- Branding (shared folder: BBTTTC Marketing)
 - The Clubhouse Network
 - Best Buy Teen Tech Center
- Marketing
 - Protocol for working with Marketing
 - Contact Database for CMSD and interested public
 - Press Release
 - Grand Opening
 - Information Flyers
- Social Media/Websites
 - Examples
 - Email for Coordinator: seamless transfer of social media ownership
 - Duties of coordinator to include regular social media updates - Twitter, Instagram, Facebook, The Village
- Content: Who approves content for websites, social media, special clubhouse events (poetry slams, showcases, speakers, fashion shows, potlucks, etc.)
 - Photo release: photos quickly draw people in and spark their interest
 - Publication release (using stories from members, mentors, alumni to motivate and inspire)
- Marina Marquez along with Tracy Martin, Jill Pappenhagen, met with Gail Breslow, Executive Director of the Clubhouse Network, Danielle Ianiro-Larsen, Grand Opening event coordinator, Amy Mortenson, Best Buy Government Affairs, for the standing bi-weekly telephone conference calls. We discussed the following:
 - Construction check-in
 - Asbestos abatement progress, preparations for furniture, technology and electrical work
 - Ordering check-in
 - Furniture, technology
 - Scheduling setup with local Best Buy employees
 - Grand Opening check-in

- o Day prior used as a 'dress rehearsal' and dry run for Activity Stations with youth, our teams, TCN
- o Reviewed [Draft] Run of Show, Grand Opening task checklist

Book Box - LSTA Competitive Grant

Construction of the book box is underway.

Cleveland Seed Bank

Marina Marquez and Tai-Renee King met with Katie S, Cleveland Seed Bank, to finalize the seed library at the book boxes for summer2018.

Digital Photography Learning Path

Curtis Flowers and Catherine Young led the fourth digital photography class "Using Google Apps for Images and Image Management: Liberate Your Photos!" that took place on April 24, 2018.

Dance Cleveland

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

Mayor's Office of Sustainability

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

Miscellaneous

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

ADVOCACY & COMMUNITY AND GOVERNMENT RELATIONS

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

ADVOCACY TASK FORCE:

- Director Felton Thomas Jr. and Shenise Johnson Thomas conducted a call with Trustee Washington regarding forthcoming CPL advocacy efforts. Director Thomas will be scheduling meetings to meet with local and state legislators during the summer regarding CPL's community and regional value proposition and its future planning efforts.
- **Ohio Library Council Legislative Day:** More than a dozen CPL staff inclusive of Director Thomas and two CPL patrons participated in OLC Legislative Day this year. All feedback from legislators and their staff was positive. State Representative Stephanie Howse was so impressed by the work she visited the Main branch on a personal tour after Legislative Day.
- **Councilwoman Jasmine Santana:** Councilwoman Santana visited the Fulton Branch for a meet and greet with Library patrons. Director Thomas will be meeting with Councilwoman Santana later this month and will meet with all city council members throughout 2018 sharing plans for CPL's future after passing the levy.

COMMUNITY AND GOVERNMENT RELATIONS:

I. Sustain Public Support:

- **Ohio Library Council Legislative Day:** More than a dozen CPL staff inclusive of Director Thomas and two CPL patrons participated in OLC Legislative Day this year. All feedback from legislators and their staff was positive. State Representative Stephanie Howse was so impressed by the work she visited the Main branch on a personal tour after Legislative Day.
- **Councilwoman Jasmine Santana:** Councilwoman Santana visited the Fulton Branch for a meet and greet with

Library patrons. Director Thomas will be meeting with Councilwoman Santana later this month and will meet with all city council members throughout 2018 sharing plans for CPL's future after passing the levy.

- o **Cleveland Baptist Ministers Conference:** Shenise Johnson Thomas presented at the Cleveland Baptist Ministers Conference weekly meeting discussing current and future CPL programming that pastors' congregants can participate. Cleveland Baptist Ministers Conference was one of many faith based groups that gave an endorsement for the CPL levy and CPL is committed to an ongoing relationship with this group and other faith based groups.

