



# CLEVELAND PUBLIC LIBRARY

STATUS UPDATE

6 August 2020



CLEVELAND PUBLIC LIBRARY



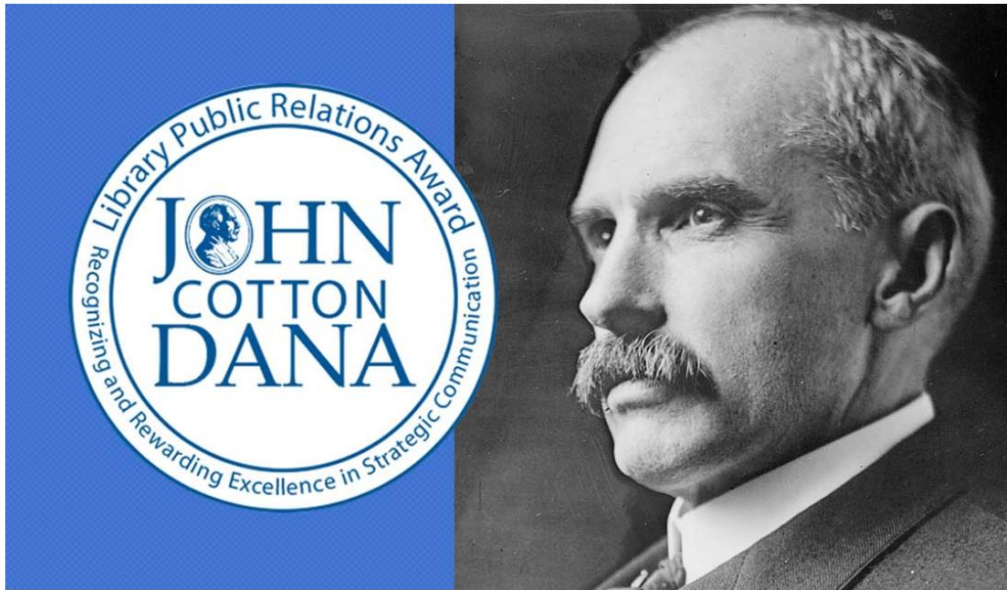


# THANK YOU To Our Staff



# CONGRATULATIONS CPL!

## John Cotton Dana Library Public Relations Award The Most Prestigious Award of the American Library Association



The John Cotton Dana Award, provided in conjunction with the H.W. Wilson Foundation, the American Library Association and EBSCO, **honors outstanding library public relations.**

# CONGRATULATIONS CPL!

**"CPL 150: Celebrating our Past. Setting a Course for the Future."**

## **CONGRATULATIONS TO THE CPL MARKETING TEAM!**

Tana Peckham • Christine Colnar • Tim Diamond • Melissa Gavel • Ryan Jaenke • Akilah Porter • David Reynolds • Michael Stewart • Tonya Thompson • Laura Walter • Kelly Woodard • Mike Young

## **Marketing shares this award with our Outreach & Programming Services (OPS) partners**

Sadie Winlock • Leslie Barrett • Debbie Hazjack • Sherri Jones • Erica Marks • Aaron Mason • Melanie McCarter • Niyre Merriweather • Brian Strazek • Bob Turowski • Heidi Strickland • Tristan Wheeler • Hope Wondowsky

