

## **DIRECTOR'S REPORT**

November 16, 2017

### **CELEBRATING A GLOBAL PERSPECTIVE**

Dr. Raquel Ortiz, author of *Sofi and the Magic, Musical Mural* and liaison of the Puerto Rican Cultural Ambassador program provided four interactive story times, to a total of eight classes at Lakeshore Intergenerational School on Monday, October 16th. Outreach & Programming Services Library Assistant Melanie McCarter, and Erica Marks, Youth Outreach and Programming Coordinator were on hand to assist.

Dr. Raquel Ortiz returned to Cleveland Public Library on Wednesday, October 18th, presenting an all-day multicultural puppetry and story time training to Cleveland Public Library's Youth Services staff. Dr. Ortiz spoke on the history of Hispanic storytelling and folktales, while vejigante puppets were created for each branch in between lectures.

The Diversity Center of Northeast Ohio began hosting four facilitated dialogues this month, one in each district. All conversations were designed by Branch Managers and the Diversity Center to engage patrons and residents in discussions relevant to their own communities. On October 4, 24 participants at Fulton Branch discussed the adjacent garden space; on October 23, 20 attendees (mostly children) at Lorain Branch spoke on neighborhood improvement; on October 25, Collinwood Branch conversed about creating an inclusive and equitable community; and on October 26, MLK discussed the inclusiveness and appearance of University Circle in the future. The final conversation on November 14 at Fleet Branch will focus on supporting diversity and literacy in the neighborhood. Many conversation participants provided feedback for making their libraries and neighborhoods more welcoming.

### **FIGHTING COMMUNITY DEFICITS**

Sam Quinones, journalist and award-winning author of *Dreamland: The True Tale of America's Opioid Epidemic*, spoke on Saturday, October 7. His book begins in Portsmouth, Ohio, describing how over-prescription and distribution of painkillers in small and suburban towns sparked the heroin and opioid addiction crisis now sweeping across the country, resulting in numerous overdose deaths daily. Mr. Quinones said that keeping up social ties, spending time outdoors, and using alternative methods for pain

relief would build communities back up and reduce people's reliance on drugs to take away their pain. In a private meeting prior to the event arranged by Adult Programming and Outreach coordinator Shayna Muckerhide, Quinones met with Cuyahoga County Medical Examiner Dr. Thomas Gilson, Cleveland Clinic educators, and other drug addiction community leaders. For the main event in the Louis Stokes Wing auditorium Mr. Quinones spoke to an audience of approximately 120 people, including families of those affected by addiction and Portsmouth natives.

On Saturday, October 21<sup>st</sup> at the Fulton Branch the Legal Aid Society of Cleveland held an advice clinic that served 20 families. Fifteen attorneys from law firms, Jackson Lewis, P.C.; SSSB; Ulmer & Berne; Moore Yourkvitch & Dibo; Juvenile Court, Monsour Gavin; Self; Meyers Roman provided pro-bono consultations to library patrons. Also assisting with the clinic were 18 volunteers from the Cleveland Marshall School of Law, Case Western University School of Law, Greater Cleveland FoodBank, Cuyahoga County Court of Common Pleas.

#### **FORMING COMMUNITIES OF LEARNING**

On October 5th, New York Times bestselling author and Cleveland native, Mira Bartok visited Rice Branch for a special reading of *The Wonderling*. This event was made possible by Candlewick Press. Attendees from The Intergenerational School received a copy of *The Wonderling*, thanks to Friends of the Cleveland Public Library. A Cultural Exchange, a Cleveland based bookstore and longtime library partner ultimately sold-out of books.

On October 5, the Cleveland Public Library and American Senior magazine teamed up to host a very successful training workshop for activity coordinators. Approximately 20 programming coordinators from CPL, senior residences, and housing facilities came to Judson Manor for this two-hour Train the Trainer workshop. Carolyn Lookabill, of American Senior magazine, explained that senior programs and activities can reduce loneliness, isolation, and depression among older adults and demonstrated how coordinators could use the magazine as the basis for future programs. Mobile Services Library Assistant Kelli A. Newsom, then gave attendees many innovative ideas for improving the quality of their senior programs on a limited budget. Mrs Newsom also shared success stories from her own outreach visits around the city. Attendees appreciated the refreshments, one-year subscriptions to the magazine as a

programming tool, and creative and inexpensive ideas; the workshop jump-started exciting new programs for senior groups.

Ms. Newsom was personally invited as a guest of Denise Rucker-Burton, of the Cuyahoga County Division of Senior and Adult Services, to attend the 23rd Annual Cuyahoga County Conference on Aging on October 6. She listened to presentations about eliminating barriers to care, opioid use in aging populations, and health literacy and met with numerous aging/senior professionals. Many of them were surprised and thrilled to see a CPL staff member attend and are hoping to bring Ms. Newsom's programs to their facilities.

### **Music at Main**

Pianist Jackie Warren & percussionist Sammy DeLeon performed in celebration of *Hispanic Heritage month*. Thirsty-two patrons attended on October 2<sup>nd</sup>.

### **Exhibits and Displays**

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

Youth Services Librarians Lan Gao and Rebecca Donahue coordinated several tours for CMSD schools, with approximately 300 students visiting the Superman exhibit and other areas in the Main Library throughout the month. Tours were conducted by Ms. Gao and Ms. Donahue along with Substitute Library Assistants Charles Vaughn, Mark Tidrick, Joseph Lendl, Peter Roth, and Michael Webster.

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

- CLGH staff assisted a patron with locating an article printed in the June 2nd, 1927 issue of the Cleveland Plain Dealer which featured local sculptor Max Kalish, who created the statue for the Lincoln Memorial.
- CLGH staff assisted a curatorial assistant at an out of state museum, with determining if a Margaret Bourke-White photograph in the museum's collection had been included in the *Otis Pioneer*, which contained photogravures of the Otis Steel Mill by Ms. Bourke-White. The staff member consulted the copy of the *Pioneer* in the Photograph Collection and was able to determine that the museum's photograph of the steel mill was not used in the book.
- CLGH staff assisted a patron from Buffalo, New York with genealogy research for her mysterious relative. Using the

Cleveland City Directories, Cleveland telephone book microfilm, Necrology Index, and Plain Dealer Historical database, the staff member narrowed down the timeframe that patron's relative lived in Cleveland and if she died in Cleveland. With this information, the patron was able to discover her relative actually died in New York in 1995.

- CLGH staff helped a person in Australia find out more about an ancestor who lived in Cleveland and was a gardener at the Glen Allen Estate.
- A patron request for the history of the Kadimo Chiefdom of Yimbo in western Kenya.
- A patron visiting Special Collections was impressed with the artifact of rubble salvaged from the Imperial Hotel in Tokyo. The artifact was purchased with Schweinfurth funds to accompany the volume. The hotel was designed by Frank Lloyd Wright in 1923 and demolished in 1967 after surviving the great Tokyo earthquake of 1923, WWI and WWII.
- A chess writer requested scans from John Nunn's *Learn Chess Tactics* for an article.
- An author acknowledged the assistance of Special Collections staff in his article on Nagorno-Karabakh (a landlocked region of the South Caucasus mountain range in Eastern Europe).
- A professor from Indiana was planning to come to Special Collections to research a 15<sup>th</sup> century manuscript, *Bible en Francois*. Staff informed her that it was digitized and saved her the trip.
- A genealogist stopped in the Sports Research Center in Social Sciences to find articles from the late 1940's Golden Gloves scrapbooks about his uncle who participated in the boxing tournaments.
- Science and Technology patrons regularly request a small book entitled *Dick Gregory's Natural Diet for Folks who Eat: Cookin' with Mother Nature!* The only other Ohio library to own the book is Bowling Green State University.
- A Science and Technology patron used the book *Great Danes, Dobermanns and Schnauzers* by Paul C. Blass together with *A Directory of Reliable Breeders in America*. The patron said it was a rare and valuable book. WorldCat lists only six libraries worldwide that own the book.
- A Science and Technology patron was trying to identify a firearm he owns and asked to see an *Iver Johnson: Arms & Cycle Works Handguns 1871-1978*. Less than ten United States libraries own the book.

- BEL Senior Librarian Sandy Witmer worked with a Plain Dealer reporter who needed biographical sources for some prominent Northeast Ohio families.
- A researcher requested information about the Karamu Theatre programs 1926-1972. Staff utilized the Karamu Theatre clipping files to assist the patrons.
- PAL staff assisted patrons with information on Cleveland's square mileage, the Cushing building, JAMA medical articles, Burke Lakefront Airport dredging, history of operas in Cleveland, employment, and General Police Orders.
- PAL staff provided material for a patron researching the founding of the Cleveland Municipal Court, which was established in 1912. They were specifically interested in the Courts creation of the Conciliation Court now known as the Small Claims Court. The Cleveland Conciliation Court was the first of its kind in the country when established in 1913.

## **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**

**PNC** - Submitted and Awarded request through Friends of Cleveland Public Library for \$15,000 for 2018 Kindergarten Clubs

**Cleveland Foundation** - Submitted interim report for MLK Branch Design Competition

Hosted ALA President Jim Neal for a Lunch N Learn program.

Continued work on Best Buy Teen Tech Center - timeline, room layout, job description, construction costs, technology lists, furniture, etc.

## **PUBLIC SERVICES**

### **SUMMARY**

In the month of October the Library hosted approximately 152 programs ranging from community conversations in neighborhood branches to author visits both at Main library and the Rice Branch. 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 Outreach & Programming Services department encumbered \$37,075.88 during the month of October, the majority of which was in support of first quarter 2018 programming.

### **SERVICES TO CHILDREN**

On October 5th, New York Times bestselling author and Cleveland native, Mira Bartok visited Rice Branch for a special reading of *The Wonderling*. This event was made possible by Candlewick Press. Attendees from The Intergenerational School received a copy of *The Wonderling*, thanks to Friends of the Cleveland Public Library. A Cultural Exchange, a Cleveland based bookstore and longtime library partner, ultimately sold-out of books.

College Now, an ACT/SAT prep program kicked-off their fall session at Main Library on Tuesday, October 10th. College Now is scheduled to meet Monday through Friday in the Learning Commons, located on the second floor of Louis Stokes Wing.

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Hispanic storytelling and folktales, while vejigante puppets were created for each branch in-between lectures.

Friday, October 20th, Erica Marks, Youth Outreach and Programming Coordinator, and Lan Gao, Youth Services Subject Department Librarian, hosted an information table at the 10th Annual Starting Point Leadership Conference. Both CPL representatives connected with Cuyahoga County early childhood educators and directors, providing information on library programming.

