

DIRECTOR'S REPORT

March 18, 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 through February 21st, 2021. During this time, the Main Library Lending Department staff continued to provide drive-up and curbside service, assisted patrons in retrieving holds, utilize printing, copy, and fax services, and registered and renewed new library cards. Subject Department staff continued to provide telephone, e-mail, and virtual reference service.

PROGRAMS, SERVICES, EVENTS AND ACTIVITIES

Center for Local and Global History Department Librarian Terry Metter hosted an African American Genealogy presentation by Dr. Deborah Abbott on February 18th.

The Youth Service Department hosted a Winter Reading Challenge for children and teens and a Virtual Storytime.

Popular Department Librarian Judy Daniels and Library Assistant Ricardo Jackson assembled hot lists for books and DVDs for patrons to place holds.

Center for Local and Global History Library Assistant Danilo Milich prepared a book display for the reopening. March subjects

include Ohio statehood, the Ides of March, and the President Reagan assassination attempt.

Government Documents Library Assistant Alea Lytle created financial information packets for all CPL branches. She also sent Spanish language children's materials to select branches with high Spanish speaking populations and other children's materials to Youth Services.

The Words on Wheels program is averaging 10 patrons a week in the first two weeks of February; 70 items have been sent during that time. Staff continue to monitor and promote the program.

TechCentral staff held seven one-on-one assistance sessions over the phone; topics ranged from OverDrive, Webcam and YouTube streaming, Hoopla, online courses, email, Zoom, Rosetta Stone, zillow.com, web browsers, and CPL Online Databases.

OUTREACH

Literature Department Manager Don Boozer presented *Reference is Reference! Providing Quality Service via Chat, in Email, by Phone, and Beyond* for NEO-RLS.

Science and Technology Senior Librarian Jim Bettinger is assisting in the draft of the guide for *Best Practices for Patent and Trademark Resource Centers*. Mr. Bettinger serves as a public library representative officer of the Patent and Trademark Resource Center Association.

Photograph Collection Librarian Brian Meggitt hosted a Zoom presentation on the Cleveland City Hall Collection to the East Cuyahoga County Genealogical Society on February 1st.

Fine Arts & Special Collections Manager Pam Eyerdam met online with the Rowfant Club on the topic *Parrish, Rackham and More - David Levey's Science Fiction and Fantasy Illustrators, Plus Recent Acquisitions* and Carter Edman talking on the *Odd Word Out: A Lexicological Quiz Game*. Ms. Eyerdam also participated in the Case Western Reserve University webinar series on a presentation about Charles W. Chesnutt presented by Dr. Reginnia Williams.

Literature Department Manager Don Boozer and Digital Public Library Manager Chatham Ewing met with an Ursuline College professor and her two students to discuss available CPL

resources on Constance Fenimore Woolson and Martha Wolfenstein for their ongoing research project for the Cleveland Arts Prize.

COLLECTION DEVELOPMENT AND MANAGEMENT

Business, Economics and Labor Senior Subject Librarian Sandy Witmer worked with the Catalog Department to untangle and reconcile various records for the *Tax Court* update service. Social Science Department staff have taken advantage of the closure to address issues in the collection, including weeding and updating their portion of the collection.

Social Science Department Library Assistant Pete Elwell identified and added 106 titles to the catalog that were missing item ID barcodes.

Social Science Department Librarian Mark Moore cleared transfers and damaged items and purged withdrawals from the collection. He also updated the Sports Research Center inventory of rare items.

Photograph Collection Librarian Brian Meggitt completed the initial item-level inventory of the Cleveland City Hall Collection, 8" x 10" section. This part of the collection consisted of 14,957 photographs.

Center for Local and Global History Department Library Assistant Lisa Sanchez added 480 item level descriptions to the Cleveland City Hall Collection.

Center for Local and Global History Department Library Assistant Adam Jaenke photographed, processed, and added metadata to 76 items for the Neighborhood Photographic Survey. He went to the South Broadway and Mill Creek neighborhoods as well as Jefferson, Woodland, and West Park branches to photograph the branches before the renovation projects begin.

Subject Department Managers along with Assistant Director of Public Services Robin Wood have been reviewing documents in preparation for meetings with Michael Ruffing. Mr. Ruffing is working on the Library's Collection Development Manual.

Embedded Cataloger Erin Valentine worked with Fine Arts and Special Collections staff to create and upgrade bibliographic records for the Cleveland Orchestra programs.

Cleveland Digital Public Library staff produced and delivered dozens of digital and analog copies for patrons and lending

partners, preserved dozens of items in flat paper and codex formats, and responded to several hundred inquiries by CPL patrons and researchers at partner institutions. In addition, CDPL staff scanned, described, and loaded into CONTENTdm digitally preserved images and integrated insights from OCLC Cantaloupe project into digital practice with translation and transcription.

During the month of February, International Department staff selected, processed, and shipped three Long Loan requests (721 items) to CPL/CLEVNET agencies. In addition, staff withdrew 324 items from the collection. Fourteen items were sent to Preservation and 22 to Book Prep. A total of 170 items were moved to Stack Collections and 651 new items were received into the department from Technical Services. Staff also improved the appearance of the department by adding 110 new spine labels and adding new inventory labels to 21 items.

The Youth Services staff continues to shelve and maintain the collection by organizing and distributing advance reader copies located in the stack area. Staff also withdrew YRead? booklets that were damaged or have been replaced.

Popular Library Assistant Ricardo Jackson weeded the TV show section of the DVD collection.

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

REASEARCH THAT'S ONLY POSSIBLE AT MAIN LIBRARY

- Science and Technology Librarian Rose Mary Hoge assisted a patron to find technical information in the standard, ANSIB5.50: *"V" Flange Tool Shanks for Machining Centers with Automatic Tool Changers*. This title is located in a unique collection of standards that are only available from select institutions - only a handful of which are in the United States.
- Social Sciences Librarian Helena Travka found annual reports as well as a rare 1985 souvenir program from the Eliza Bryant Cleveland Home for Aged Colored People for Cuyahoga Community College History Professor Kimberly Lenahan.
- Social Science Senior Librarian Mark Moore provided the Society of American Baseball Researchers (SABR) with copies

of two articles from the SABR Baseball Research Journal that had gone missing from their online collection.

- Center for Local and Global History Department Librarian Terry Metter found articles for a patron from the Hungarian language newspaper *Szabadság*. According to WorldCat, CPL is the only Public Library in the country to own this resource.
- Center for Local and Global History Department Library Assistant Lisa Sanchez found multiple images of malls for a Plain Dealer writer. In addition, Mx. Sanchez searched for Civil War news coverage for a researcher. The researcher was interested in a March 1862 article that detailed how the Confederate Irish Battalion refused to fire on the Iberian Guards of Cleveland.
- Center for Local and Global History Department Manager Olivia Hoge assisted the Curator and Archivist at the Hancock Historical Museum on a "Love Letters" exhibit.
- A patron requested scans of a Howell & Thomas home for Charles D. Scudder in Portsmouth, Ohio, to nominate to be on the National Register of Historic Places.
- A patron from Columbus, Ohio, requested scans of a Howell & Thomas home in Bexley, Ohio, for J.C. Whitridge.
- A gallery owner requested research to identify Picasso drawings from catalogues raisonnées (*Deux Contes*).
- A researcher from Milan, Italy, inquired about a 13th century manuscript entitled *Ecerinis*.
- A patron requested *Stray Leaves* (1906) by Herbert Paul. CPL was one of only two Ohio libraries to own.
- Literature Department Librarian Tim Phillips successfully researched the *Actors in Cleveland* card index to find a sample of Vaudeville actors being researched by Cleveland State University.

STAFF DEVELOPMENT

Social Science Library Assistant Peter Elwell attended the webinar *Reference is Reference! Providing Quality Service via Chat, in Email, by Phone, and Beyond* hosted by NEO-RLS.

Social Science Librarian Helena Travka attended the Baker and Taylor *CATS Coffee Break - February Edition*.

Social Science Senior Librarian Mark Moore listened to the Circulating Ideas podcast *195: Callan Bignoli and Lauren Stara* on user experience as a way of responding to rapid change in libraries.

Shelf Department Manager Demba Diawara attended a NEO-RLS webinar titled *How to Help Employees Manage Stress during Covid-19* on February 9th and attended a Mental Health First Aid Certification Class hosted by NEO-RLS on February 18th.

Assistant Shelf Department Manager Cynthia Coccaro attended an NEO-RLS webinar titled *Retaining Institutional Knowledge* on February 25th.

Business Economics Librarians Susan Witmer and Susan Mullee, along with General Research Collections Manager Sarah Dobransky, attended Mergent Online virtual learning about the current content and new Consumer Responsibility Reports and ESG (Environmental, Social, and Governance) Reports. Ms. Mullee also attended the *Investor's Guide to Bitcoin* webinar presented by CFRA Research.

