

DIRECTOR'S REPORT

February 16, 2021

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

PUBLIC SERVICES

LIBRARY SERVICES DURING COVID-19

Out of an abundance of caution and to help minimize the spread of COVID-19, the Library remained closed to patrons during January of 2021. Lending Department staff continued to provide drive-up and curbside services to patrons and also assisted patrons in retrieving holds, utilize printing, and copy/fax services, and registered and renewed new library cards. Subject Department staff continued to provide telephone, e-mail and virtual reference service using ASK CPL.

PROGRAMS, SERVICES AND EXHIBITS

Popular Librarian Judy Daniels and Library Assistant Ricardo Jackson assembled hot lists for books and DVDs for patrons. Youth Services staff hosted a Winter Reading Challenge for children and teens and several virtual story times.

Assistant Shelf Department Manager Cynthia Coccaro worked diligently on the implementation of the *Words on Wheels* program. From January 2nd to January 19th, 14 patrons used the new service with 63 items shipped.

Cleveland Digital Public Library staff established a new document translation/transcription tool, *From the Page*, as a part of Cleveland Digital Public Library.

The TechCentral Department Staff delivered several Computer Classes via Zoom including: *eMedia and Your Device*, *Microsoft Word I & II*, *Resume Workshop*, and *Job Searching Online*.

OUTREACH

Assistant Director of Public Services Robin Wood and Literature and Ohio Center for the Book Manager Don Boozer were interviewed by Megan Gallager of WKYC about new library services and reading recommendations for winter.

Youth Services Manager Annisha Jeffries and Literature and Ohio Center for the Book Manager Don Boozer spoke with Dr. Christopher Dum of Kent State University about his ID13 Prison Literacy Project and ways the Library, the Literature Department, and the Ohio Center for the Book could collaborate on January 25th.

General Research Collections Manager Sarah Dobransky was interviewed by Paris Wolfe from *Currents Magazine* for an article on stress management and library resources during the pandemic.

Popular Library Assistant April Lancaster prepared items for CPL's satellite collection at Kelvin Smith Library.

During the first half of January, International Department staff filled 252 long loan requests.

Youth Services Manager Annisha Jeffries participated in the Rock and Roll Hall of Fame Live *Fam Jam* on January 9th. Ms. Jeffries was asked to conduct a story time virtually to 35,000 viewers. Ms. Jeffries read *Happy* by Pharrell Williams.

Cleveland Digital Public Library Staff Consulted with Karamu House interns and professionals regarding evaluating their book collections, worked with Ukrainian Museum and Archives to digitize 25 newspapers for Ukrainian Independence Day, advised Cleveland Grays on digitization and historical records with a focus on 75 glass plate negatives, worked with Ursuline College to explore how to use CPL digital resources and programs as part of Women's and Caribbean Studies courses, and digitized 63 reports from the Census projects done by local non-profits to promote the 2020 census.

COLLECTION DEVELOPMENT AND MANAGEMENT

International Department staff withdrew 620 items and created 179 new spine labels to update appearance of the department. In addition, International Department staff reviewed 33 linear feet of Hindi DVD materials to weed and reorganize.

Map Librarian Tom Edwards completed shifting 923 Map Case folders making the drawers much easier to access. In addition, Mr. Edwards has digitized over 100 technical drawings from the Forest Hill collection to be placed on the Digital Gallery.

Center for Local and Global History Library Assistant Danilo Milich updated the online finding aid and binder for the Cleveland Park Plan folders 1.1 thru 25.0.

Center for Local and Global History Library Assistant Lisa Sanchez added 479 item level descriptions to the Cleveland City Hall Collection. In addition, Mx. Sanchez scanned 47 new Cleveland City Hall Collection images.

Center for Local and Global History Library Assistant Adam Jaenke digitized 49 photographs from the City Hall Collection and 75 from the Cleveland Picture Collection.

Popular Department staff are working to rotate and weed all collections.

Youth Services staff members continue to shelve and maintain the collection by organizing and distributing advanced reader copies located in the stack area. In addition, staff withdrew damaged YRead materials and booklets.

Shelf Department Pages have been shelving in Youth Services, Fine Arts and the Science Department. In addition, Shelf Department Pages have begun to shelf read in the Youth Services Department.

Social Science Librarian Helena Travka is in communications with the United Nations (UN) Library for Cleveland Public Library to receive the UN iLibrary database. CPL is the only library in the state of Ohio to be designated as a full depository (1946) with documents going back to 1946. The Library also has materials from the League of Nations (precursor to the UN).

Social Sciences Library Assistant Peter Elwell has indexed and provided time stamps to the Sports Icon Interviews of Harrison

Dillard, Chuck Murr, and Tom Hamilton. These will be forwarded to the Cleveland Public Digital Library to enhance the usefulness of these records.

Social Science Library Assistant Peter Elwell and Social Science Senior Librarian Mark Moore completed the evaluation of the Swinnich donation of books to the Sports Research Center. The accepted items have been shipped to Technical Services for processing.

Cleveland Digital Public Library staff scanned hundreds of items, produced dozens of digital copies for document delivery, and preserved over 80 items in flat paper and codex formats for Main Departments and Branches. In addition, CDPL staff worked with OCLC to improve use of IIIF imaging in .pdfs processes as part of the *Cantaloupe* pilot project for ContentDM.

Fine Arts and Special Collections staff shifted 419 linear ft. in vault, withdrew 8 boxes of books for THRIFT, prepped 51 Special Collections books for conservation and worked on vertical files and index assignments. Imbedded Cataloger Erin Valentine created collection level records for Kokoon Club items, Chess Posters, and fixed Arabic items.

Special Collections Librarian Ray Rozman corresponded with chess researcher and the Bain family to secure the permission to digitize the *Mary Bain Papers Collection*.

RESEARCH THAT'S ONLY POSSIBLE AT MAIN LIBRARY

- Center for Local and Global History Manager Olivia Hoge assisted a writer locate information on the East Tech football team from the 1919-1920 season.
- Center for Local and Global History Subject Department Librarian Terry Metter and Library Assistant Lisa Sanchez assisted a PhD student in Italy who is researching the 1926 Norge Polar expedition.
- Center for Local and Global History Library Assistant Lisa Sanchez found images of Linotype and Miehle Vertical machines for Cleveland Menu Printing Inc.
- Center for Local and Global History Library Assistant Lisa Sanchez found [images of the Flats](#) from the 80s and early 90s for Plain Dealer writer John Pana.