### **SERVICES TO ADULTS**

During the month of October as a part of the The Big Read, a community-wide read sponsored by the National Endowment for the Humanities and the Center for Arts-Inspired Learning, continued educational events based on the book *Station Eleven* by Emily St. John Mandel. Woodland, South Brooklyn, Jefferson, Lorain, MLK, Rockport, and Rice Branches hosted nearly 15 creative writing, upcycling/maker, and graphic novel workshops for patrons of all ages in October. CPL collaborated with CAL, Lake Erie Ink, and Literary Cleveland to offer these programs.

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## **STAFF**

Adult Outreach and Programming Coordinator Shayna Muckerheide attended a senior programming Train the Trainer workshop on October 5.

Youth Outreach and Programming Coordinator Erica Marks attended Cleveland Public Library's, Book Ends training on Thursday, October 19th at the Lakeshore Facility. Topics covered in training were communication, empathy, teamwork and understanding how the library is funded.

On Thursday, October 26th and Friday, October 27th, Ms. Marks attended the first two days of The Cleveland State Leadership Academy. Participants worked extensively with Dr. Jennifer Madden on identifying effective colleague communication tools and leadership styles.

### ***Historical Bridges of Cleveland***

Map Collection Librarian Tom Edwards coordinated the *Historical Bridges of Cleveland* program on October 28<sup>th</sup>. Dario Gasparini and William Vermes conducted the program discussing various historical bridge plans of Cleveland. Fifty-three patrons attended the program.

### ***Innovation Open House***

The Government Documents department hosted an *Innovation Open House* - an informative session that highlighted the resources available at Cleveland Public Library for small businesses, intellectual property professionals, and inventors on October 7<sup>th</sup>. Speakers included BEL Librarian Susan Mullee, Science and Technology Librarian Jim Bettinger, TechCentral Coordinator Forrest Lykins, and Government Documents Supervisor Sarah Dobransky.

In preparation for the event Ms. Dobransky wrote an article entitled *Five Common Mistakes Entrepreneurs Make with Intellectual Property*. Marketing's Michael Young posted the article on CPL's blog and social media.

### **Adult Education**

Librarian Susan Mullee led the GED students through a tour of the Superman Exhibit on October 2<sup>nd</sup>. The students' assignment was to write an essay on what Superman symbolizes today for people that are experiencing hardships. In addition,

Ms. Mullee facilitated a new group of GED students on the Ohio Means Jobs web site with accessing *Learning Express Library*.

### **Small Business Seminar Series**

Senior Librarian Sandy Witmer coordinated the programs *Developing a Winning Business Plan*, *Accounting for Small Business*, and *The Art of Marketing*, on October 7<sup>th</sup>, 14<sup>th</sup>, and 21<sup>st</sup>. Librarian Susan Mullee coordinated the *Taxes for the Small Business* program on October 28<sup>th</sup>.

### **Music at Main**

Pianist Jackie Warren & percussionist Sammy DeLeon performed in celebration of *Hispanic Heritage month*. Thirsty-two patrons attended on October 2<sup>nd</sup>.

### **Knitting at PAL**

Two knitting meetings were held on October 4<sup>th</sup> and October 8<sup>th</sup>. Participants worked on their squares that will be put together to make baby blankets and donated to Warm-Up Cleveland. Due to the overwhelming support for the project the participants will be able to donate multiple blankets.

### **NaNoWriMo**

Literature Department Librarian Evone Jeffries planned and hosted *National Novel Writing Month (NaNoWriMo)* on October 21<sup>st</sup>. The fifteen participants learned details about *NaNoWriMo*, were guided to Literature Department resources, and were given a "survival" kit that included tools to inspire and help them get through the challenge of writing 50,000 words in 30 days. Ms. Jeffries also created displays for *NaNoWriMo* and *Cleveland Public Poetry*.

### **Main Library Book Clubs**

CLGH Librarian Terry Metter led the Brown Bag Book Discussion on October 16<sup>th</sup>. The group discussed David Grann's *Killers of the Flower Moon*. Social Sciences Library Assistant Lakitha Tolbert led the discussion of Ang Tharkay's *Sherpa* for the Social Sciences Non-Fiction book club coordinated by Lakeisha Winstead and Helena Travka on October 12<sup>th</sup>. Literature Department Library Assistant Michael Haverman hosted his monthly book club on October 3<sup>rd</sup>. The club discussed Celeste Ng's *Everything I Never Told You*.

## **Octavofest**

Literature Department Librarian Jean Collins and Literature Department and Ohio Center for the Book Manager Amy Dawson hosted the Octavofest/OCFB programs *Coffee and Comics: Comics-Making Workshops* in conjunction with Rising Star Coffee. The two workshops were held on October 7<sup>th</sup> with March Sumerak and October 21<sup>st</sup> with Christopher Darling. The program was planned and hosted in partnership with OCFB's *Get Graphic!* guest and former Ohio Center for the Book Scholar-in-Residence, Valentino Zullo.

## **Bookmaking Workshops**

Literature Department Librarian Evone Jeffries facilitated two bookmaking workshops and along with Youth Services Library Assistant Christine Feczkanin guided visitors to the ArtLab in creating superhero-themed tunnel books on October 11<sup>th</sup> and 25<sup>th</sup>.

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

Literature Department Librarian Jean Collins maintained the tabletop exhibit of books for *Get Graphic! A Graphic Novel Book Club*. Six book sets are on display for the current Fall 2017 book club, *Memoirs of the Middle East*. The early titles for the upcoming *Black Lives in Comics* series are also on display. Ms. Collins along with Guest Reader Valentino Zullo, presented *Rolling Blackouts* in the *Get Graphic! Memoirs of the Middle East* series on October 19<sup>th</sup>.

## **Friday Frolics**

Literature Librarian Timothy Phillips hosted three Literary Frolic Friday events in October. The first frolic, held on October 13<sup>th</sup> was on Bram Stoker's novel *Dracula*. The second held on October 20<sup>th</sup> included a screening of Werner Herzog's 1979 *Nosferatu: Phantom der Nacht* and on October 27<sup>th</sup>, the third frolic of the month was held focusing on Joseph Sheridan le Fanu's novel *Uncle Silas*. Following the discussion, a screening of Peter Hammond's 1989 BBC adaptation *The Dark Angel* was screened.

## **Sports Icon Interviews**

Social Sciences Library Assistant Pete Elwell coordinated the 40th Sports Icon Interview on October 16<sup>th</sup> featuring Dan Coughlin interviewing Mike Milkovic.

### **Poetry Out Loud Teacher Training**

Literature Department and Ohio Center for the Book Manager Amy Dawson and *Poetry Out Loud* Fellow Kisha Nicole Foster hosted an Ohio *Poetry Out Loud: National Recitation Contest 2017-18 Teacher Training Workshop* sponsored by the Ohio Arts Council on October 25<sup>th</sup> at the Memorial-Nottingham Branch. The program included an introduction by Kisha Nicole Foster OCFB/POL Fellow/Northeast Ohio Regional Coordinator and *Effective Recitation Techniques/Importance of Poem Selection, Performance Tips & Judging Criteria* by Ray McNiece, performance poet, educator, past POL judge and supporter.

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

Throughout the month many groups, schools and organizations visited Main Library including: 22 students from the Christian Community School in Grafton, 22 conference attendees from the legal firm of Thompson-Hine, 32 conference attendees from the Society for American City and Regional Planning History Conference, 9 individuals from the Avon Newcomers Club and 20 students and educators from the Links Girls Academy. In addition, Youth Services Librarian Lan Gao and Librarian Rebecca Donahue, with assistance from Library Assistant Substitutes Charles Vaughn, Mark Tidrick, Peter Roth, Joseph Lendl, and Michael Webster, coordinated tours for the *Superman* exhibit for over 1,500 students from CMSD and other area schools and Fine Arts & Special Collections Manager Pam Eyerdam hosted a tour of Special Collections for Director Thomas.

### **International Languages Programming**

International Languages staff members planned and conducted a total of 41 programs/outreach events reaching a total of 448 patrons during the month of October. These efforts served local Russian and Chinese speaking communities patrons interested in learning Chinese language and culture. Senior Librarian Caroline Han oversaw outreach with community partners Confucius Institute, Jubilee Academy, and Global Ambassador Learning Academy. Librarian Victoria Kabo focused multi-generation efforts on serving both children and seniors interested in preserving their Russian language skills with four programs at Memorial-Nottingham Branch. These included annual "Kniguri" book awards ceremony which attracted over 50 participants.

## **Main Library Blogs**

The Collections Highlight blog about the painting created by Moses Pearl entitled *Relaxation on the Mall* is now on display in the Special Collections Reading Room.

## **Main Library Displays**

Music Librarian Andy Kaplan and Special Collections Library Assistant Mark Fox Morgan created a book display of Hispanic artists and musicians for Heritage month. In honor of Veteran's Day Government Documents Senior Clerk Erick Walker created a display featuring items from the Government Documents collection and online resources. Literature Department Librarian Jean Collins created a Lending Department display of "First in Series" mystery books and created a theater tabletop display for the upcoming Cleveland Play House production of *Diary of Anne Frank* on stage October 21<sup>st</sup> through November 19<sup>th</sup>. In addition, Ms. Collins finalized the book marks for the productions *Diary of Anne Frank* and *A Christmas Story* and Youth Services Librarian Rebecca Donahue created displays for Halloween, Thanksgiving, and the Cleveland Indians.

## **Main Library Outreach**

Government Documents Supervisor Sarah Dobransky and Science and Technology Senior Librarian Jim Bettinger presented *Introduction to Patent and Trademark Searching with the USPTO* at the 2017 Ohio Regional Association of Law Libraries Conference that took place on the campus of Case Western Reserve University on October 19<sup>th</sup>.

General Research Collections Manager Don Boozer staffed a table at the Cuyahoga Municipal Housing Authority Health Fair on October 27<sup>th</sup>. Mr. Boozer highlighted areas of the collection that feature health and wellness information, resources from the federal government, and educational materials on the upcoming levy.

Popular Library Assistant April Lancaster visited CPL's satellite collection at Case Western Reserve University to add new titles and ween the existing collection.

Youth Services Senior Librarian Lan Gao presented a story time to Cuyahoga Valley Scenic Railroads Great Pumpkin Party on October 22<sup>nd</sup> and Librarian Rebecca Donahue and Library Assistant Substitute Michael Webster distributed books and read stories to

children and families at the Virgil E. Brown on Halloween night October 27<sup>th</sup>.