General Research Collections Manager Sarah Dobransky attended the online presentations *Three Contemporary Black Women Inventors - Aprille Ericsson, Ayanna Howard, and Arlyne Simon* and *A Focus on Business - The Collaboration Between Cartoonist and Illustrator Liz Montague and Google Art Director Angelica McKinley* from the United States Patent and Trademark Office.

TechCentral Library Assistant-Computer Emphasis Tawana Campbell attended the following webinars: *COVID Fatigue* and *Improving Student Engagement in Virtual Learning Environments*.

TechCentral Library Assistants-Computer Emphasis Michael Credico and Alison Guerin attended the NEO-RLS webinar *preparing for the Next Wave of Pandemic-Fatigued Customers* on February 3rd.

TechCentral Library Assistant-Computer Emphasis Allison Collins attended *ALA LIRT: AR Tools for Library Instruction* on February 5th.

Library Assistants-Computer Emphasis Kalie Boshara and Jaime Devore attended the NEO-RLS webinar *Coping in a New World: How to Continue to Thrive and Cope While Providing Public Service* on February 17th.

Main Library staff participated in Founder's Day programs on February 17th.

Main Library Public Service staff have received or have been scheduled to receive Active Shooter training hosted by SPS staff during the month of February.

OTHER

Fine Arts and Special Collections Manager Pam Eyerdam met with the Schweinfurth Committee by Zoom to select architectural rare books and trade catalogs on February 12th.

Staff across Main Library researched and contributed names and bibliographic information for the Black History and Women's History Month website articles.

Business, Economics, and Labor Library Assistant Joseph Parnell is currently working with the CPL Harvest for Hunger Committee in preparation with the Cleveland Food Bank 2021 Harvest for Hunger Kick-Off Campaign on Wednesday, February 17th.

Literature Department Senior Librarian Nicholas Durda participated in CPL's Dublin Literary Award Committee meeting.

Literature Department Manager Don Boozer met virtually with Library of Congress staff and the coordinators of ten other state Centers for the Book to discuss new initiatives for bringing the US Poet Laureate and other Library of Congress Ambassadors to the states via the Centers for the Book.

Literature Department Page Michael Deneen, a member of the Disabilities ERG, presented information on Homebound Services and Words on Wheels to the ERG members.

Popular Manager Sarah Flinn, Branch Manager Angela Guinther, and Assistant Director of Public Services Robin Wood have been working on a Mystery Picks patron program they hope to launch by March 1st.

TechCentral Library Assistant-Computer Emphasis Alison Guerin sits on the CPL Harvest for Hunger Committee and FIT Committee, which met on February 4th and 11th respectively.

Staff across Main Library participate on the Reopening and Covid-19 Taskforce Committees.

TECHCENTRAL

Outreach

Inside Programs-via Zoom

Name of Program	Date of Program	Total # of Attendees	# of Adults	# of YA	# of Juveniles
Resume Workshop	2/2	1			
Job Searching Online	2/3	1			
Microsoft Word I	2/4	1			
Microsoft Excel I	2/5	4			
Tinkercad Basics	2/8	4			
Microsoft Word II	2/11	4			
Microsoft Excel II	2/12	4			
Resume Workshop	2/16	Spec close			
Microsoft Word III	2/18	4			
Microsoft Excel III	2/19	3			
Tinkercad Basics	2/22	3			
Microsoft Word IV	2/25	4			
Microsoft Excel IV	2/26	5			
1-on-1s	Feb	13			

Professional Development and Meetings

TechCentral staff meeting held on February 9.

TechCentral staff attended Active Shooter Training on February 10.

TechCentral staff attended Founder's Day Event on February 17.

TechCentral Assistant Manager, Melissa Canan

Date	Topic	Location	Notes
2/2/21	Hotspot Team Check-in	Online	
2/3/21	Public Services Managers Meeting	Online	
2/3/21	Workforce Committee- OMJ meeting	Online	
2/4/21	Copyright in Action: Introduction & Overview	Online	
2/5/21	DIF Monthly Group Call	Online	

2/8/21	DIF Mentor Group Monthly Meeting	Online	
2/10/21	Main Manager Meeting-follow-up with Robin	Virtual	
2/18/21	Per Your Last Email-Trauma-Informed Communication for Trying Times (and All the Time)	Online	
2/23/21	DIF Monthly Check-in with Leana	Virtual	
2/25/21	Workforce Development Committee Meeting	Online	
2/26/21	This is Your Brain on Stress	Online	

Library Assistant-Computer Emphasis, Michael Credico

Date	Topic	Location	Notes
2/03/21	Preparing for the Next Wave of Pandemic - Fatigued Customers	NEO-RLS	
2/12/21	Covid Training Webinar and Videos	Main	
2/19/21	Reopening Town Hall	Main / Teams	
2/25/21	Tools For Tense Situations with Angry Customers	NEORLS	
2/25/21	Youth Services Meeting Recording	Main / Teams	

Library Assistant-Computer Emphasis, Allison Collins

Date	Topic	Location	Notes
02/16/21	Reference is Reference! NEO-RLS webinar	Zoom	1 hr, Don Boozar presenting
02/17/21	Reopening Task Force meeting	Teams	45 min
02/17/21	Monthly SEIU Delegates Meeting	Jitsi	1.5 hr
02/19/21	Spark 360 Wellness coaching kickoff event	Teams	1 hr
02/24/21	Arresting the Time Robbers in Your Life webinar	Zoom	1 hr, NEO-RLS
02/24/21	Youth Services meeting about FB pages	Teams	2 hr, Mike Young Q&A
02/24/21	Reopening Task Force meeting	Teams	45 min

Library Assistant-Computer Emphasis, Carlos Piepenburg

Date	Topic	Location	Notes
2/2/21	Tools for Building Digital Skills with Your Patrons and Staff	PLA Webinar	
2/3/21	Managing Traditional & Social Media for Libraries	PLA Webinar	
2/11/21	Virtual Platform Possibilities - Digital Skilling Resources for Patrons	PLA Webinar	

Library Assistant-Computer Emphasis, Denise Williams-Riseng

Date	Topic	Location	Notes
2/12/21	Preparing for the Next Wave of Pandemic - Fatigued Customers	NEO-RLS	Archived Webinar
2/18/21	Reference is Reference! Providing Quality Service via Chat, in Email, by Phone, and Beyond	NEO-RLS	Archived Webinar
2/19/21	COVID Taskforce and MetroHealth videos	Vimeo	
2/19/21	Reopening Town Hall	Teams	
2/19/21	Wellness Coach/Spark 360 Introduction	CPL Stream	

TechCentral Manager, Suzi Perez

Date	Topic	Location	Notes
2/1/21	Main Strategic Plan Meeting with Dr. Winlock		
2/2/21	CPL Woodland AV & Technology meeting-FMP Digital Ambassador Meeting AV/Tech follow up Hotspot team meeting Transition Planning/Move Management meeting		
2/3/21	Public Services Managers Meeting Reopening Committee Meeting Workforce Committee Meeting		
2/9/21	TechCentral staff meeting LibCal Room Reservations meeting Transition Planning/Move Management meeting		
2/10/21	Active Shooter Training CPL Woodland AV and Tech meeting Reopening Committee meeting		

	Main Managers meeting follow up		
2/12/21	Meeting with CLEVNET to discuss PC labeling		
2/17/21	Founder's Day Reopening Committee?		
2/19/21	Reopening Town Hall		
2/24/21	Youth Services Monthly Meeting Reopening committee		
2/25/21	Workforce Development Committee		

Computer Usage

Computer usage resumed on 2/22. There were 213 computer sessions at Main for the week of 2/22-2/26.

Special Projects

Hotspot Circulation: 235 hotspots

PST - Jan 29th - Feb 23rd - Report

Service Calls and Tickets Summary

Service Calls and Tickets Received: 48

- CPL Help Desk Tickets: 34
- CPL TechCentral Tickets: 14

Service Calls and Tickets Resolved: 37

Tickets currently in Progress: 11

Service Ticket and Project Detail

Workstation: 22

Printer: 6

Computer Software: 10

iPad Management: 3

Hotspot Resets: 5

Maker Equipment: 1

Form 001's: 3

Ohio Library for the Blind and Physically Disabled

Activities

For February 2021, OLBPD circulated 24,767 books and magazines directly to patrons. OLBPD also circulated an additional 8,195 Dimensions newsletters to readers. OLBPD registered 95 new readers to the service. Approximately 709 BARD patrons among 1,461 active users downloaded 17,251 items.

The Ohio Braille and Talking Book Program Consumer Advisory Committee (CAC) meeting was held via teleconference on February 18th. Consumers were provided updates about the service, including an update on COVID-19 operations and reopening the library to the public; an update on the braille e-reader pilot project with NLS; and preliminary details on OLBDP circulating cartridges with more than one book to patrons.

OLBDP is making plans to upgrade public and staff PCs running Windows 7 to Windows 10. Adaptive computers located outside OLBDP in branches and Main Library needing upgrades will also be included in these plans.

