

DIRECTOR'S REPORT

December 17, 2015

FORMING COMMUNITIES OF LEARNING

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The teen financial literacy workshops, facilitated by Sharron Murphy Williams of the Phe'be Foundation, concluded in the second week of November. Average attendance for this program series was 20 students per site (East 131 and MLK Jr.). At the November 18th Youth Services Meeting, staff from each participating location reported on their experience; following the branch presentations 6 additional sites opted to host the program in 2016.

Literature Department Library Assistant Evonne Jeffries planned and hosted the National Novel Writing Month: *Come Write In for National Novel Writing Month programs* on Mondays in November. Ms. Jeffries and five Library patrons attended the NaNoWriMo Pre-Kickoff on October 26th and accepted the challenge to write 50,000 words during the month of November for the National Novel Writing Month. For *Come Write In at Cleveland Public Library*, Ms. Jeffries designated writing space in the Ohio Center for the Book for writers to work on their projects.

Cultivating a Global Perspective

On November 20th & 21st the library hosted a series of programs as a part of the Lockwood Thompson Dialogue Series (LTD). On Friday, November 20th actor/comedian Kevin Allison moderated a discussion with three compelling story-tellers: Tig Notaro, Elna Baker and Shannon Cason. On Saturday, November 21st both Kevin Allison and Elna Baker conducted story-telling workshops in the Cleveland Digital Public Library classroom. In the evening of the 21st, in partnership with Keep Talking the library hosted a live recording of the Kevin Allison's, RISK! Podcast. Four storytellers each recounted personal stories that focused on emotional events from their past. The November storytelling Lockwood Thompson Dialogue program was the most well-attended LTD program of the year.

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Social Sciences Library Assistant Lakeisha Winstead and Social Sciences Librarian Helena Travka coordinated the Social Sciences Non-Fiction Book Club discussion of *I am Malala* on November 12th and Popular Library Assistant April Lancaster and Popular Library Clerk Benjie Smith hosted a discussion of the book *God Help the Child* by Toni Morrison.

Get Graphic with the Ohio Center for the Book: A Graphic Novel Book Club: Cosmopolitan Comics series continued this month on November 3rd. Guest reader Valentino Zullo discussed *Deogratias: A Tale of Rwanda* by J.P. Stassen and *Abina and the Important Men: A Graphic History* on November 17th.

The South Branch took the celebration of Hispanic Heritage Month through the first week of November when the branch celebrated El Día De Los Muertos, which is a traditional Hispanic Celebration. The tradition of Catrinas and Calaveras from Puebla Mexico truly makes this celebration jump out from a myriad of other celebrations throughout Latin America. The celebration has been a tradition at the South Branch for eight years. Patrons celebrated this tradition by decorating their own traditional sugar skulls. Fifty participants had the opportunity to decorate their sugar skulls with royal icing and other colorful foil decorations.

Exhibits

The Cleveland Treatment Center and the Art Therapy Studio, through the generous funding of the Cuyahoga County ADAMH's board presented "The Art of Recovery," an art show featuring therapeutic art created by artists in recovery from addiction.

The art show, now on view at Main Library, highlights the work of artists involved in art therapy groups provided to local agencies by the Cleveland Treatment Center and Art Therapy Studio. Art therapy sessions were provided in a total of (6) 12 week sessions at the Cleveland Treatment Center, Oriana House, The Men's Shelter at 2100 Lakeside and Harbor Light at Salvation Army.

Additionally the Art Therapy Studio will exhibit artwork by clients and local artists at the Martin Luther King, Jr. Branch November 6 - December 12. The exhibit, *Healing Through Art*, will be accompanied by two art workshops, one for adults and one for children and teens. Both workshops took place at MLK, Jr. Branch.

Research That's Possible Only at Main Library

- Request for rare sheet music by Stavinsky Petrushka written in 1947.
- Scans of a Howell & Thomas designed home (1933) were provided to a local restoration society.
- The Director of Development from a chess foundation came to Cleveland in November to research pictorial chess images for a book he is writing. Special Collections staff assisted to locate public domain chess images and took photographs of some of the chess sets.
- Government Documents Clerk Erick Walker went the extra mile to answer a phone question on climate data. A patron wanted to know the highest wind speed for the city of Cleveland and the earliest known recording of weather data in Cleveland. Because that information is not in the census information, Mr. Walker called NOAA and was transferred to a local office. He was told that the information is usually not made available through public publications, but the gentleman gave him the answers over the phone. Mr. Walker was able to call the patron back with the data.
- A researcher from China conducted research for two weeks on Playhouse Square using records, clipping files and exhibit captions. Manager Amy Dawson introduced her to the former archivist at Playhouse Square who offered valuable material and information.
- Request for scans from a trade catalog of ornamental iron and bronze work of the Tyler Company from Cleveland (1905).
- Request to research Cleveland architectural information from the journal *Inland Architect and News Record* (Nov 1895) -

not many public libraries own this series.

- Research request for scans from a copy of a 1772 edition of the *Arabian Nights* written in German.
- The Science and Technology department had a request for the standards and manuals: NFPA 17-2013; General Electric, Model SP 51BA, folder # 994-7 Photofact Folder.
- A patron requested a Science and Technology Storage book called "Your Home and How to Build it Yourself" by Wayne Charles Lecky and published by Popular Mechanics Press in 1947 because the plans for his home in which he now resides were featured in the book. Cleveland Public Library is one of only three libraries in Ohio (and 29 in the world) to have a copy of the book.
- A patron requested soups and salads cookbooks authored by The Salvation Army. The Science and Technology department provided a book entitled *The Kettle Cookbook: Second Helpings* by The Salvation Army (1991). The patron was very pleased when she heard it was 254 pages with many recipes. Cleveland Public Library and Harvard University are the only two libraries that own that book according to WorldCat.
- A patron asked for a book titled *Gladwin Thesis*. Science and Technology staff discovered that there is no book by this title, but a man named Gladwin did publish books containing his ideas. Later scholars coined the term "Gladwin Thesis" to express his ideas. Cleveland Public Library owns the seminal book, *Men out of Asia*, written by Harold Gladwin in 1947. Staff was able to retrieve the reference book from storage and describe Gladwin's ideas to the patron.
- A patron needed an article from a 1959 issue of *Ohio Motorist*. Cleveland Public Library is the only library in the world that owns that issue.
- Staff at PAL answered questions during the month concerning ordinances, the Cleveland Twist Drill building, Cultural Gardens, and legislation introduced by a Council member Oriana House.
- Staff assisted a professor find important images for her book on African American civil rights.
- Staff found information for a patron about the wreck of the *Argo*, a tanker that foundered near Pelee Island in 1937.
- Staff assisted a Cleveland reporter on an upcoming article about the history of Willey Avenue by providing links to maps and *Plain Dealer* articles.
- Patron request from Germany for a rare organ music score of the St. Francois d'Assisie (Francis of Assisi) by William Herber.

- A world renowned band leader came in to study the library's collection of music scores from the Eyman Collection. He collects songs to play for performances and was impressed with the collection.
- Special Collections staff assisted students from a local high school with their class project to research information about Langston Hughes and civil rights issues.
- Patron requested information about the Cleveland artist Victor Schreckengost.