### **Collection Development**

The Center for Local and Global History (CLGH) staff members worked on a number of projects during the month of October: Photograph Collection Librarian Brian Meggitt processed 100 portrait photographs from the files of the Cleveland Plain Dealer and other news services and continued working on the Charles S. Hackett Collection of 13,868 images of Cleveland from the 1950s and early 1960s. Library Assistant Adam Jaenke has continued work on digitizing the Cleveland Picture Collection (CPO) for the Digital Gallery and scanned 100 images in full RGB color for this month. Library Assistant Danilo Milich scanned seventy-five items from the Park Plan Collection to be added to ContentDM. Library Assistant Lisa Sanchez added more than 400 item descriptions to the Photograph Collection's Unique Item ID project. The current categorized total for the Unique Item ID project is 21,697 and Map Librarian Tom Edwards has been working with Technical Services to have circulating folded street maps added to the catalog.

Government Documents department staff members processed 160 individual print items including 50 unique monograph titles during the month of October. The department also received 209 unique microform titles.

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

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### **Staff Development**

CLGH Librarian Olivia Hoge attended the Annual Ohio History Alliance conference in Dublin, Ohio October 6<sup>th</sup>- 7<sup>th</sup>.

General Research Collections Manager Don Boozer participated in the Ohio Library Council Annual Convention and Expo, October 4<sup>th</sup> - 6<sup>th</sup>. Mr. Boozer co-presented *Making Reference Service Great Again: What Does It Mean to be an American Library in a Post-Truth World?* and presented a 10-minute talk entitled *Chasing Relevance* about the continuing relevance of libraries. In addition, Mr. Boozer also helped to moderate a group discussion entitled *Libraries in a Post-Truth World*.

BEL Librarian Susan Mullee completed *Introduction to PowerPoint 2010* via Gale Courses research database, passing the final exam.

Government Documents Supervisor Sarah Dobransky represented Cleveland Public Library at the 2017 Depository Library Council Meeting and Federal Depository Library Conference in Alexandria, VA from October 16<sup>th</sup> -18<sup>th</sup>. This year featured keynote addresses from Dr. Carla Hayden, Librarian of Congress; Ms. Jane Sanchez, Law Librarian of Congress; and James LaRue, Director of the American Library Association's Office of Intellectual Freedom. In addition Ms. Dobransky attended the webinar *An Introduction to 'A Century of Lawmaking for a New Nation: U.S. Congressional Documents and Debates, 1774-1875'*.

Lending Department Manager Stephen Wohl attended the *CLEVNET Circulation Special Interest Group (SIG)* meeting on October 19<sup>th</sup> at Rocky River Public Library.



Literature Department and Ohio Center for the Book Manager Amy Dawson and Senior Librarian Jean Collins attended a reading, author talk, and book discussion with award-winning authors Robin Yocum, Shelley Costa, and Casey Daniels on October 26<sup>th</sup>.

Literature Department and Ohio Center for the Book Manager Amy Dawson attended the lecture, *Why Superman Matters?* by comics creator, Mark Waid, the Eisner Award-winning comic book writer and one of the comic industry's best and most prolific writers, at Lake Erie College on October 11<sup>th</sup> and on October 12<sup>th</sup>, Ms. Dawson hosted Mr. Waid on a tour of the *Superman: From Cleveland to Krypton* exhibit.

Social Sciences staff members Lakitha Tolbert, Helena Travka, and Lakeisha Winstead along with Popular Librarian Judy Daniels attended the NEO-RLS event *Back to the Book XVIII: Doorways into Reading* on October 23<sup>rd</sup>.

PAL Library Assistant Dave Furies attended three webinars dealing with how laws are made within the legislature, courts, and administrative agencies.

Main Library staff members have been participating in both in person and on-line training coordinated by Human Resource Department staff members, Sherrill Marino and Sherry Parker.

Youth Services staff conducted an all-day professional development workshop with author & educator Dr. Raquel Ortiz on October 18<sup>th</sup> in collaboration with OPS staff member Melanie McCarter.

### **Other Library News**

Cleveland Public Library and the Center for Local and Global History were acknowledged by the author and editor of the book: Margaret Lynch and Michael Ruffing, *The Day We Celebrate, 175 Years of Cleveland's St. Patrick's Day Parade, 1842 - 2017*.

The CPL Map Collection was part of an article in Scene Magazine, October 18<sup>th</sup> titled, *A Highway Runs Through It...* about moving the freeway and restoring Gordon Park. The article mentions the resources available in the Library's Map Collection.

Literature Library Assistant Nick Durda and Literature Manager Amy Dawson were interviewed about the *Superman from Cleveland to Krypton* exhibit, the growing Superman and comics collection, and

Superman's impact on culture for an independent TV show entitled *The Weirdness* based out of Erie, PA.

Senior Literature Librarian Jean Collins and Library Assistant Michael Haverman were interviewed by phone by author Jill Lauren for a chapter in a new book on library services, to be published by ABC-Clio/Greenwood.

## **BRANCHES**

### **District One**

**Eastman** - Mr. Knappe attended a Westown Community Development organization meeting about the event called *Winter Frolic* held at Halloran Ice Skating Rink. This will be the 8th year that Westown has sponsored this event. They would like the Youth Service staff to maintain a table at the event to talk about library programming. This is a big Christmas event for the community and will be held on December 8th from 5:30 to 7:30. There will be give-a-ways, food, free ice skating, free pics with Santa and a children's craft table. Star Wars Reads Day were held on the October 24, 2017.

**Lorain** - The Big Read project, funded by the National Endowment for the Arts in partnership with Arts Midwest, began in October at the Lorain Branch. The project focused on Creative Writing and Graphic Novel Workshops for youth. On October 23, 2017, patrons participated in a Diversity Center Dialogue facilitated by The Diversity Center of Northeast Ohio. The dialogue focused on neighborhood-specific topics identified by each branch library, including economic and racial inclusion, community-building, and neighborhood safety planning. Other programs presented at Lorain during the month of October included a Mid-Autumn Festival, a Fall Mixed Up Craft, a Halloween Celebration, Papercraft 3D Modeling, Get Your Game On at the Library, and an Anime and Manga Book Club. Staff also presented storytimes at the branch as well as at H. Barbara Booker, Almira and Stockyard Elementary Schools.

**Rockport** - Rockport started the month with a highly successful week of Chemistry with Great Lakes Science Center. Patrons of all ages made invisible ink, learned penny alchemy, made glow stick science and ate candy chemistry. The month was full with Chess Club, Lego Club, Wii gaming, Upcycle workshops and a graphic novel workshop. In between all of the programming six classes came to ROC for story time and tours. Youth staff performed outreach at 9 area schools and daycare's. Healthy

meals, courtesy of the Cleveland Food Bank, were served for Kids Café. America Reads Tutoring, courtesy of Cleveland State University started with multiple youth daily taking advantage of the service. ROC ended the month with a Big Halloween party and costume contest.

**Walz-** A pair of Alpacas visited our branch for Hispanic Heritage Month. The kids learned about these South American natives. Walz also hosted a Community Day on the October 28, with face painting, Balloons and PIZZA (always a crowd favorite). Class visits and outreach have kept our librarians hopping. Afternoon tutoring has resumed and is much appreciated by parents, students and staff.

**West Park** - We have made our VR equipment and PS4 football and basketball games available to patrons in the afternoon. This has provided a measurable increase in kids, especially teens, who spends time playing with friends and peers. Our monthly craft has seen many children and parents make a Halloween "broom" out of a CPL pencil and various other materials. Manager Dalby attended the Lakewood Area Collaborative Leadership Team meeting. LAYE Jeanna Sauls attended the "Back to the Book" presentation with guest Nancy Pearl.

## **District 2**

**Brooklyn** - Brooklyn Branch welcomed new Page Lilianah Nelson on October 19. October was a busy month with ongoing security issues at the branch. The Children's staff stayed very busy with story time, class visits, and provided Fall-themed crafts. YS staff also has a terrific Halloween display with bats, and orange and black paper.

**Carnegie West** - Ohio City Inc. obtained a grant to bring MyCom, an organization that strengthens the social fabric of a community through investing in the development of youth, to our neighborhood. Carnegie West branch was invited to partner in this initiative and hosted the first steering committee meeting in which several prominent neighborhood agencies were in attendance: Cleveland Public Theater, Horizon Education Centers, Lakeview Terrace Community Center, Malachi House, and the Music Settlement. Participants discussed possible future opportunities, ideas from children in attendance, and ways to offer support to our partner agencies. Participation in this exciting opportunity will give Carnegie West branch a stronger position in our goal to form communities of learning and fight neighborhood deficits. Operation Vegetables, another

partnership, was concluded this month with a community "harvest" of our vegetable boxes: fresh vegetables and herbs, with additional produce donated by the West Side Market, were prepared to offer a substantial tasting of healthy fare, and was enjoyed by the children of Happy Works daycare.

**Fulton** - Fulton's October main event would be the community conversation about Fulton's reading garden, and the big Creek explorers' adventure hike and discussion with Big Creek's director, Bob Gardin. Mr. Gardin informed explorers about the importance of the Big Creek to our community and neighborhood, and explained how the water gets filtered to make its way to Lake Erie.

**Jefferson** - The Jefferson Branch was abuzz with activity during the month of October. Children's staff continued the Hispanic Heritage month series with programs about Hispanic folklore and Latin American cuisine. Young patrons also created their own comic strips with Staff from Lake Erie Ink as part of the Big Read Project. Creativity was fostered during the Nail Art programs, where youth adorned their nails with polish and small decorations. Staff from TechCentral brought the Mobile MakerSpace to the Branch and patrons enjoyed creating buttons, laser cut boxes, and engraved keychains. Adults participated in the Peer to Peer University Learning Circle; they sharpened their skills by taking a course entitled Management for a Competitive Edge. Also, adult patrons attended a presentation by the Public Utilities Commission of Ohio, and discussed "The Stranger in the Woods" in the Tremont Think and Drink book club.

**South** - The month of October saw the continuation of celebrations of Hispanic Heritage Month. The Branch displays transitioned from Hispanic Heritage to Halloween in preparation of the Clark Avenue Halloween celebration. Horror themed movies have been pulled from the shelves and displayed on a cart for easy access for our horror flick loving patrons. There are also various displays throughout the Branch promoting Halloween and Fall themed books. Manga Club also held its second meeting this month. Our young patrons enjoyed LittleBits™ Open Play that was provided by Tech Central.