OLBDP is postponing its Family Fun and Learning Day event in 2021 due to the current health and safety conditions brought on by COVID-19.

Performance evaluations for non-union staff were prepared this month.

OLBDP staff participated in remote programming, and provided information and talks about the service during the Cleveland Sight Center Book Discussion teleconference on February 9th; National Federation of the Blind (NFB) Miami-Valley virtual meeting on February 15th; American Council of the Blind (ACB) Cincinnati virtual meeting on February 16th; ACB Medina virtual meeting on February 17th; Lorain NFB virtual meeting on February 22nd; and NFB Cuyahoga County virtual meeting on February 27th.

The OLBDP adult book club met remotely on February 11th to discuss "The Book of Lost Friends" by Lisa Wingate and Sullivan Jones.

BRANCHES

District One

Eastman - Eastman Branch continues to use the branch windows to communicate important information to our community, trying to keep it fresh and relevant. Our new external book drop was delivered and installed at our back entrance. Patrons appreciate not having to walk to the front of the building to return their materials. All branch discretionary orders were submitted. Manager Jamie Lauver attended the Westown Community Development Corporation monthly board meeting. Staff continue to take advantage of professional development course offerings through NEO-RLS and The Homeless Librarian. The branch hosted our first

Community Engagement Town Hall meeting with our FMP architect Moody-Nolan and the Capital Projects Team; ten community members actively participated in the conversation. Our branch Facebook Page continues to attract followers. The Westown CDC once again offered a \$25 Home Depot gift card to the 25th new person to "Like" our page. To date, the largest engagement from one of our posts was with the viral Bernie Sanders meme. We used the picture of mitten-clad Bernie to promote our Curbside Services; it reached 288 people. Grab 'n Go Lunches continue to be distributed consistently each week. Food Bank Backpacks have proven to be quite successful. We receive 18 kits each week and they are growing in popularity with the neighborhood children. We received our first Food Bank Disaster Boxes this month.

Lorain - During the month of February, the Lorain Branch continued providing walk-up services to patrons and reopened to the public on February 22nd. Through a partnership with the Greater Cleveland Food Bank, branch staff offered free meals to youth on weekdays and participated in the Backpack and Disaster Box Programs, providing additional meals to youth and families. Take-and-make crafts were distributed to patrons throughout the month. Library Assistant Computer Emphasis Larisse Mondok attended Employee Resource Group meetings and Library Assistant Computer Emphasis Marlie Hooper attended the *Addressing the Challenges of Retaining Institutional Knowledge* Webinar. Children's Librarian Adela Santana offered Virtual Storytime to a preschool class at Almira Elementary School each week. Branch Manager Crystal Tancak attended the West Side Collaborative and MyCom Meetings. Tancak also provided virtual reference via LibChat and hosted the three-week Cleveland Sews Virtual with Cosmic Bobbins Series. A Community Engagement meeting was also held for the Lorain Branch on February 22nd.

Rockport - Rockport Branch is excited to be entering the next phase of the Facilities Master Plan, and we had our first Community Town Hall about our new branch this month. We reopened our doors to the public with prominent displays for Black History Month. Our Facebook page continues to increase engagement in creative ways. Kendra Proctor has been compiling a resource guide to share with our community partners and MyCom. Bill Petrucz lead a project involving a major shift in our collection that provides us with more space for DVDs. James Talley III participated in the CPL Play Online twitch stream. Our grab 'n go craft program continues to be a hit, with 50 crafts going out this month. We had 7 participants in our monthly online trivia program. The Best Buy Teen Tech Center held Origami Club, Sewing Club, D&D Club, and a paper

engineering program online for our members. We have also been participating on the Youth Development Committee for Bellaire-Puritas Development Corporation. We were also excited to be restarting our Safe Center for Online Learning to help Cleveland students stay on track.

Walz - Walz kicked off February 2021 with Black History displays, materials recommendations, and Facebook posts. A Black History Take and Make collage for all ages was offered. Ms. Gielty held the Senior Book/Movie Club on Zoom this month -- a total of 12 attendees gathered to discuss "The Guernsey Literary and Potato Peel Pie Society." Future book clubs will be listed on Facebook in hopes of attracting new members. Ms. Gielty attended many meetings with community partners (West 80s Stakeholders, Detroit Shoreway Organizations, and new Ward 15 Councilwoman Jenny Spencer) as well as the weekly Transition meeting for buildings in the 1A group. This month Walz has also begun to hand out Disaster Boxes to families through the Cleveland Food Bank.

West Park - This month we saw the dates for our imminent closure come into focus and we have spent a great deal of time getting last system copies to Main and other items to branches who have expressed interest. We have also moved out various fixtures to other branches that could use them. On February 22nd, when most branches reopened to the public, we continued to provide curbside and walk-up services until April 2nd. We continue to offer take away crafts and Children's Librarian Libby McCuan has done multiple Virtual Storytimes for our Facebook page as well as for local schools. Manager Dalby continued his obligations with the Reopening Committee and the Editorial Team as well as attending various Public Services meetings. He continues to work with Facilities, Accounting, and the FMP group to prepare the branch for closing. A few ideas were posed to both administration and the local West Park Kamms Development Corporation focusing on how we can remain relevant to the community during our renovation.

District Two

Brooklyn - This month was highlighted by CPL's reopening to the public in its continued efforts to remain connected to patrons and the Brooklyn Centre community. LAYE Catherine Hankins continued to provide take home arts and crafts for families. Children's Librarian Laura McShane continued connecting and information sharing with area schools and educators. Ms. McShane and Branch Manager Ron Roberts virtually met with the Connecting

For Kids Director; this northeast Ohio organization provides resources and support for parents, with emphasis on families with special needs children. The Branch will collaborate to be a site for resource sharing pickup in the spring. Mr. Roberts continued participating in online forums, such as a lunch break/meetup sponsored by the Cleveland Leadership Center featuring Guhan Venkatu of Federal Reserve Bank of Cleveland.

Carnegie West - The Branch has partnered with Malachi Center and St. Ignatius's Welsh Academy to distribute Backpacks of nutritious food, courtesy of the Cleveland Food Bank, which supplements the dietary needs of students over the weekend. Both organizations stop by weekly to pick up the packages for the students they serve whose families have been impacted financially due to Covid-19. In a conversation organized by External Relations and Development, Branch Manager Angela Guinther was interviewed by students from John Carroll University's Poverty and Social Entrepreneurship program regarding library services and programs, and the manager's specific career path. The staff participated in Founder's Day.

Fulton - The month was spent cleaning, weeding and rearranging in preparation for reopening to the community, and the start of construction of the Innovation Lab. Although the branch is open to the public, many are still utilizing the walk-up service. Regency, the contractor whom is constructing the Innovation Lab visited the branch numerous times. Staff continued to provide Grab 'n Go meals to the children in the community. Staff also attended the Founder's Day event. Branch Clerk Rachel Irizarry worked on a job board display. Children's Librarian Beverly Austin conducted 10 Storytimes via Zoom, Microsoft teams and the branch's webcam, and attended the Youth Services monthly meeting. Mrs. Austin prepared grab 'n go Black History month craft kits. Branch Manager Leslie Barrett attended the PS managers, CPL-FIT committee, and Jumpstart meetings, and the HR Forum. Ms. Beverly Austin and Mrs. Leslie Barrett hosted a virtual library tour.

Jefferson - Staff continued to offer curbside and walk-up service, and took steps to ready the branch for the upcoming construction closure. Capital Projects and Finance Department staff walked through the branch and identified items to be saved, discarded, or sold. LACE Grace French attended Dublin Committee and Harvest for Hunger meetings. LACE Bernadette Lemak created window displays for Valentine's Day and for Black History Month. LAYE Alexander Story attended meetings with staff from Northeast Ohio College Preparatory School. Children's

Librarian Karen Kelly Grasso worked to transfer last system copy and award-winning books to Collection Services in anticipation of the construction closure. Branch Manager Steve Capuozzo attended the following meetings: Transition Planning/Move Management, Public Services Managers, D2/D3, and HR Forum. He served as a moderator during a breakout session for the Founder's Day program, and held a meeting for the LGBTQIA+ ERG, for which he serves as Chair. The branch and staff were photographed by Adam Jaenke from the Center for Local and Global History to be included in the Neighborhood Photographic Survey. Branch staff also attended Town Hall meetings, the Founder's Day, Reopening, Facilities Master Plan, and Wellness Coach Meet and Greet.

South - The Staff have been busy reorganizing to ready the branch to welcome back patrons. Displays have been created around the branch to increase material visibility. Signage has been hung that will let patrons know what steps we are taking to keep the branch safe and a Covid free space. Staff attended Founder's Day on February 17th. The Youth Team was busy with recording and uploading Storytimes to the Facebook page, as well as have been conducting Virtual Storytimes and fieldtrips.