**And All Staff Who Made Our 150<sup>th</sup> Anniversary so Special for Our Community!**



# CLEVELAND PUBLIC LIBRARY

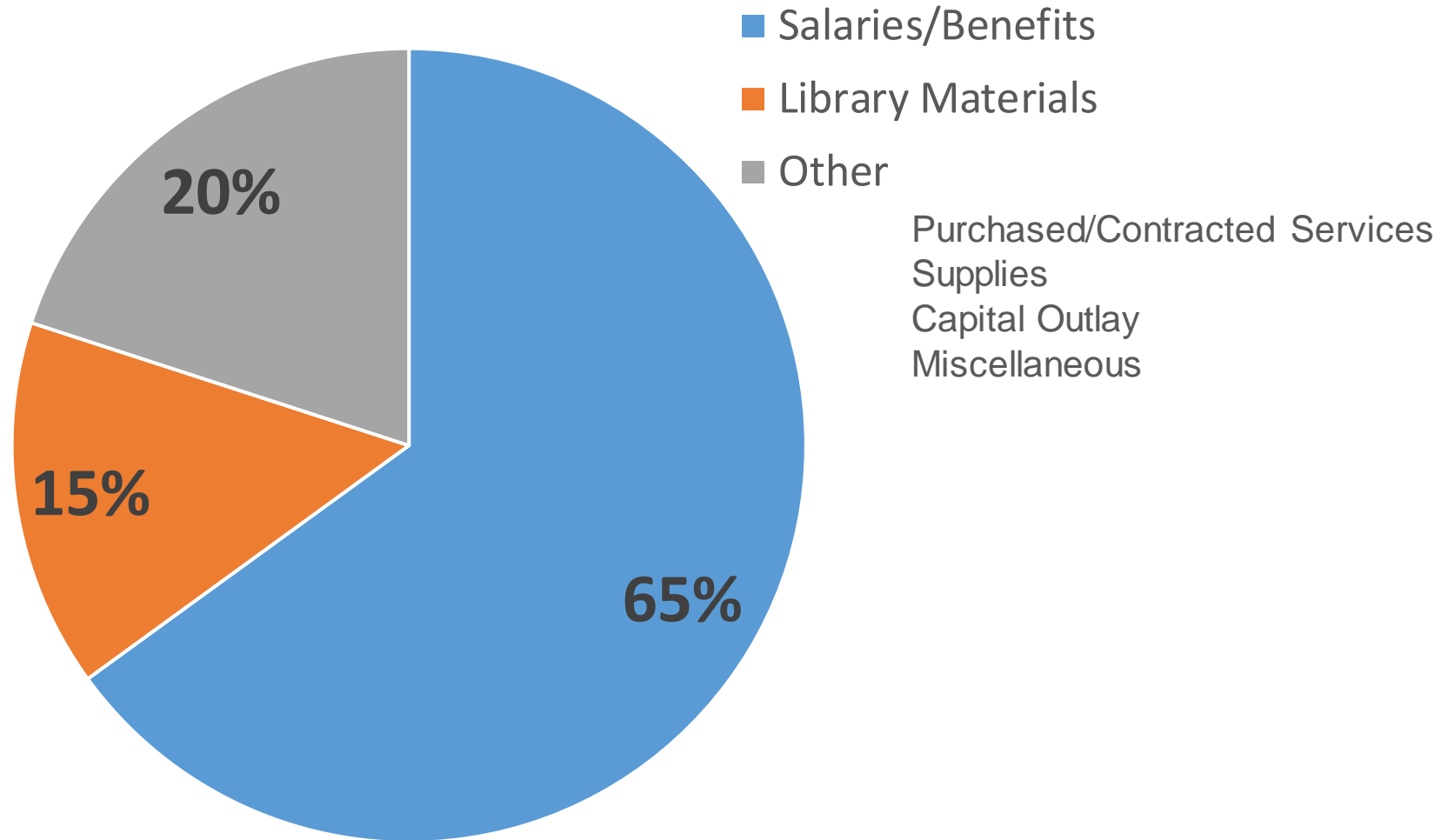
FINANCIAL UPDATE



CLEVELAND PUBLIC LIBRARY