**South Brooklyn** - For the month of October, South Brooklyn continued with Kids' Café (free snack program in partnership with Food Bank) that provided 35 brown bagged lunches Monday through Friday. NEA Big Bread provided the following programs to the public: Creative Writing/Graphic Novel Workshops for Teens, Graphic Novel Illustration for Youth, and Upcycle/Maker

Workshops for Youth (12 per session). Children's Librarian Tammy Houghton provided outreach to Mary Queen of Peace and William C. Bryant Pre-K; attended the Youth Services Meeting for an all day workshop about Puerto Rican Folkloric Culture, NEO workshop entitled Back to the Book XVIII; hosted Anime Club (made DIY manga bookmarks), Gamer's Guild with over 30 youth, Space Camp for children, Spooky Sensory Play, Halloween craft, and SBN Family Game Night, and young adult book club: *This Is Where It Ends* by Marieke Nijkamp. Adult Library Assistant Anna Kaufman Ford had her monthly book club, which discussed Parker Bilal's *The Golden Scales*, working with off-site Senior Resources Book Club, weeded/shifted adult collection, and attended Customer Service Training. District Manager Luigi Russo participated in the following: South Brooklyn Assistant Manager interviews, Brooklyn Branch Clerk interviews, coaching sessions, District Manager meeting, and visits to D2 branches.

### **District 3**

**Hough** - At the Hough Branch in October Souper Saturdays were started again. It is a monthly program to educate the public on food literacy and provide cooking instruction and food. Microsoft computer classes were held this month. LA-YE Joanna Rivera made an elaborate Reading Rainbow display behind her desk made up of book covers. Ms. Rivera visited the Juvenile Justice center to drop off reading materials and picked up prior materials. Also, she attended the first African American History Month committee meeting. Branch Manager Lexy Kmiecik attended the OLC Expo and Convention in Dayton.

**Garden Valley** - This month the Garden Valley Branch continued to celebrate Hispanic Heritage Month, September 15 - October 15, 2017. This week the young library patrons explored the meaning of salsa. Through this program, the young library patrons could better understand the Latino culture, and use salsa as a food and as a dance.

Alycia Woodman and LaToya Barnes had a Lego Maker Lab for the young library patrons of Garden Valley. The kids really enjoyed utilizing the Legos. As a result, the LACE staff would love to obtain Legos for the Garden Valley Branch to start a weekly Lego Builders Club. Ms. Alycia Woodman created the branch's front display which has a campfire/s'mores theme.

**Martin Luther King Jr.** - Ms. Parker sat on interview panels for the positions of Library Assistance Computer Emphasis; and Assistant Manager for 3<sup>rd</sup> District. Toni Parker attended and

assisted with several Community Day Patron Appreciation events held at different library locations with the 5 districts. October was another month of outreach to community partner PNC Fairfax Connection during their weekly Building Blocks program. Ron Roberts also provided outreach to Daycare for Future Scholars on Carnegie Avenue, and conducted story times at both locations.

The MLK Anime Club continued to meet during the month with weekly meeting on Thursdays. Mr. Roberts continued with informal chess sessions with youth and adults.

**Sterling** - Sterling was a stop on the CMHA Reverse Ride Along hosted by Cleveland Central Promise Neighborhood and Jan Thrope, founder of Inner Visions of Cleveland. The tour introduces new CMHA Police recruits to people, places and resources in the Central neighborhood and focuses on building police relationships. The arts were center stage at Sterling with a performance by Les Delices and the student paper/book arts exhibit - a culmination of 7 monthly programs presented by Art Books Cleveland artists.

**Woodland** - Maria Estrella conducted a Book Ends: Customer Services workshop with Ms. Marino; and met with Ms. Erica Marks to begin updating the content for the upcoming Digital Media training. Training will be conducted for youth services staff members in Northeast Ohio.

Ms. Estrella was also featured in a Latinxs in Kid Lit interview. Latinxs in Kid Lit is a website that explores the world of Latinx YA, MG and Children's Literature. Maria shared her knowledge, experiences, and challenges while utilizing Latino children's literature.

Whitney Johnson is working on developing the branch relationship and connection with the Dike School of the Arts. Hence, the Woodland branch will host its first mass story-time on Monday October 23<sup>rd</sup>. She also conducted story time for two classes at DSA. Ms. Drake El facilitated the Tinker CAD Maker lab. Participants learned about the free online Tinker CAD software that teaches how to make 3D design. She also visited the Boys and Girls Club to provide information about the branch's Community Day.

#### **District 4**

**East 131** - October has been an active month at the East 131st Street Branch. Branch Manager Kristen Schmidt met with Ms. Herd of the First Street Coalition to discuss the neighborhood's

history and future. Ms. Schmidt wrote a letter of support for the Thea Bowman Center to expressly collaborate with their Center to provide services in the Mt. Pleasant neighborhood. On October 21, 2017, our Branch will host volunteers for Mt. Pleasant MyCom's annual Make a Difference Day.

Ms. Schmidt coordinated a meeting with Captain Sulzer of the Community Services Unit, to ask for support from the Cleveland Police Department around the library, due to the frequency of crimes committed surrounding the branch.

Ms. Quinn contacted Archives to request information on the history of the East 131 Branch, based on her and Ms. Schmidt's interest. Additionally, our student from St. Martin de Porres's Corporate Work Study Program continues to be a helpful addition once a week.

**Fleet** - Pasha Moncrief-Robinson, Branch Manager and Tracie Forfia, Children's Librarian attended the monthly Slavic Village/My Com/P-16 Meeting. Mrs. Robinson attended the P-16 Employment Committee meeting where she and other community partners are planning an initiative to assist Slavic Village residents in obtaining employment in their community and surrounding communities. Mrs. Robinson also attended the African-American Committee meeting to assist in planning programs to celebrate Black History Month.

Tracie Forfia and Anna Fullmer, Library Assistant-Youth started a series of workshops via Peer 2 Peer programming entitled "Start Writing Fiction." Mrs. Forfia attended Parent/Teacher night to promote CPL programs and resources. Ms. Fullmer attended the Cleveland Central Catholic School Fair where she also promoted CPL programs and resources. Ms. Fullmer conducted two programs for teens, Teen Zine and College Essay Workshop.

**Harvard-Lee** - Harvard-Lee Team welcomes its two newest members to the branch. Joe Jones and Shenell Williams will complete our complement for Pages.

Club Create continues to grow stronger with supportive youth participating. Each session is facilitated by Lake Eric Inc. every Tuesday and Wednesday. The goal for the Harvard-Lee team is to create deposits collections to enhance our circulation and promote our collection. YS Librarian, Olivia Geaghan delivered two deposit collections to our daycare partners and is looking to create one for Citizens Academy.

**Mount Pleasant** - During the month of October, the Mt. Pleasant Branch hosted the MyCom community meeting. Mrs. Scurka and other community partners such as The Thea Bowman Center, Murtis Taylor, and Peace in the Hood welcomed Mr. Morris Ervin from the MANSA Organization. Mr. Ervin led us in an exercise in learning to focus on being aware of how life experiences affect our well-being.

**Rice** - The branch programs of Yoga, Knitting, Kids Knitting, Qigong, Poetic Power, Line Dancing, and Meditation all continued with success. Club Create from Lake Erie Ink is being relocated to MLK branch. The youth department began its new series of Are You Smarter than a Librarian?, Math Challenge, DIY Wednesdays, and Get Crafty. Story times and class visits to the branch have increased. On October 17, the branch partnered with St Lukes to host a community baby shower for new and expecting parents. The event was very successful with prizes and games food and information for everyone. On October 18, 2017 Network Night was held with a great turnout and conversations.

**Union** - New Children's Librarian Tamara Steward joined the Union Team on October 2, 2017. LA-Youth Gregory Parker presented at the Nathan Hale Elementary Parent/Teacher meeting. Mr. Parker discussed the importance of parents reading to and with their children. He also informed parents and teachers about the Cleveland Public Library ConnectEd card. Mrs. Steward attended a full day workshop presented by Dr. Raquel Ortiz, Center for Puerto Rican Studies. At the youth services meeting, Raquel Ortiz (author) discussed the history of folklore in Puerto Rico. In particular, Mrs. Steward learned about Pura Belpre, a Puerto Rican librarian and author who came to the U.S. in the early 1900's. Mrs. Steward's favorite part of the day was making a paper mache puppet of a Puerto Rican trickster from traditional folklore. Mrs. Steward and Mr. Parker presented story times at Nathan Hale and Miles Elementary Schools. Outreach story times also included Oakfield and CEOCG daycare centers.

Manger Marcie Williams joined the Book Ends Training Team. Ms. Williams attended the Bookends Customer Service training as a participant and will attend future trainings as an observer in preparation to facilitate a session. Ms. Williams is also a part of the True2U Youth



## District 5

**Addison** - This month, Property Management continues to touched-up paint in the Public Restrooms and Meeting Room. ASPIRE Greater Cleveland; *Barbara Watson* has scheduled an orientation session next month for new clients interested in taking part in the Adult Education Classes. All books have been claimed for the OPS SRC Book Giveaway for children. Branch Manager, Magnolia Peters shared information concerning Issue 60 at Ward 7 Community Meeting and participated in canvassing for the Woodland/Garden Valley community.

**Collinwood** - 1 Community - "*Keeping on track for all*" is the theme for the Collinwood Branch's Community Conversation facilitated by the Diversity Center of Northeast Ohio on Wednesday, October 25<sup>th</sup> from 11am to 1 pm. The branch is pleased to also welcome back tutors from America Reads. To date we have had 20 sessions with students beginning on October 10<sup>th</sup>. Our LACE's continue to trouble shoot our computers and provided 54% of their time to Web Navigation and assisted with resume preparation. Our Catalog computer was replaced with a newer model.

**Glenville** - The Senior Forum Book Club met this month and was presented with Kelli Newsome from Outreach in MOB with a wonderful interactive program. Branch Manager, Ms. Jefferson, attended the Train the Trainer at Judson Park for Adult Programming with Kelli Newsom as the presenter. Ms. Jefferson also attended the community event sponsored by Front. Front is the host for the opening of the Glenville Arts Campus located on 105th called "The Madison". Ms. Jefferson attended the community event at Collinwood library hosting the Diversity Institute with the inclusion of New Tech currently in Collinwood High School. She also met with staff at St. Aloysius to talk about the partnership of doing the "Little Free Library".

**Langston Hughes** - This month the branch hosted **Computer Basics 101**. We also hosted the **Kid's Café**, with an increase of the lunch amount to 45 from the 30 we had offered previously. The branch welcomed back the return of the tutors from **America Reads**. The branch also hosted: **Make your own Fall Picture Books; Leaf Man; Making Fall Pop-Up Books; Design your own Jack O Lantern** and **Last Minute Costumes**. Our after school **Chess club** meets on Tuesday and Thursday afternoons. District Manager met with representatives from the Cleveland Museum of Art to organize the upcoming AfriCOBRA Art panel discussion program that will be held at the branch in early December. Mr.