South Brooklyn - Staff offered curbside, walk-up, and in-house services, as well as GCFB's Grab 'n Go Lunches, Disaster Boxes, and Backpack foods. The branch continues to be a PCs For the People pick up location. Staff attended monthly branch meeting and Founder's Day. LACE Abigail Larion completed *Violence Prevention in the Public Library* webinar. LAYE Raymond Cruz conducted Virtual Storytimes with Charles Mooney and Horizon Education Center, attended Youth Services meeting and a NEO-RLS webinar (*Reference is Reference*), and created and delivered over 40 grab 'n go crafts. Children's Librarian Ronald Palka-Roman attended Youth Services meeting, Multi-Cultural ERG meeting, and various webinars (NEO-RLS, Early Childhood Investigations, and Booklists), and conducted Virtual Storytimes with Charles Mooney and William C. Bryant. Assistant Manager Tammy Houghton attended the following: PS Managers, D2/D3 Managers, Words on Wheels, United Way/Community Shares, Wellness Coach Meet & Greet, and various webinars/workshops (ALA, NEO-RLS, and HarperCollins). District Manager Luigi Russo participated in the following meetings: Old Brooklyn CDC MyCom, Old Brooklyn CDC Community, Public Services Team, Public Services Managers, Reopening Task Force, Transition Planning/Moving Management, Community Conversations, Words on Wheels, D2/D3 Managers, FUL Jumpstart, Policy Development, and HOU Community Engagements.

District Three

Garden Valley - Branch staff continued to follow work protocols, attended virtual training, worked on special projects, and assisted patrons through the walk-up services. Children's Librarian Ms. Csia attended two professional development webinars: NEO-RLS *How to be an Effective Anti-Racist*, and *Library Journals Get Ready to Read with Simone & Schuster*. LAYE Mr. Burks began weeding and interfiling the Manga Graphic Novels received from Woodland branch. Dyad Public Services Manager Maria Estrella provided the Garden Valley team with guidance throughout library changes and new initiatives and submitted various HIPPO requisitions to have furniture, data lines, and electricity added to various areas of the building. Assistant Branch Manager Donald Smith assisted the Woodland branch to provide a helping hand weeding, discharging, and routing items to new locations.

Hough - Hough Branch reopened to patrons, as well as continued walk-up and curbside services. GCFB Kid's Café, Backpack operation, and Disaster Boxes continued to be given out consistently, with youth staff doing their best to get the word out on these programs. Staff attended the Founder's Day celebration. LAYE Romael Young attended the United Way/Community Shares meeting. Mr. Young and LACE Hannah Kohr attended the monthly Union Delegate meeting. Ms. Kohr also attended the Women's ERG Meeting. Children's Librarian Manisha Spivey, and Branch Manager Lexy Kmiecik participated in an interview with a student from John Carol University. Mrs. Kmiecik attended the People with Disabilities ERG meeting. Ms. Kmiecik also attended the monthly manager's meeting, various Reopening Committee meetings, multiple MidTown E.66 meetings, Ward 7 monthly meeting, the CPL Design & Construction Informational meeting and multiple Transition Planning/Move Management meetings. Mrs. Kmiecik also was a moderator for Founder's Day and presented at the Reopening Town Hall.

Martin Luther King - Branch Manager Dr. Tonya Briggs had a meeting with Innovative Solutions Collective's Dr. Bill McKinney and Morgan Taggert to plan for a community needs assessment. During the meeting, Dr. McKinney and Ms. Taggert demonstrated an interest in moving forward with Dr. Briggs' idea to create Civic Engagement and Labs at the MLK Branch. The Civic Engagement series would help library users learn how community and city government works. The Civic Labs would focus on providing information and discussion about community issues and organizations participants can work with. Dr. Briggs

participated in Ministries 25 packing; met with Urban League Council Analytics Leaders Meeting about Tableau, and the LAND Studio meeting, and attended various professional developments (RIPL: *Can You Hear Me Now? Using Data to Communicate with Stakeholders*, and TechSoup: *Why Measuring the Impact of Doing Good*).

Sterling - The Branch continued to provide walk-up service to the residents of the Central Neighborhood while preparing for the February 22nd reopening. Fax, email, copy, and print were the most requested services. GCFB Kids Café program attendance exceeded 300 for the month. The branch distributed 96 bags of kid-friendly weekend meals through the GCFB Backpack program, and 20 Disaster Boxes with shelf stable food. Youth Services staff, Sonja McCord and Charles Bailey presented a Virtual Storytime via Zoom, and distributed craft kits for the weekly grab 'n go craft program. Staff attended the Founder's Day program and the Reopening Town Hall. Branch manager Monica Rudzinski promoted the first "Our Future is Building: Sterling Branch" community engagement meeting with Central neighbors and partners. The Cleveland Children's Museum donated 500 STEM kits, and the Youth Services Department will serve as the centralized location to distribute the packets throughout CPL.

Woodland - Staff began completing various tasks of weeding, packing, mailing items to new locations, sending HIPPOs, etc. to prepare for the building's closure of Spring 2021. LAYE Kelli Newson provided a Virtual Storytime to families attending the Alfred Benesch Family Literacy Night. Dyad Public Services Manager Maria Estrella provided the Garden Valley and Woodland branch teams with guidance throughout library changes and new initiatives. The Management and Youth Services Teams also attended the Garden Valley Branch Strategic Plan Meeting with Dr. Winlock.

District Four

East 131 - The East 131 Branch kicked off the month in celebration of Black History Month highlighting Black Authors who deserve to be celebrated for their contributions to civil rights, politics, the arts, and beyond. Library Assistant Computer Emphasis Carla Carraway presented her thought-provoking staff picks highlighting trailblazers Stacy Abrams, Zora Neale Hurston, Cecily Tyson, and Octavia Butler. Additional programs included Children's Librarian Kelli Minter's Black Pioneers and Ms. Carraway and Branch Clerk Karie Felder's program Guess Who? Baby Edition.

In partnership with WVIZ/PBS Ideastream, Ms. Minter and Library Assistant Rosa Simone facilitated the literacy portion of the virtual Family and Community Play & Learn Science program for twelve families of preschoolers and kindergarteners. Families received educational resources and a PBS Play Pad from WVIZ along with an Addidas bag filled with Greater Cleveland Food Bank meals and a CPL 150 backpack filled with school supplies and a free book. Youth Services staff along with Manager Marquez met with Dr. Sadie Winlock to discuss the strategic plan for youth programming. Branch Clerks Karie Felder and Pat McCoy presented the fun filled DIY Hot Cocoa Heart Bombs program and Ms. Marquez demonstrated how to make DIY Seed Hearts on the branch's Facebook page. Manager Marina Marquez facilitated a staff meeting and potluck to prepare the branch for reopening to the public. On behalf of the East 131 Branch, Ms. Marquez and Ms. Carraway participated in John Carroll University's case study for their Poverty and Social Entrepreneurship course. As the District 4 representative, Manager Marquez attended the monthly Buckeye Road Refresh Community meeting. As a Moderator for Founders' Day Ms. Marquez lead a breakout session to gather feedback about our refreshed strategic direction.

Fleet - In February, Black History Month was acknowledged with a special Facebook TikTok highlighting books authored by African Americans narrated by Branch Manager Magnolia Peters. Additionally, Ms. Peters, shared with Slavic Village community partners updates of the pending reopening of branches for entrance by the public with details about virtual Black History Month programing and other in person and virtual library services. Internally, heavy weeding of the collection was performed to refresh and reorganize the shelves. Also, all discretionary orders were submitted for the month. Lastly, SPS Officer Matthew Cowling has been very helpful with assisting walk-up patrons and maintaining the safety of our exterior by shoveling and salting the walkways.

Harvard Lee - This month, our branch started the Food Bank's Backpack program and Disaster Box program, in addition to continuing the Kids' Café program. On February 4, Youth Librarian Olivia Morales presented on library resources at Whitney Young School's Early Literacy Night, to 29 families and staff. Our team divided and completed the adult weeding list. Branch Clerk Bianca Jackson joined the Reopening committee and continued to be active in her Delegate duties for SEIU 1199. Branch librarians started engagement via our branch

Facebook page. Ms. Schmidt and Ms. Olivia attended the MTP MyCom partner meeting. Ms. Schmidt attended the Harvard Community Services Center Collab meeting, as well as many webinars, including: *How to Develop Your Leadership Style* by Harvard Business Review; *From Inclusive Leadership to Advancing Equity* by ACRL; *Big-Buzzing Prepub Titles for Spring* by Library Journal; and *Trauma-Informed Approaches* training by the Ohio State University Extension via MTP MyCom. Ms. Schmidt assisted in moving supply donations at Lakeshore. Several staff attended meetings of the new Employee Resource Groups. The team participated in Founder's Day activities on February 17th and prepared for reopening on February 22nd.