- Center for Local and Global History Library Assistant Lisa Sanchez sent Call & Post articles to Rep. Marcia Fudge's office before the representative moves to her presidential cabinet position.
- Center for Local and Global History Library Assistant Adam Jaenke assisted a documentary filmmaker acquire images of Cleveland's Asia Town for a current project. Additionally, Center for Local and Global History Library Assistant Adam Jaenke assisted a student at CSU acquire photographs of Little Italy. The student will use these images to create a timeline of the neighborhood.
- A Literature Department patron requested *A Severed Head* (1964), a play by Iris Murdoch and J.B. Priestley. CPL was the ONLY library in Ohio to own this edition! There were also several requests for items for which CPL was the ONLY public library in the state to own.
- Social Sciences Librarian Helena Travka assisted Fine Arts and Special Collections Manager Pam Eyerdam with research she was doing on a Cleveland school. Ms. Travka showed Ms. Eyerdam the Social Science collection of Cleveland School Board Proceedings going back to the late 1800s. Additionally, Social Science Librarian Helena Travka assisted a patron doing research on Lincoln High School from the 1910-1920s. Ms. Travka was able to locate the address and the historic school information as identified when the school changed to a junior high school using the department's school history file (print documents).
- Social Science Librarian Helena Travka assisted a LibChat patron looking for archived issues of *The Neighborhood News*. The Library has 1966-1990 on microfilm, but the patron wanted something online. Ms. Travka found that the Cleveland Public Digital Library had this smaller newspaper online since 2015.
- Social Sciences Senior Librarian Mark Moore provided an Indiana State Library cataloger with information about an Indiana document held by Cleveland Public Library.
- Cleveland Digital Public Library staff responded to dozens of inquiries regarding digitization and preservation services. Also, the Cleveland Digital Public Library staff

addressed over 500 requests for loans from partner libraries.

- Cleveland Digital Public Library received 113,062 Content DM page views from 6559 sessions from Dec. 17, 2020 to Jan 18, 2021.
- Fine Arts and Special Collections staff assisted an author working on a book about Emmanuel Lasker. The author requested scans from *Emanuel Lasker: Denker, Weltenbürger, Schachweltmeister*.
- Fine Arts and Special Collections staff assisted patrons who requested: a scan of a Howell & Thomas blueprint, a rare score by Bach, concerto for keyboard, scans from *Islamic History & Civilization*, and information on CMSD Training schools for student teachers from Case during 1920s.

STAFF DEVELOPMENT

Assistant Director of Public Services Robin Wood attended a Women's Leadership Seminar sponsored by the Cleveland State University Center for Non-Profit Management.

Literature and OCFB Manager Don Boozer participated in the quarterly meeting of the Center for the Book state affiliate coordinators and the staff of the Library of Congress on January 27th.

Lending Manager Stephen Wohl and Lending Assistant Supervisor Reginald Rudolph continued serving on the BookEnds training team. In January, they worked on updating and revising BookEnds training material. Bookends training will be provided to new hires throughout the system as part of their onboarding and new hire orientation.

General Research Collection Manager Sarah Dobransky along with Business, Economics, and Labor Senior Librarian Sandra Witmer, and Librarian Susan Mullee attended *FDIC's Money Smart and CFPB's Your Money Your Goals* webinar on January 14th.

Social Sciences Library Assistant Peter Elwell attended the Northeast Ohio Regional library Service (NEO-RLS) webinar *Evaluating Program Success*. Social Sciences Librarian Forrest

Kilb attended the webinar, *Proactive Advocacy and Communication for Library Trustees and Staff* through OCLC's WebJunction.

Social Science Librarian Helena Travka completed training from the United Nations on their new Digital Library.

Social Science Senior Librarian Mark Moore viewed the Ted-Ed video *How Fiction Can Influence Real World Events*.

Government Documents Library Assistant Alea Lytle viewed the webinars *Gov Docs 101 Legislative History Research* and *Presidential Pets Through the Ages: The Presidents, the Pets and Resources on Animal Care, and the Importance of Animals in our Lives* from the Federal Depository Library Program (FDLP). In addition, Ms. Lytle serves on the LGBTQIA+ ERG committee and attended their first meeting on January 15th.

General Research Collections Manager Sarah Dobransky attended the *Patent Center Beta Webinar* and live demonstration from the United States Patent and Trademark Office.

Cleveland Digital Public Library Staff met with the Northeast Ohio Alliance for Response where staff participated in presentations on preservation practices.

Fine Arts & Special Collections Manager Pam Eyerdam attended a Rowfant zoom session in January featuring speakers, GPO Historian George Barnum and Dr. Peter Salk.

Staff across Main Library continue to serve on a variety of teams. Teams include: Reopening Task Force, Workforce Development, Words on Wheels Implementation Team, etc.

Main Library Managers attended CPL Community Conversations from the Cleveland Department of Aging and the Greater Cleveland Food Bank. In addition, Main Library Managers also attended an HR Forum sponsored by the CPL HR Department.

BRANCHES

District One

Eastman - Staff continues to welcome by providing curbside and walk-up services to our patrons. We continued to use the Eastman Branch windows to communicate important information to our community, trying to keep it fresh and relevant. Patron and

community member, Carolina Martin was honored as an Unsung Hero during the Library's televised 36th Annual Martin Luther King, Jr. Commemorative Celebration. Branch discretionary ordering began for 2021; all orders were submitted on time. Manager, Jamie Lauver, attended the Westown Community Development Corporation monthly meeting. LACE Kristin Galewood and Karen Cerney were trained on remote LibChat Computer Assistance. Staff continued to take advantage of professional development course offerings through NEO-RLS. We worked on understanding our Facebook Page and how to best use it to connect with our community. Grab 'n Go Lunches have been moving now that we have reduced them to ten each week. We started receiving Backpack Kits from the Food Bank this month and promoted both food services on our Facebook Page.

Lorain - During the month of January the Lorain Branch continued providing walk-up services to patrons. Take-and-make crafts were distributed to patrons throughout the month. Library Assistant Computer Emphasis Larisse Mondok attended two Employee Resource Group Meetings as well as the Instructional Design: Ideas and Techniques You Can Begin Using Today and Parliamentary Procedure Webinars. Library Assistant Computer Emphasis Marlie Hooper attended the Delegating Made Easy, Services for Immigrants and Your Community: Lessons Learned from Library Services for Immigrants and New Americans, and Resolving Liberal vs. Conservative Conflict in the Workplace: Lessons from the Rwandan Genocide Webinars. Children's Librarian Adela Santana attended the Youth Services Meeting as well as the following Webinars: Customer Service on the Telephone and by Email, Caring for the Mind, And the Winner Is..., Ewww! Is that a Bed Bug?, A Firm Grasp: The Nonverbals of Influential Leaders, Handling Angry Customers with Tact and Skill and Human Trafficking 101. Santana began offering virtual story times to a preschool class at Almira Elementary School twice per week. Crystal Tancak attended the West Side Collaborative Meeting. Tancak also provided virtual reference via LibChat on Saturdays in January. Several staff members also attended the Transformation Alliance Ambassador Training.

Rockport - Rockport Branch continues to explore new ways to impact the community. Our hand-picked movie bundles, which we have been advertising on Facebook and at our front entrance, have been very popular. We've also had Facebook Live story times and hour-long talk with a Librarian sessions on Facebook each Monday and Wednesday. We continue to hold a monthly online trivia program for our patrons and prepare take-and-make crafts for our youth. We have started distributing the Feeding America

Backpacks in addition to our Kid's Cafe program. Librarian Kendra Proctor is working with our community development corporation to create a local resource guide, and Manager Forrest Lykins met with May Dugan Center's Seniors on the Move on Zoom to share information about our services and explore potential programming partnerships. The Best Buy Teen Tech Center has been making a push to have members submit REACH Media Festival entries. Projects include Scratch programming, animation, and LEGO creations. We stay in touch with members via Mindful Monday and Wellness Wednesday check-ins. Other virtual projects include Write It Out and Sticker Making. The BBTTC has also been working on the plan for a collaborative project with our CDC and the CDPL called "Neighbors to Know."