Bradford attended the board meeting of the Oberlin College library where he serves as Chair of the Nominations Committee.

**Memorial Nottingham** - The K-3 tutoring program with Braxton Tutoring is back in full swing, with about 5 children regularly attending sessions Monday-Thursday. Our Kid's Café has seen recent growth, reaching a surprising new high for us of 36 lunches. We have also continued to provide a space for Ohio Board of Elections training sessions throughout the month, and the foreign literature department continues to meet for their Russian children's programming and book clubs, as well.

## **TechCentral**

### **Staffing Changes**

Alison Guerin transferred into the TechCentral Department as a Library Assistant, Computer Emphasis, PFT, as of October 16. Ms. Guerin was previously at the Rockport Branch as a Library Assistant, Computer Emphasis, PTR.

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

Library Assistant, Computer Emphasis, Julie Gabb provided a tour of TechCentral and the MakerSpace on October 5 for students from Orchard STEM School.

Library Assistant, Computer Emphasis, Tawana Campbell provided tours of TechCentral and the MakerSpace for three groups of school-aged students on October 6 and 19.

Library Assistant, Computer Emphasis, Paolo Balboa provided a tour of the MakerSpace for 15 people from a local Rotary Club on October 14.

Mr. Balboa provided a tour of the MakerSpace for a delegation of staff members from the Akron Summit Public Library on October 18.

TechCentral Manager, CJ Lynce and TechCentral Coordinator, Forrest Lykins met with a representative from a ESOL Program near the Walz Branch on October 19 to discuss organizing computer classes for ESOL students at the Walz Branch Library.

Library Assistants, Computer Emphasis, Cortney Gatewood and Suzi Perez provided demonstrations of the 3D printer to 60 girls with

the Federal Reserve Bank of Cleveland's *Girls Make IT Better* program on October 20.

Mr. Lynce along with Library Assistant, Computer Emphasis, Karen Kelly Grasso attended the SPARK STEM Event at the Cleveland Convention Center on October 27 to provide demonstrations of the mobile laser engraver and mobile 3D printer.

Mr. Lynce participated in the Stuffed Animal Adoption Day program, held in Youth Services, on October 28. Custom laser-engraved name tags were made for each adopted bear.

## **Cleveland Digital Public Library**

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

#### *Learning Commons*

Cleveland Digital Public Library regularly hosts classes. During October, we regularly hosted CPL Fit Yoga, Meditation Mondays, and CPL Chess Club. The unit has developed new curricular offerings that are derived from the digital gallery, including classes on Google apps (useful for image storage and sharing) and Digital Photography for Seniors (with graphics and TechCentral). Programs will include classes on digitization and video, classes on the use of Google and Google apps. We are still at work on some classes on using digital coaching tools. Our Digital Hub area has been equipped with laptops that may be reserved for use by the public (and have been used for classes and for chess programming), 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 16 attendees. Coordinating with CPL FIT, we host Yoga and Meditation offerings MWF at 1:00 and have 14 or more regular attenders, about half of whom are from downtown offices. We held Scan Day Saturday on Oct. 14, and Art of the Book on the 21<sup>st</sup>. The CPL Wikipedians met on Oct. 19<sup>th</sup> in the classroom, the Blue Streak Ensemble presented on their musical work on Oct. 21 in the afternoon.

#### *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. We will be deciding in November whether to continue using the kiosk or to send it back to CCS.
- *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 October ClevDPL produced the following multimedia: W.O.W. Recognition (Photos), Sports Research Mike Milkovich (Photos), Sports Research Mike Milkovich Interview (Video), Music At Main (Video), Music At Main (Photos), Russian Children's Book Contest (Photos), Russian Children's Book Contest (Video), Welcome To CPL(Video), Director's Message (Video), Editing Norma Doleful Long Version (Video), Halloween Costumes At Main (Photos), Lee Chilicloth (Photos)- Laura's Project, Photos for Research Office, Lee Road Baptist Church Local History Testimonies.

## Scanning Assistance

Cleveland Digital Public Library staff assisted 14 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 October 1<sup>st</sup> and October 27<sup>th</sup> the Cleveland Digital Public Library had 1078 patron interactions. There were 139 KIC Scanner sessions resulting in 4932 images/ 11246.3 MB or somewhat more than 11 GB of scan volume. We had a total of 119 attendees at programs.

*Digital Gallery:* For the partial month reported from October 1, 2017-October 29, 2017, Google Analytics (GA) reports 3682 sessions for 2595 users and 57,802 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 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 38.4% of our accesses, and Google accounts for 36.95% of those.
- *Direct Access* through CDM search accounted for 43.3% of our accesses.
- *Referrals* through other websites are about 13% of our access volume (around 16% of all referrals are from Wikipedia, again up from last month. Referrals from our library website, cpl.org, only account for less than 1% of our referral total - it is possible that the redesign has eliminated a point of access by removing a main page link to the digital gallery.
- *Social Media* accounted for 5.4% of our accesses (of that Facebook accounts 36% and Twitter the remaining 56% -- our numbers for Twitter and Facebook have flipped).
- *Platform:* A third of our sessions in October 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.

### **Outreach**

Cleveland Digital Public Library has entered the next stage as a successful partner on a 35,000 dollar IMLS grant working with the Internet Archives ArchiveIT project to document local web-content and local digital resources. ClevDPL has completed work with Duraspace on a hosted Hyku project. In November we will be deciding on whether to continue with Duraspace or Hyku. Staff have also enhanced demonstration digitization projects with Euclid Library, the Ukrainian Museum and Archives, Shaker Heights Public Library, Cleveland Orchestra and the South Brooklyn Historical Society.

On October 29, ClevDPL staff attended an event at Lee Road Baptist Church to record local history testimonies as part of a partnership with the Cleveland Restoration Society and CMSD's PACT High School at Kennedy.

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

Working with CPL's legal department, ClevDPL has clarified legalities with Dito, a vendor who can assist us with using Google Cloud Storage, we should be adopting digital storage with Dito in November. ClevDPL will be returning a loan from Western Reserve Historical Society of four books to be scanned for the City of Westlake library in early November. ClevDPL continues to scan the *Old Brooklyn News* for the Old Brooklyn Historical Society.

Rachel Senese and Amia Wheatley presented on ClevDPL's metadata work at the Northeast Regional Digital Collections Conference and ContentDM User group meeting 26-29 September (this didn't make last month's report, so it's reported here). ClevDPL continues to communicate with the Ukrainian Museum and Archives regarding collaborating on the digitization of materials from

their collections that represent the local Ukrainian experience in Cleveland.

Cleveland Digital Public Library hosted the Northeast Ohio Working Group on Digital Libraries (NOW-DL) on Oct. 19<sup>th</sup>. We had 16 attendees from all over the state come and hear Anna Acklin from Bostwick Design Associations speak about the development and design of the ClevDPL space. The program outlined and explored what it takes to design a digitization space in a library.

Twitter continues to be a successful tool for promoting the Digital Gallery. ClevDPL did 17 tweets, and has 40 new followers for a total of 556 followers. There were 583 profile visits.

### **Collection Development**

#### Library Staff Does Digitization

Cleveland Digital Public Library staff has scanned 148 items (4352 files), did post-metadata for 100 items, and uploaded 490 items (687 files) into the Digital Gallery.

### **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 September [October unavailable]):

#### Borrower Activity Overview Report:

CPL Patron Requests Initiated: 36

CPL Requests Filled: 40

#### Lender Activity Overview Report

ILL Loans requested of CPL: 1610

ILL Loans filled by CPL: 423

Loans: 400

Copies: 23

Loan request turn-around time for filled requests in September averaged roughly 03:07:12 (~3 days, 8 hours), a little better than average for our ILL unit and slightly better than last month. Turnaround time for unfilled requests is 17:02, a 19% improvement over August (and in August ClevDPL posted a 22% improvement over July); however, even with gains in efficiency, there is room for improvement. To address turnaround speed for **filled** requests, we have put through the hiring request for a page to assist with decreasing the amount of time required fill

for our ILL requests and should have a page in the unit to address this in November. We may have to take additional steps to increase filled request speed, but this is a start.

### **Staff Development**

Several staff attended the Wikipedia editing workshop conducted by Don Boozer here at ClevDPL.

The entire ClevDPL staff has completed HR's online blood borne pathogens workshop.

Curtis Flowers and Rachel Senese attended BookEnds training, the introductory module for public service training at CPL.

September 26-29, while Ms. Wheatley and Ms. Senese attended a ContentDM user-group meeting in Kingston, New York, they learned useful information about other institution's metadata practices, gleaned information about add-on tools that will make our work more efficient (Catcher, Metadata Refinery), and strengthened institutional ties with fellow libraries and OCLC.

### **Preservation**

Preservation staff did the following:

Paper treatments: 3 sheets simple repair, 1 item

Book treatments: 35 regular, 61 regular, complex repairs

Digicovers: 40

Enclosures: 23

Labels printed: 48

Books received: 104

Books returned: 156

Preservation staff has completed disassembly and repair on the American edition of Boydell's Shakespeare Gallery and is awaiting the completion of the scanning process to finish this project.

### **Environmental Monitoring**

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



### **Stacks and Collections**

ClevDPL has completed its work on studying potential stack options for storing oversized maps from the maps collection. We will order appropriate conservation housings and order appropriate storage racks to be placed on the seventh floor of the Lewis Stokes Wing in stack areas currently used for general storage.

### **IPM monitoring**

ClevDPL has placed insect traps appropriate for establishing the detection portion of an integrated pest management (IPM) program in Main, LSW, and Lakeshore Facility. We are currently monitoring LSW, Main, and Lakeshore.

### **Superman Exhibits**

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

### **Metadata Revision**

ClevDPL staff has nearly completed the process of implementing our plan for revising and updating records from the Digital Gallery to make our metadata ready for inclusion in DPLA. With the exception of the photograph collection, we are ready to contribute data from most of our collections to DPLA and OCLC's Digital Collection Gateway. We are working with Photographs, and hope to be able to move forward with the photograph collection by the end of 2017. Working with OCLC, we are migrating and consolidating collections in the Digital Gallery to improve ease of access to our digital materials.

### **OLBPD**

For October 2017, OLBPD circulated 43,234 books and magazines directly to patrons. OLBPD registered 163 new readers to the service. Approximately 640 BARD patrons among 1,767 active users downloaded 11,186 items.