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

Meetings and Activities

- I presented at the Shaker family Center as a part of the Debra Ann November Speaker Series.
- I attended an Ohio Library Council Government Relations Committee meeting in Columbus.
- I presented to the Scholars program of the Lutheran West Academy.
- I provided remarks at the Lockwood Thompson Dialogue "Talk Talk Talk".

CLEVNET

CPL has over 11,000 followers on Twitter and the Facebook page currently has 7,754 fans.

GRANTS & DEVELOPMENT

Cleveland Foundation Summer Intern Host Site

Submitted application to host a 2016 Cleveland Foundation Summer Intern to develop the Cleveland Digital Public Library's oral history program.

Friends of the Cleveland Public Library's Giving Tuesday Challenge

- o Contacted Browns for support/participation.
- o Contacted Cleveland Foodbank for meeting to see what they did/learned from a similar challenge during last year's NBA Finals.
- o Wrote newsletter article updating Library staff on Friends activities.
- o Reached out to CPL vendors for support (Ebsco and Ogletree responded positively).
- o Developed Impact Stats for Friends to use to solicit support.

Shakespeare's First Folio Fundraising

Visited The Reinberger Foundation to discuss programming around Shakespeare's First Folio and submitting a letter of inquiry to them seeking support for the teacher workshops that are being planned

Women Warriors Symposium

Working with OCFB and Kent State University's English Department to submit a proposal to the Ohio Humanities Council which will support the honoraria, travel and lodging for the speakers.

Woodland Branch Early Learning Space Open House/Ribbon Cutting

Began planning the ribbon-cutting/open house for the Early Learning Space at Woodland Branch which will be held from 9-10am on Wednesday, December 16. This event is primarily to thank New York Community Bank for their grant which purchased the items in the space.

Finance Dep't Operational Workplace Goals

Submitted 2016 goals/timeline.

ALA ConnectED

Attended webinar on connecting student ID's with library cards. Held various small meetings to move forward the goal to distribute library cards to all CMSD students before the start of the 2016 Summer Reading Club.

Letters of Support

- Written to Council for Economic Opportunities in Greater Cleveland's application to continue as a provider of Early Head Start services.
- Written to Cleveland Kids Book Bank (formerly the Cleveland Little Free Library Movement) for support of their new non-profit organization focused on getting books in the homes of Cleveland's kids.

PUBLIC SERVICES

Outreach & Programming Services

In the month of November the Library hosted approximately 815 programs ranging from tutoring services to technology instruction and cultural programming.

K-3 reading instruction provided by Braxton Educational and Technology Consulting (BETC) continued at 4 locations: Addison, Memorial-Nottingham, Walz and Woodland. On Tuesday, November 24th BETC tutors received Self Organized Learning Environment (SOLE) training from Jeff McClellan, the founding director of SOLE Cleveland. On Thursday, December 3, and each Thursday thereafter for the duration of the Braxton tutoring agreement, tutors will conduct weekly SOLE sessions with children grades K-3. Each site will be equipped with 6 iPads for the research portion of the exercise, cameras for presentation documentation, and conduct post-program surveys of participants. In the initial phase of this initiative, SOLE questions will focus primarily on the Common Core English Language Arts Standard for Reading: Informational Text. According to recently released test results, CMSD students are underperforming in this area.

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Friends Executive Speaker Series

Fine Arts & Special Collections Manager Pam Eyerdam participated in the *Friend's Executive Speaker Series* program on November 12th. She created a display of items including artist books, medieval manuscripts, miniature books and Cleveland items for the program.

Sports Icon Series

Social Sciences Library Assistant Pete Elwell hosted Dan Coughlin and Jerry Fitch, a Cleveland boxing historian, for the 24th Sports Icon Interview on November 4th.

Patent & Trademark Resource Center

The Patent & Trademark Resource Center officially moved from the Government Documents department to the Science and Technology department in November. All five PubEAST/PubWEST computer terminals were transferred from the 4th Floor of Louis Stokes Wing. Print resources will also be moved once display shelves have been installed.

Cleveland Public Poetry

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attended the reading, which took place in the 2nd floor lobby and featured students from the Cleveland School of the Arts and their writing instructor Daniel Gray-Kontar and on November 21st Mr. Capuzzo hosted a poetry reading featuring Darius Stubbs. 14 people attended the reading, which took place in the northwest corner of the department.

NaNoWriMo

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Main Library Book Clubs

Social Sciences Library Assistant Lakeisha Winstead and Social Sciences Librarian Helena Travka coordinated the Social Sciences Non-Fiction Book Club discussion of *I am Malala* on November 12th and Popular Library Assistant April Lancaster and Popular Library Clerk Benjie Smith hosted a discussion of the book *God Help the Child* by Toni Morrison.

Get Graphic Book Clubs and Speaker Series

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Youth Service Programming

Youth Services staff members conducted multiple preschool and toddler story times throughout the month of November including Super Sleuths Storytimes on Tuesdays and Wednesdays. In addition, Youth Services staff members participated in the 2015 Winterfest activities where 365 families attended programs in the Art Lab, Studio 470 and the Storytime Room. Fine Arts Library Assistant Mark Fox Morgan co-hosted an Art Lab session with Youth Services staff members on November 4th. On November 7th, Youth Services Manager Annisha Jeffries and Subject Department Children's Librarian Maria Estrella conducted a *Movie Matinee*.

Library Blogs

The November blog featured the Cleveland Museum of Art's new exhibit called *Painting the Modern Garden: Monet to Matisse* that opened in November. He writes about how all three panels of Monet's water lilies are brought together for this exhibit.

Music at Main

Students from the Cleveland Institute of Music (CIM) performed November 7th. They played *Arrival of the Queen* by Handel, *The Prince of Denmark's March* by Jeremiah Clarke, *My Spirit Be Joyful* and *Jesu, Joy of Man's Desiring* by Bach, *Three Pieces* by Ludwig Maurer, *The Entertainer* by Scott Joplin, *Satin Doll* and *Take a Train* by Duke Ellington

Foreign Literature Programs

During the month of November Foreign Literature staff members planned and conducted a total of 31 programs serving Russian, Chinese, Spanish and native English populations. This included 16 lessons of Business Chinese I & II classes in the CDPL Learning Commons. In addition, three adult classes in Tai Chi and a total of six sessions of language learning and martial arts for children were hosted. Off site, one ESOL lesson for seniors was conducted at the Goodrich-Gannett Community Center and two programs aimed at teaching Russian language skills via the use of games, theatre and folklore were also offered.

Main Library Tours

Main Library staff members provided tours throughout the month of November. Groups visiting Main Library included: students from John Hay High School, members of the Cleveland Print Club, a group of 5 visitors from Columbus Ohio and students from Scranton Elementary School.

Partnerships

In partnership with the Cleveland Public Theater, four CPL locations hosted presentations by poet and playwright, Darius Stubbs and arts education provider, Kulture Kids. Darius Stubbs performed at the Collinwood Branch on November 12th and in the Literature Department on November 21st. Kulture Kids conducted two workshops at the Jefferson and Sterling Branches on November 24th and 25th.

BOOKMOBILE

November marked the change from Bookmobile Services to a dedicated lobby stop program within the Cleveland community. The six lobby sites include: Vocational Guidance Services (VGS), Lerner School of Autism, Franciscan Village, Kingsbury, HELP/Six

Chimneys and Cuyahoga County Board of Disabilities and Development (CCBDD). All the lobby stops received at least one visit in the month of November. However, some of the sites received bi-weekly visits; this was determined by the site coordinator at each site and the availability of space for the library staff to set up the lobby visit.