Walz - January saw Walz gearing up for the new year with new ways of reaching out to our patrons. Our new displays were a great success; the "Walzbuster" movie rack especially gets a good work out on daily basis! Walz's Facebook page is now up and running featuring both youth and adult book, dvd and cd recommendations along with story times and take and make crafts. LACES, Ms. Mudgett-Price and Mr. Williams, have begun to train the rest of the staff on the new technology for assisting patrons on the computer remotely. Ms. Gielty held meetings with Detroit Shoreway Community Development Organization and has been a part of the Transition and Move meetings.

West Park - In early January, West Park branch manager Michael Dalby participated in the second design and construction meeting to the community along with other representatives from CPL, Gilbane, and Vocon. These meetings have been drumming up a lot of excitement in the community over the imminent renovation of their branch library. Dalby also continues to serve on the reopening taskforce, the words on wheels work group, as well as other FMP-related groups. Clerk Phil Creter also participated in the words on wheels group. Both branch LACEs and Dalby attended the remote assistance meeting led by Suzi Perez. We prepared several grab and go crafts including a tie dye kit, a make-your-own snowman, and the rest of December's knitting kits. Children's Librarian Libby McCuan continues to release frequent virtual story times simultaneously on Facebook and to local schools. Dalby continues to compile weekly branch and Main statistics and reporting for the ELT meetings every Monday.

District Two

Brooklyn - The month was highlighted with continued efforts to connect patrons to resources, and staff training. Children's

Librarian Laura McShane continues to connect educators with online resources, which included a special performing arts course through Cleveland Public Theatre. Ms. McShane furthered her professional development with online learning that included an archived Family Literacy Remote Instruction webinar. Ms. McShane also participated in an InfoOhio session titled, "Reset and Restart for Schools", in conjunction with the Ohio Department of Education. Branch Manager Ron Roberts reached out networked with Art House to partner on a program pairing visual art with reading. Mr. Roberts participated in a Public Libraries virtual webinar: Lessons in Diversity, Equity and Inclusion.

Carnegie West - Branch Manager Angela Guinther presented at the Public Library Association's virtual Mid-Winter conference on January 25, 2021. Ms. Guinther was invited by PLA's Sustainability Committee to present on two topics, in which she detailed the implementation and results of the Carnegie West Pollinator Garden, and the Ohio City Tree Walk. Children's Librarian Helen Zaluckyj, Library Assistant Adult Emphasis Angelina Rosario, and Library Assistants Computer Emphasis Lily Korte and Michael Webster became certified as Cleveland Transformation Alliance Ambassadors.

Fulton - The community is still visiting the branch for walk up services. Staff spent time cleaning, weeding and rearranging in preparation for reopening to the community and the start of construction of our Innovation Lab. The branch played host to multiple contractors looking to work on the Fulton Innovation Lab. Branch Clerk Rachel Irizarry worked on a tax forms display for the branch. Children's Librarian Beverly Austin conducted twelve story times via ZOOM, Microsoft teams and webcam, and prepared grab 'n' go MLK, Jr. Day craft kits. Branch Manager Leslie Barrett attended the People with Disabilities ERG meeting, and the CPL-FIT committee. Ms. Austin and Mrs. Barrett attended the Strategic Plan Meeting with Dr. Winlock on January 20, 2021.

Jefferson - Patrons continue to make use of the curbside and walkup services. Window displays allows patrons to add items to the materials that they pick up on hold. There has been increased use of the printing and faxing options. The distribution of Take and Make craft activities has been well received; offerings included a Winter Themed Snowflake kit, and an "I Have A Dream" button kit where patrons were invited to create a design and return them to receive a button. Staff engaged in a vigorous weeding of large portions of the collection. Several meetings were held in preparation for the

upcoming renovation, including a public Virtual Design and Construction Informational Meeting. Branch staff participated in various continuing education opportunities from sources including the Northeast Ohio Regional Library System and the American Library Association. Staff participated in meetings for the newly formed Employee Resource Groups (ERG). Branch Manager Steve Capuozzo is chairing the LGBTQIA+ group, and LACEs Grace French and Bernadette Lemak are members of the Women's ERG.

South - Youth staff contacted the neighborhood schools and community partners to share the information about the Winter Reading Club, and a Facebook video was made to promote the program. Various story time videos and other content has been uploaded to the Facebook Page, and the Facebook Page continues to gain views and shares. Pre-packaged crafts continued to be created by the South Branch crafty staff, which are distributed to Branch patrons each week. Staff continued to hold story times for the preschoolers of Luis Munoz Marin Dual Language Academy. Staff participated in the Community Conversations Town Hall meetings on Fridays. While the Library continues to provide walk-up services, staff creates displays by the large windows of the rear facade. The wonderful displays of MLK Jr., and movie and book bundles have proven to be extremely popular among the patrons.

South Brooklyn - Staff continues to offer curbside and walk up services, along with GCFB's Grab 'n' Go Lunches and Backpack foods. The branch continues to be a PCs For the People pick up location. Children Librarian Ronald Palka-Roman joined the Multi-Cultural ERG, conducted ZOOM story time with William C. Bryant, attended various NEO-RLS webinars, and held virtual visits with Charles Mooney that included music, books and a craft. Assistant Manager Tammy Houghton attended the following workshops/meetings: HR forum, Public Services Managers, Words on Wheels, United Way/Community Shares, and various Booklist webinars. District Manager Luigi Russo resumed D2 and D3 branch visits, and participated in the following meetings: Old Brooklyn CDC MYCOM, Old Brooklyn CDC Community, Public Services Team, PS Managers, Reopening Task Force, Transition Planning/Moving Management, Community Conversations, Words on Wheels, Patron Computer Policy, and JEF/WDL Community Engagements. LACEs Abigail Larion and Cheryl Williamson, along with Mr. Palk-Roman, Ms. Houghton and Mr. Russo were trained in Libchat Remote Computer Assistance. Youth staff and management met with 3E for Strategic Priority Programming.

District Three

Garden Valley - Youth staff members Andrea Csia and Leonard Burks presented virtual story times for the Harvest Day Care, Rainbow Terrace Day Care, and I Learn N Play Enrichment Center. Assistant Branch Manager Donald Smith attended the Woodland Branch Design and Construction Informational Meeting. Dyad Public Services Manager Maria Estrella attended the Human Resources Forum. The Management and Youth Services Teams attended the Garden Valley Branch Strategic Plan Meeting with Dr. Winlock.

Hough - Walk-up and curbside services were steadily in demand and utilized. A New Year's Day craft was prepared and made available as a grab and go activity for the community. Multiple staff members attended the various CPL Community Conversations and the monthly Board Meeting. Library Assistant-Youth Emphasis Romael Young attended the United Way/Community Shares meeting. Ms. Kohr also attended the first Women's ERG meeting. Branch Manager Lexy Kmiecik attended the first People with Disabilities ERG meeting. Mr. Young, Children's Librarian Manisha Spivey and Mrs. Kmiecik attended a Strategic Planning Meeting with Dr. Sadie Winlock. Ms. Kmiecik also attended the monthly manager's meeting, various Reopening Committee meetings, the HR Forum and multiple Transition Planning/Move Management Meetings.