Mt. Pleasant - In February, Youth Librarian Mark Tidrick and Library Assistant Youth Emphasis Renita Carter provided Storytime to two new daycares in the Mt. Pleasant community. Staff also delivered 3-D printed puzzles as take and make crafts (created with the help of Larrise Mondok of the Lorain branch and TechCentral) to Greater Achievement one and two. Our Community Partners eagerly took part in the library's Winter Reading Challenge; 54 preschool and grade school students participated. Collection management was a big focus for the branch this month. In order to create a more comprehensive collection, LACE Kyra Berzonsky, and Mrs. Carter created a spreadsheet that helped identify the incomplete and lost Urban Fiction series.

Rice - During Black History Month the staff at Rice made displays inclusive of Black Lives Matter and Black Excellence. The branch book sale truck was revamped to consist of all books written by, illustrated by or picturing people of color. In addition to BHM displays Rice provided make and takes celebrating all holidays this month - valentines and presidents. Ms. Johnson, Youth Services librarian, conducted Virtual Storytimes each Tuesday themed around love, black history, and community for Sunbeam Elementary School. She continues to promote the library's Winter Reading Challenge to all community youth. The branch added the Food Bank's Backpack program and Disaster Box programs to its regular Kids' Café programming. Ms. Hutson assisted with the coordination of getting management volunteers to move Matthew 25 Ministries supply donations onto pallets for community churches to pick up from the Lakeshore Facility. Eight Branch Managers worked as a team to put together 15 towering 8-10 foot high skids of items. Ms. Hutson attended the following meetings and trainings: *From Inclusive Leadership to Advancing Equity*, *Mental Health First Aid*, *Project Management Tips and Tools with Zakia Ringgold* and the North American

Virtual Reference Online Conference. The month ended with a weeklong reopening celebration for Rice patrons that consisted of giveaways pertaining to the Facilities Master Plan, community donations and free books.

Union - For the month of February, staff continues to provide walk-up service to our community. We continue to provide weekly Storytimes to our neighborhood schools and daycares. Storytimes presented to Pre-K class of Warner Girls Leadership Academy, Miles Park School and Katai Daycare. Storytime themes included famous African Americans for Black History Month, Ground Hog Day, and Valentine's Day. Youth patrons enjoyed Valentine's Day and African American crafts to go. Ms. Johnson participated in True2U training and a virtual session with her students. Ms. Johnson attended virtual Women's ERG meeting. Ms. Steward attended a virtual African American ERG meeting. Ms. Williams attended the following meetings and trainings, True2U virtual session, WOW committee and Founder's Day Moderator training. All staff will view virtual trainings in preparation to reopen to the public.

District Five

Addison - All staff participated in the "CPL Community Conversations: A Town Hall with the Greater Cleveland Food Bank." Both branch clerks completed one hour of professional development inclusive of the Ohio Reference Excellence module six part one. Branch Clerk Ms. Carter also participated in NEORLS' webinar called *Preparing for the Next Wave of Pandemic - Fatigued Customers*. Branch Clerk Mr. Guerin attended the People with Disabilities ERG meeting. Ms. Means, Branch Manager attended the African American ERG meeting, 3rd District Safety meeting, MidTown Neighborhood Vision Plan Focus Group: Community Members, Ward 7 meeting, Family Cafe at Cleveland Transformation Alliance and participated in NEORLS' webinar called *How to Help Employees Manage Stress During COVID-19*. Mrs. Malinoski attended ED Web webinar called, *The Brain and Reading: Why Learning to Read Is Hard and What to Do about It*.

Collinwood - During the beginning of February Youth staff reached out to our academic pods, daycares and schools to find out what the needs are and number of students they have. We currently have two schools (no numbers for them), 2 academic pods and 1 daycare that we are collaborating with for a total of 51 scholars in grades K-8 that we can tailor programs for. Reading comprehension and tutoring services are at the top of the list of needs expressed. We will address those needs in

future visits and refer to the MLK Tutor Me program. Adam Tully participated in three sessions of CMSD True2U program with East Clark School. As a result of our session with Dr. Winlock, we submitted two activities for the months of March and April in LibCal. Manager Peak made contact with Memorial School to be a part of a program on March 5th via Zoom. She continues to reach out to support current partnerships and seek new collaborations.

Glenville - Youth staff, Peter Roth and Difrancio Barnes continues to present "Good morning, Glenville" Storytime virtually to individuals and the daycare. Both watched the webinar *How to Deal with Problem Behaviors Related to Covid-19*. They also weeded magazines and comic books from the youth area. Mr. Roth continues to present Storytime to second and third graders at Citizen's Academy East. He attended another session with the class for True2U mentorship program at CMSD's Willson school. Difrancio Barnes created curbside crafts for the month that included educational materials about historical black figures for Black History Month. Mr. Barnes updated the Facebook page with the Storytime video "I am Perfectly Designed" for the branch. He also attended the Youth Services meeting, and webinar *Technology for Youth*. Manager Sharon Jefferson attended Words on Wheels, Community Conversations, Reopening Task Force meetings and the Writers and Readers Presents "Jelani Cobb and Heather McGhee". She also started the Medical Terminology class through the Gale Learning courses.

Langston Hughes - In February the branch participated in the Backpack program, sponsored by the Food Bank of Greater Cleveland, which provides meals for our neighborhood children. Inside of each backpack are various nutritious items such as pasta, vegetables, fruit and snack items. Ron English will be the representative for the branch's Facebook page that will allow us to share what programs and new events are happening at the branch. Children's Librarian Christopher Busta-Peck is designing a program geared toward programmable wooden robots: "Mechanical STEM Learning Toolkits" that will enable participants to draw a flower, horse, skull and the profile of a woman using wooden robots. With these kits one will also be able to create a clock or a miniature obstacle course. Mr. Bradford took part in the following webinars: *Building virtual Team Cohesion - Tips for Managers*, LibChat training for distance learning, *From Inclusive Leadership to Advancing Equity*, *Protecting Patron Privacy in Public Libraries*, *Refresh Your Reference Interview Skills (In Person and Virtually)*, *Lessons in Diversity, Equity and Inclusion: Managing Change from Where You Are*, and *The Black Family through the Lenses of Black Artists*.

Mr. Bradford, hosted the virtual meeting of the Executive Council of the Friends of the Oberlin College Libraries, attended the D4/D5 virtual meeting, attended the HR Forum: Conducting Investigations and participated in the "Know Your Neighborhood" monthly Zoom meeting sponsored by CWRU. Adult fiction books with low circulation or that have not circulated since arriving at the branch were weeded. The staff has started the "Langston Hughes Staff Jump Rope Challenge" to help us stay active.

Memorial Nottingham - The Memorial-Nottingham branch celebrated Black History Month, Valentine's Day and Founder's Day during the month of February. Adult take and make bags, puzzle bags, and trivia bags continued to be successful among striver and senior patrons. The Gamma Delta Zeta Chapter of Zeta Phi Beta Sorority, Inc. made a monetary donation to the Memorial-Nottingham branch collection. Manager, Mrs. Moncrief Robinson and Library Assistant Computer Emphasis Ms. Childress met with University Hospitals Community Outreach Coordinators to partner for future programming opportunities for patrons. Mrs. Moncrief Robinson attended three professional development workshops hosted by Cleveland State University, Cleveland Leadership Center, and Harvard Business Review. The Youth Service staff both attended the virtual Youth Service meeting. Children's Librarian Ms. Rivera hosted eight virtual Storytimes with Oliver H. Perry Elementary School classes. The Youth Service staff contacted community partners to inform them of the updated YRead? list and February's take and make activities for youth.

OUTREACH & PROGRAMMING SERVICES

In February, the 3E/OPS gradually rolled out programming to library patrons in anticipation of the library reopening on February 21st. The department's primary emphasis was on the celebration of Black History Month. Youth engagement programming, author visits, panel discussions, and curated digital resources all highlighted the social issues facing and achievements of members of the African diaspora in the United States.

The 3E/OPS department encumbered \$93,099.01 in support of 2021 programming in February. This month's two largest expenditures funded art therapy services and the Writers & Readers author series.

PARTNERS AND PROGRAMS

On February 17th, the 3E/OPS department hosted the Library's annual Founders Day celebration using the HopIn video conferencing system. Approximately 500 staff members attended the half-day workshop that included the Library's strategic plan's unveiling. Following the Director's presentation was a panel discussion with Jeffery K. Patterson, Chief Executive Officer and Safety Director of Cuyahoga Metropolitan Housing Authority, and Danielle Sydnor, president of the Cleveland Branch of the NAACP. The three leaders discussed Cleveland's historical and racial inequities and how their respective institutions are working to usher in a new era of justice.

On February 18th, the Library in partnership with Dance Cleveland, provided free access to a live performance by Ronald K. Brown's Evidence. Evidence's mission is to promote understanding of the African Diaspora's human experience through dance, music, history, and tradition.

The Library hosted a first-of-its-kind workshop as a part of its Writers & Readers author series. In addition to fireside chats with nationally known authors and intellectuals, the Library is hosting a series of companion programs that dive deeper into the main event's topics. On February 24th, civil rights and criminal defense lawyers Terry Gilbert and Gordon Friedman discussed policing at the national and local levels. They gave insights on how to achieve justice in the 21st century.