The Homebound Services program has seen an increase in their send-outs from a typical thirty bags per send-out to almost double. This increase is a result of the temporary suspension of bookmobile service. Some patrons have been reluctant to opt in to Homebound Service because delivery sites secure areas to receive the packages if the resident is not at home.

Meeting Rooms

The total number of requests for Main Library in the month of November was 170 with an estimated total attendance of 5,340. The Lake Shore Facility meeting rooms were reserved 16 times. There were 240 requests for branch meeting rooms during the month with an estimated total attendance of 4,784.

The computer lab, and rooms 218 East and West will not be available for public use during Phase II construction.

Exhibits

The Martin Luther King, Jr. Branch and the Art Therapy Studio held an opening reception for Healing Through Art exhibit featuring works of art created by local artists, students and clients of the Art Therapy Studio. The Art Therapy Studio is the oldest expressive arts therapy program of its kind in the country. Since its inception in 1967, its programs have been developed around the philosophy that art making is central to healing and wellness.

Main library staff members created a number of informative, educational and interesting displays during the month of November. The Mental Health Awareness exhibit in Science and Technology garnered patron attention throughout the month. Material offered by Government Documents Supervisor Sarah Dobransky provided information published by the National Institute of Mental Health.

In support of the Book Bowl, Science and Technology staff members department displayed cookbooks from WVIZ and the Higbee's Silver Grill, books on Ohio wineries, and a recent patent from Cleveland-based Sherwin-Williams. Some Maryland-themed book topics included crab cakes, terrapins, and colts.

CLGH Subject Department Librarian Terry Metter created book displays for Veteran's Day and World War I comics and newspapers, Library Assistant Danilo Milich added to the display about Cleveland Municipal Stadium and Cleveland Browns by adding 30" x 44" aerial photo of the stadium during a game, and Subject Department Senior Clerk Nick Durda added two new displays in the Photograph Collection, one on the assassination of John F. Kennedy and the other one on Forest Hill.

Fine Arts staff members organized a display of books featuring Native-American music and artists for Native-American History Month and Literature Department Library Assistant Evone Jeffries created displays in the Literature Department and Ohio Center for the Book to promote National Novel Writing Month.

Youth Services Children's Librarians, Maria Estrella and Kristen Schmidt created displays for Native American Month and Thanksgiving in the Youth Services Department.

Main Library Outreach

On November 19th, General Research Collections Manager Don Boozer presented to the Cleveland All-Breed Training Club on the dog-related materials available at Cleveland Public Library and on how to borrow materials through CLEVNET across northeast Ohio.

Fine Arts & Special Collections Manager Pam Eyerdam presented a *Special Collections Roadshow* for the Ladies of the Ancient Scottish Rite Cleveland Chapter of the Masonic Temple on November 21st.

On November 19th Subject Department Librarian Steve Capuozzo represented the Library and OCFB at the Literary Cleveland social mixer which was held in the evening at Platform Brewery. He gave a welcoming speech to the crowd, and spoke with many writers, publishers, and aspiring writers in the crowd, promoting the workshops hosted by the Library and the workshops hosted by Literary Cleveland.

Manager of the Literature Department and Ohio Center for the Book Amy Dawson signed a proclamation honoring Floyd Dickman, the first Director of the Ohio Center for the Book to be issued at the State Library on December 8th.

Fine Arts & Special Collections Manager Pam Eyerdam and Special Collections Librarian Stacie Brisker hosted a graduate class from Case Western Reserve University on November 17th. There

were 25 students studying primary resources, the Anisfield Wolf book collection and the *Orientalia* collection.

Special Collections Librarian Kelly Brown and Library Assistant Bill Chase attended the private opening of the *Frank N. Wilcox* art opening at the Natural History Museum on November 19th.

Business, Economics, and Labor Librarian Susan Mullee participated in the Y.O.U. Resume Workshop on November 13th which took place at Glenville High School. Ms. Mullee assisted the students in creating a resume in Winway Resume.

Subject Department Children's Librarian, Maria Estrella scheduled four schools and two daycare visits during the month of November. Youth Services Manager Annisha Jeffries and Popular Manager Sarah Flinn continued to promote the library and services through weekly story times for one to nine month old children at Rainbow Babies and Children's Hospital's Centering Pregnancy program.

Collection Development Highlights

The Popular Department continued to organize the department with the addition of the AV collection. The offices and storage rooms in Brett Hall have all been cleaned out in preparation for the renovation.

CLGH staff members have begun to process the unprocessed park plans that were stored on LSW 7. The Cleveland Digital Public Library staff counted and measured the maps to purchase preservation materials. Some of the maps have been moved to the Map Collection to begin being inventoried.

A collection of C. S. Hackett photographs were purchased for the Photograph Collection consisting of roughly six thousand 3 x 5 black and white photograph prints and negatives of Cleveland Ohio from about 1940-1960. Subjects include city street scenes, iconic downtown and neighborhood theaters and buildings, and street cars.

Fine Arts staff began a project to move the art and music indexes from the main floor. Bibliographic maintenance and shelf shifting will be done as well. Fine Arts Library Assistant Mark Fox Morgan began to identify illustration artwork in the collection that needs preservation treatment.

A World Chess Hall of Fame Curator from St. Louis came to Cleveland for a week in November to review chess items for an

exhibit about *Women in Chess*. She will make loan arrangements with Special Collections Librarian Kelly Brown.

Special Collections made a major purchase of letters to the infamous chess player Jose Capablanca from chess collector David DeLucia.

The CDPL unit has begun digitizing volumes of incunabula (books printed between 1450-1500) and journals of chess on microfilm. A rare 1925 booklet was found in Special Collections that was not cataloged entitled *The New Cleveland Public Library May the Sixth 1925*. This booklet was created to celebrate the opening of the Main Library in 1925. A special 50th edition of *To Kill a Mockingbird* (bound in stamped red letter, gilt in gold) was added to the collection (a gift from former President of the Friends of Cleveland Public Library, Ann Marie Warren).

The Schweinfurth Committee met on November 13th for its fourth quarterly meeting. Fine Arts and Special Collections Manager, Pam Eyerdam and Director of Public Services, John Skrtic were present to oversee selections that focused on architectural trade catalogs.

Science and Technology Library Assistant Elvira Baron processed a donation of fifty books from the Western Reserve Kennel Club that included show catalogs and other items.

Subject Department Children's Librarians Maria Estrella, Kristen Schmidt and Lan Gao began compiling books for the 2015-2016 *Enticing Titles for Teens* and *Hot Titles for Cool Readers* booklists.

Youth Services Manager Annisha Jeffries and Subject Department Children's Librarians Maria Estrella, Kristen Schmidt and Lan Gao continue to compile books for the 2015 *Celebrate with Books* sections: Babies and Toddlers and Pre-K and K-2nd.

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assisted to locate public domain chess images and took photographs of some of the chess sets.

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- Patron requested information about the Cleveland artist Victor Schrekengost.
- Request for sheet music of songs related to the Civil War.

Staff Development

Popular Library Manager Sarah Flinn attended a NEO-RLS workshop titled *Safer at Work*. The participants discussed security issues at their workplaces and broke out into discussion groups.