Martin Luther King - In preparation for program submission reopening, MLK's Branch Manager Dr. Tonya Briggs, and staff drafted monthly programs for January-June 2021, of which programs for Cuyahoga County Detention Center youth were included. Dr. Briggs attended Book Talk: Teaching Hope and Resilience for Students Experiencing Trauma. One of MLK's Facebook posts reached 479 people after the author of a new book arrival shared the post. The MLK Facebook posts that reached at least 30 people or more have been: Line Dancing @ Club MLK (48), a book review for Ashley Antoinette's Butterfly 3 (41), and Wordplay Wednesday (35).

Sterling - Sterling continues to provide walk-up services to the residents of the Central Neighborhood. The most requested services are fax, email, copy and print. Kids Cafe snack program distributes 100 lunches per week. The branch distributed 96 bags of kid-friendly weekend meals through the GCFB Backpack program. All staff attended the January CPL Community Conversations. The Youth Services staff resumed distributing the weekly Grab and Go craft kits. Branch Manager Monica Rudzinski attended an RFQ session for A Place 4 Me youth drop-in center

for youth and young adults experiencing housing instability or homelessness.

Woodland - LAYE Kelli Newsom co-facilitated the Greater Cleveland Foodbank Kids Cafe Program with LACE Desiree Smith. Ms. Newsom began evaluating youth-related branch items to see which ones should be included during the branch's future move. Ms. Smith also provided customer service by assisting library patrons with their faxing, scanning, and printing needs. The Woodland Branch continued to collaborate with PC for People as a technology pick-up location. Dyad Public Services Manager Maria Estrella attended the monthly MyCom community meeting for the Goodrich Gannet-Kinsman Neighborhood, the Core Team Meetings: FMP Move Management, the Cleveland Library Foundation Virtual Branch Visits: Garden Valley & Woodland, the Garden Valley Branch Strategic Plan Meeting with Dr. Winlock, the Woodland Branch Design and Construction Informational Meeting, the Human Resources Forum, and assisted Digital Library Strategist Chatham Ewing on locating art and art-related information from artwork displayed at the Woodland Branch.

District Four

East 131 - The East 131 Branch kicked off 2021 collaboratively working together to come up with several ways to expand services and highlight collections. LACE, Carla Carraway launched a new weekly Facebook program called, "Staff Picks to highlight East 131's book collection." Along with Clerk, Karie Felder, Ms. Carraway completed a shifting project to highlight the branch's extensive Black World collection. Clerk, Pat McCoy shifted the DVD collection and created a designated horror section based on the high demand of patron requests. **The Library partnered with WOIO 19 News to broadcast its 36th Annual Dr. Martin Luther King, Jr. Commemorative Celebration. The change makers and unsung heroes of the East 131 branch included longtime resident and community volunteer Jeffery Ward along with** Volunteen Garden Club members: Makayla Dulaney-Fort, Jaeshaun Peacock, and Z'yare Acoff. As an active member of American Library Association's Sustainable Round Table, Ms. Marquez presented at American Library Association's Midwinter Conference highlighting the Volunteen Garden Club as a sustainable workforce development program for teens. Children's Librarian, Kelli Minter and LAYE, Rosa Simone attended the monthly MyCom meeting via zoom, shifted and weeded juvenile materials, prepared materials for the Wade Oval Book Box and met with Dr. Sadie Winlock to discuss the strategic plan for youth programming. The East 131 Branch ended the month with Youth Services staff along with Ms. Marquez

meeting with representatives of WVIZ/PBS ideastream to prepare for PBS's Play & Learn Science Family and Community Learning program for twelve families of preschoolers and kindergarteners.

Fleet - Our branch continues to provide steady walk-up service for our patrons. This month experienced an abundance of requests for copying and faxing services. In the Children's Room Youth Services Staff, Tracie Forfia and Anna Fullmer are currently recording informational content to promote the Winter Reading Challenge on Fleet's Facebook Page. In preparation for the new discretionary orders buying season, heavy weeding and shifting of adult were completed. Lastly, The branch bid farewell to SPS Officer, Linell Mills and welcomed its new SPS Officer, Matthew Cowling.

Harvard Lee - In January, staff worked together to weed the magazines and urban fiction collections. The branch passed a virtual site inspection by the Food Bank of the Greater Cleveland. Branch Manager Kristen Schmidt, Youth staff Olivia Morales and Kevin Moore met with Dr. Sadie Winlock of 3E/OPS to tie programming to the strategic plan. Ms. Morales participated in Whitney Young School's Family Literacy Night, sharing CPL resources via Zoom. Ms. Schmidt attended the Mt Pleasant MyCom partners meeting and Harvard Community Services Center collaborative meeting (via Zoom), CPL's Community Conversation each Friday, and webinars titled, Building Virtual Team Cohesion, by ALA-Core; and Lessons in Diversity, Equity and Inclusion from Public Libraries: Managing Change from Where You Are, by ALA-Choice. LACE staff Stacy Brown and Lisa Held attended LibChat trainings by TechCentral. Branch Clerk Bianca Jackson trained the entire staff on how to process magazines. Several staff members met their newly formed Employee Resource Groups via Teams. Rice's Page, Marzi Margo, started an additional five hours/week at Harvard-Lee, to provide support due to the branch's absence of Page staff. Property Management repaired the air handler to restore reliable heat, replaced the hot water tank, and installed two electrical outlets in the break room.

Mt. Pleasant - Youth Service Librarian, Mark Tidrick, connected with teachers at AJ Rickoff School to restart story times for pre-school classes. Mr. Tidrick and Branch Manager, Shayla Boyce, attended a meeting with teachers and caregivers at Murtis Taylor to discuss possible programs and collaborations. Ms. Boyce attended the first meeting of the Mt. Pleasant Steering Committee. This steering committee is designed to discuss the needs and assets of the Mt. Pleasant/ Union-Miles/ Harvard Lee

region. Mr. Tidrick, Ms. Boyce, and Library Assistant- Computer Emphasis, Kyra Berzonsky, attended Mental Health First Aid Training for Youth which was provided by Ohio Dept. of Mental Health & Addiction Service.

Rice - Rice started off the month with a 2021 Strategic Plan and programming meeting with Dr. Sadie Winlock to determine programming that will enhance the branches "New in 2021" theme. Ms. Johnson conducted virtual story times for Ms. Smith's class and others at Sunbeam elementary school as well as registered them for CPL's Winter Reading initiative. Ben Ford kept the branch Facebook page up to date with January themed DVD's, CD's and winter reading promotion. Flyers were stuffed in bags and displays were created to promote winter reading in the community. The Rice team worked together to weed, clean, rearrange and relabel the Rice CD collection. An updated books sale window display was created and has instigated the purchase of over 10 items by patrons so far. Ms. Hutson shared professional development webinars with all public services managers. She participated with the webinars Lessons in Diversity, Equity and Inclusion from Public Libraries and also Core webinar Building Virtual Team Cohesion - Tips for Managers. Rice welcomed new Safety and Protective Services Officer Shardae Smith-Williams to the team.