II. ***Increase Community Relations Capacity:***

- o **The Cleveland Foundation Public Service Fellow:** Director Thomas, Chief of Human Resources Madeline Corchado, and Director of Community and Government Relations Shenise Johnson Thomas interviewed two esteemed candidates for the fall fellowship program with The Cleveland Foundation. After careful consideration, one candidate was selected. The candidate will start in the fall and focus on community engagement efforts for CPL.

TECHNICAL SERVICES

Director of Technical Services and Acquisitions Manager Sandy Jelar Elwell attended the Board of the Library Trustees Work Session and provided the Technical Services Managers and Supervisor with an overview of the Financial and Master Planning information that was presented during the session. Ms. Jelar Elwell met with the staff in the Acquisitions and High Demand Departments separately and the Technical Services Managers and Supervisor met with the staff in their Departments to share this information with them.

Ms. Jelar Elwell and Collections Manager Pam Matthews visited the Jackson Township SmartStore Branch of the Stark County District Library and met with Collections Director Gregory Burlingame to learn about the new service model that has been

piloted at this location. Ms. Jelar Elwell and Ms. Matthews received Analytics Station training from Library Systems and Applications Analyst John Pas.

Ms. Jelar Elwell, Ms. Matthews, and Acquisitions Coordinator Alicia Naab met with Ingram Senior Sales Representative Eric Shotwell to discuss new services that were available and the elimination of a discount on our accounts for payments made by a designated time each month. Ms. Matthews also made arrangements for Ingram to provide training for Branch staff on using Ingram's website for selecting materials.

Several Technical Services staff volunteered to assist with the work in the Lake Shore Shelf/Shipping Department while one of the Receiving/Distribution Technician is out on a leave of absence. Acquisitions Librarian Leslie Pultorak volunteered to assist with the unpacking and verifying of foreign language materials and High Demand Librarian Dale Dickerson, Materials Processing Technician Marsha Draeger, and Technical Services Associate Nathaniel Infante volunteered to handle the unpacking and verifying of shipments and provide staff coverage in the Department when needed.

Ms. Jelar Elwell volunteered to help with the Progress with Chess program at the Main Library.

Acquisitions: The Acquisitions Department ordered 6,287 titles and 19,546 items (including periodical subscriptions and serial standing orders); received 14,541 items, 1,185 periodicals, and 250 serials; added 598 periodical items, 81 serial items, 444 paperbacks, and 1,127 comics; and processed 1,945 invoices.

Acquisitions Coordinator Alicia Naab worked with Katrina Davis and Jacqueline McCoy from the vendor Recorded Books to try and resolve continued issues with downloading MARC record files containing order information from their vendor website.

Catalog: Librarians cataloged 3,071 titles and added 4,417 items for Cleveland Public Library.

Catalog Manager Andrea Johnson organized a Name Authority Cooperative Program (NACO) training session at the Lake Shore Facility for the Catalog Department staff. Librarian Erin Valentine initiated the contact with the trainer and assisted with setting up the computer lab for the session. Sevim McCutcheon from Kent State University provided the training as a representative of the Ohio NACO Project.

Librarian Barbara Satow suggested and implemented using the monthly DVD list created for Public Service staff in order to check the local catalog for duplicate Blu-ray and DVD records. This suggestion will help to streamline the process of merging duplicate records. Librarian Michael Gabe spent a day shadowing with Subject Department Manager Olivia Hoge in the Center for Local and Global History and Branch Manager Monica Rudzinski at the Sterling Branch.

Ms. Johnson and Ms. Valentine attended the Northern Ohio Technical Services Librarians (NOTSL) Spring Meeting entitled "Journalpalooza: All You Need to Know About Serials But Were Afraid to Ask." Ms. Johnson began her term as NOTSL Chair. Ms. Valentine ran for, and was re-elected to, the office of NOTSL Secretary for 2018-2020. Ms. Johnson attended the Leadership Certification class entitled "Conflict Management".

Collection Management: Collection Management selected 1,367 titles and 11,086 copies, and spent \$213,742 in April.

Collection Management Librarian Laura Mommers attended a "Book Buzz" at Cuyahoga County Public Library featuring representatives from major publishers highlighting their upcoming season's juvenile and young adult books.