On February 27th, the Library hosted its first Writers & Readers event of the 2021 season. Authors Jelani Cobb and Heather McGhee participated in a conversation moderated by the City of Cleveland Director of Public Safety, Karrie Howard Esq.

Jelani Cobb has been contributing to The New Yorker since 2012 and became a staff writer in 2015. He frequently writes about race, politics, history, and culture and won the 2015 Sidney Hillman Prize for Opinion and Analysis Journalism for his columns on race, the police, and injustice. He is the author of several books: **The Substance of Hope: Barack Obama and the Paradox of Progress** (2015), **To the Break of Dawn: a Freestyle on the Hip Hop Aesthetic** (2007), and **The Devil and Dave Chapelle** (2007).

Heather McGhee designs and promotes solutions to inequality in America. Her recently released book, **The Sum of Us: What Racism Costs Everyone and How We Can Prosper Together** was given away, courtesy of the Founders Fund, to program participants. Her 2020

TED talk, "**Racism Has a Cost for Everyone**" reached 1 million views in just two months online. In the coming year, she will launch two original podcasts on the economy and create cross-racial solidarity in challenging times.

On February 23rd, The Legal Aid Society of Cleveland and Cleveland Public Library launched the first program of its Facebook LIVE series. The Series features legal information and "know your rights" details through interviews with our Legal Aid attorneys, Cleveland librarians, and occasional special guests. The first online event focused on immigration and featured Legal Aid attorneys, Cleveland Library staff, and representatives from Lorain El Centro, Refugee Response, and Catholic Charities.

In addition to its core curriculum of youth engagement and educational programming, the 3E/OPS launched a new program for 9-12th grade students attending the John Hay Early College. On February 8th, ten students began an intensive 6-week photography course called My Lens. The course uses photography to explore the various interpretations of self-identity and teach young people how to identify with peers of differing backgrounds.

EXTERNAL RELATIONS & DEVELOPMENT AND FOUNDATION

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

EXTERNAL RELATIONS & ADVOCACY UPDATES:

- **Goal:** *Increase Elected Officials and Key External Stakeholders' Awareness and Understanding of CPL's Community Impact*
 - **Elected Official Engagement**
 - Facilities Master Plan (FMP)
 - Design and Construction Informational Sessions--- Continued to apprise local legislators on FMP Phase 1A efforts of the branch(es) in their locale/jurisdiction
 - Phase 1B branch virtual update meetings--- Met with local legislators to provide high-level updates of the branch(es) in their locale/jurisdiction
 - o City Council
 - Councilwoman Jenny Spencer
 - Councilman Kevin Conwell
 - Councilwoman Phyllis Cleveland

- o County Council
 - Councilwoman Yvonne Conwell
 - Councilman Dale Miller
 - Councilman Martin Sweeney
 - Branch Community Town Hall Meetings--- Local legislators participated and engaged in the community meetings of the branch in their locale/jurisdiction
 - o Councilman Brain Kazy
 - o Councilwoman Jenny Spencer
- **Additional Efforts**
 - Facilities Master Plan (FMP)--- Design and Construction Informational Sessions
 - Continued to apprise CDCs on FMP efforts
 - Virtual Story Time & Dial-A-Story program engagement
 - Engaged stakeholders in CPL's story time program including:
 - o Chief Calvin Williams, City of Cleveland's Chief of Police

CPL DEVELOPMENT UPDATES:

- **Goal:** *Align fundraising to support CPL's new strategic plan and Facilities Master Plan (FMP)*
 - Fundraising
 - Advanced efforts for 2021 corporate giving solicitations
 - Preparation and planning for Library Giving Day (April 7)
 - **Additional Efforts**
 - Worked with PNC and the Maltz Museum to create bookmarks to promote the Notorious RBG: The Life and Times of Ruth Bader Ginsburg exhibit at the museum.

CPL FOUNDATION UPDATES:

- **Goal:** *Reach Financial Targets*
 - *Environment:* Submitted a proposal to Cuyahoga County's Urban Tree Canopy grant program to purchase and plant new trees at the Hough and Woodland Branches to promote Cleveland's urban tree canopy.
 - *Capacity Building*---Submitted a proposal to The Cleveland Foundation's Black Futures Fund to support the CPL Foundation's new strategic business plan and other organizational initiatives.

- Additional CPL Foundation Efforts:
 - CPL Foundation Executive Committee held its yearly retreat
 - CPL Foundation Governance Committee held its quarterly meeting
 - CPL Foundation Finance Committee held its quarterly meeting
 - CPL Foundation Development Committee held its quarterly meeting

ADDITIONAL DEPARTMENT EFFORTS

- Continued to aid John Carroll University undergraduate students with their Poverty and Social Entrepreneurship class case study for the semester with their focus on public libraries.

COLLECTION & TECHNICAL SERVICES

Director of Collection and Technical Services Sandy Jelar Elwell met with Digital Initiatives Strategist Chatham Ewing at the Lake Shore facility to discuss locations at Lake Shore for storing art from the branches in Group 1A of the Facilities Master Plan (FMP) and for branches in future phases of the FMP. Ms. Jelar Elwell attended a meeting along with Mr. Ewing and other members of the Capital Improvement Plan Core Team to discuss and review the plans that had been identified for moving and storing the art.

Ms. Jelar Elwell met with Chief of Special Projects and Collections John Skrtic and Assistant Director of Public Services Robin Wood to discuss and identify a process for handling the last CPL copy of items belonging to branches where the collections are being discarded as part of the FMP. Ms. Jelar Elwell, Mr. Skrtic, and Ms. Wood also met with Project Manager Michael Ruffing to discuss the handling of the Cleveland Corporate Annual Reports which had been unpacked, sorted alphabetically, and repacked by Collection Management Librarian Laura Mommers.

Ms. Jelar Elwell and Materials Handling Supervisor James Clardy attended presentations on automated materials handling (AMH) systems from the vendors Bibliotheca, Lyngsoe, and Tech-Logic along with other members of the Capital Improvement Plan Core Team and representatives from Bostwick Design Partnership. Ms. Jelar Elwell attended meetings to discuss the shelving counts

and placement for Group 1A branches along with the other members of the Collections Team and the designated architects. Ms. Jelar Elwell attended a virtual meeting of the Urban Libraries Council (ULC) Collection Leaders and continued to participate in meetings of the Capital Improvement Plan Core Team and Transition Planning/Move Management Team.

Collection and Technical Services staff attended Cleveland Public Library Founder's Day 2021, the Reopening Town Hall, the Wellness Coach Meet and Greet, and Our Future Is Building Town Hall.

Acquisitions: The Acquisitions Department ordered 6,868 titles and 7,763 items (including periodical subscriptions and serial standing orders); received 13,352 items, 1,781 periodicals, and 132 serials; added 539 periodical items, 62 serial items, 275 paperbacks, and 218 comics; and processed 721 invoices and 126 gift items.

Acquisitions Coordinator Alicia Naab continued to work on reinstating ordering and receiving workflows for 2021. Ms. Naab provided additional training for Senior Subject Librarian Mark Moore on the changes that resulted from CPL transitioning to OverDrive Advantage accounts. Ms. Naab also provided clarification to Subject Department Manager Olivia Hoge on the notations that are needed when placing orders with Electronic Data Interchange (EDI) vendors.

Ms. Naab and Collection Manager Pam Matthews worked with OverDrive Account Manager Todd Warhola to try to resolve a display issue that occurred when an upgrade was made to OverDrive Marketplace and worked with the OverDrive Accounting team to explore a problem with missing invoices. Ms. Naab worked with Ms. Matthews on rebuy efforts for eMedia publishers with expiring collections and on eMedia collections related to the Writers & Readers events.

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

Catalog: Librarians cataloged 2,288 titles and added 2,916 items for Cleveland Public Library. Librarians also added 655 titles, completed 39 merges and edited 89 records for CLEVNET member libraries. Clerical staff cataloged 281 new titles and added 1,644 items for the Cleveland Public Library, and added 825 records for the CLEVNET libraries.

Technical Services Librarian Amei Hu worked with Business, Economics and Labor Department Senior Subject Librarian Sandra Witmer for a serial clean-up project including merging, reclassifying and relabeling about 300 items. Technical Services Librarian Michael Gabe created three original records for German language chess material, including an issue of a periodical that contained an article crediting the Cleveland Public Library.

Technical Services Librarian Erin Valentine met with Fine Arts & Special Collections Manager Pam Eyerdam and Special Collections Librarian Stacie Brisker to discuss the Langston Hughes archive. Ms. Valentine worked with Special Collections Librarian Raymond Rozman to add a table of contents note and more detailed description to the catalog record for a rare set of manuscripts bound in one volume. Ms. Valentine met with Fine Arts Librarian Andrew Kaplan to discuss online catalog display options for the Cleveland Orchestra's programs and improved multiple serial records for the programs so that patrons could more easily find and identify them.