Union - For the month of January, staff continues to provide walk-up service to our community. Story time has resumed with our daycares in the community via zoom. Ms. Steward attended Booklist Webinar Authors and ARCS Part I & II. Ms. Steward and Ms. Johnson attended the MyCom monthly meeting. Ms. Johnson attended the following meetings, CPL ERG and True2U first and second sessions. Ms. Williams and Youth Staff attended a meeting with Dr. Winlock from OPS Department to go over future programming for our location. LACE Mr. Love and Mr. Armstrong attended LIBCHAT training conducted by TechCentral. Ms. Williams attended the following meetings and trainings, True2U first and second sessions, Mental Health First Aid conducted by Yulanda Prude of Mental Health America of Ohio, CPL-Fit committee and WOW committee.

District Five

Addison - During the month of January, Addison staff completed professional development and community outreach. Branch Clerk Ms. Carter also participated in NEORLS' webinar called "Mastering Uncomfortable Conversation with Library Visitors." Branch Clerk Mr. Guerin also watch a Webjunction webinar called

"Extreme Customer Service, Every Time. Ms. Means, The Branch Manager, attended 3rd District Safety Meeting and participated with FDIC's webinar called "Money Smart and CFPB's Your Money, Your Goals." LAYE, Ron Clark, continues to participate with NEORLS' Teen/Youth Services Virtual Networking Meetings. Mrs. Malinoski attended OLC's webinar called "Virtual Storytime Successes and Challenges." Addison completed the month with displays for the Next 400/Channel 19 series.

Collinwood - It's a new year for new goals and new opportunities at the Collinwood Branch. Manager Caroline Peak and Youth Services staff reached out to our two learning pods to reconnect for the New Year by identifying the population, the needs of students and developing a weekly schedule to engage. LACE staff received training on Lib Chat to expand our patron customer service reach virtually. The branch welcomed transfer custodian, Harry Edwards and SPS Officer Jose Santana. Manager Peak continues to engage in community Zoom meetings, webinars and training. The most recent, "Building Virtual Team Cohesion - Tips for Managers," was very enriching and useful.

Glenville - Youth staff, Peter Roth continued Glenville's partnership with Citizen's Academy East and joined the school for virtual visits and readings. Mr. Roth began volunteering for the True2U mentorship program with CMSD. True2U helps guide CMSD's eight graders in learning about themselves and their interests and helps decide on where to attend high school. Difranco Barnes along with Mr. Roth hosted the Good Morning, Glenville! weekly story times via Zoom. The Branch started this month with the Backpack program in conjunction with the GCFB, giving out shelf stable bags of food for the weekends to children. The youth staff and Lanecia Smith attended the webinar, Children Summer Reading program. Staff, Difranco Barnes, Shawnte Baldwin, Lanecia Smith and Sharon Jefferson participated in the Libchat training for LACE's. Mr. Roth attended youth service, Strategic Plan meeting with OPS and SEIU meetings. Mr. Barnes updated the Facebook page for the Branch. He also attended the youth service, Strategic Plan with OPS meetings, along with an in-house Ingram Book order training for the Branch. Manager, Sharon Jefferson attended HR Forum training, Words on Wheels, Strategic Plan with OPS, Community Conversations, and Re-opening Task Force meetings. She also completed the Medical coding class through the Gale Learning courses.

Langston Hughes - The Langston Hughes branch hosted a visit by the library's Chief Equity, Education and Engagement Officer,

Dr. Sadie Winlock, to discuss the library's strategic initiative and how the Langston Hughes branch could play a part. Children's Librarian, Christopher Busta-Peck, with the aid of a mechanical clock kit, assembled a scale model of the inner-workings of a clock for the future program, "Learning the mechanics of a Clock and Telling Time", that will be presented at a future date. The Director of Jazz Studies, Bobby Ferrazza, from the Oberlin College Conservatory of Music, would like to develop a program in partnership with the Langston Hughes branch, to offer music instruction to students. Debra Nagy, Director of the Musical group, "Les De'Lices" will meet with Mr. Bradford to discussion virtual programming. Mr. Bradford attended the following webinars: Library Issues and Trends: Before, During and After COVID-19, Dealing with Hostile and Potentially Dangerous Library Users, Providing Library Senior Services in a COVID-19 World, Lessons in Diversity, Equity and Inclusion from Public Libraries, Managing Change from Where you are, Community Conversations with Marcy McNomara, Kristin Warzocha, and Diana Davet, FDIC's Money Smart & CFPB's, Your Money, Your Goals. Mr. Bradford took part in the KNOW YOUR NEIGHBOR community meeting sponsored by Case Western Reserve University on January 6, 2021.

Memorial Nottingham - For the month of January, Children's Librarian, Joanna Rivera hosted eight virtual story times with O.H. Perry Elementary School classes. The Youth Services staff contacted community partners to inform them of the Winter Reading Challenge. Youth Services along with other staff at Memorial-Nottingham continued with ongoing collection management efforts to provide best possible materials for patrons. A handprint penguin craft and a MLK day activity was made for the January's Take and Make.

Manager, Pasha Moncrief Robinson attended professional development workshops hosted by Cleveland State University and NEO-RLS. Adult Puzzle Bags and Adult Coloring Bags were available for patrons to take & enjoy. Mrs. Moncrief Robinson met with representatives of University Hospitals and My Com to discuss future programming initiatives for patrons.

OUTREACH & PROGRAMMING SERVICES

SUMMARY

Because the Library was closed due to the ongoing COVID-19 pandemic, the 3E/OPS department focused primarily on 2021

program development and staff training related to the library's strategic plan and outcome measurement. While programs such as Violin for Boys continued during the month, and the department focused primarily on the **36th Annual Martin Luther King Jr. Commemorative Celebration**.

In January the 3E/OPS department encumbered \$160,091.07 in support of 2021 programming. The two largest expenditures in January funded the continuation of the library's Writers & Readers author series and the expansion of See Also, CPL's annual public art program.

PARTNERS AND PROGRAMS

Violin for Boys, an instructional music program provided to students of CMSD's Patrick Henry School (grades 3-5), continued in January. Two students continued their training over the month. The students learned how to read and write music using the **John Schaum Note Speller Book**, beginners violin curriculum.

On January 17th, the Library, in partnership with WOIO, a CBS-affiliated television station, broadcasted its first-ever televised Martin Luther King Jr. commemorative program. This year's program emphasized the importance of justice and equity by honoring the life's work of Rev. Marvin A. McMickle, Ph.D., Pastor Emeritus of Antioch Baptist Church, and India Pierce Lee, Senior Vice President and Community Leader of the Cleveland Foundation. The program also recognized the achievements of five community heroes for their service to the community. As in years past, the program featured musical performances from students and local musicians. Two students from CMSD's All-City choir and a jazz quintet from Akron, Ohio contributed to its production. All of the CPL-produced segments were filmed in the Karamu Performing Arts Theater.

EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

The following Office of External Relations and Development efforts took place January 2021

EXTERNAL RELATIONS & ADVOCACY UPDATES:

- ***Legislator Engagement***
 - My Brother's Keeper (MBK) Book Club Kick-Off Event
 - CPL partnered with Senator Sherrod Brown's Office, Ohio Library Council, Cuyahoga County

Public Library and Overdrive to launch the My Brother's Keeper book club. The goal was to get students excited to read Kwame Alexander's *The Crossover* and teach students "library basics".

- Facility Master Plan (FMP) ---Design and Construction Informational Session
 - Continued to apprise local legislators on FMP efforts inclusive of January, 2021 design and construction informational sessions.
- **External Stakeholder Engagement**
 - Virtual Story Time & Dial-A-Story program engagement
 - Engaged stakeholders in CPL's virtual story time (VST) program including:
 - First Energy (various employees)

CPL DEVELOPMENT UPDATES:

- **Goal:** *Secure Funding to Buttress CPL Organizational Goals*
 - *Literacy Support:* Submitted request to the National Endowment for the Humanities re: large-scale literacy event.
 - *Digital Excellence Support:*
 - *JumpStart Partnership:* In partnership with Jumpstart, hosted general contractor site visits at the Fulton Branch in support of digital excellence efforts.
 - *Best Buy Teen Tech Center:* Contract and funding support renewed with The Clubhouse Network and Best Buy for a third year to continue operating the Best Buy Teen Tech Center at Rockport Branch.

CPL FOUNDATION UPDATES:

- **Goal:** *Reach Annual Financial Targets*
 - *Fundraising*
 - Wrapped up end of year appeal surpassing revenue projections
- Additional CPL Foundation Efforts
 - CPL Foundation Executive Committee held its monthly meeting

ADDITIONAL DEPARTMENT EFFORTS:

- Staff attended virtual conferences/webinars including:

- o Blackbaud: Rethink Giving Streams/monthly donors webinar
- o The Cleveland Foundation's Black Futures Fund
- o Urban Libraries Council Development Professionals meeting
- Hosted first staff philanthropy committee meeting.
- Aided John Carroll University undergraduate students with their Poverty and Social Entrepreneurship class case study for the semester. The focus will be on public libraries.

COLLECTION & TECHNICAL SERVICES

Interim Director of Collection and Technical Services Sandy Jelar Elwell attended Kanopy's Public Library Town Hall Meeting and the webinar "Lessons in Diversity, Equity and Inclusion from Public Libraries: Managing Change from Where You Are" sponsored by ProQuest.

Ms. Jelar Elwell also attended a meeting led by Chief Equity, Education & Engagement Officer Dr. Sadie Winlock about minority vendors for staff that enter requisitions and meetings to discuss the status of CPL's hotspots and the handling of the current and future collections at the Branches included in Group 1A of the Facilities Master Plan (FMP). Ms. Jelar Elwell continued to participate in meetings of the Capital Improvement Plan Core Team and Transition Planning/Move Management Team.

Collection and Technical Services staff attended the Town Hall Community Conversations with the Cleveland Department of Aging, Cuyahoga Metropolitan Housing Authority (CMHA), Greater Cleveland Food Bank, and Cuyahoga Arts & Culture. Ms. Jelar Elwell and Catalog Manager Andrea Johnson attended a Northeast Ohio Regional Library System (NEORLS) Technical Services Virtual Networking Meeting.

Acquisitions: The Acquisitions Department ordered 2,701 titles and 21,313 items (including periodical subscriptions and serial standing orders); received 11,368 items, 820 periodicals, and 150 serials; added 273 periodical items, 83 serial items, 239 paperbacks, and 745 comics; and processed 1,517 invoices and 114 gift items.

Acquisitions staff began placing orders on January 13 after the entering of the 2021 fiscal year budget amounts were completed in Sirsi. Acquisitions Coordinator Alicia Naab reinstated the

Electronic Data Interchange (EDI) reports that import invoices from vendors and export orders to them after the 2021 budget amounts were entered.

Ms. Naab worked with Interim Director of Collection and Technical Services Sandy Jelar Elwell and Collection Manager Pam Matthews to setup the 2021 purchase orders for OverDrive and the eMedia budgets for Main Library and Branch selections.

Acquisitions Librarian Leslie Pultorak continued to assist with the unpacking, verifying, and receiving of new foreign materials.

Catalog: Librarians cataloged 2,635 titles and added 3,319 items for Cleveland Public Library. Librarians also added 829 titles, merged 99 records, and corrected 120 errors for CLEVNET member libraries. Clerical staff cataloged 402 new titles and added 1,157 items for the Library, and added 876 records for the CLEVNET libraries.

Technical Services Associate Dwayne Jones began copy cataloging books from the Dahlburg donation for the Sports Center. Technical Services Senior Clerk Shirley Jones worked on three cleanup projects, fixing 1,096 incorrectly coded large print books and audiobooks, and changing the class scheme from LC to Dewey for 228 items. Catalog Manager Andrea Johnson revised the Librarians' CLEVNET statistics form to include the original record template. Technical Services Librarian Barbara Satow updated the printable version.

Technical Services Librarian Erin Valentine met with Fine Arts and Special Collections Manager Pam Eyerdam to discuss creating original records for the Kokoon Arts Club collection and the Chess posters and prints collection. The latter required Ms. Valentine to transliterate and translate Greek language posters. Ms. Valentine also created an original collection-level record for materials about local music critic Jane Scott, and a Name Authority Record for Scott. Ms. Valentine contacted the local town historian of Massena, New York to clarify town history for an original record she created for a collection of photographs of the town.

Technical Services Librarian Michael Gabe and Catalog Librarian Perry Huang attended the first meeting for the Multi-Cultural Employee Resource Group. Ms. Satow participated in an Ohio Library Council Technical Services Action Council meeting on

January 12. She also resumed meetings via Teams as a member of the Works of Wonder (WOW!) Employee Recognition Committee.

Collection Management: Collection Management kept on selecting in both the physical and electronic formats in January, although ordering for physical items only opened up midmonth. 783 titles and 5,816 copies were selected and over \$112,000 was spent on physical items alone.

Collection Manager Pam Matthews attended a meeting of the Editorial Team, an HR Forum meeting, and convened the first full membership meeting as Chair of the Women's Employee Resource Group.

High Demand: The High Demand Department ordered 751 titles and 5,476 items; received and added 4,418 items; processed 559 invoices, and added 597 records for the CLEVNET libraries.

Materials Processing: The Materials Processing Technicians processed 25,869 items for the month.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 11 items to the Main Library for requests and 84 items to fill holds. Main Library received 195 telescopes, the Branches received 328 telescopes, CLEVNET received 65 telescopes, and CSU and CWRU each received 2 telescopes. A total of 592 telescopes were shipped out. The Technicians sent out 1,118 items of foreign material and in total 3,628 new items were sent to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS

THE 36TH ANNUAL MARTIN LUTHER KING, JR DAY COMMEMORATIVE

CELEBRATION: Cleveland Public Library is partnering with WOIO Cleveland19 to honor the life and legacy of civil rights leader Dr. Martin Luther King, Jr. and the unsung Cleveland heroes who walk amongst us. Missed the special or want to watch it again? Catch it [here](#).