Collections Manager Pam Matthews convened the first Collection Management/District Managers meeting of 2018.

High Demand: The High Demand Department ordered 1,228 titles and 8,655 items; received and added 9,364 items; and processed 411 invoices.

High Demand Librarian Dale Dickerson attended the Name Authority Cooperative Program (NACO) training session along with the Catalog Department staff.

Materials Processing: The Technical Services Associates cataloged 974 new titles for the Cleveland Public Library and added 1,132 new records for the CLEVNET libraries. The Technical Services Associates and Senior Clerks added 3,819 items. The Materials Processing Technicians worked on 23,112 items.

Materials Processing Manager Elizabeth Hegstrom attended the Name Authority Cooperative Program (NACO) training session along

with the Catalog Department staff and the Leadership Certification class entitled "Conflict Management".

Shelf/Shipping: The Lake Shore Shelf/Shipping Department staff sent 100 items to the Main Library for requests and 88 items to fill holds. Main Library received 237 telescopes, the Branches received 614 telescopes, CLEVNET received 51 telescopes, CASE received 3 telescopes, and CSU received 2 telescopes. A total of 907 telescopes were shipped out. The Receiving/Distribution Technicians sent out 562 items of foreign material and in total 13,688 new items were sent to the Acquisitions and High Demand Departments.

Receiving and Distribution Supervisor James Clardy attended the Page Orientation held at the Lake Shore facility. Receiving/Distribution Technician Amber Alexander began a leave of absence on April 6th.

MARKETING & COMMUNICATIONS

Media coverage for the month of April included 18 print publications and 30 online, TV and radio stories. The full report, available in the Marketing & Communications Department, shows the top print publications by reach. In April, *The Plain Dealer* accounted for two-thirds of the print stories. The top three non-print platforms by reach were cleveland.com, Crain's Cleveland Business, and Ideastream. No one story related to the Library dominated the news.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 200 times on average per day, with an average of 24 clicks to the website per day resulting in an 11.86% click-through rate for the month. The numbers were lower than usual in April due to a break in service between contracts. Over 65% 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 great collections.

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

Facebook

	2018	2017	YoY
Net Page Likes	94	76	24%
Avg Post Reach	1,952	2,362	-17%
Avg Total Reach	2,720	2,061	32%
Average engagement	34	61	-79%
Reactions	27	46	-41%
Comments	3	3	0%
Shares	4	12	-67%

Twitter

	2018	2017	YoY
Top Tweet (Impressions)	7,194	22,700	-68%
Top Mention (Engagements)	4,605	2,170	112%
Top Media Tweet (Impressions)	6,942	13,600	-49%
Summary			
Tweets	70	147	-52%
New Followers	109	148	-26%

The Library continues to be more active on Instagram with 542 points of engagement, attracting 43 new followers.

Graphics

Graphics staff filled the regular requisitions for design, printing, and distribution, in addition to designing graphics for ads; the library website; digital signage; social media; staff newsletters; *Off the Shelf* e-newsletter; and weekly postings to the website home page. Work on the Library's annual report to the community was completed and sent to the printer. Staff organized, prepared, labeled, and mounted over 150 entries submitted to the annual Eleventh Congressional District Art Competition at Memorial-Nottingham Branch. The digital signage project is nearly complete—only three branches remain on the installation list.

PROPERTY MANAGEMENT

Painters

- Fine Arts- patched and painted fine arts workroom.

- Main- painted hallway on lower level.
- Rice- painted meeting room and staff restroom.
- E.131- skim coated and painted area where payphone was removed and painted area around newly installed soap dispensers.
- Fulton- patched and painted around newly installed soap dispensers.

Carpenters

- Old Memorial- boarded windows.
- Walz- replaced broken closure on front door.
- Main- dismantled Superman exhibit and placed in storage, also installed double cylinder to storage room door also installed new door hinges and closure lower level men's restroom.
- Glenville- relocated shelving and installed access panel in ceiling of men's public restroom.
- LSW- repaired bathroom stall door in women's public restroom. Replaced lock to Human Resources storage closet in sub-basement.
- Rice- installed new closure arm for exterior door.
- Garden Valley- built shadow picture frame box for quilt and hung on wall for display
- South Brooklyn- installed new cylinder to front door and replaced sliding latch bolt to parking lot door.
- Union- installed new closure on front door.
- Jefferson- installed new lock and mortise to storage room door in meeting room.
- Removed plows from trucks, emptied salt spreaders and stored snow removal equipment.