Ms. Valentine attended the online Music OCLC Users Group 2021 Annual Meeting, which was held in the afternoon on February 22-24, 2021. Mr. Gabe assumed the role of Secretary for the Cultural Diversity Employee Resource Group.

Collection Management: Collection Management selected 982 titles and 7,325 copies in February and spent over \$141,000 on physical materials.

Collection Manager Pam Matthews attended two meetings of the Editorial Team and two meetings of the Workforce Development Committee. Collection Management Librarian Laura Mommers attended the monthly Youth Services meeting, which she intends to do for the foreseeable future.

High Demand: The High Demand Department ordered 830 titles and 6,669 items; received and added 4,879 items; processed 203 invoices, and added 451 records for the CLEVNET libraries.

Materials Processing: The Materials Processing Technicians processed 19,470 items for the month.

Shelf/Shipping: The staff of the Lake Shore Shelf/Shipping Department sent 15 items to the Main Library for requests and 81 items to fill holds. Main Library received 131 telescopes, the

Branches received 163 telescopes, CLEVNET received 67 telescopes, and CSU, CWRU, and Tri-C each received 1 telescope. A total of 364 telescopes were shipped out. The Technicians sent out 332 items of foreign material and in total 9,529 new items were sent to the Acquisitions and High Demand Departments.

MARKETING & COMMUNICATIONS

In February, Cleveland Public Library [reopened to visitors](#) for browsing, honored [Black History Month](#), celebrated its [Founder's Day](#), and kicked off Phase 1B of the [Facilities Master Plan](#).

The Marketing Department created a Black History Month calendar and a section on [cpl.org](#) honoring the contributions of past and present Black Americans.

On Founder's Day, we unveiled the Library's new strategic plan to the public at [virtual forum](#) at The City Club with our partners, CMHA CEO Jeffery Patterson and NAACP Cleveland President Danielle Sydnor. We worked with Cleveland.com and the Plain Dealer to publish the [Director's Op-Ed](#). Promotion included media outreach, social media mentions, and [radio](#) ads.

Other media promotion was provided for our reopening, community engagement meetings for the Facilities Master Plan, and our [closure due to inclement weather](#).

Our marketing efforts included media releases, social media and digital (cpl.org, Off the Shelf, community calendars), printed materials (post cards, calendar), and paid advertisement.

Library Programs & Services

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

WRITERS & READERS: The speaker series returns with three events featuring authors, professors, and political commentators who will discuss policing, Black America, and civic engagement. This year, a virtual workshop will accompany each Writers & Readers event to give participants a platform to seek a greater understanding.

Marketing Efforts: [Media release](#), [radio ads](#), social and digital (cpl.org, e-blasts, and community calendars)

MEDIA COVERAGE:

<https://www.cleveland.com/news/2021/02/how-to-celebrate-clevelands-black-history-during-black-history-month-in-february.html>

<https://app.criticalmention.com/app/#/clip/search/aa9f0cdc-4773-4029-9eee-741ef8d0d583?fullText=true&width=900&ccTextHiWords=cleveland%20public%20library>

<https://www.trazeetravel.com/black-history-month-celebrations-in-cleveland/>

<https://www.beaconjournal.com/story/lifestyle/2021/02/19/book-talk-crime-ancient-marinara/6788568002/>

NEXT 400 ROUNDTABLE: In partnership with WOIO 19 News and its “**The Next 400**” initiative, **Cleveland Public Library hosted a Facebook Live discussion about vaccines and the African American experience.** The panelists were Dr. Charles Modlin of the Cleveland Clinic and Dr. R.A. Vernon, the founder and senior pastor of The Word Church. 19 News Anchor Chris Tanaka served as the moderator.

Marketing Efforts: [Media release](#), social and digital (cpl.org, Off the Shelf)

LEGAL AID AT THE LIBRARY: Cleveland Public Library is partnering with The Legal Aid Society of Cleveland to provide free legal advice and education seminars. Topics include [immigration](#), [record sealing](#), and [guardianship and mental health](#).

Marketing Efforts: [Media release](#), social and digital (cpl.org, Off the Shelf)

FACILITIES MASTER PLAN MEETINGS: As part of the process to reimagine our neighborhood branches, **Cleveland Public Library is hosting a series of community meetings to learn what people want to see in their future branches and how they plan to use the facilities.** The virtual meetings will focus on the design and construction of the following branches: Brooklyn, Eastman, Lorain, Rockport, and Sterling.

Marketing Efforts: [Media release](#), social and digital (cpl.org, Off the Shelf, e-invites to branch library card holders)

COMPUTER CLASSES: Looking to get back to work or learn a new skill? Cleveland Public Library is offering a series of [computer](#)

[classes](#) to help people create resumes, search for jobs, and understand how to operate Microsoft software.

Marketing Efforts: [Media release](#), social and digital (cpl.org, Off the Shelf)

MEDIA COVERAGE:

<https://www.northeastohioboomer.com/uncategorized/brush-up-your-skills-with-free-virtual-computer-classes/>

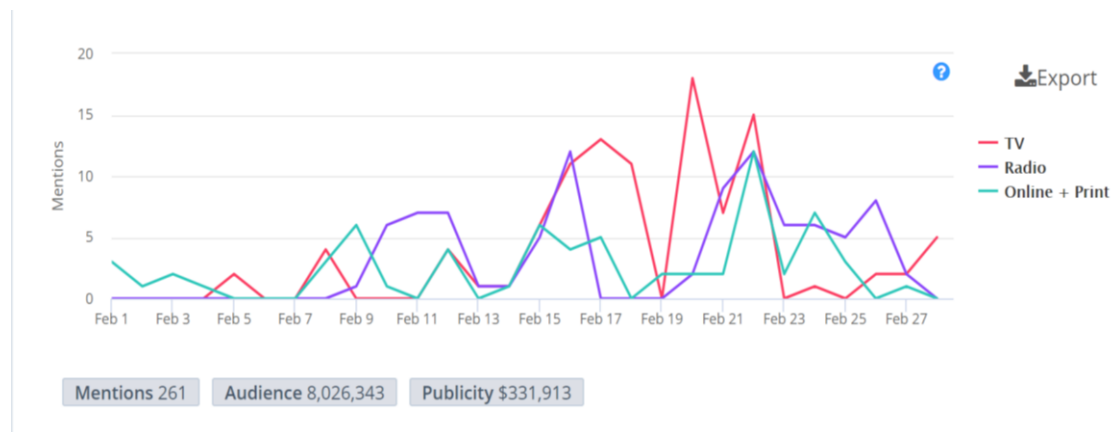
CLEVELAND 20/20: Cleveland Magazine published a human-interest story about our Cleveland 20/20 exhibition in Brett Hall.

MEDIA COVERAGE:

<https://clevelandmagazine.com/entertainment/museums-galleries/articles/cleveland-20-20-showcases-the-city-through-a-new-lens>

PUBLIC RELATIONS OVERVIEW

Cleveland Public Library garnered 261 mentions for the month of February, reaching more than 8 million people in national and local TV news, and online and print.




SOCIAL MEDIA SUMMARY

AUDIENCE GROWTH: During the month of February, the Library's total audience growth increased on its social platforms (Facebook, Twitter, Instagram, and LinkedIn). The total growth for this month was 319, which is up 20.8% over the previous month. Twitter was the only platform to experience losses, but we expect losses were due to the platform's routine account purges (e.g., inactive accounts, duplicate account, etc.), because impressions are up over the previous month.


CPL STORYTIME: Marketing continues to work with branches, departments, and partners to explore ideas for regularly scheduled content, like the Next 400 Digital Round Table, to reach new audiences and platforms. During the month of February, Marketing and Outreach and Programming Services collaborated with the Cleveland Division of Police to provide CPL Storytime on TV20. The stories were also hosted on TV20's YouTube channel and shared on the Library's Dial-A-Story. This opens an opportunity for marketing to explore creating more regularly scheduled content on platforms like Twitch Tv, YouTube, and Facebook Series.

DESTINATION CLEVELAND TAKEOVER: On Saturday, February 26, Cleveland Public Library partnered with Destination Cleveland to celebrate Black History Month with a social media takeover. The Library was invited to share images from the collections with messaging about Black history in Cleveland. The Library shared images and messages about Langston Hughes and Louis Stokes to Destination Cleveland's 109,000+ followers on Instagram and 123,000+ fans on Facebook.