Marketing Efforts: media release, social and digital (cpl.org, Off the Shelf, community calendars), printed materials (post cards, calendar, commemorative poster); paid advertisement (radio, TV, digital, email)

Library Services

Objective: *Remain relevant by promoting services to help Greater Clevelanders thrive.*

WINTER READING CHALLENGE: Cleveland Public Library launched a winter reading challenge encouraging community members to help the Library win books and author visits by reading throughout the month of January.

Marketing Efforts: Media release, flyer; social and digital (cpl.org, local community calendars)

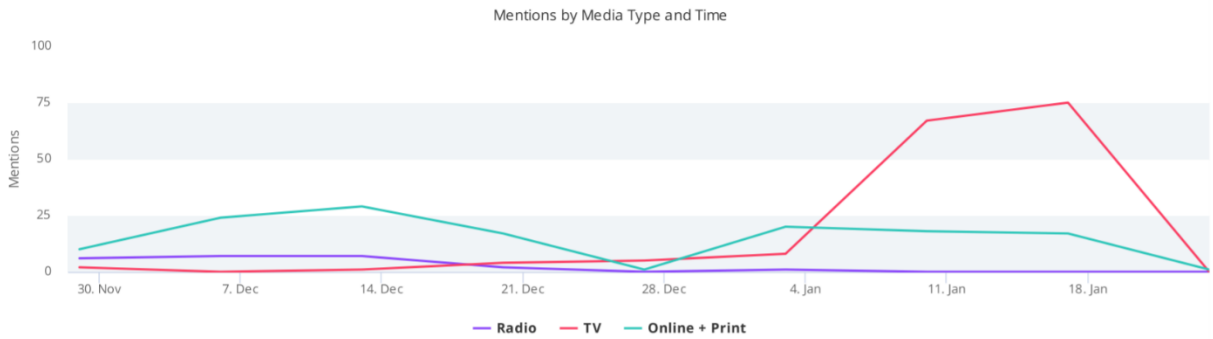
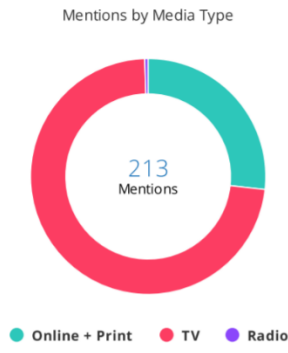
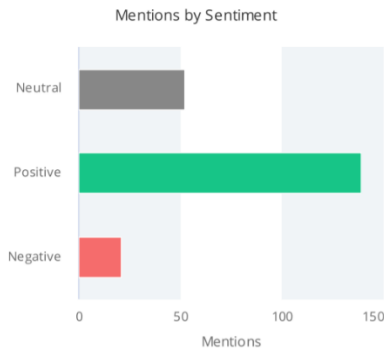
WORDS ON WHEELS: Starting January 1, all Cleveland residents can get books, movies, and more by mail with their Cleveland Public Library card. This is an expansion of the Library's Homebound Service, which caters to those unable to visit the library due to age or disability.

Marketing Efforts: Media release (Click [here](#) for coverage), ads (radio, TV, digital, billboards and bus shelters), social and digital (cpl.org, Off the Shelf)

PUBLIC RELATIONS OVERVIEW

Cleveland Public Library garnered over 200 mentions this month, reaching more than 5.9 million people in national and local TV news, and online and print. Coverage included:

- Cleveland Public Library issued a [special closing](#) of its downtown location on Wednesday, Jan. 21 for Inauguration Day in anticipation of potential protests.
- Holocaust survivor's daughter donates Nazi-looted sketches of her father's work to the Library's John G. White's [chess](#) collection.
- The Online Computer Library Center (OCLC) partnered with Cleveland Public Library and four additional institutions for its [pilot project](#) aimed to improve the discoverability and management of digitalized cultural materials.
- Cleveland Public Library is moving to the next chapter of the [capital development project](#) and held community meetings to show the plans for the new [Woodland Branch](#).
- The Library participated in The Rock Hall's virtual [Fam Jam series](#) by providing Storytime to viewers.



Total National TV Audience 1,737,148
Total National TV Publicity USD \$267,562
Total Local TV Audience 1,737,148
Total Local TV Publicity USD \$267,562



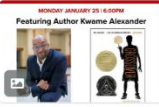








Total Online + Print Audience 4,241,512
Total Online + Print Publicity USD \$51,293

[Click here to view additional media coverage.](#)

SOCIAL MEDIA SUMMARY

January saw an increase in engagement rates across network platforms compared to December 2020. January's engagement rate is up over 300% compared to previous month thanks to organizations and followers sharing posts to their networks, which allowed for a wider reach beyond the Library's followers. Shared post content included library-related news, partnered initiatives and current event-related content. The highest performing posts: a special CPL Storytime puppet show performance of author Raquel Ortiz's bilingual children's book *Sofi's Magical Adventure* and Director Felton Thomas' making the Crain's Cleveland Power 150 list.

Follow Cleveland Public Library on Social Media: [Facebook](#) | [Twitter](#) | [Instagram](#) | [LinkedIn](#)

<p>Cleveland_PL Mon 1/25/2021 3:56 pm ...</p> <p>Tonight! Join us, @CuyahogaLib. & @OhioLibraryCncl for a</p>  <p>Total Engagements 495</p> <p>Likes 60</p> <p>@Replies 1</p> <p>Retweets 19</p> <p>Post Link Clicks 21</p> <p>Other Post Clicks 394</p> <p>Other Engagements 0</p>	<p>Cleveland_PL Mon 1/25/2021 11:17 p...</p> <p>Happening Now! Join us, @CuyahogaLib. @OhioLibraryCncl,</p>  <p>Total Engagements 400</p> <p>Likes 57</p> <p>@Replies 2</p> <p>Retweets 9</p> <p>Post Link Clicks 32</p> <p>Other Post Clicks 300</p> <p>Other Engagements 0</p>	<p>Cleveland_PL Sun 1/10/2021 9:30 pm ...</p> <p>Here we go, Brownies! Here we go! Our Photograph Collection staff found a phot</p>  <p>Total Engagements 307</p> <p>Likes 31</p> <p>@Replies 0</p> <p>Retweets 12</p> <p>Post Link Clicks 1</p> <p>Other Post Clicks 263</p> <p>Other Engagements 0</p>	<p>Cleveland... Thu 1/21/2021 1...</p> <p>What are you reading? #ReadInCLE</p>  <p>Total Engagem... 631</p> <p>Reactions 286</p> <p>Comments 46</p> <p>Shares 38</p> <p>Post Link Clicks -</p> <p>Other Post Clicks 261</p>	<p>Cleveland... Tue 1/19/2021 6...</p> <p>Happy Birthday, Dolly Parton! In honor of Dolly's special day, sign</p>  <p>Total Engagem... 178</p> <p>Reactions 90</p> <p>Comments 4</p> <p>Shares 23</p> <p>Post Link Clicks 14</p> <p>Other Post Clicks 47</p>	<p>Cleveland... Tue 1/5/2021 5:1...</p> <p>Congratulations Director Thomas for making Crain's Cleveland Power</p>  <p>Total Engagem... 125</p> <p>Reactions 51</p> <p>Comments 6</p> <p>Shares 1</p> <p>Post Link Clicks 30</p> <p>Other Post Clicks 37</p>
<p>cleveland... Thu 1/21/2021 1...</p> <p>What are you reading? #ReadInCLE</p>  <p>Total Engagem... 189</p> <p>Likes 174</p> <p>Comments 13</p> <p>Saves 2</p>	<p>cleveland... Thu 1/14/2021 8...</p> <p>#TBT Welcome to Rothen's! This photo shows the men's</p>  <p>Total Engagem... 109</p> <p>Likes 102</p> <p>Comments 5</p> <p>Saves 2</p>	<p>cleveland... Sun 1/10/2021 1...</p> <p>Here we go, Brownies! Here we go! Our Photograph Collection</p>  <p>Total Engagem... 100</p> <p>Likes 98</p> <p>Comments 2</p> <p>Saves 0</p>			