Youth Services Manager Annisha Jeffries conducted the end of the year Youth Services system-wide meeting on November 18th at the Carnegie West Branch.

General Research Collections Manager Don Boozer welcomed a trainer from Micrographics on November 18th to provide

instruction on the ScanPro 3000 to staff in Government Documents and Business, Economics, and Labor.

Government Documents Library Assistant Mona Brown attended two webinars sponsored by the Government Publishing Office in November: *Government Documents for the Masses: Collection Development for the Public Library* and *Showcasing Your Library: FDLP Promotional Tools & Tactics*. Government Documents Supervisor Sarah Dobransky also attended the *Government Documents for the Masses* webinar.

The OLC Subject and Special Collections Division Leadership meeting was November 13th. Amy Dawson Manager of the Literature Department and Ohio Center for the Book will become division Coordinator in 2016.

Other Library News

Circulation Coordinator Kenyatta Abrams attended the Clevnet Manager meeting held at the Wickliffe Public library on November 4th.

Subject Department Children's Librarian, Maria Estrella, submitted the Cleveland Public Library's First Bike-Based Library Service Initiative article to Public Libraries Online. Article was published on November 13th.

Construction is now underway in Lending for improvements to Lending and Safety and Protective Services.

A movie production company filmed segments in Special Collections on November 2-3 called *The Bye Bye Man*. Special Collections staff had to close off the area and remove any rare materials, IT moved computer equipment, and Property Management had to move furniture for the filming. Special Collections reopened to the public on November 4th.

The *Migration* art installation (of *See Also*) was removed the weekend of November 7th.

Fine Arts & Special Collections Manager Pam Eyerdam is the Nominating Chair for the regional chapter of the Art Librarians of North America. She prepared a slate of officers that will be elected in November 2015.

Kirstin Krumsee, Government Information Library Consultant from the State Library of Ohio, visited the Government Documents Department early in the month and met with Government Documents

Supervisor Sarah Dobransky and General Research Collections Manager Don Boozer. Ms. Krumsee gave advice on how to move forward with cataloging the collection and other issues relating to compliance with federal depository regulations and requirements.

Business, Economics, and Labor Library Assistant Joseph Parnell recorded the "holiday" message for the Cleveland Public Library phone system.

OCFB Scholar-in-Residence application were solicited from the public and promoted on the OCFB blog post and social media. The deadline for application is November 30th. Readers of application are David Weaver, Executive Director of the Ohioana Library Association and Janet Ingraham Dwyer of the State Library. Announcement of the OCFB Scholar-in-Residence for 2016 will occur on January 15th.

BRANCHES

District 1

Rockport

In November Rockport distributed 200 bags of apples, pears, and oranges to families through the Cleveland Food Bank's Produce to Kids Program. Rockport Youth Services Assistant Bill Petrucz started a Lego Club; the inaugural project was the construction of the White House which took about a week to build. Tech Central taught a to-capacity Computer basics class on Mondays throughout the month while Rockport staff led the Tough Wallet Maker lab. Branch Manager Katie Ringenbach was the emcee at the West Park Neighborhood Summit with about 200 people in attendance. The painting of the Rockport Branch continued with only the staff room, work room, and public restrooms needing painted.

Lorain

Lorain Branch began several new projects to better serve the local community. Staff offered popular impromptu storytimes and reading tutoring, encouraged library materials and services to patrons who speak other languages, discussed with Administrators about future CPL initiatives that will promote early literacy and books in homes, and formalized a partnership with the West Side Community House's Sisterhood group. Shakenya Smith became full-time Custodian on Nov 2, the same day that 18 patrons enjoyed decorating sugar skulls and eating pan de dulce in celebration of Dia de los Muertos. The next day, Lorain Branch

served as a polling place for nearly 100 voters. Branch Manager Shayna Muckerheide is also participating in local efforts to revitalize the neighborhood via a collaboration between Detroit Shoreway CDO and the Cleveland Urban Design Collaborative that is supported by Councilman Matt Zone.

Walz

Walz ran its first inter-generational Photography contest, "Detroit-Shoreway: Through the Camera Lens. Over 30 entries from teens to seniors. The over-60 age group had the most responses. OPS set up the entry forms, Stacie Brisker from Fine Arts was one of the judges, one is former employee Sam Norton now of the Friends and one is John Hausman of Detroit-Shoreway DSC.

Eastman

On November 4th Branch Manager Ken Knappe attended an NEORLS workshop titled Safer at Work. Library employees from all over Northeast Ohio got together and discussed the best ways to help make public Libraries safe places for all patrons. Young patrons were provided with a harvest corn collage craft to practice fine motor skills such as tearing. November 4-25: To celebrate the upcoming holiday, a Thanksgiving-themed interactive bulletin board was put on display that features a large turkey, hand-drawn by page Kathy Wallace.

Westpark

Westpark held their first meeting of The Fashion Club, which will be an ongoing program and collaboration with Bellaire-Puritas Development. We did introductions and discussed the direction we would like the club to follow. Students enjoyed snacks and made bracelets with focal beads. Color theory was discussed. Students also enjoyed fashion plate coloring sheets and browsed our selection of beading, sewing, and fashion books. Westpark Branch welcomed two new staff members at the end of November: Katie Power and Rashad Bell.

District 2

Brooklyn

Brooklyn children were offered the opportunity to make turkeys and hang crafts for Thanksgiving on November 16. A growing number of children attending Little Bit of Loving Care daycare have begun coming to the library on Wednesdays, while staff visit the daycare on Fridays.

Carnegie West

Tail Waggin Tutors, Ziggy and Salvador, enjoyed an hour and a half of stories and companionship from Carnegie West's young patrons on November 14th. Several children treated Ziggy and Salvador to stories about their peers by reading about military and service dogs. Every child that read to a dog received a dog-themed gift book of their own choosing, courtesy of the CPL Starter Project grant. Branch Manager Angela Guinther finished a series of classes sponsored by Cleveland Leadership Center called Civic Leadership Institute. Topics included the history of Cleveland, immigration, land use and redevelopment, and the cultural and economic impact of Cleveland's incredible arts scene.

Fulton

The November highlights had a couple food related events: the addition of fresh produce for our patrons once a week (food continues to be a very important part of our patrons' lives). The ESOL program maintains constant attendance of approximately 20-25 attendees; the program had its Thanksgiving celebration on Tues. 11/17 with a record attendance of about 28.

Jefferson

The highlight of the month was the red carpet celebration of the release of the 10th book in the Diary of a Wimpy Kid series. The new book entitled *Diary of a Wimpy Kid Old School* was released on November 3, 2015. On November 17, the Jefferson Branch had a red carpet gala to celebrate its release. Children in attendance walked the red carpet and had the opportunity to discuss the books and the movies with other kids that love the books. They learned how to draw some of the characters from the books and enjoyed watching one of the Diary of a Wimpy Kid movies while they ate popcorn.

South

The South Branch takes the celebration of Hispanic Heritage Month through the first week of November when the branch celebrates El Día De Los Muertos, which is a traditional Hispanic Celebration. The tradition of Catrinas and Calaveras from Puebla Mexico truly makes this celebration jump out from a myriad of other celebrations throughout Latin America. The celebration has been a tradition at the South Branch for eight years. Patrons celebrated this tradition by decorating their own traditional sugar Skulls. Fifty participants had the opportunity to decorate their sugar skulls with royal icing and other colorful foil decorations.