# APPROPRIATIONS/BUDGETS

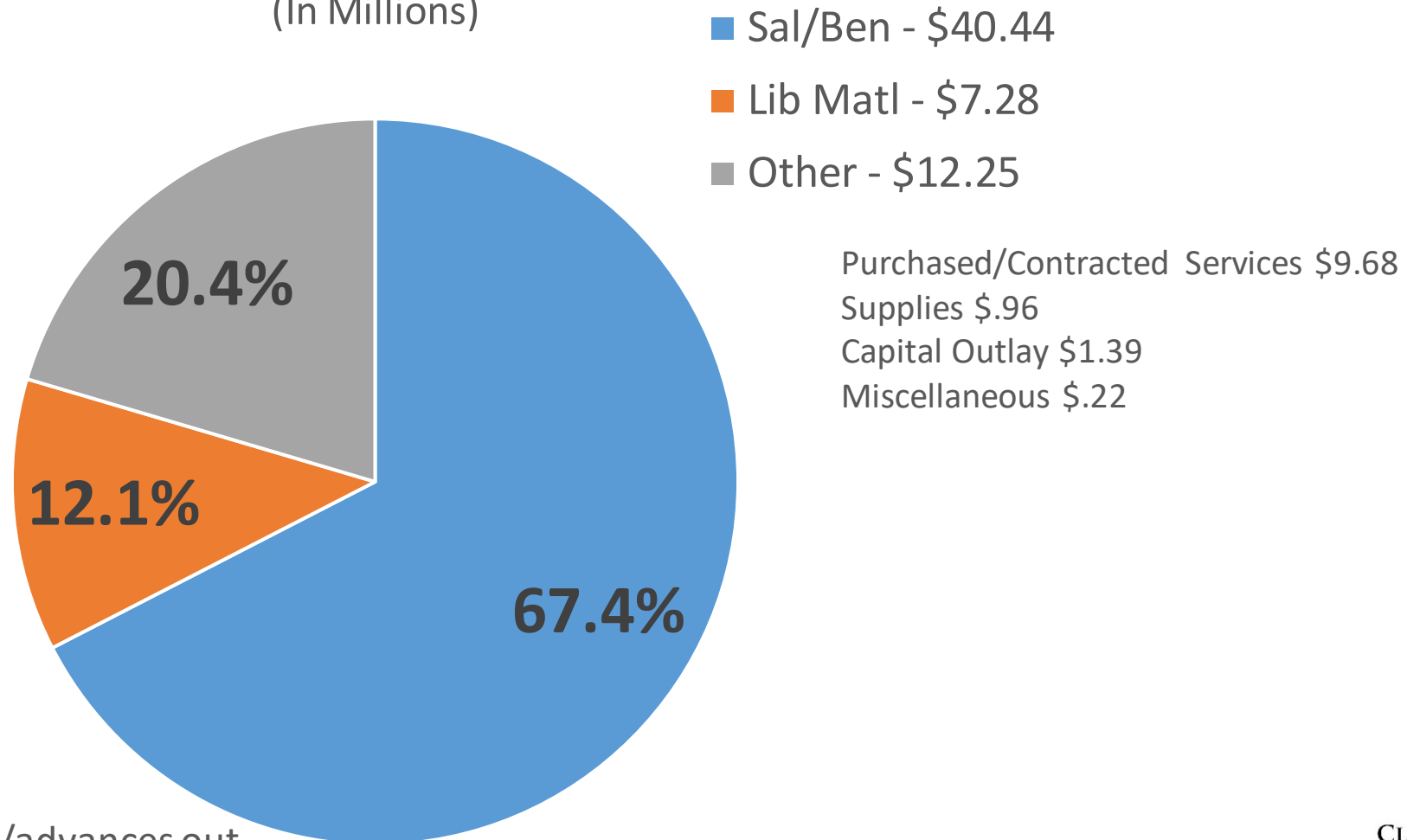
## Rule of Thumb to Follow



# GENERAL FUND

## 2020 Annual Appropriation – 5<sup>th</sup> & 6<sup>th</sup> Amendment - \$59.97m\*

(In Millions)