PROPERTY MANAGEMENT

CARPENTERS

- Rockport- replaced water logged ceiling tiles in staff breakroom, made lockdown apparatus for front doors.
- Main- replaced marble on wall.
- Fulton- finished framing in floor in Children's area and installed carpet squares.
- Rice- installed Lexan over windows to prevent patrons from breaking glass.
- Lakeshore Facility- repaired and painted back hallway walls.

MAINTENANCE MECHANICS

- Continued service and preventative maintenance on boilers/hydronic equipment.
- Stored large delivery of air filters from Air Rite and started replacing pre-filters, secondary box filters and carbon filters on air handlers in LSW/Main.
- Working with custodial staff on LSW/Main lighting work orders - ballast replacement and re-lamping.
- Worked with Chemtreat on HVAC/closed loop system inspections (checked water chemistry and corrosion inhibitor levels).
- Worked with SA Comunale on the quarterly inspection and preventative maintenance of fire/sprinkler systems in LSW/Main and select branches.
- Worked with TH Martin on replacing AHU #1 main blower bearings in LSW lower level mechanical room.
- Completed roof replacement project for the Lakeshore garages with All Seasons Roofing. Continuing work on relocating the carpenters/painters workshop and garage equipment storage in support of the Woodland/CDF FMP project.
- Ran CAT6 cabling for additional access points to support summer programming at MLK branch.
- Working with Taylor consulting on Main roofing project.
- Working with Wright Engineering on the Ionization project.
- Continuing work/meetings with FMP Core Group and the Capital projects team on FMP design, building standards and move management.
- Continuing work with KONE Elevator on repair, compliance and capital projects for LSW/Main and branches.
- 24/7 response to building emergencies and critical work orders.
- Continuing work on scheduled preventative maintenance requisitions generated by Hippo CMMS.
- Continuing work on the balance of the security camera project (IPS/Harrington Electric).

SAFETY & PROTECTIVE SERVICES

Safety Services

- Safety & Protective Services received uniform patches to outfit new officer uniforms.
- Safety & Protective Services officers are now posted at nineteen branches.

Protective Services

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Jan 2021	1819	39	8	2	24	34
Dec 2020	1846	9	12	4	21	8
Nov 2020	2487	52	16	17	73	29
Oct 2020	2303	69	22	43	94	34
Sept 2020	2550	42	29	30	82	87
Aug 2020	2226	27	12	9	20	37
July 2020	1148	12	5	2	10	23
June 2020	802	13	8	1	30	30
May 2020	200	11	2	0	5	14
April 2020	909	29	0	0	0	4
March 2020	896	13	18	15	90	103
Feb 2020	1446	12	77	44	255	46
Jan 2020	1934	19	53	57	161	63

Special Attention, Special Events, and Significant Incidents

- A video request for the Rice branch manager was fulfilled.
- Zero issues at CPL due to the inauguration.

Protective and Fire Systems

- January fire extinguisher checks completed.
- LSW and Main campus emergency elevator phones are operational.
- Siemens corrected an issue with the Collinwood branch alarm keypad.
- SPS obtained a quote to install cameras in Special Collections and the elevator lobby of Main building third floor.

Contract Security

- Royce contract security guards are posted at eight branches. Lake Shore is still covered sixteen hours a day Monday thru Friday; 24/7 on the weekend.

Administration

- Form 452 was completed for an SPS Officer that is resigning.
- Branch patrol officers are directed to limit time inside branches on visits.
- Management is working with 124 Academy to get eleven SPS officers scheduled for OPOTA training in April.

INFORMATION TECHNOLOGY & CLEVNET

The CLEVNET Directors held their first quarterly meeting of 2021 on January 29, using Microsoft Teams. Fifty-nine people were in attendance. Timothy Diamond, Special Assistant to the Director and CPL's liaison to CLEVNET called the meeting to order. He provided a recap of the CLEVNET Executive Panel's annual organizational meeting held on December 1, 2020, to elect the Executive Panel Chair and Secretary for 2021. With no other nominations put forth, the current Chair (Lorena Hegedus, Director of Hubbard Public Library) and Secretary (Molly Carver, Director of Sandusky Library) were each unanimously reelected to another one-year term. After this announcement, Mr. Diamond turned the meeting over to Director Hegedus.

The next part of the meeting focused on how CLEVNET staff are serving the member libraries during this challenging time. Hilary Prisbylla, Director of CLEVNET and Larry Finnegan, Director of IT, structured their reports as follows:

- Helping member libraries adjust service levels gracefully
- Adopting new and innovative solutions to serve patrons in the time of COVID-19
- Finding solutions to help staff throughout CLEVNET work more effectively and efficiently
- Staying the course with strategic priorities and goals
- Fulfilling regular duties and obligations with greater efficiency and accountability

Ms. Prisbylla also took time to thank John Pas, Library Systems and Applications Analyst, for six years of service on her team. Mr. Pas made a significant contribution to CLEVNET in that time, having spearheaded a number of important projects and leading CLEVNET-wide training initiatives. He will be greatly missed.

Director Hegedus provided a summary of her annual meeting with CPL Director Felton Thomas. The CLEVNET Operating Procedures require that the two directors meet "at least once a year to discuss CLEVNET's strategic plan and other agenda items agreed upon before the scheduled meeting." Director Hegedus reported that they discussed: the responsiveness of CLEVNET staff during the pandemic; a timeline for the creation of an independent CPL IT department; status of the CLEVNET staff salary study; the decrease in 2021 CLEVNET costs; and e-rate funding for CLEVNET.

Following up on that last topic, Molly Carver and Jamie Mason, Director of Rocky River Public Library, reported on a meeting of the West Region directors on November 25, 2020, to discuss e-rate funding. (A full summary of this meeting is included in the Director's Report of January 21, 2021.)

Director Mason also reported that the PC Tech SIG (special interest group) met on January 21, 2021; they had a good turnout and a productive meeting.

Before adjourning, the directors had the opportunity to share news and best practices from their library systems.

The CLEVNET directors will hold their next quarterly meeting, using Microsoft Teams, on Friday, April 30, 2021.