South Brooklyn

November brought on the end to the green leaves and the impACT the 216! program for high schoolers but did not cease the continuous flow of students into the South Brooklyn branch. But November also brought the start of fresh produce from the Greater Cleveland Food Bank and Excel computer classes from TechCentral. Various staff put up displays: the adult side had displays for Thanksgiving themed books, big/small books, scary movies, Veteran's Day/war movies and Christmas cookies/baking; the children side had displays for "And the Crowd Goes Wild" (Juvenile sports display of fiction and non-fiction), "Are you ready for the zombie apocalypse?" (zombie comics, fiction, non-fiction, and movies), books and movies set in France, New Graphic Novels, and a "Search & Find" display (I Spy/Where's Waldo?).

District 3

Garden Valley Branch

The 2nd Annual College Fair was a great success. South University and Baldwin-Wallace were represented. Ms. Moncrief and Mr. Burks provide the participants of the fair with a list of questions to ask recruiters. Pasha Moncrief and Allison Juhl submitted their final budget for the Garden Valley Wellness Project. They are hoping to launch this program to the community mid-January 2016.

Hough Branch

Hough Branch began giving away free bags of produce weekly, as supplied by the Cleveland Food Bank. Joanna Rivera and Manisha Spivey attended a "Pasta and Pages" Family Literacy Day at Daniel E. Morgan School, stressing the importance of reading and supplying CPL literacy materials. Computer Aide Romael Young sponsored an "Xbox Basketball Tournament" with a group of youth. Library Assistant Joanna Rivera conducted a "Peanuts" program in recognition of the upcoming release of the Peanuts movie. Branch Manager Donna Willingham attended the "Safer at Work" workshop sponsored by NEO-RLS.

Martin Luther King, Jr. Branch

Toni Parker attended the Charismatic Customer Service, Branch Manager's and Branch Custodian Training. Ms. Parker also attended the Manager's training facilitated by Kordell Norton. Toni Parker is a member of the Learning and Development Advisory Steering Committee. Ronald Roberts attended the monthly Youth Services at Carnegie-West Branch which focused on the Farmers Market themed play/and story room. Mr. Roberts was involved in

reaching out to community member Erie Square with their library day held onsite to allow residents an onsite browsing collection. Mr. Roberts visited PNC during the month to do a story time. Mr. Roberts was involved outreach to various community partners.

Sterling Branch

November was another busy outreach and programming month at Sterling. Make-it and Take-it Mondays and Reading for Reese's and Rolos continue to be popular and well attended programs. The children celebrated Universal Children's Day by making "character clouds" that highlighted each child's unique self and positive attributes.

Woodland

Manager Rena Baker represented the Woodland branch at the Speaker series, where Director Thomas spoke on the topic: Saving Our Nation One Child at a Time. Woodland Branch celebrated Halloween with an over the top Halloween Bash. It included refreshments, games, pumpkin painting, candy bags and prizes.

District 4

E131 Branch

The E131st branch held a Teen Financial Literacy Series, yoga programs, and sponsored a community art exhibition. The East 131st branch has increased its lunches served to 45 and also distributed 20 bags of produce weekly to the community. Foodbank nutritionist came on November 18th to teach our children about healthy eating habits.

Fleet

Emily Crompton and Betty Hollowell attended the Grand Opening/Open House at Villa Head Start on 11/17. They shared information regarding upcoming events and current programs with the community members present in addition to providing flyers and library card applications for the new students and their families. Tracie Forfia is transferring from Sterling Branch to take on her new role as Fleet Children's Librarian effective November 30.

Harvard-Lee Branch

Harvard-Lee Branch Manager Harriett Parks visited the branches in the Fourth District on November 4 to offer support where needed. Also, on Wednesday November 4, Mrs. Scurka attended a *Safer at Work* seminar at the NEO-RLS workshop. The seminar focused on best safety practices in the work place. Also, there

was a live Skype session with Dr. Steve Albrecht, the author of "**Run, Hide, Fight**", video and the book "**Library Security: Better Communication, Safer Facilities**". Participants were able to ask Dr. Albrecht questions about situations that he has faced and what suggestions he had for library staff. Staff member Zach Hay planned and implemented a Black Classical Music Program on November 19. This program celebrated the intersection of classical, jazz, blues, and spirituals. In partnership with the London Bridge Foundation and Gaines Funeral Home, Harvard-Lee Branch was the afforded the opportunity to bless ten families with Thanksgiving baskets. Also, Mrs. Parks held an additional drawing during the month of November at the branch to give an additional basket away, donated by the Parks family.

Mount Pleasant

MTP held 10 Story times: at Brightside Academy, Nicole's Childcare and A.J. Rickoff Elementary School Preschool Class

- The following MTP Branch programs were given
 - Presidential Election (Nov 5): On the anniversary of Abraham Lincoln's election to President of the United States we made hats, beards, read the story of him growing up and made log cabins.
 - World Kindness Day (Nov 16): Celebrate World Kindness Day by reading Have you Filled Your Bucket Today? and making coupon books for someone we care about.
 - Thanksgiving at Mt. Pleasant Branch: (Nov 24): Crafts and games to commemorate this special holiday. Thanksgiving at Mt. Pleasant Branch: (Nov 24): Crafts and games to commemorate this special holiday.

Rice Branch

Youth programs included the Safe Places Presentation, Aww Snaps Circuit Program, NBA 2K Video Game Tournament, storytimes and school class visits 4 days a week; the Kids' Café, the Kid's Crochet Club, Friday Chess Club, and Monday Word Bingo. For adults, there was the Nia Literary Society Book Discussion, Knitting Group, Poetic Power, Think Tank, yoga, meditation, MetroHealth smoking cessation classes. Manager Ali Boyd attended the Manager's Meeting, planning sessions for the Safe Places Program, and the African American History Committee at Main. Brianna Daniels attended the Family Literacy Program.

Union

Kelli Minter and Gregory Parker added two new locations to the Story time outreach schedule, Miles Elementary and Education with Imagination Daycare.

St Martin de Porres work study student, Zaida Billingsley accompanied Youth Staff on a school visit and had her first experience of reading to a group of children.

District 5

CPL's collaboration with the Cleveland Museum of Art continues with CMA in the Neighborhood program at the Collinwood, Glenville and Langston Hughes branches. Each branch receives a "Art Box" monthly along with training from CMA to present pop up programs in art for families. Ms. Peak is the contact person for this partnership and is currently working with CMA, Nichole Shabazz and Tracy Martin to bring programming back again for the summer.

Memorial Nottingham

New manager, Kevin Ray has analyzed the collection flow of Memorial Nottingham and has moved things around to better meet the needs of patrons.

Collinwood

Eric Marks, Children's Librarian at Collinwood is working the Knowledge office to get furniture in place to launch the Collinwood COLLAB soon. Some furniture has been delivered—one glitch occurred when on primary piece is no longer available. With her ingenuity, It will all work out soon.

Glenville

Glenville presented weekly story times and 4 programs during the month and Kid's Cafe

Langston Hughes presented weekly story times and 3 programs and Kid's Cafe

Collinwood presented story times, school visits and 4 programs and Kid's Cafe

Mem/Nott presented story times, school visits.