Most popular posts by Platform


Cleveland Public Library
 Thu 2/18/2021 4:30 pm PST

Cleveland Public Library and 19 News' "Next 400" are partnering together to serve the public. Join us for in-depth discussion with




Total Engagements	227
Reactions	49
Comments	7
Shares	19
Post Link Clicks	7
Other Post Clicks	145


Cleveland Public Library
 Wed 2/24/2021 8:36 am PST


Calling all little readers. Explore books and storytelling through music and singing! This program is in partnership with The Music




Total Engagements	171
Reactions	25
Comments	4
Shares	3
Post Link Clicks	3
Other Post Clicks	136


Cleveland Public Library
 Sat 2/20/2021 9:01 am PST

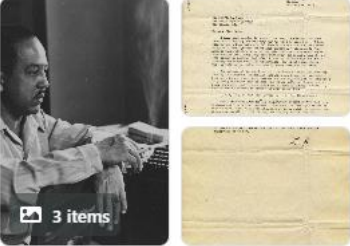
Explore African American research with one of genealogy's foremost experts in African American genealogy, Deborah A. Abbott.



Total Engagements	125
Reactions	28
Comments	21
Shares	6
Post Link Clicks	-
Other Post Clicks	70

 Cleveland_PL
Mon 2/1/2021 12:27 pm UTC

Happy Birthday to the great Langston Hughes! Hughes' letter to CPL's Effie L. Powers: "...and Negro parents are now



Total Engagements 336

Likes	98
@Replies	1
Retweets	33
Post Link Clicks	1
Other Post Clicks	203
Other Engagements	0

 Cleveland_PL
Mon 2/22/2021 3:00 pm UTC

That feeling when you can browse the library shelves in person again 😊. Our library locations are now available for browsing!



Total Engagements 333

Likes	107
@Replies	4
Retweets	21
Post Link Clicks	1
Other Post Clicks	200
Other Engagements	0

 Cleveland_PL
Thu 2/18/2021 4:00 pm UTC

#TBT 1141 East 105th, 1949. Cleveland City Hall Collection No. 12837. Cleveland Public Library Photograph Collection. Source: Bo



Total Engagements 234

Likes	24
@Replies	0
Retweets	7
Post Link Clicks	-
Other Post Clicks	203
Other Engagements	0

 clevelandpubliclibrary
Mon 2/1/2021 5:11 am PST

Happy Birthday to the great Langston Hughes! Excerpt from Hughes' letter to Effie L. Powers, Director of work with Children at



Total Engagements 97

Likes	96
Comments	0
Saves	1

 clevelandpubliclibrary
Thu 2/25/2021 8:00 am PST

#TBT Garrett A. Morgan, African American inventor, business magnate, and community leader, shows off his medal for bravery.



Total Engagements 90

Likes	86
Comments	1
Saves	3

 clevelandpubliclibrary
Thu 2/18/2021 5:33 am PST

#TBT This 1949 street scene shows the intersection of East 105th St. and Grantwood Ave. in the Glenville neighborhood. The



Total Engagements 74

Likes	71
Comments	1
Saves	2

PROPERTY MANAGEMENT

CARPENTERS

- LSW- repaired wall on lower level and installed corner guard. Repaired wall in lower level men's locker room and replaced damaged ceramic tiles.
- South- replaced damaged drywall on ceiling. Removed damaged ceiling molding and installed new ceiling molding.
- Installed plexiglass at Memorial-Nottingham, Glenville, Hough, Graphics, Mt. Pleasant, South, Fulton, Eastman and Carnegie West.
- Installed night lock lockdown pins at Mt. Pleasant, E. 131, Rice, Harvard-Lee and Union.

MAINTENANCE MECHANICS

- Continued service and preventative maintenance on boilers/hydronic equipment.
- Installed ionizers and setup three portable air handlers/filtration units at Mt. Pleasant in response to the vandalism of both upper and lower HVAC rooftop units. Increased hydronic loop/boiler set point to help maintain acceptable temperatures in the branch.
- Evaluating branch sites/sensor locations for the US Ignite air monitoring collaboration with CWRU, Digital C and CSU.
- Repaired minor leaks on plumbing fixtures behind the wall of LSW LL public restrooms, worked with the carpenters on replacing broken tiles and access panel installation.
- Continued replacing pre-filters, secondary box filters and carbon filters on air handlers in LSW/Main.
- Started the work on transitioning from the old reverse osmosis system to Western Reserve's water filtration equipment for LSW humidifiers.
- Continuing work with custodial staff on LSW/Main lighting work orders - ballast replacement and re-lamping.
- Worked with SA Comunale on the 5 year internal inspection of sprinkler systems and associated equipment and piping in LSW/Main.
- Worked with TH Martin on replacing AHU #4 main blower motor in LSW lower level mechanical room.

- Continuing work on relocating the carpenters/painters workshop and garage equipment storage in support of the Woodland/CDF FMP project. Started furnace and ductwork installation.
- Working on power runs, cabling and shelving/furniture relocation at Fulton branch in support of the Jumpstart project. Working with the carpenters on the laptop bar extension to relocate public pc.
- 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 conducted ALICE refresher training for downtown staff.
- Safety & Protective Services provided old and new camera layouts to Kat S. for Jefferson and West Park.

Protective Services

Activity

Month	Total Dispatch Activity	Total Alarms	Branch Incidents	Downtown Campus Incidents	Incident Reports Gen.	CPL access activities
Jan 2021	1575	34	1	15	51	16
Dec 2020	1819	39	8	2	24	34
Nov 2020	1846	9	12	4	21	8
Oct 2020	2487	52	16	17	73	29
Sept 2020	2303	69	22	43	94	34

Aug 2020	2550	42	29	30	82	87
July 2020	2226	27	12	9	20	37
June 2020	1148	12	5	2	10	23
May 2020	802	13	8	1	30	30
April 2020	200	11	2	0	5	14
March 2020	909	29	0	0	0	4
Feb 2020	896	13	18	15	90	103
Jan 2020	1446	12	77	44	255	46

Special Attention, Special Events, and Significant Incidents

- Video requests for Cleveland Police Department regarding an accident outside of Mount Pleasant branch and a vehicle crash in front of LSW were completed.
- A Cleveland Police Department vehicle pursuit resulted in a suspect's car clipping the curb in front of LSW and careening across the road into a parked car. Two suspects ran from the scene but were apprehended a short time later.

Protective and Fire Systems

- February fire extinguisher checks completed.
- Safety & Protective Services is getting a third quote for Motorola radios, for new officers.
- Additional quotes will be obtained for Safety & Protective Services dispatch upgrades.
- Collinwood's alarm keypad issues were corrected by Siemens.

Contract Security

- Royce contract security guards are posted at eight branches.

Administration

- Safety & Protective Services updated the Violation and Expulsion form for 2021.
- Interviews held for open Safety & Protective Services officer positions.

INFORMATION TECHNOLOGY & CLEVNET

A number of CLEVNET libraries, including Cleveland Public Library, adjusted their service levels in February as COVID-19 restrictions eased somewhat, requiring CLEVNET staff to respond quickly to assist with the reopening of selected buildings. Everything connected to the ILS (integrated library system) is expected to run smoothly, but we rarely pause to consider the amount of planning and work that must take place on the back end to make that happen. Hilary Prisbylla, Director of CLEVNET, and her team of librarians are to be commended for all they have done this past year to help member libraries move from one level of service to another without interruption.

Ms. Prisbylla's team is also working with CPL staff in the first phase of the Facilities Master Plan to manage the collections and patron holds at Hough, Jefferson, West Park, and Woodland branches. Again, their work will be invisible to most, but critical to patron satisfaction as these branches are closed for renovation or new construction.

Larry Finnegan, Director of IT, and his team have also made themselves available to CPL staff in the planning of these new and renovated facilities. CLEVNET provides all the wireless access points, routers, and managed switches in every building owned and/or operated by a CLEVNET-member library system. The involvement of Mr. Finnegan and his team in the design of new or renovated facilities is critical to the successful opening and subsequent operation of these buildings. The directors of Lorain Public Library System, Shaker Heights Public Library, and Birchard Public Library of Sandusky County have all been proactive in getting CLEVNET staff involved in their capital projects that began in 2020 and are ongoing. A critical piece of this involvement is coordination with the electrical engineers on the project.

Cybersecurity is an ongoing strategic priority of Mr. Finnegan and his team. Because of the volume of illicit login attempts from outside of the United States, CLEVNET has enabled Microsoft's "Conditional Access," a modern security perimeter that extends beyond our network to include user and device identity. The new policy now limits login attempts to North America; this includes the United States, Canada, and Mexico. Attempts from other locations are automatically blocked. If a staff member or library trustee is traveling to a region that is blocked and that person needs to access CLEVNET email, a support ticket should be opened with the dates and the country

(countries) that person will be visiting. Once CLEVNET staff have that information, access can be provided to email and Office 365.

PolicyMap, an online data and mapping tool available to all CLEVNET-member libraries through a shared subscription, has updated their user interface. A virtual training session was held on February 16th to cover new functionality and features. PolicyMap provides access to proprietary and gold-standard public indicators about communities across the United States. CLEVNET staff can access tens of thousands of data points to create maps, reports and analyses designed to provide their libraries with a deeper understanding of their changing communities and help them plan successfully for the future of their libraries. Staff can use the state-of-the-art platform to make data-informed decisions, without needing to learn complicated GIS software or find data from multiple sources.

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