OLBPD is participating along with other network libraries in a National Library Service (NLS) trial for wireless delivery of talking books using a Mobile Cartridge (MOCA) device. When a user inserts a blank cartridge into the MOCA device, a preselected book automatically downloaded to the device is loaded onto the cartridge, which can then be removed and played using a digital talking-book machine (DTBM). NLS recently

completed an initial trial phase among its own staff, and moved to the second trial phase by offering a MOCA device to each regional library. The MOCA device is not necessarily going to be the final end user application for wireless book delivery, and is not designed for long term use beyond the pilot. MOCA is intended to measure and help provide NLS with a better idea on connectivity coverage areas, and whether MOCA could be an option to help assist patrons who are not tech savvy to be able to receive books delivered wirelessly. In the next phase, NLS will pilot this device with a small sample set of patrons.

On October 24<sup>th</sup>, OLBDP hosted its annual Volunteer Appreciation Luncheon. The luncheon was held at OLBDP and Lake Shore Rooms 1A & 1B. Approximately fifteen volunteers attended the luncheon. OLBDP hosted twenty volunteers over the last year who contributed 2,452 hours of service.

The Ohio Braille and Talking Book Program Consumer Advisory Committee (CAC) meeting was held at the State Library of Ohio on October 26<sup>th</sup>. Consumers were provided updates about the service, including information regarding the MOCA pilot, and the scheduled changes to cassette service in 2018. A volunteer appreciation luncheon was also held for CAC members for their participation this year.

OLBDP Librarian Michelle Makkos and OLBDP Library Assistant Ken Redd provided information and talks about the service at the Jane Edna Hunter Resource Fair on October 3<sup>rd</sup>; Canton Philomathean Society Information Fair on October 16<sup>th</sup>; Western Reserve Area Agency on Aging (WRAAA) Senior Fair at Gunning Recreation Center on October 19<sup>th</sup>; ACB-Ohio Convention on October 21<sup>st</sup>; and the WRAAA Senior Fair at Great Northern Mall on October 27<sup>th</sup>.

## **EDUCATION AND LEARNING**

### Aspire Greater Cleveland

Along with Director Thomas, Denise Crudup, Marina Marquez, and Tracy Martin attend a meeting at Tri-C with the Aspire Greater Cleveland service providers.

### Best Buy Teen Tech Grant

Marina Marquez met with Amiya Hutson, Tracy Martin, Joyce Dorill, Bryan Szalewski, Tim Murdock, and Eric Herman to discuss the construction plans and budget for the Best Buy Teen Tech

Center at the Rockport Branch. We received the recommended design and the list of furniture and equipment requirements from William Woodworth at Best Buy.

Amiya Hutson, Tracy Martin and Marina Marquez met with Tiffany Graham, LANDStudio, regarding the art mural for the BBTTC at Rockport.

Along with Amiya Hutson and Tracy Marin, Marina Marquez met with CJ Lynce and Larry Finnegan regarding the scope of the Best Buy Teen Tech Center project. Equipment requirements were discussed in detail and CLEVNET agreed to work with the Best Buy Geek Squad in relation to the Teen Tech Center.

Marina Marquez created the timeline detailing the scope of the Best Buy Teen Tech Center project. Along with Amiya Hutson and Tracy Marin, Marina Marquez met with Cindy Lombardo and John Skrtic regarding the scope of the Best Buy Teen Tech Center project.

Bill Hood and CJ Lynce provided the cost estimate of equipment required for the Teen Tech Center.

Eric Herman and Tim Murdock are working on the construction budget and timeline for the Teen Tech Center.

#### Bruening Grant

Project Manager Denise Crudup

- Created a grant implementation timeline.
- Drafted a Request for Proposal to send to potential consultants to create the training curriculum for the Early Childhood Literacy Training Initiative.
- Met with Madeline Corchado regarding the job description for the Early Childhood Literacy Specialist.

#### Cleveland Kids Collaborative

Denise Crudup attended meeting hosted by the Cleveland Kids Collaborative. There were several other nonprofits in attendance. The purpose of the meeting was to determine how all of the organizations in Cleveland that provide services to the children of Cleveland could better collaborate.

#### Cleveland Museum of Art Collaboration

Cleveland Foundation's Visual Arts Mastery Initiative  
Denise Crudup and Marina Marquez identified three branch locations to host the Arts Mastery Program. Denise Crudup emailed the list to Cyra Levenson and her team at CMA.

Denise Crudup and Director Thomas attended a meeting at CMA regarding the announcement and planning of the Cleveland Foundation sponsored Curatorial Arts Mastery programs.

#### Digital Photography Learning Path

Marina Marquez followed up with Chatham Ewing, CJ Lynce, Shayna Mukerheide, Adam Jaenke, Bryan Swaleski, and Will Skora regarding updates and changes to the digital photography learning path for TPU|CMA. Paolo Balboa will be teaching the social media class rather than Forrest Lykins.

Shayna Muckerheide and Marina Marquez met with Paolo Balboa regarding the digital photography learning path and discussed his role as the new instructor for the social media class. Paolo will provide an updated class syllabus by November 10<sup>th</sup>.

Marina Marquez and Bryan Szalewski revised the CMA service agreement and finalized a participant waiver for all registrants to complete prior to starting the course.

#### CPL Puppetry Project Meeting

Denise Crudup, Marina Marquez, and Tracy Martin met with Lan Gao and Melanie McCarter about finding grant funding to develop an in-house puppetry troupe.

Denise Crudup, Marina Marquez, and Tracy Martin attended a puppet show in the LSW Auditorium

#### Community Wellness Programs Initiative

Denise Crudup met with MetroHealth's Education Coordinator and a CWRU medical school faculty regarding starting Community Wellness Programs in the branches.

#### Dance Cleveland

Along with Director Thomas and Tracy Martin, Marina Marquez participated in conference call with Pam Young, Executive Director of Dance Cleveland. Mrs. Young would like to partner with CPL to offer the early childhood program *Read to Learn, Dance to Move* in the branches.

#### Learning Land Lab - Carnegie West

Along with Angela Guinther and Bryan Szalewski, Marina Marquez met with Cathi Lehn, Sustainable Cleveland Coordinator, and Jessica Gift, Manager of Parks and Recreation, Research and Planning. Bryan provided an update to the group about the City

land agreement. Cathi Lehn suggested the CPL team to meet with landscape architects Ann Ciccarelli and Garrett Ormitson. Along with Angela Guinther and Cathi Lehn (Sustainable Cleveland Coordinator), Marina Marquez met with two landscape architects - Ann Cicarella, Founder of Cleveland Pollinator and Native Plant Symposium, and Garrett Ormiston, Cleveland Museum of Natural History, to discuss landscape designs.

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

Marina Marquez updated the Out-of-School Time (OST) youth referral database with all the CPL youth programming for the rest of 2017. 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 Project Outcome Data to Improve & Support Library Programming. Using Project Outcome, surveys will be created for pre and post assessment of the Digital Photography classes in 2018.

#### Warm Up Cleveland

Warm Up Cleveland and Adopt-A-Soldier have partnered for the donation drive this fall. Warm Up Cleveland will collect donations of hats, scarves, gloves, and socks for service members. Marina made laser engraved wood labels with the Warm Up Cleveland logo for each donation.

#### Professional Development

Marina Marquez

- Attended Book Ends Sirsi Training at Lakeshore
- Completed PLA's webinar, Using Project Outcome Data to Improve & Support Library Programming.

Denise Crudup

- Started and completed Library Journal's four-week Professional Development course titled Literacy Redefined.
- Completed a three-day Data Analytics workshop host by Digital C.
- Completed an online safety training class.

- Watched a Meeting of the Minds webinar titled What Urban Transformation Really Looks Like For One Older Industrial Legacy City (Cleveland)
- Attended the Meeting of the Minds two day conference at the Global Center for Health Innovation.

#### Miscellaneous

- Marina Marquez attended bi-weekly CPL-FIT meetings.

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

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

#### **ADVOCACY TASK FORCE:**

Director Thomas, Trustee Washington, and Shenise Johnson Thomas met regarding the work of the Advocacy Task Force. Next steps for this area will be detailed during the December board meeting.

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

##### ***Local Government Relations***

##### ***Issue 60:***

Shenise Johnson-Thomas, a key member of CPL's Issue 60 strategy team, has contributed to this area during off-the-clock time since coming aboard mid-September. Efforts include but are not limited to providing overall support and direction to the internal campaign committee, developing strategies to build Issue 60 awareness and engagement amongst staff, and serving as an Issue 60 ambassador attending and presenting at various after-work events with key stakeholders.

## ***CPL Community Relations Priorities:***

### ***Define CPL Community Value Proposition & Priorities:***

Shenise Johnson-Thomas has begun work on defining the organization's community value proposition & priorities. The following work has been completed or is in progress:

- Information Gathering and Discovery with Staff
  - Structured interviews
  - Targeted surveys
  - Anecdotal conversations

Specific CPL community needs-assessment studies and other seminal library sources related to this work have been consulted and reviewed as well. In the coming months a summary of findings will be produced and shared with internal staff for feedback. Once feedback is obtained, applicable updates will be made, and recommendations for CPL community value proposition & priorities will be shared.

### ***Create, Maintain, and Increase Public Support:***

#### ***"After Election Day" Community Relations Strategy***

The office of Community and Local Government Relations is working with Director Thomas to create, maintain, and increase public support after Election Day. Part of this work will be to centralize CPL's external partners that meet specific external affairs criteria. Another part of this work is to develop targeted cultivation approaches for these external audiences to advance specific CPL priorities.

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

The office of Community and Local Government Relations seeks to increase the organization's capacity to engage with the community. First steps include acquiring a baseline understanding of current community engagement efforts, identify areas for improvement (if applicable), and address these areas. Currently the office is working with the Knowledge Mgmt. department to administer a survey

to acquire baseline information with the first internal audience.

## **TECHNICAL SERVICES**

Acting Director of Technical Services and Acquisitions Manager Sandy Jelar Elwell met with Outreach & Programming Services Library Assistant Melanie Guzmán McCarter to discuss ways in which Technical Services could assist Outreach & Programming Services with the handling and processing of the free tickets that they are responsible for distributing to patrons. Ms. Jelar Elwell attended the Lunch and Learn featuring American Library Association President Jim Neal.

Technical Services staff completed the online training module of Avoiding Exposure to Bloodborne Pathogens. An additional make-up session of Bravo wellness screenings was held at the Lake Shore Facility for those staff that had been unable to attend the earlier sessions.

The Technical Services Managers met individually with the bargaining unit employees in their Departments throughout the month to discuss their annual performance evaluations.

**Acquisitions:** The Acquisitions Department ordered 6,925 titles and 29,671 items (including periodical subscriptions and serial standing orders); received 13,636 items, 1,352 periodicals, and 212 serials; added 557 periodical items, 78 serial items, 834 paperbacks, and 1,061 comics; and processed 2,131 invoices.