Addison

The Branch received new carpet in the facility that has been welcomed by all patrons that frequent the space.

TechCentral

TechCentral Manager, CJ Lynce, along with Director Thomas, provided a tour of the TechCentral MakerSpace to several students from the Andrews Osborne Academy on November 14.

TechCentral Coordinator, Forrest Lykins provided a tour of TechCentral for over 60 students from John Marshall High School on November 23.

Mr. Lykins attended a ConnectHome Meeting with Director Thomas on November 30, held at Cleveland Metropolitan Housing Authority.

Computer Classes, MakerLabs, and One-on-One Sessions

The following are the statistics for Computer Class and MakerLab programs for November 2015:

	Branches	Main	Total
Number of Computer Classes	37	16	57
Attendance in Computer Classes	142	70	212
Cancelled Computer Classes (in-advance, no registrations)	0	0	0
No-Show Computer Classes	4	2	6
Cancelled Computer Classes Due to Weather	0	0	0

	Branches	Main	Total
Number of MakerLabs	9	1	10
Attendance at MakerLabs	88	4	92
Cancelled MakerLabs (in-advance, no registrations)	1	0	1
No-Show MakerLabs	0	0	0
Cancelled MakerLabs Due to Weather	0	0	0

Cleveland Digital Public Library

Programs, Services & Exhibits

Learning Commons

Cleveland Digital Public Library regularly hosted the Foreign Literature's Business Chinese and Chinese Immersion classes, Tech Central's computer classes, and International Services (ESL) classes. ClevDPL also hosted the TALK TALK TALK workshops on November 21.

Programs

The Cleveland Digital Public Library had Dr. J. Mark Souther give a talk titled "Curating the City: Mobile Apps, Digital Storytelling + Sense of Place." 4 people attended.

Magic Box

Cleveland Digital Public Library has placed a Magic Box exhibit case, loaned to use by Content Conversion Specialists (CCS), on display in the Digital Library. The case contains both physical and digital materials relating to Louis Stokes and the library.

Videography and Photography

Library Assistant Catherine Young produced 4 videos, some of which were uploaded to the touch wall and vimeo account. These videos include the #Bookbowl, TALK TALK TALK, Keep Talking: RISK! live, and Winterfest 2015. Ms. Young also photographed a multitude of library events including Cleveland Print Club visit, Special Collections Chess, staff portraits, TALK TALK TALK, How to Wow a Crowd workshop, Good to Great workshop, Keep Talking: RISK! Live, and Winterfest 2015.

Scanning Assistance

Cleveland Digital Public Library staff assisted over 8 reservations and drop in sessions in scanning both large personal and library collections in the Digital Hub. Patrons used the Epson 10000XL flatbed and I2S oversized flatbed scanner to accomplish their projects for personal and publication use.

Public Services Statistics

Between November 1 and November 29 the Cleveland Digital Public Library had 504 visitors and 123 KIC Scanner sessions resulting in 2,797 images/4980.7 MB. The Digital Gallery had 6,352 sessions by 4,930 users resulting in 25,799 page views.

Collinwood High School

Ms. Senese is working with the Collinwood High School Librarian to teach and aid in the digitization of Collinwood High School's archives to staff and participating students.

Library Staff Does Digitization

Cleveland Digital Public Library staff has completed scanning City Directories from 1846-1869, *Chess Blossoms*, *Ai Scacchisti Americani*, *Lutheran Prayers*, Karamu House 75th Anniversary Souvenir Book, and a selection of Howell and Thomas Blueprints. Scanning continues on the County of Cuyahoga County-wide aerial map program, City Directories, John Hay High School yearbooks,

and a selection of Chess history books. 18 items containing 37 pdfs have been uploaded to the Digital Gallery.

Assistance with ILL

Preservation

The preservation staff has completed 56 (52 complex, 4 simple) book treatments, 16 enclosures, printed 46 labels, and performed complex treatments to 76 sheets of paper.

Shakespeare Folio

Planning has begun on activities related to the Shakespeare Folio exhibit at Cleveland Public Library in summer 2016. Digital Strategist Chatham Ewing has met with English Speaking Union about collaboration for events to take place next summer. Dr. Ewing has also spoken with the Folger Library about possible workshops to take place during this time as well.

OHIO LIBRARY FOR THE BLIND & PHYSICALLY DISABLED

For November 2015, OLBPD circulated 41,721 books and magazines directly to patrons. OLBPD registered 147 new readers to the service. The November BARD statistics were not available at the time the report was due.

OLBPD made plans to host its annual Family Fun and Learning Day in 2016 in Cleveland at the Library for the Blind and Lakeshore Facility on Wednesday, July 13th. OLBPD will be working to schedule our keynote speaker and plan the day's programs.

The National Federation of the Blind of Ohio hosted their annual conference in Independence the weekend of November 20th. OLBPD Manager Will Reed spoke during their general session, and provided a report and updates on OLBPD library services.

OLBPD will be partnering with the Ohio State School for the Blind as part of their weeklong celebration of World Braille Day on January 4, 2016. One of the activities will be a reading contest that will culminate during Right to Read week in the first week of March.

OLBPD is working with Automation Services to configure the new adaptive computer workstations that were purchased with LSTA discretionary funds. The new machines will all feature access to JAWS and Window Eyes screen readers, ZoomText screen magnification, Duxbury Braille Translator, Open Book text-to-speech reader, Read & Write 10 for learning disabilities, APH Talking Typer keyboarding training software, and Sorenson nTouch

videophone and relay service for patrons who are deaf and hard of hearing. The new adaptive PCs will also feature large 20" flat screen monitors with integrated speakers and headphones, as well as a large print computer keyboards. The OLBDP adaptive technology web page will also be updated reflecting all the upgrades to the computers as well as where patrons can access them.

OLBDP Librarian Michelle Makkos and OLBDP Library Assistant Ken Redd provided information and talks about the service at Cornerstone Senior Living on November 12th; St. Andrew's Tower Senior Living on November 13th; and the Foundation for Fighting Blindness Conference on November 21st.

The OLBDP adult book club met on November 13th to discuss "The Sterkarm Handshake" by Susan Price.

TECHNICAL SERVICES

Patricia Lowrey, Director of Technical Services attended two meetings to work on implementation of the CareWorks FMLA service. Ms. Lowrey attended the Connected meeting on November 3. In the morning of November 5, Ms. Lowrey, Catalog Manager Andrea Johnson, Director Felton Thomas, IT Director Larry Finnegan, and Chief Knowledge Officer Tim Diamond met with representatives from Cuyahoga Community College to discuss cataloging and electronic resources. That afternoon Ms. Lowrey, CLEVNET Director Hilary Prisbylla, and Web Services Librarian David Reynolds met with a representative from the Cleveland Hopkins Airport to discuss eBook kiosks.

Most Technical Services Manager met with the IT Software group on November 6, to discuss a number of projects and issues. The Technical Services Managers worked to update the 2015 Operational Plan during the month. Ms. Lowrey, Collection Manager Pam Matthews, Acquisitions Manager Sandy Jelar Elwell and Acquisitions Coordinator Alicia Naab met on November 6 and 16 to monitor and adjust spending and to make plans for closing out the fiscal year in Acquisitions.