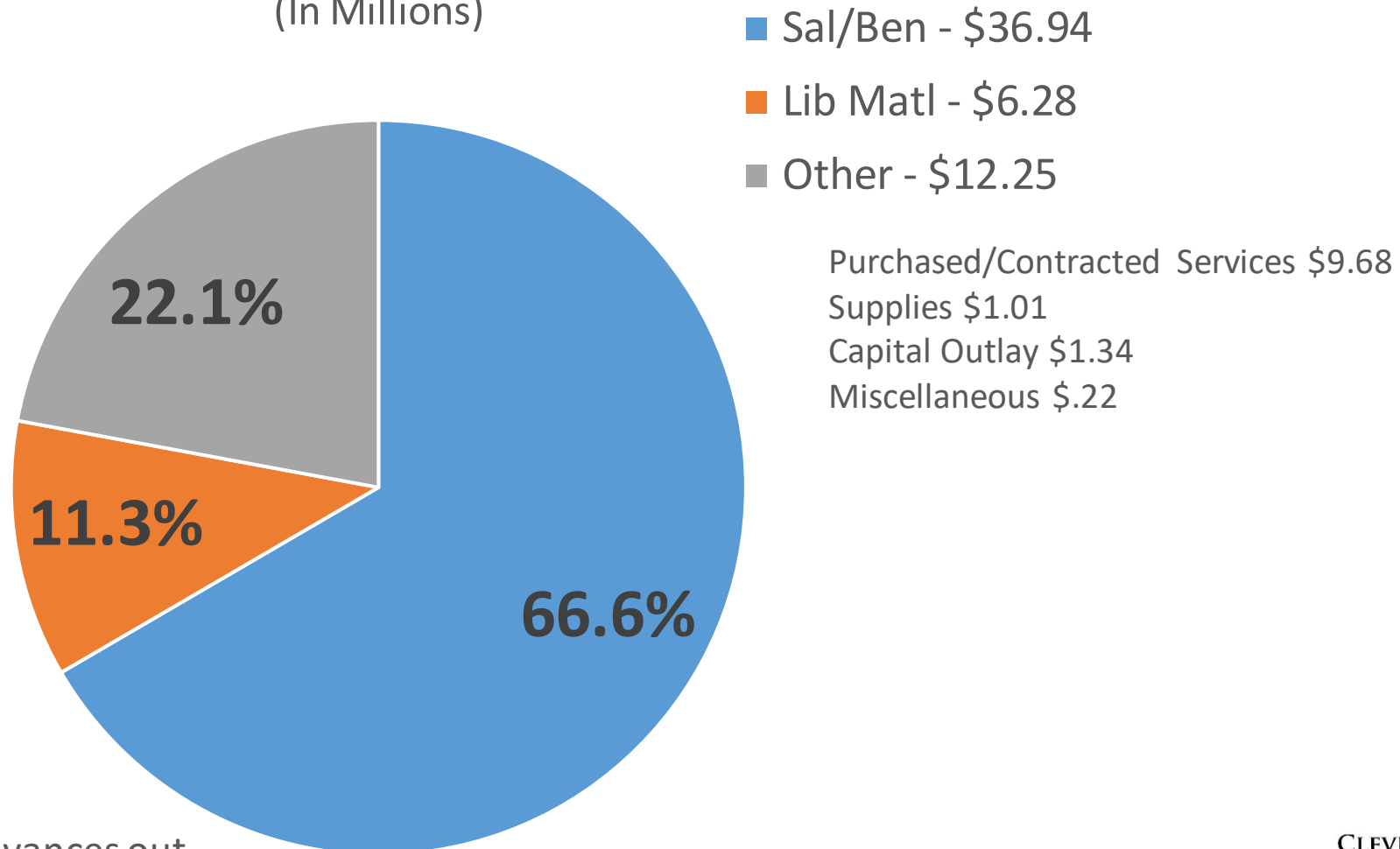
\*Not including transfers/advances out



CLEVELAND PUBLIC LIBRARY

# GENERAL FUND - 2020 7<sup>th</sup> Amendment to the Annual Appropriation - \$55.47m\* Drafting for Board approval September 17, 2020

(In Millions)



\*Not including transfers/advances out



# FINANCIAL UPDATE

- **On June 25<sup>th</sup>, ODT updated the PLF entitlement for CY 2020**  
For CPL, our certified revenue will be reduced by **\$1.8 million**
- **Also assuming a 10% reduction in property tax collections and reductions in fines and fees and interest**, the total revenue loss for this year is currently estimated to be **\$5.2 million**
- We are able to reduce expenses by just over **\$4 million**
  - SWO/Salary reductions through 7/25/20
  - Hiring “slush” through the end of the year
  - Operational reductions
  - Reduction of collections budget
  - The general fund's unencumbered fund balance may be used for general operations up to \$2.5 million dollars, if needed
- **Additional reductions may be needed depending** on how the economy continues to react



# CLEVELAND PUBLIC LIBRARY

RE-OPENING OUR LIBRARIES



CLEVELAND PUBLIC LIBRARY

# PHASE I: Recap

- **April 20<sup>th</sup>** LibChat/LibAnswers services began
- **May 8<sup>th</sup>** Custodians attended mandatory training
- **May 11<sup>th</sup>** Custodians returned to work for deep cleaning
- **May 26<sup>th</sup>** All staff returned to their agency, branch, or department at 50%, viewing SWO and MetroHealth Videos
- **June 1<sup>st</sup>** Staff resumed answering phones at all locations
- **June 8<sup>th</sup>** Curbside and Drive-up services began at Main and *five* branch locations
- **June 11<sup>th</sup>** Grab-and-go meals service began at *four* branch locations in partnership with the Cleveland Foodbank; will run through August 7<sup>th</sup>
- **June 22<sup>nd</sup>** *Six* locations added to curbside service; walk-up services added to all locations
- **July 6<sup>th</sup>** Texting services in conjunction with curbside and walk-up services began
- **July 6<sup>th</sup>** Statewide Delivery Service began for the Cleveland Public Library
- **July 23<sup>rd</sup>** Mental Health training for managers facilitated by MetroHealth Hospital (recording will be available for **all** staff)



# PHASE I: Curbside Locations

**EASTMAN**

**JEFFERSON**

**ROCKPORT**

**GLENVILLE**

**MARTIN LUTHER KING**

**SOUTH BROOKLYN**

**HARVARD-LEE**

**MEMORIAL-NOTTINGHAM**

**WEST PARK**

**HOUGH**

**RICE**



CLEVELAND PUBLIC LIBRARY

# PHASE II & BEYOND

- Timeline
- Suggested Public Services Assignments/Tasks
- Branch Reopening Plan
- Main Library Reopening Plan
- Resources Available to Staff