The Librarians in the Department continued to handle the duties of Technical Services Librarian Tonya Jenkins during her leave of absence. Acquisitions Coordinator Alicia Naab attended a training session for CLEVNET members at the OverDrive headquarters in Cleveland. Technical Services Associate Glennis Blair attended the Book Ends Customer Service Training.

**Catalog:** Librarians cataloged 2,837 titles and added 3,896 items for Cleveland Public Library.

Technical Services Librarian Yeshen Dugarova-Montgomery created original records for nine books in Thai that were on hold. Since it has become obvious that Thai books are being requested by our patrons more often than in the past, she downloaded



transliteration macros for Thai-Latin and Latin-Thai parallel fields to OCLC Connexion.

Catalog Manager Andrea Johnson and Technical Services Librarian Barbara Satow tested the new Time and Expense Claim feature in ESS. Senior Catalog Librarian Dawn Grattino cataloged an 18th century Lutheran prayer-book and a number of ephemeral items from the Great Lakes Exposition held in Cleveland in 1936 and 1937. Ms. Johnson showed Ms. Satow how to copy hold requests from one record to another. Technical Services Librarian Erin Valentine, with the help of Ms. Satow, learned how to do batch searching for CLEVNET packets.

Ms. Satow attended the 2017 Ohio Library Council Convention and Expo. She presented a poster session on "The Anatomy of a Graphic Novel" at the event, and also lead an unprogram titled "The Patron-Focused Catalog" along with George Morrison of the Delaware County District Library. Technical Services Librarian Amei Hu participated in the WorldCat Public Library Advisory Board on Data Quality WebEx meeting on October 19, discussing the manual merge process for OCLC staff working on duplicates. Ms. Dugarova-Montgomery and Technical Services Librarian Michael Gabe attended the Book Ends Customer Service Training.

**Collection Management:** Collection Management selected 1,855 titles, 15,984 copies, and spent \$272,984 in October. 38 telescopes of materials were relocated.

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

Technical Services Assistant Eric Hanshaw continued his service on the United Way/Community Shares (UW/CS) committee. He attended their monthly meeting and helped begin planning for the UW/CS yearly pledge drive along with planning for both the Halloween costume contest and The People's University hoodies fundraisers.

Collections Manager Pam Matthews and Mr. Hanshaw attended the 2017 Ohio Library Council Convention and Expo. Ms. Matthews moderated an unprogram on the weeding of library resources. Collection Management Librarian Laura Mommers attended part of the Youth Services program on "Bringing Books to Life:

Connecting Literature to Our Communities" presented by Raquel Ortiz Rodriguez.

**High Demand:** The High Demand Department ordered 1,591 titles and 13,716 items; received and added 10,661 items; and processed 628 invoices.

Technical Services Associate Summer Salem completed the last session of the Personal Financial Management Workshops.

**Materials Processing:** The Technical Services Associates cataloged 742 new titles for the Cleveland Public Library and added 1,204 records for the CLEVNET libraries. The Technical Services Associates and Senior Clerks added 6,533 items. The Materials Processing Technicians worked on 21,779 items.

Dwayne L. Jones joined the Materials Processing Department as a Technical Services Associate. Technical Service Associates Christon Hicks and Karima Ward have been training Mr. Jones under the supervision of Materials Processing Manager Elizabeth Hegstrom. Technical Services Senior Clerk Shirley Jones and Materials Processing Senior Technician Marisol Adorno-Cruz attended the Book Ends Customer Service Training. Main Library Shipping Clerk Dominique Pegues finished her temporary assignment in the Department.

**Shelf/Shipping:** The Lake Shore Shelf/Shipping Department staff sent 110 items to the Main Library for requests and 101 items to fill holds. Main Library received 237 telescopes, the Branches received 772 telescopes, CLEVNET received 54 telescopes, CASE received 8 telescopes, CSU received 6 telescopes, and Tri-C received 3 telescopes. A total of 1,077 telescopes were shipped out. The Receiving/Distribution Technicians sent out 497 items of foreign material and in total 17,295 new items were sent to the Acquisitions and High Demand Departments.

Receiving/Distribution Technician Amber Alexander completed the last session of the Personal Financial Management Workshops.

## **MARKETING & COMMUNICATIONS**

Media coverage for the month of October included 61 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$18,345.00. During the month, the online media outlets that featured CPL events and programs received 12,297,854 unique

visitors. The media attention did not focus on one story in particular; however, the story that got the most traction was the global design competition for the new Martin Luther King, Jr. Branch.

Search Engine Marketing with cleveland.com resulted in the CPL ad being viewed 781 times on average per day, with an average of 103 clicks to the website per day resulting in a 13.2% click-through rate for the month. Nearly 62% of the click-through's were from some combination of the keywords *library, libraries, public, and cleveland oh*. No special ads were run on cleveland.com.

**Facebook**

	<b>2017</b>	<b>2016</b>	<b>YoY</b>
Net Page Likes	126	82	54%
Avg Post Reach	3,476	2,255	54%
Avg Total Reach	4,962	3,704	34%
Average engagement	61	36	69%
Reactions	54	34	59%
Comments	7	2	250%
Shares	10	7	43%

**Twitter**

	<b>2017</b>	<b>2016</b>	<b>YoY</b>
Top Tweet			
(Impressions)	8,453	9,949	-15%
Top Mention			
(Engagements)	891	3,253	-73%
Top Media Tweet			
(Impressions)	5,430	4,984	9%
Summary			
Tweets	123	119	3%
New Followers	95	99	-4%

The Library continues to be more active on Instagram with 5 posts and 245 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; *UpNext* monthly program guide and MyBranch branch activity fliers; and weekly postings to the website home page.

## PROPERTY MANAGEMENT

### Painters

- Collinwood- painted staff workroom.
- New South- touched up paint behind circulation desk and repaired walls where needed.
- P.A.L- scraped, skim coated and painted walls behind shelving.
- Addison- finished painting entrance area.

### Carpenters

- Hough- tore out concrete areas that causes tripping hazard and replaced with new concrete.
- Brooklyn- installed a five foot metal transition for wheelchair access to building.
- Union- cut holes in interior doors and installed fire rated louvers.
- Westpark- installed book drop.

### Mechanic

- Serviced all branch outside equipment.
- Repaired tires and serviced vehicles 6, 11, 17, 18, 20 and 28.

### Maintenance Mechanics

- Lakeshore - performed repairs on main boilers with D.B. Johnsen to address issues found by the boiler inspector.
- Mem-Nott - installed replacement coil on drinking fountain.
- MLK - P.M. on boilers and misc. heating equipment.
- Lorain - replaced existing emergency and exit lighting with LED fixtures.
- Fleet - repaired wiring short on public computer area power pole.
- Woodland - electrical and data cabling for carpenter's office expansion.
- Mt. Pleasant - replaced bad ballasts throughout branch and staff areas.
- Harvard Lee - replaced men's restroom sink faucet.
- Woodland - boiler/AHU P.M.'s.
- Rice - replaced RTU and floor filters/started boiler P.M.'s

- Harvard Lee - secured loose wiremold on beams and walls above public area.
- Woodland - repaired leaking toilet in handicapped stall in men's public restroom.
- Main - cleaned coils and P.M. on Automation Liebert system dry coolers.
- Westpark - ceiling tile cleanup/roof leak (basement).
- Langston Hughes - power run/outdoor receptacle installation.
- Rockport - boiler/AHU P.M., replaced damaged flue piping.
- Walz - completed replacement control air compressor installation.
- Fleet - repaired toilet leak in men's public restroom.
- LSW - replaced toilet parts/Sloan valve body on 10<sup>th</sup> floor women's restroom toilet.
- Jefferson - replaced existing emergency and exit lighting with LED fixtures.
- Lakeshore - installed access panels/resumed cleaning VAV reheat coils for AHU#3 & 4
- Addison - replaced outdoor fixture above rear door facing parking lot.
- Collinwood - boiler/AHU P.M.'s
- MLK - replaced sink faucet in staff workroom.
- Harvard Lee - P.M. on boilers and gas fired RTU's.
- Lakeshore - replaced re-heat coil valve for AHU#3 zone VAV.
- Main - water softener installation with Culligan.
- Lorain - boiler P.M.
- Westpark - asbestos/glove bag cleanup for collapsed wall in 2<sup>nd</sup> floor stairwell.
- Eastman - boiler P.M./recharged heating loop expansion tank.
- Fleet - boiler/AHU P.M.
- E.131 - boiler/RTU P.M.
- LSW - Eastman garden fountain pump repair/unclogged return piping.
- Glenville - boiler P.M.'s
- LSW - started replacing bad ballasts on floors 3,4 & 5.
- Gardiner - weeklong HVAC training seminar for Derrick, Gordon and Arjuna.

## SAFETY & PROTECTIVE SERVICES

### SAFETY SERVICES

- SPS supervisor candidate Monroe Goins declined the offer of employment from CPL.
- During the Mini Makers Faire SPS was advised by CPD that CPD **has to** conduct traffic control on city streets.

### 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
Oct 2017	4092	157	62	65	676	66	65	68
Sept 2017	3900	156	79	55	742	56	65	54
Aug 2017	4173	155	91	59	827	55	58	46
July 2017	3498	140	49	57	679	75	138	53
June 2017	4126	159	111	45	877	107	72	60
May 2017	3772	145	85	70	600	83	89	51
April 2017	3609	144	73	63	646	120	57	47
March 2017	4084	151	102	85	728	174	68	48
Feb 2017	3574	155	65	109	586	164	80	40
Jan 2017	2920	127	44	112	470	115	80	93
Dec 2016	3087	123	34	108	372	160	68	29
Nov 2016	3404	155	52	113	568	116	74	40
Oct 2016	4127	165	73	118	707	148	81	49

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

- 10/2, a juvenile who had been asked to leave Rice for the day due to aggressive physical behavior with another patron, returned to the branch with his tutor. The SPS officer informed him he needed to leave and the juvenile became verbally abusive toward the officer. He continued this behavior in the outside perimeter. The tutor helped the officer make contact with the juvenile's father and the matter was resolved.
- 10/3, a juvenile male at Fleet was observed creating a disturbance and refusing to leave the branch when told to do so by the officer. They male was verbally confrontational with the officer and staff. He eventually left, however he and his friends were disruptive as they

exited. He was told not to return until staff spoke with his parents.