Acquisitions and High Demand staff experienced difficulties throughout the month with importing invoices into the Sirsi/Dynix system.

Collection Management: Collection Management selected 1,296 titles, 7,906 copies, and spent \$119,289 in November. Forty-three telescopes of materials were relocated.

Bonnie Bolton started her three months of FMLA on November 9th. She is expected to return early in February 2016. Pam Matthews attended the Ohio Library Council Leadership Meeting as her first duty after being elected to the Technical Services Division Action Committee. In the spirit of cross-departmental cooperation, Laura Mommers has been helping Materials Processing in processing and routing out books. Ms. Matthews was trained in receiving procedures in Shelf/Shipping in case back up is needed in that department.

High Demand: The High Demand staff had a productive month, ordering 868 titles and 7,163 items. They added 1,069 titles and 11,465 items. In addition, they processed some invoices for the Acquisitions Department. Dale Dickerson, High Demand Librarian, attended a Catalog Department meeting to learn about changes in the 655 field of the bibliographic record. He created a document to make this easy for High Demand staff to implement.

High Demand Manager Carole Brachna met with Elizabeth Hegstrom, Processing Manager, to discuss the new extra copies procedure. Mrs. Brachna received training in the Shelf/Shipping Department on November 18 in order to help fill in for staff shortages there. Dale Dickerson and Mya Warner, Technical Services Senior Clerk, also volunteered to help. Technical Services Senior Clerk Steven Best was out on leave for most of the month.

Catalog: Catalog staff began assigning Library of Congress Genre/Form Thesaurus (LCGFT) terms to describe works of fiction. Senior Librarian Michael Monaco wrote local guidelines for using LCGFT. Mr. Monaco also began training Librarians Amei Hu, Celia Halkovich, and Barbara Satow on cataloging DVD's and Blu-ray discs. Librarians Michael Gabe and Perry Huang volunteered to help in the Shelf/Shipping Department. Librarians cataloged 2,941 titles and added 3,503 items for Cleveland Public Library, including 447 titles in 12 foreign languages.

Senior Librarian Dawn Grattino created MARC records for the Charles V. Rychlik Music Manuscript Collection (Mr. Rychlik was a Cleveland composer) and the Concert Program Collection, representing orchestra and opera performances in Cleveland between 1905 and 1996. She also cataloged two collections of

photographs documenting projects by Cleveland architectural firm Don M. Hisaka and Associates.

Ms. Halkovich completed the last webinar in a three part OHIONET series on serials cataloging. Catalog Manager Andrea Johnson met with Cuyahoga Community College Technical Services staff and attended a Zepheira presentation about linked data. Mr. Monaco attended the Ohio Library Council (OLC) Leadership Conference.

Materials Processing: The Associates cataloged 1,462 new titles for the Cleveland Public Library and added 1,861 records for the CLEVNET libraries. The Associates and Sr. Clerks added 5,436 items. The Technicians worked on 23,428 items.

Following through on a recommendation from Improve Consultants, High Demand started working on the Extra Copy trucks in Materials Processing when they finished the materials normally coming through their department. Elizabeth Hegstrom attended a presentation on Linked Data given by Zepheira at Cuyahoga County Public Library.

Acquisitions: Acquisitions Manager Sandy Jelar Elwell met individually with the Librarians in the Acquisitions Department to discuss the procedures for the MLO Holds titles and how forthcoming changes to these procedures will be implemented into their workflow for 2016.

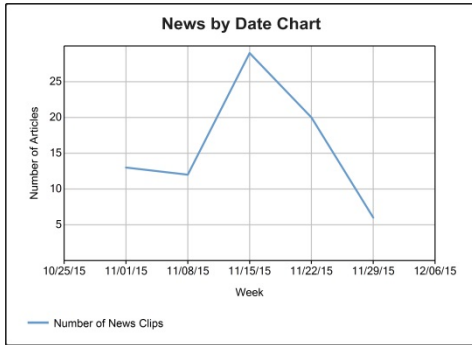
The Acquisitions Department ordered a total of 5,008 titles and 9,276 items (including periodical subscriptions and serial standing orders); received 14,923 items, 1,611 periodicals, and 447 serials; added 595 periodical items, 207 serial items, 35 MLO Holds items, 458 paperbacks, and 1,300 comics; and processed a total of 2,138 invoices.

Shelf/Shipping: On November 19 Shelf/Shipping Supervisor Stephen Wohl conducted interviews for the position of Receiving and Distribution Technician (Temporary). Throughout the month Mr. Wohl cross-trained volunteers from various Technical Service departments on how to process new material in the Shipping department.

The staff of the Lake Shore Shelf/Shipping Department sent 32 items to the Main Library for requests and 118 items to fill holds. Main Library received 329 telescopes, the Branches received 808 telescopes, CLEVNET received 113 telescopes, CASE received 10 telescopes CSU received 6 telescopes and Tri-C received 5 telescopes. A total of 1,271 telescopes were shipped

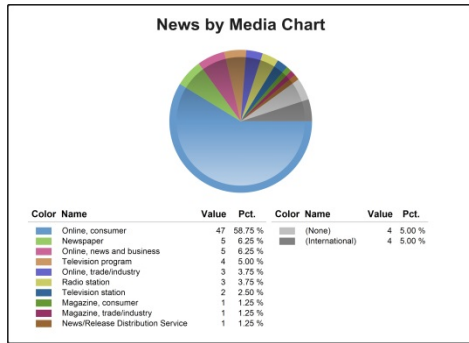
out. The Technicians sent out 579 items of Foreign material and in total 18,153 new items were sent out to the Acquisitions and High Demand Department.

MARKETING & COMMUNICATIONS



Media coverage for the month of November included 81 print and online publications as well as TV and radio. The full report, available in the Marketing Department, shows ad values of \$47,311.35. In November, the online media outlets that featured CPL events and programs received 13,948,701 unique visitors. Most viewed were numerous online articles and television

reporting on the Safe Place initiative and the Lockwood Thompson Dialogues program *Talk Talk Talk*.



Of note, online consumer news has dominated the media type with over 58%.

Ads to promote the Lockwood Thompson Dialogues program *Talk Talk Talk* were placed in *La Prensa*, *Profile News*, *Campus Observer*, *Call & Post*, *Scene Magazine* and *Real Deal*. Online advertising was placed in *cleveland.com*, *Freshwater Cleveland* and

Campus District. Radio ads were placed on 89.7 WKSU and 90.3 WCPN.

RTA bus advertising will run through February promoting the Library as a downtown destination inviting the public to "Discover" art, architecture, chess, history and technology that can be found at the Main campus. The ads also show the Certificate of Excellence logo earned on Trip Advisor. Banner poles have gone up on Superior Avenue and printed materials placed in Cleveland Hopkins Airport with the same messaging.

Search Engine Marketing with *cleveland.com* resulted in the CPL ad being viewed 5,192 times on average per week, with an average of 959 clicks to the website per week resulting in a 19% click-through rate for the month. *Public library* was the most clicked-through phrase.

November-SOCIAL MEDIA

Twitter followers are up from 9,601 in 2014 to 11,432 currently. Facebook fans are up from 7,057 in 2014 to 7,744 currently. We have 856 followers on Pinterest.