# TIMELINE

## Effective July 27, 2020

- Staff returned to regular hours at 100%
- (Monday – Friday 10:00 – 6:00 PM)
- One shift, no pods
- Curbside and Walk-up services continued
- Board of Elections voter registration drive-up services at selective locations
- Census Assistance/Support services at selective locations

## Effective August 24, 2020

- The library will open **ALL** buildings to the public
- **Hours of operation**  
Monday – Saturday 10:00 – 6 PM
- Plan is subject to change based on City/County updates and newly created guidelines



# BRANCH REOPENING PLAN

## August 24<sup>th</sup> Branch

### Service Changes

- 10-11 hour each day will be for immune compromised individuals
- Computer Usage will be taken by reservation over the phone
- Computer usage will be limited to 1 hour time limit
- All computer spaces will be reconfigured for social distancing.
- Less computers will be available at all locations.
- Meeting Rooms will remain closed
- Provide disposable masks for patrons
- Computers not being used due to social distancing will be covered- keyboard and mouse removed

### Service Changes cont.

- Laptops and iPads can be used in the meeting rooms when possible due to furniture storage issues
- Contracted Security and SPS will cover all open hours of operation
- Computers will be cleaned after every single patron use
- Limited amount of patrons at one time
- Computers will be shut down at 5:30PM each night
- Keep library visit to under one hour
- Plexiglass completed at all locations



# MAIN LIBRARY REOPENING PLAN

## Main Library – Service Changes

- Multiple 15-minute computers set up in the lobby of LSW and Main Library.
- Concierge will greet each visitor to assist. Main Library will endeavor to assist at the door
- Timecards will be given to each patron allowing one hour and fifteen minutes total of browsing or computer time
- If visiting as a group or family, please stay together
- TechCentral will be open but computers not used will be covered – mouse and keyboard removed
- Computers will be shut down at 5:30PM each night
- MakerSpace will remain open, but time limit will be reduced

## Service Changes cont.

- Patrons will be encouraged to use self-checkout machines
- Homebound Services will be increased city wide to patrons over 65 years of age
- The Library will temporarily remove any based blocks on patron accounts.
- Keep library visit to under one hour and fifteen mins.
- Tours will be suspended at this time
- Teen Room and Art Lab will remain closed
- Provide disposable masks for the public
- Limited amount of patrons at one time.



# RESOURCES FOR STAFF

- Safety Training provided by Learning & Development
- EASE@Work
- A tip sheet of phrases to assist patrons while still providing excellent customer service
- A PowerPoint for staff about curbside service procedures
- FAQ for patrons and staff regarding curbside service and other applicable information
- MetroHealth Guidance for entirety of staff
- Staff Intranet and Three Things to Know
- Our Human Resources Department for all pertinent forms and appropriate leaves



# CLEANING PRODUCTS & PERSONAL PROTECTIVE EQUIPMENT (PPE)

The following products have been purchased:

*~\$315,000 COVID-19 purchases, expecting at least a 95% reimbursement from FEMA*

- Initial order of 1,000 cloth masks and 60,000 surgical masks for staff use
- 30,000 additional paper disposable masks and 600 cloth masks
- Face shields, door openers, and ear savers made in TechCentral for staff use
- 8,500 disposable aprons for curbside service
- 100 touchless thermometers
- Initial order. Stock room maintains supply.
  - 2,000 boxes of latex-free gloves
  - 900 gallons, hand sanitizer
  - 40 funnels to refill 32oz. bottles with hand sanitizer
  - 1 palette of disinfectant wipes plus 160 canisters
  - 194 boxes of 200 alcohol wipes (packets)





# SPECIAL EQUIPMENT

The following equipment is being considered as additional precautions to help keep staff and patrons safe. Some of the equipment will require testing.

- Washable keyboards will be installed at all patron computer stations
- Auto faucets and flush mechanisms will be installed in all staff restrooms when supplies are available.
- 100 hands-free door openers purchased to be installed on all restrooms and common area doors.
- 30 door lock pins to be purchased to address egress challenges
- Plexiglass installed on circulation desks at all locations and working on requests for other locations.
- Water fountains will be shut off until further notice.
- Ionization models to be installed in air handlers of all Library locations.
- UV lights were explored, but not purchased as they are not recommended for materials.
- Purchased one Tennant cleaning machine for Main Library and 28 backpack pump sprayers for disinfectant solutions purchased for branches.
- Testing hand sanitizer dispenser and stand purchased for entrances of departments and branches.
- Evaluating thermal imaging equipment