Mechanic

- Repaired garage pressure washer.
- Serviced Vehicles 4,9,18 and 26.
- Serviced mowers and weed trimmers.

Maintenance Mechanics

- Glenville - a) replaced pressure regulator/make-up water valve for hydronic heating loop, b) replaced bad ballasts/bulbs over public computer area, c) re-lamped fixtures throughout branch,

d) replaced public restroom light fixtures in preparation for re-opening event.

- Lorain - a) replaced emergency/exit light above front entrance, b) replaced public restroom light fixtures in preparation for re-opening event, c) rewired/restored power on children's area floor box after Tech Toy Box relocation.
- Westpark - a) replaced bad ballasts throughout branch, b) ceiling leak/flood - replaced broken pipe fitting, installed isolation valves for zone re-heat coil, re-insulated piping, replaced damaged ceiling tiles, c) branch too hot - reprogrammed WiFi t/stat, repaired economizer damper, replaced belts and filters on north and south RTU's.
- Union - a) rebuilt boiler circulation pump sequencer (replaced bad contactor coils, relays), b) replaced leaking hot water tank, c) replaced leaking backflow preventer.
- Collinwood - a) ran power and CAT6 cabling for Digital Signage project, b) replaced bad ballasts throughout branch and re-lamped all ceiling fixtures to match bulb color/temperature, c) mounted fire extinguishers in basement.
- South Brooklyn - a) Branch too hot - replaced two defective direct coupled actuators for area zone dampers.
- LSW - a) repaired R.O. system leak for AHU humidifiers, b) replaced V-belts on AHU #1
- Lakeshore - a) cleaned/punched tubes on chiller condenser, b) repaired/rewired stacks area lighting panel, c) drained glycol from all air handlers, opened to chilled water loop, d) continued replacing defective reheat valves on zone VAV's on the 2nd floor, e) continued replacing bad PXP's in Siemens control panels.
- Carnegie West - a) branch too hot - checked/calibrated economizer controls, repaired outside air dampers/linkage, checked condensing unit charge and controls, replaced belts and filters, b) repaired/tested building exhaust fan, c) re-piped and secured women's public restroom sink.
- Main - a) replaced belts and filters on penthouse air handlers, b) staff relocation/office prep for new COO, moved cubicles from LSW into room #38 (Friends office) and wired for power and data.

- E.131 - a) water bill fluctuation- checked for water leaks throughout branch, replaced public restroom flush assemblies and diaphragms, checked/repared outdoor water spigots.
- Hough - a) continued replacing bad ballasts and color/temperature matching bulbs throughout branch, b) replaced bad exit/emergency lights, c) continued on HVAC control retrofit project.
- Fleet - a) repaired leaking toilet in public restroom, replaced broken toilet seats, b) replaced belts and filters on HVAC units, cleaned drain pans and evaporator coils.
- Woodland - a) PM on ceiling mounted infrared heaters in the garage areas, b) partial power outage/single phasing from high winds - repaired/replaced burned starter coils, relays and transformers on all air handlers, c) replaced bad ballasts and bulbs in Mobile Services area, d) repaired tube heater in main garage, replaced defective pressure switch.

SAFETY & PROTECTIVE SERVICES

SAFETY SERVICES

- SPS reviewed video for: damage to a staff members vehicle at Fleet branch, suspects who damaged a vehicle by jumping on its hood at Rice branch, and video of a male that threatened to shoot up Langston Hughes.
- SPS was subpoenaed to testify to the authenticity of a video at a trial for an incident that occurred off property near Carnegie West.