The top 5 most clicked on links from BOTH Facebook & Twitter:

1. Nov 13th: Thank you @PlainDealer for the Cheer for our 5 Star Rating! <http://ow.ly/UC8rs> @feltonian (Link to Cleveland.com article)
2. Nov 5th: We are proud to announce that we received a 5 Star Rating from @libraryjournal! <http://ow.ly/UfJ40> #5StarProud <http://ow.ly/i/edTBF> (Link Library Journal)
3. Nov 16th: We have been talk talk talking about this weekend! We can't wait to see @TigNotaro @ElnaBaker & @TheKevinAllison <http://ow.ly/UkVI2> (Link to event page)
4. Nov 14th: Online courses, FREE with your library card. Check out Gale Courses and sign-up today! <http://ow.ly/UkUZK> (Link to classes page)
5. Nov 7th: Check out upcoming programs just for #kids at Main Library & our branches <http://ow.ly/U3EPl> (link to Kids' page)

Top 5 most engaging posts on Facebook (includes likes, comments, etc.):

1. November 13th: Cleveland.com article about 5 Star Rating
2. November 5th: 5 Star Rating Announcement
3. November 10th: #BookBowl Challenge
4. November 21st: Talk Talk Talk image
5. November 5th: Shared Amazon link, One Mississippi for purchase on Amazon (Tig Nataro's tv show)

GRAPHICS

Graphics staff designed, printed, and distributed 109 items in November in addition to graphics for ads; the library website; social media; 5 staff newsletters; CPL Fit newsletter; new signage for the Eastman Branch and AV/Popular; bookmarks for the Karamu production of *Black Nativity* and the Cleveland Playhouse production of *A Christmas Story*; UpNext monthly program guide and MyBranch branch activity fliers.

PROPERTY MANAGEMENT

The Property Management office completed numerous branch inspections and continues to monitor utility bills. We are meeting weekly on the progress of Phase II for Main and LSW.

Maintenance Mechanics continue to maintain the buildings for the safety and comfort of patrons and staff. The fan belt in the rooftop air handling unit was replaced at Carnegie West. The electrical wiring in the floor boxes was repaired and the breakers were replaced at East 131. A refrigerant leak on the condensing unit was repaired and new filters and a new site glass was installed on the refrigeration system at Hough. The HVAC cooling coils were winterized for the season at Lakeshore. Two contactors were replaced on air handling unit #2 in LSW. The cooling coils for air handling unit #25 were winterized for the season in Main. The HVAC duct work was cleaned at Rockport. The new rooftop top HVAC unit was installed for Mobile Services that was vandalized.

The Carpenters and Painters have been removing, relocating, and discarding furniture, shelving and equipment in preparation for the work to be done in LSW and MAIN for Phase II. Doors and locks were repaired at Fleet and South Brooklyn. New carpeting was installed in Addison. Unused furniture and equipment has been removed from all branched and put into storage and storage areas have been cleaned out and organized. New shelving was installed at the drive up window in LSW.

The Garage sent the Book Mobile out to get an estimate on the work that needs to be done to keep it on the road. Snow blowers were serviced and sent out to the branches.

SAFETY & PROTECTIVE SERVICES

SAFETY SERVICES

- SPS has promoted two officers from part time to full time officers.
- SPS hired a new part time officer to replace one of the part time officers promoted to full time. The open part time position has been reposted.

- SPS has started an emergency preparedness assessment of the downtown campus and the branches. The findings will be used to develop an Emergency Preparedness Plan in 2016.

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 2015	5810	215	167	51	682	167	67	47
Sept 2015	5520	221	101	40	675	157	56	56
Aug 2015	6132	236	112	46	850	146	76	68
July 2015	7336	282	122	55	1006	144	87	73
June 2015	6992	280	140	42	592	170	55	58
May 2015	6010	240	140	37	390	250	52	55
April 2015	5818	223	154	39	219	294	50	64
Mar 2015	5363	206	169	32	195	278	65	73
Feb 2015	4538	206	183	18	209	178	43	45
Jan 2015	5123	205	190	35	179	220	78	45
Dec 2014	4747	190	192	31	194	254	53	38
Nov 2014	4442	198	196	17	237	189	40	48
Nov 2015	4252	185	136	127	754	129	78	583

Special Attention, Special Events, and Significant Incidents

- Male arrested at Glenville 11/28 after threatening the G4S guard. CPD arrested the male for an outstanding warrant.
- A staff member from Youth Services had \$100 taken from her purse in the staff area. The investigation near completion.
- A kitchen knife was found on Main 1 in periodicals 11/30.
- A problem patron Milton Thompson was expelled for thirty days for sexually aggressive behavior/verbal abuse towards females at Fleet branch and Garden Valley.
- 11/27 a patron notified the SPS officer at the LSW desk of a sick female outside of the building. The female was transported to the hospital for an apparent drug overdose.
- A female patron became irate at Glenville branch 11/16 and poured a drink onto the circulation desk computer before knocking it off of the desk. She then vandalized a vehicle in the parking lot and departed before SPS or CPD arrived.

- On 11/18 a panic alarm was pressed in Special Collections because someone broke the glass to a display case and stole three items. CPD was notified.
- 11/20 a male patron in LSW lower level lobby signaled an officer stating he felt ill and needed EMS. EMS transported the male to the hospital for evaluation.
- A fight took place inside of South Brooklyn branch on 11/23 between patrons. CPD responded and was able to arrest the aggressor outside of the library.
- A patron reported 11/22 that a group of males were sitting in a van in Hough's parking lot attempted to rob him the night before.

Protective and Fire Systems

- Fourth quarter fire drills started, West and East sides complete.
- SPS officers are currently being instructed on how to conduct fire drills.
- A DVR has been set up in communications to record video from downtown.

Contract Security

- G4S requested a raise for the account manager of \$1.40 per hour and I suggested CPL counter with .70 because of the consistent non performance of the current contract.
- All branches are staffed.

Administration

- Safety & Protective Services evaluation meetings are near completion.

INFORMATION TECHNOLOGY & CLEVNET

Hilary Prisbylla, David Reynolds, and Patricia Lowrey met with staff from OverDrive and Cleveland Hopkins International Airport to discuss the possibility of the installation of CLEVNET branded OverDrive kiosks. The kiosks would allow travelers to download eMedia and serve as rapid charging stations. An additional meeting is being planned to discuss technical and maintenance issues with the Airport's IT department.

Hilary Prisbylla, Marlene Pelyhes, and Jim Benson attended the CLEVNET Circulation SIG meeting at the Wickliffe Public Library.

John Pas attended a four day training session for SirsiDynix API (application programming interface) in Washington DC. This required training allows Mr. Pas to access the Sirsidynix API toolkit which assists in the creation of customized reports, data collection, and batch editing of large data sets.

On November 6th, members of the Software team met with CPL's Technical Services department to discuss any outstanding issues or projects.

Larry Finnegan, Bill Hood, Darren Novak, Brian Leszcz, and Timothy Diamond attended the CLEVNET PC Tech SIG meeting at the Ritter Public Library in Vermilion.

On November 23rd, all members of the Software team, Hilary Prisbylla, Brian Leszcz, Marlene Pelyhes, Jim Benson, and John Pas, attended a presentation on Bibframe and Linked-Data by Zepheira at the Parma-Snow branch of the Cuyahoga County Public Library. The presentation outlined the benefits of Bibframe and Linked-data from a Technical Services perspective.