- 10/4, Lorain branch personnel were notified that an assault was taking place outside of the branch. Personnel observed a male holding a female on the ground. Personnel notified 911 and SPS. An unknown male separated the two combatants and the female ran into the library. She exited a short time later and was stopped by police. Police spoke with witnesses.
- 10/6, a female patron at Harvard Lee was heard using profanity while talking to her children. The security guard asked the patron to cease and then informed the onsite SPS about the situation. The SPS presented the patron with a copy of the Patron Code of Conduct. She then became upset and confrontational. The patron was told to leave and complied.
- 10/8, an unknown patron stated to staff that if he were 18 he would "shoot this place up." The other staff was notified and the male will not be permitted to return for 30 days.
- 10/10, an unidentified male was observed by the Rockport SPS officer with an open drink. The male was told he had to dispose of the cup. He refused, taking a drink and threw the cup on the floor. When told he would have to leave for the day, the male replied "You know what? Fuck you. You better not be here tomorrow you fucking bitch". As the male was leaving he stated, "You're dead bitch". The male was unknown to staff.
- 10/11, a juvenile female entered the library and stated she was going to stab herself or someone else with the scissors in her purse. This occurred following a verbal altercation with another female. She spoke with someone from the Suicide Hotline and was picked up by her grandfather.
- 10/17, at Fulton branch A female patron was assaulted by a male, known to her, outside of the Fulton Branch. A verbal altercation ensued and the male prevented her from entering the branch in seek of help. The male picked the female up and slammed her to the ground. CPD was notified and responded. The female declined medical attention. She was taken to the Brooklyn South branch. Due to the location of the incident video footage was unavailable.
- 10/18, at Glenville group of females were causing a disturbance in the branch by being excessively loud. They were told to quiet down, but refused. SPS officers arrived and told them to quiet down. They again refused and were told to leave for the day. As they left the stated that

they were members of the Vice Lords Queens and stated "you can't fuck with us because you gonna be dealt with." The females were issued a 30 day expulsion.

- 10/20, at Brooklyn a female patron was assaulted by her boyfriend. He hit her head and pulled her hair. SPS and CPD responded. This was the second such incident this week. The male was gone on arrival and the female once again declined to press charges.
- 10/20, at Brooklyn SPS responded to for an unruly patron using foul language and being disruptive. SPS officers responded and found the male to be disruptive and confrontational. He was informed he would be banned from the library for 30 days. He stated, "Fuck you niggas. On my mama tomorrow I will be back and shoot you". He eventually left.
- 10/25, at Woodland A black male entered the branch and attempted to engage in conversation with a 16 year old female. The male also attempted to talk to a juvenile male within the branch. He was confronted by another male patron who told the male to leave the juveniles alone. They exchanged words and the male was escorted from the branch by the security officer.
- 10/28, at Carnegie West a known male was disorderly in the branch, causing the onsite officer to request assistance. The male stated that he wished he had his gun and further stated he would return after closing. CPD arrived and the male fled on foot. A report was made with CPD and officers were referred to the prosecutor for charges.

#### Protective and Fire Systems

- Fourth quarter fire drills have started.
- Installation of the access card reader at Mt. Pleasant has been completed.
- Magnetic lock replaced on a door at Lake Shore.
- Motion detector at Lake Shore replaced.

#### Contract Security

- The Mount Pleasant Royce guard has been promoted to supervisor. Another guard will be posted at the branch.
- I spoke with administrators at Royce because some guards had their paychecks bounce. It was the second occurrence and they said it was a bank issue that will be resolved.



## Administration

- The policy for pepper gel and a Use of Force Continuum have been delivered to Local 860. Officer Matt Brown will lead training. Training will take place at Lake Shore on a Sunday.
- SPS will start an employee of the month award and the officer will receive a gift card.

## **INFORMATION TECHNOLOGY & CLEVNET**

The CLEVNET Directors held their final quarterly meeting of 2017 in the indoor reading garden on the first floor of the Louis Stokes Wing on Friday, October 27, 2017. James Tolbert, Chair of the CLEVNET Directors' Panel and Director of Milan-Berlin Library District, wished Nancy Currie, Director of Madison Public Library, best wishes on her upcoming retirement. He also congratulated Marlene Pelyhes on her new job as the Technical Services Manager at Geauga County Public Library. Ms. Pelyhes worked as a Library Systems and Applications Specialist for CLEVNET for the past five years and was much appreciated by the member libraries for her skills as a teacher and trainer.

The meeting continued with Timothy Diamond, CPL's Chief Knowledge Officer and liaison to CLEVNET, providing an update on the strategic plan. Mr. Diamond reported that the staffing model developed during the strategic planning process was nearly filled; however, with the departure of Ms. Pelyhes, there are now two openings for Library Systems and Applications Specialists.

The Directors Panel continues to think strategically and focus on three priorities: new members, the new data center in Columbus, and the core CLEVNET services, defined as the ILS (SirsiDynix); networking (including VoIP); technical support; and emedia/databases .

The Board of Trustees of Morley Library in Painesville unanimously approved a motion to apply for membership in CLEVNET at their regular meeting on September 20, 2017. The Directors Panel reviewed their request and unanimously recommended that it go to Cleveland Public Library's Board of Trustees for approval.

The ad hoc committee to revise the provisional bylaws of CLEVNET will have their final draft to the Directors Panel in time for their meeting on December 6, 2017. The plan is to present it to

the full membership at the CLEVNET quarterly meeting in January. 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.

Carrie Krenicky, Chief Financial Officer at Cleveland Public Library, gave a detailed presentation of the proposed new pricing model recommended by GFOA (Government Finance Officers Association), consultants on the project. The Pricing Model Review Group, composed of CLEVNET directors and fiscal officers, has been working on this project since 2015. GFOA, hired in 2016, reviewed and analyzed CLEVNET's current pricing formula, conducted interviews of CLEVNET members and similar consortia, researched leading best practices, and developed price sharing model recommendations. The Work Group reviewed GFOA's recommendations and brought them to the Directors Panel. The Directors Panel unanimously approved the recommendations and shared the final draft with the full CLEVNET membership on October 24, 2017, for discussion at the quarterly meeting.

The current pricing model weighs items inventoried (33%), circulation (33%), the number of computer stations (34%) and adds a surcharge for electronic resources. GFOA identified the following recommendations to the current pricing model: 1) remove computer stations from the formula and include the cost of the electronic resources in the total contract costs; 2) add the number of active users registered per library system as a statistical measure; and 3) add the square footage per library system as a statistical measure. The new model would weigh the following measures equally at 25%: items inventoried; circulation; active users; and square footage. Adding additional measures makes the formula more equitable, and it relies on measures that are reported and tracked. Other recommendations in the GFOA report included: establishing an indirect allocation cap of 10%; aligning the CLEVNET agreement date with the calendar year (the "CLEVNET Year" currently runs from February 1 to January 31); and allocating direct and indirect costs over 12 months and make year-end adjustments based on the actual expenditures.

The proposed pricing model generated a great deal of discussion. Twelve 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 have until the end of

November to vote on the proposal, giving them time to discuss with their boards.

Ms. Krenicky's second presentation of the day focused on the CLEVNET special revenue fund and the CLEVNET costs for 2018. Ten detailed reports were included in a packet distributed to each director. The total shared costs are up 2% over 2017, a remarkably low percentage given the number of new services that will be provided to member libraries in 2018.

Hilary Prisbylla, Director of CLEVNET, Larry Finnegan, Director of IT, and their team members updated the CLEVNET directors on special projects and initiatives. Ms. Prisbylla demonstrated the new mobile app that is in development, and reported that the credit card transactions project has moved from testing to CLEVNET-wide implementation. She also spoke about the new OverDrive Advantage Plus accounts that a number of member libraries plan to use as a way of sharing their emedia collections more efficiently with other CLEVNET member libraries. Meetings were held at OverDrive's headquarters on September 22 and October 13, giving member libraries the opportunity to discuss the new service with the vendor. Attendees also received an overview of OverDrive's Marketplace software and other best practices.

Mr. Finnegan gave a status report on the move of CLEVNET's data center to the State of Ohio Computer Center (SOCC) in Columbus. What has been in planning for months is now actually happening. CLEVNET is working closely with OPLIN to make the move a success. Once the move is complete, CLEVNET's network staff can return to rolling out VoIP at the member libraries waiting for this cost-saving service.

Mr. Finnegan also spoke about the new TechSoup account for CLEVNET that will make it possible for CLEVNET to make some of its purchases at greatly reduced rates through this 501(c)(3) nonprofit devoted to making technology available and affordable to nonprofits and libraries all over the world.

Jim Benson, Library Systems and Applications Analyst, and Andy Busch, Solutions Architect, spoke about the new Voicent Call Center that is replacing an analog automated calling system that is running on three servers that are at end of life. The cost of replacing the existing product is \$100,000 plus \$20,000 annually. The Voicent Call Center costs only \$4,600 plus \$1,375 annually. Not only is it far less expensive, it is easy to set

up, uses hardware CLEVNET already owns, and finishes calls faster, with fewer failures.

Kyle Guster, Network Specialist, shared the good news that CLEVNET would be offering Cassie Computer and Print Management as a service to members. Beginning in 2018, individual libraries will no longer have to have their own contracts with Cassie, another tremendous cost savings to CLEVNET members. Mr. Guster also spoke about Rubrik, CLEVNET's new backup and recovery solution.

Chris Wisniewski, Solutions Architect, and Brian Leszcz, Database Administrator, spoke about security, two-factor authentication, and CLEVNET's new purchase of Traps™ endpoint protection. Ms. Wisniewski also unveiled the plan to roll out Singlewire InformaCast Mass Notification to all of CLEVNET. This project started with Director Felton Thomas's request for a solution that would allow CPL staff to sign up for notifications that would be sent to their cell phones of emergency situations, closures, etc. Notifications can also be sent to CPL desk phones. The test at CPL proved successful and the service is easily replicable and scalable for all of CLEVNET at a reasonable cost with minimal time and labor to maintain. The CLEVNET directors were very pleased to learn of all these new services that will be included in their 2018 costs, with the total shared costs only two percent higher than 2017. In appreciation, the directors gave the CLEVNET staff a sustained round of applause for their dedication and hard work.

The next quarterly of the CLEVNET Directors will be held on Friday, January 26, 2018, at Geauga County Public Library's Administrative Center at 9:30 a.m.

#### CLEVNET Projects

- Installed a new network at the newly renovated University Heights Public Library.
- Upgraded switches at CPL Main Library building.
- Upgraded router and APS at Bristol Public Library.
- Configured and deployed OpenDNS appliance for web filtering at Orrville.
- Migrated Geauga County Public Library's APS at the Administrative Center, Chardon, Middlefield, and Newbury to CLEVNET's controller.

- Installed and tested a secondary firewall at the SOCC to allow redundant access to equipment located at the SOCC.
- Migrated Norwalk Public Library from Comprise to Cassie.