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
April 2018	4271	171	55	66	692	147	78	79
March 2018	4109	152	79	75	655	34	78	63
Feb 2018	3386	154	41	67	537	71	56	98
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

Special Attention, Special Events, and Significant Incidents

- 4/2, a tutor was entering Langston Hughes branch, when a male approached her and stated that he was going to come back and shoot everyone inside the branch. She alerted the branch manager who notified SPS and CPD. Male was G.O.A. Male will be served a 60 day expulsion upon his return.
- 4/2, two males began fighting inside the foyer area of Carnegie West branch and it continued outside to the front steps area. The victim was attacked with brass knuckles. CPD was contacted and responded in minutes.
- 4/6, a known disorderly patron entered Jefferson branch and began sending notes and gesturing to other patrons. The patron also threatened a staff member. Staff advised CPD and SPS. SPS served a 30 day expulsion with the presence of CPD.
- 4/6, a young lady entered Sterling branch seeking shelter from an abusive partner. SPS and CMHA PD responded, CMHA PD escorted the lady back to her apartment to retrieve her belongings but the male barricaded himself in the apartment. Two SWAT units were called to the adjacent apartment building to resolve that incident. The male was taken into custody shortly after.
- 4/12, two young male patrons were involved in a verbal argument that turned into verbal threats at South branch. Royce security guard on site deescalated the situation. One of the males involved contacted CPD who arrived later after both parties have left. One male threatened the other with a firearm, which prompted CPD to be called. This case will be assigned for follow up with SPS.
- 4/13, SPS responded to Fleet branch to make contact with a male who threatened the Royce guard in a previous altercation. The male refused to speak to SPS who verbally issued a 60 day expulsion on the male.
- 4/13, the Fleet Royce Officer asked for assistance with SPS due to an unruly disruptive juvenile who made a threat to

shoot said Royce Officer. SPS responded with an escort of the Juvenile off of property resulting in a 60 day expulsion.

- 4/17, SPS Officers were dispatched to the 4th floor of the Main bldg for reference to a fight. On arrival all juveniles were exiting, SPS ushered juveniles into the interview room. The investigation warranted 3 female juveniles getting a 60 day expulsion and 1 female was given a 30 day expulsion.
- 4/17, female juvenile reported to South Brooklyn SPS Officer that she was physically assaulted outside by male juvenile patron in the branch. SPS Officer investigated further resulting in a 30 day expulsion and return with parent on the male juvenile.
- 4/18, the LSW SPS Officer was advised by an unknown patron of a physical altercation taking place outside. Upon arrival alongside 2 other SPS Officers the juveniles dispersed. One of the juveniles was a CPL employee who was physically assaulted upon leaving LSW. SPS will investigate further on the incident.
- 4/23, concerned parents of a regular special needs patron contacted staff to advise that their son was stealing books from the branch and hiding them at home. Parents advised staff that their son is not allowed to be in attendance on CPL property without a parent.
- 4/24, Sterling staff was advised that a juvenile patron was making suicidal comments to another patron. Staff advised the patron of Safe Place and gave information for the suicidal hotline. Parent/guardian was contacted.
- 4/27, SPS was dispatched to Mt. Pleasant in response to a male staff member who stated he was depressed and thinking about killing himself. EMS was contacted and transported the staff member to University Hospital.
- 4/27, on branch patrol, SPS Officers noticed that the steering wheel was loose and was getting worse throughout the day. The officers reported the issue to property management, and were advised to switch vehicles.
- 4/30, a student told South Brooklyn staff that someone was going to come to the library to beat someone up and shoot them. CPD was contacted by SPS to report this threat. CMSD PD and CPD responded and took a report on the matter.

Protective and Fire Systems

- SPS officers have completed Safety Ambassador Inspections of fire extinguishers, exit lights, and emergency exit lights at branches for April.
- IPS replaced a dead battery in the keypad at Glenville.
- IPS is working on a bad access card reader at E. 131. It will either be replaced or fixed free of charge.

Contract Security

- Royce Security guards are disarming Jefferson and Harvard Lee branches regularly.
- SPS has posted a Royce guard at Hough branch due to the increase in shootings around the branch.
- Two Royce guards removed from CPL in April.

Administration

- SPS held part time regular interviews. No viable candidates, so we will have another round of interviews.
- I spoke with Robin Wood about limiting the eating areas on Main 4. Juveniles were bringing in outside food as well as eating the provided lunches and not cleaning after themselves.
- SPS will fill the post vacancy created by Officer Green's termination.
- SPS has increased patrols around Hough branch in lieu of recent neighborhood shootings.
- SPS now has inventory sheets for each individual officer to track all issued gear.