# CLEVELAND PUBLIC LIBRARY

THE FUTURE OF CPL



CLEVELAND PUBLIC LIBRARY

# STRATEGIC PLAN PRIORITIES

1. Cleveland Public Library plays an important role in addressing the root causes of poverty by leveling opportunity for Greater Clevelanders
2. Facilitate everyday learning experiences whenever, wherever, and however users seek information
3. Inspire discovery to expand knowledge
4. Innovate and prioritize for efficient and sustainable operations

# OUR IMMEDIATE FOCUS

## External

1. Education
2. Employment
3. Health and Safety
4. Racial Understanding

# OUR IMMEDIATE FOCUS

## Internal

1. Reopening Safely
2. The Facilities Master Plan
3. Diversity, Equity and Inclusion
4. Operational Innovation



# PROMISES MADE TO THE VOTERS OF CLEVELAND

- An implementation plan has also been created as part of the Master Plan, recommending that the entire Master Plan be phased in and that a certain number of facilities improvements be implemented initially as a part of Group 1, in order to allow the Library to work within a responsible budget necessary to support the financing for the projects
- In April 2019, the Library Board of Trustees approved the selection of branches in Group 1 at a total cost of \$62,000,000 and authorized the Director to begin the implementation process
- In June 2019 the Library Board of Trustees authorized the issuance of notes for Group 1 of the Master Plan
- The Library's sale of \$62 million of Public Library Fund Notes on August 15, 2019 was a great success
- The all-in interest rate, inclusive of interest costs and costs of issuance, was 2.91% for the 30-yr debt offering

# FACILITIES MASTER PLAN GOALS

REBALANCING of spaces from collections to community oriented

REMOVING barriers between patrons and staff

REORGANIZING center on public core gathering space

RECONFIGURING collection, technology, gathering

REVEALING a shift from opaque to transparency and accessibility



# HOUGH BRANCH



WORKING IMAGE, DESIGN NOT FINALIZED

**Budget:** \$4.9 mil

**Architect:** Moody Nolan

**Phase:** Schematic Design

**Status:** Team has reviewed several conceptual designs reviewed after community and staff engagement

Participating in East 66th Street community group to align with goals for the neighborhood

# JEFFERSON BRANCH



WORKING IMAGE, DESIGN NOT FINALIZED

**Budget:** \$2.0 mil

**Architect:** Williams/Wanix Architects

**Phase:** Conceptual Design

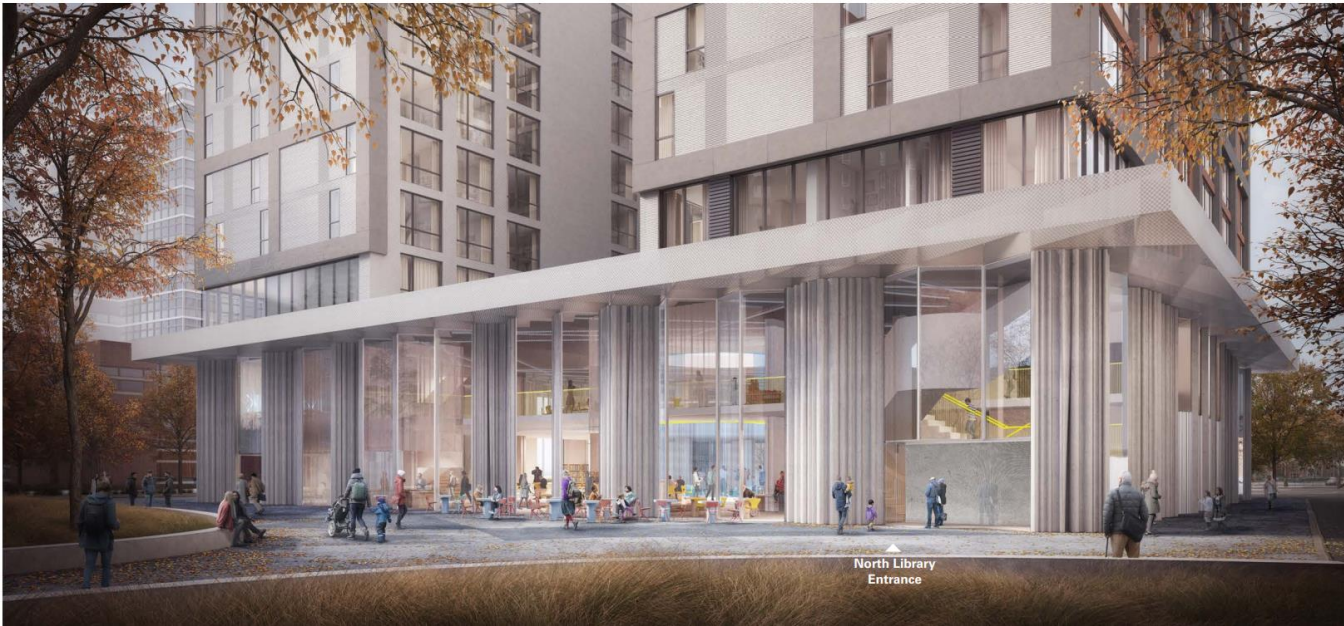
**Status:** Small addition with interior refresh



CLEVELAND PUBLIC LIBRARY



# MARTIN LUTHER KING JR. BRANCH



WORKING IMAGE, DESIGN NOT FINALIZED

**Budget:** \$15 mil budget

**Architect:** JKURTZ/SO-IL

**Phase:** Design Development

**Status:** It is likely that the developer has secured funding for apartments



# MLK Budget and Design issues

\$10-15 million dollars needs to be cut from the budget

Architects to propose how to redesign to reduce budget by 35-50%

Redesign will take 4-5 months

Schedule and cost allocation to be negotiated with developer



# WALZ BRANCH



**Budget:** \$6.9 mil

**Architect:** Bialosky / Robert P. Madison

**Phase:** Schematic Design

**Status:** Project is on hold due to lack of funding for apartments. CPL exploring options to move forward

WORKING IMAGE, DESIGN NOT FINALIZED

# WEST PARK BRANCH



WORKING IMAGE, DESIGN NOT FINALIZED

**Budget:** \$4.7 mil

**Architect:** Vocon

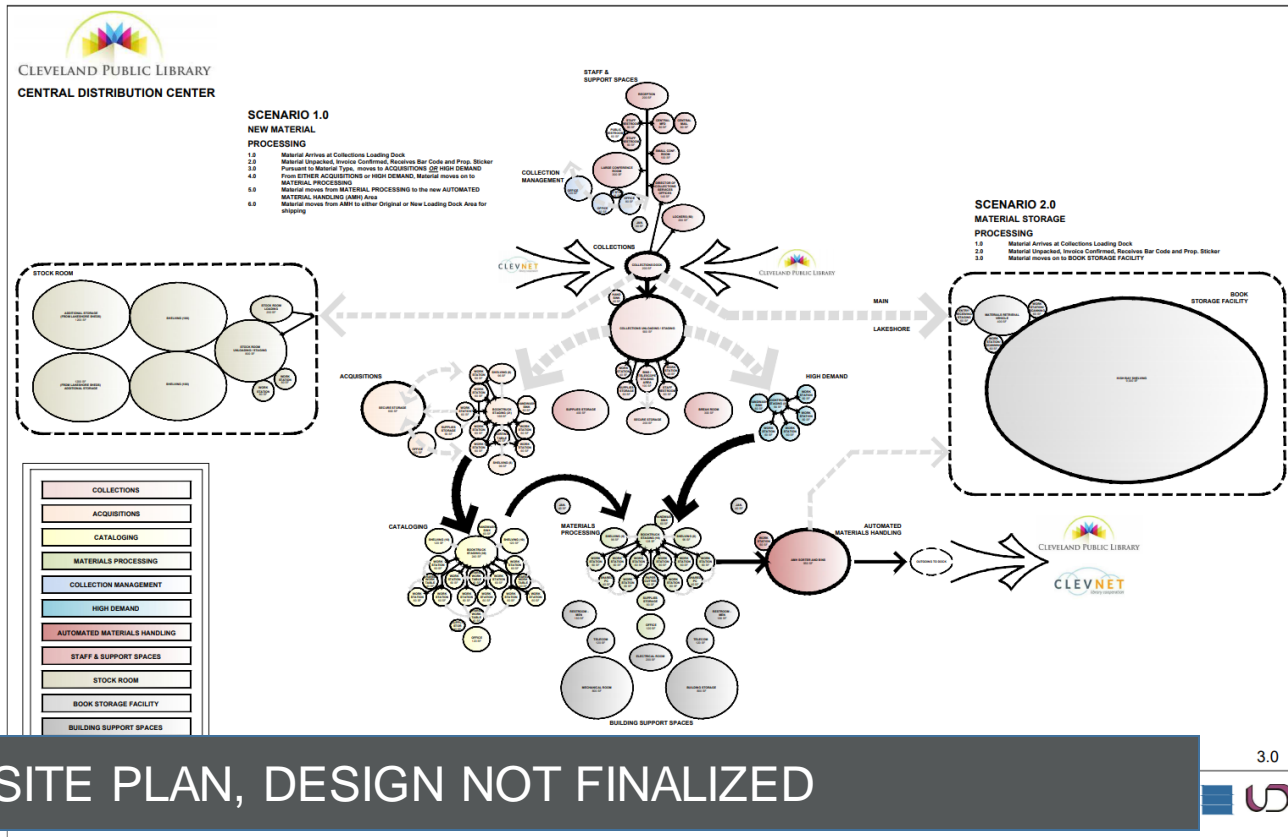
**Phase:** Schematic Design

**Status:** Focus on activating lower level



CLEVELAND PUBLIC LIBRARY

# WOODLAND BRANCH CENTRAL DISTRIBUTION FACILITY



**Budget:** \$14.8mil

**Architect:** Bostwick / Ubiquitous Design

**Phase:** Site Review

Status: Plan includes new library branch building, renovation of old branch and garage for CDF along with an outdoor community plaza

# Lake Shore/Woodland/Mem Not/Book Storage Issues

- **Valuation for Lake Shore property**
- **Partnership with Hospice of Western Reserve**
- **Deferred maintenance cost for Lake Shore**
- **Book storage costs and amount of space**



# Lakeshore Property

## Examples of Ideas

- Keep property. Refresh or renovate Memorial Nottingham branch. Demolish Technical Services, OLPD, rest of building and build outdoor all-season amphitheater (might be able to incorporate existing auditorium into amphitheater), and beautify and connect remaining greenspace to existing park.
- Lease or transfer some or all of property to Metroparks. Relocate Memorial Nottingham to new property or retain ownership at Lakeshore and renovate. Demolish buildings and incorporate into existing Metropark.