INFORMATION TECHNOLOGY & CLEVNET

The CLEVNET Directors held their second quarterly meeting of the year at Twinsburg Public on Friday, April 27, 2018. James Tolbert, Chair of the CLEVNET Directors' Panel and Director of Milan-Berlin Library District, congratulated Nancy Logan on her appointment to director of Andover Public Library. Director Tolbert also congratulated Anastasia Diamond-Ortiz, Director of Lorain Public Library, for being named the MLIS Alumna of the Year by Kent State University's School of Information.

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 18 member libraries had returned signed copies of the amended CLEVNET agreement so far. He urged the remaining libraries to get the amended agreement to their boards as soon as possible so the changes can go into effect in 2019. The main changes to the agreement include the revised bylaws/procedures, the revised pricing model, and the revised term (January to December).

Mr. Diamond also 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 Megan Trifiletti who was hired in January.

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); the network (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. CLEVNET's services to member libraries are listed in detail on the members site.

Mr. Diamond discussed CLEVNET's 2018 priorities and goals (distributed at the meeting as a handout) and how, any suggested changes or additions to this list must be brought to the Directors Panel for vetting. A strategic framework for the Panel to use when evaluating proposed projects and initiatives is described in the new operating procedures. Mr. Diamond explained that the list will be used from this meeting forward to report back to the membership, in a systematic and consistent fashion, on the status of the many projects underway.

The next part of the meeting focused on the work of the Library Systems Team headed by Hilary Prisbylla, Director of CLEVNET. Ms. Prisbylla updated the CLEVNET directors on the upcoming Morley Library migration, the mobile app, automatic renewals, credit card transactions, OverDrive Advantage Plus accounts, the new periodical offerings from OverDrive, the Voicent Call

Center, standardized policies, reducing the circulation map, and plans for a "go green" campaign to reduce paper notices.

Ms. Prisbylla also reported on the COSUGI (Customers of SirsiDynix Users Group, Inc.) Conference held in Atlanta, Georgia, April 16-18, 2018. Four CLEVNET team members presented at the conference: Ms. Prisbylla, Jim Benson, Brian Leszcz, and John Pas. Their presentations were well attended and well received.

Ms. Prisbylla announced that she had accepted an appointment to the Ohio Public Library Information Network (OPLIN) Content Advisory Committee, beginning July 1, 2018. OPLIN acquires access to electronic information resources, and develops electronic resources, for the use of all residents of Ohio. The committee was created for the purpose of working with the Board of Trustees of OPLIN to offer recommendations and provide information relevant to the electronic information resources purchased by OPLIN.

Finally, Ms. Prisbylla gave a brief demonstration of an event management and room booking software product under consideration for purchase by CLEVNET for use by any member library that might choose to use it. The directors were pleased to learn that this product may be added to the list of ancillary services provided by CLEVNET.

Larry Finnegan, Director of IT, updated the CLEVNET directors on special projects and initiatives, including: the move of the data center to Columbus; network infrastructure; SharePoint Office 365; preliminary work at Morley Library; VoIP installations; purchasing licenses through TechSoup; the remote monitoring and management solution from ConnectWise Automate now used by 40 member libraries; computer and print management currently used by 24 member libraries; Rubrik backup and recovery services; InformaCast mass notification of staff now used by 18 member libraries; and ConnectWise Manage, the new help desk software product.

Brian Leszcz, Database Administrator, gave a presentation on CLEVNET's multilayered approach to security focusing on the firewall, where the attacks are coming from, Traps endpoint protection, and Malwarebytes. A recent security breach at a member library demonstrates that members not using Traps or Malwarebytes are putting the entire network at risk. That member library is now covered; however, 28 member libraries still lack protection.

After Mr. Leszcz's sobering presentation, the group was glad to have the chance to network and tour the library. The next quarterly meeting of the CLEVNET Directors will be held on Friday, July 27, 2018, at a member library in the Western Region (to be determined).