- Sell entire parcel for best offer. Relocate Memorial Nottingham.
- Put out RFP for proposals to develop property with a plan that maintains the existing Memorial Nottingham branch which the Library renovates and continues to operate, continues to own, or lease from developer.
- Mothball Lakeshore until we figure out what to do with it. Make necessary repairs to maintain integrity of building. Renovate Memorial Nottingham.



# PHASE 1-B

The Board of Library Trustees approved the selection of the following branches for Group 1- B of the Facilities Master Plan:

- **Brooklyn**
- **Eastman**
- **Fleet**
- **Lorain**
- **Memorial-Nottingham**
- **Rockport**
- **Sterling**





# DIVERSITY, EQUITY, AND INCLUSION

1. CPL's DEI Strategy
2. Supplier Diversity – Procurement Process
3. DEI Best Practices – Ex. Employee Resource Groups
4. Externally – The Human Library



# THANK YOU

READING IS AWESOME!

Welcome Back

Welcome Back

Welcome Back

WE CAN'T WAIT TO SEE YOU

WE ❤️ YOU

WE CAN'T WAIT TO SEE YOU

WE CAN'T WAIT TO SEE YOU

Welcome Back !!

we miss you so much

WE ❤️ YOU

WE ❤️ YOU

WE CAN'T WAIT TO SEE YOU

Reading is Awesome!

Welcome Back!

WE ❤️ YOU

READING IS AWESOME!

Welcome Back

READING IS AWESOME!

WE CAN'T WAIT TO SEE YOU

Welcome Back

Welcome Back

WE MISS YOU

Welcome Back

READING IS AWESOME!

READING IS AWESOME!

WE MISS YOU

WE CAN'T WAIT

WE CAN'T WAIT

Welcome Back

Welcome Back

WE CAN'T WAIT

Welcome Back

READING IS AWESOME!

READING IS AWESOME!

WE MISS YOU

WE CAN'T WAIT

READING IS AWESOME!

WE ❤️ YOU

Welcome Back

WE CAN'T WAIT

WE MISS YOU

WE CAN'T WAIT

READING IS AWESOME!

READING IS AWESOME!

Reading is Awesome!

READING IS AWESOME!

WE ❤️ YOU

Welcome Back

WE MISS YOU

WE MISS YOU

WE CAN'T WAIT

READING IS AWESOME!

READING IS AWESOME!

Welcome Back

Welcome Back

Welcome Back

Welcome Back

WE MISS YOU

WE MISS YOU

WE ARE HERE FOR YOU

WELCOME

WELCOME

Welcome Back

READING IS AWESOME!

READING IS AWESOME!

READING IS AWESOME!

READING IS AWESOME!

WE MISS YOU!

WE MISS YOU!

WELCOME

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